

Q3

2021-2022



NDIS Quarterly Report to disability ministers

31 March 2022

ndis

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Introduction

The NDIA has continued to support participants, providers, staff and partners through the COVID-19 pandemic, including assisting with the vaccine roll-out and distribution of Rapid Antigen Tests.

The NDIA has continued to adapt and enhance its response to support participants, providers, staff and partners during the COVID-19 pandemic. As the COVID-19 pandemic continued to evolve and impact participants and communities across all states and territories during this quarter, the NDIA has introduced new COVID support initiatives and extended a number of current measures to ensure continuity of essential supports for NDIS participants.

This has included ongoing work across Government¹ as part of an interagency taskforce led by the Department of Social Services (DSS). A core focus of the taskforce is supporting participants to be fully vaccinated and preparing for the 2022 winter season.

A number of existing COVID support measures have been streamlined to reduce the administrative burden for providers, while others have been extended to continue to support providers and participants:

- The NDIA no longer requires providers to submit quotes for meal preparation and delivery, transitioning this measure to a new business as usual process.
- The extension of the direct billing arrangement for Supported Independent Living (SIL) providers to directly claim for Rapid Antigen Tests (RATs) for support workers required to undergo COVID-19 testing for continued service provision until 31 August 2022.
- Consolidation of the participant vaccine measures to establish a single new measure that provides for a payment of \$75 to eligible providers whenever they support a participant to receive any COVID-19 vaccination, irrespective of whether it is a primary or booster vaccination.
- A new direct billing arrangement for providers who are supporting participants in SIL where a participant is required to self-isolate or quarantine. This payment recognises that providers of SIL supports will sometimes incur additional costs when supporting participants in these circumstances.

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

Rapid Antigen Tests

The NDIA recognises the importance of RATs to help manage outbreaks and in early detection in accordance with Australian Health Protection Principal Committee (AHPPC) guidance for participants and providers during the COVID-19 pandemic. In February 2022, to support participants and providers, the NDIA commenced the distribution of RATs to eligible providers of SIL. From 3 February 2022, the Australian Government provided an initial distribution of more than 1.2 million RATs to disability providers delivering SIL services to NDIS participants across the country. The NDIA will distribute a total of 5.5 million RATs Australia-wide in fortnightly deliveries to the end of the financial year to support participants and workers in SIL settings. As at 31 March 2022, more than 2.95 million RATs have been distributed to SIL providers supporting three or more participants across all States and Territories.

The NDIA has also worked with Aboriginal Controlled Community Health Organisations and the Remote Community Connector network to distribute RATs to participants in remote and very remote locations.

This measure complements the Commonwealth program to provide free RATs for concession card holders, the temporary NDIS measure for eligible SIL providers to claim up to \$12.50 per RAT which is now available until 31 August 2022, as well as eligible NDIS participants' ability to purchase RATs with NDIS plan funding from their core budget. Approximately 80 per cent of NDIS participants aged 21 and over are recipients of the disability support pension and are eligible for a concession card, and hence would be eligible for free RATs under the initiative.

Workforce supports

The NDIA has extended its workforce support arrangements until December 2022 for providers experiencing significant workforce disruptions because of the pandemic. This support includes peer-coaching and advice to assist individual providers to mitigate crises and maintain services, and assistance in sourcing additional workforce where available and absolutely required.

A number of workforce management presentations have also been delivered nationally for providers and state/territory government representatives, to share learnings and evolving strategies on preparing for COVID outbreaks and associated management strategies. These are also intended to help the sector further plan and prepare contingencies for the 2022 winter season.

The clinical first response service for SIL providers also continues to be available Australia-wide until 30 June 2022. This service includes clinical support and advice on infection control in the case of a positive COVID-19 diagnosis or outbreak in residential disability accommodation.

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>

Supporting flood-affected participants

The NDIA would like to acknowledge the hard work and commitment of the disability support organisations and support workers in delivering essential supports to participants affected by the recent Queensland and New South Wales (NSW) floods. The NDIA closely monitored the flooding and severe weather events in Queensland and NSW and worked collaboratively with the sector to establish initiatives to provide immediate support for participants and providers directly affected by the floods.

These initiatives included:

- The NDIS National Contact Centre (NCC) prioritised calls from participants affected by the floods to ensure staff were able to immediately connect with participants and provide urgent support. As at 31 March 2022, the NCC have made 545 outbound calls to participants in flood affected Local Government Areas (LGAs). More than 70 per cent of participants contacted were not affected by the floods, 5 per cent were affected but are safe, and 9 per cent lost homes, have been evacuated or experienced other property damage.
- Enabling NCC staff authorisation over the phone to help flood-affected participants access to funds for urgent repairs and replacement of Assistive Technology (AT). Further, as at 31 March 2022, the NCC received 22 calls related to AT requests or repairs required. Find out more about [urgent AT repairs](#).³ Further, as of 28 February 2022, the NDIA are making it easier and faster for participants to have access to mid-cost AT by raising the upper limit from \$5,000 to \$15,000. This means participants no longer need to provide quotes for AT under \$15,000. For participants affected by the recent floods, the change allows for ease of access to, and replacement of AT they require.
- The NDIA conducted urgent plan reviews where there was a need for additional supports, such as short-term and medium-term accommodation, or adjusting funding to cover the cost of emergency accommodation.
- Working directly with providers and support coordinators where participants have been displaced due to the floods. The NDIA also worked with the Department of Health and Aged Care providers to support NDIS participants in residential aged care facilities in flood affected areas.

³ <https://ndis.gov.au/participants/assistive-technology-explained/assistive-technology-repairs-maintenance-and-replacement/urgent-repairs>

Co-design projects have commenced strengthening the NDIA's engagement process

Delivering on engagement and co-design processes

The NDIA remains committed to working closely with participants, their families and carers, and strengthening our relationship with the disability community. The NDIA continues to prioritise listening to, and learning from, participants and the disability community, acknowledging that it is fundamental to improving the NDIS.

This quarter, the NDIA has collaborated with both Disability Representative and Carers Organisations (DRCOs) and the Independent Advisory Council (IAC) to finalise the NDIS Engagement Framework. The NDIS Engagement Framework has been developed to ensure the views and experiences of people with disability are included in the decisions the NDIA makes. Input from the disability community is critical in continuing to improve services provided by the NDIA. Through the guidance and advice of the Co-design Advisory Group we have drafted an NDIS Engagement Framework and Roadmap that explains what participants can expect of NDIS engagement and the Roadmap shows how this will happen, highlighting phases of co-design and opportunities for engagement with the disability community. [The NDIA Engagement Framework⁴](https://www.ndis.gov.au/news/7603-our-new-engagement-framework) was published on 31 March 2022.

During the March quarter, the NDIA engaged The Australian Centre for Social Innovation (TACSI) to support the expanded adoption of co-design, coach NDIA staff in the practice of co-design, and review and improve current processes.

During this time the work of the co-design Advisory Group has continued, and the group have met twice, providing strategic advice on the NDIS Engagement Framework and Roadmap, as well as advice on membership of the Steering Committees for the co-design projects. TACSI also presented at the 7th co-design Advisory Group meeting, sharing insights on their contribution to the NDIA and how 'co' processes for working could apply to the NDIA's co-design projects.

The NDIA would again like to acknowledge the contribution of the members of the Co-design Advisory Group during this period of engagement.

The NDIS Engagement Framework commits the NDIA to learn by doing, and to listen, understand and respond to advice about how the NDIA can improve and adjust processes to enable improvements. In the spirit of 'learning by doing', the NDIA has set up and convened Steering Committees for four of the six priority co-design projects. The four committees include: Information gathering for access and planning, Home and Living, Participant safety, and Support for decision making. All four Steering Committees have met at least once this quarter.

The NDIA would like to also acknowledge the contribution of the members of the Co-design Steering Committees during this set up phase.

The Culturally and Linguistically Diverse (CALD) Strategy refresh team held a successful roundtable with a range of stakeholders to review the information gained in the Discovery Phase of the co-design of that strategy. Work continues on bringing together what was heard and co-designing goals and actions for a refreshed CALD Strategy. The NDIA would like to acknowledge and thank those stakeholders involved in the CALD Roundtable held during the March quarter.

Preliminary work on the First Nations Strategy refresh has begun. This work involves early engagement with key internal and external stakeholders to listen and learn. This has included observing IAC Equity and Inclusion reference group workshops where leaders from First Nations communities have shared their perspectives and challenges.

⁴ <https://www.ndis.gov.au/news/7603-our-new-engagement-framework>

Further engagement has been paused based on feedback from stakeholders about the impact of the ongoing COVID-19 pandemic in First Nation communities.

Subject to further engagement with key stakeholders about the co-design approach, initial public engagement about the First Nations Strategy refresh will commence in the June 2022 quarter before moving to co-design and concluding with delivery of a refreshed strategy by early 2023.⁵

Disability Representative and Carer Organisation (DRCO) CEO Forum

In early March, the NDIA hosted our first DRCO CEO forum for 2022 which was well attended with 25 CEOs from across the disability sector. The meeting was attended by the NDIA CEO and other senior executives to share the progress of key NDIA activities, such as the upcoming Partners in the Community (PiTC) tender; re-designing processes and systems to improve the participant experience; and update of the status of co-design projects. In addition, TACSI presented and conducted an open question and answer session.

Annual Financial Sustainability Report workshops

Following the release of the 2021 NDIS Annual Financial Sustainability Report (AFSR) in October 2021, the NDIA hosted several events to build awareness of the report and present 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 a briefing session in October 2021 with the IAC and 27 DRCOs, and then delved deeper into the data with five small group workshops across November and December. The small group sessions were another opportunity to identify further areas and specific breakdowns of data to be provided by the NDIA.

The NDIA addressed these requests in an updated briefing on 7 March 2022, with DRCOs and members of the IAC. The NDIA responded to questions raised by the sector during the workshops and presented the additional analyses conducted as requested by workshop attendees. The NDIA will continue to expand the data available to the sector through quarterly reports and the data.ndis.gov.au website.

NDIS legislation amendments

On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed both houses of Parliament, and received Royal Assent on 1 April 2022. The legislation focuses on improving participant experience and builds on the recommendations of the 2019 Tune Review.

This amendment to the NDIS Act 2013 establishes the Participant Service Guarantee, which will improve the experience and outcomes for people with disability who engage with the Scheme. Furthermore, it embeds the principle of co-design and ensures the consideration of people with disability or lived experience with disability for NDIA board appointments.

You can read more about these changes to the NDIS Act on the [Parliament of Australia website](https://www.parliament.gov.au).⁶

⁵ Timelines may change to allow the necessary time to build trusted relationships.

⁶ https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bId=r6806

This report

This report is a summary of the performance and operations of the NDIA for the three months from 1 January 2022 to 31 March 2022, 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 participation rates by age group, 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)

Lastly, this report contains new analysis which has not been presented in previous quarterly reports. These analyses are:

- Participation rates – showing the proportion of the general population who are NDIS participants by age and gender (section 1.3)
- Rates of participation in community and social activities and work reported in more granularity, specifically, 10-year age bands (section 2.1)
- Data on the number of plan reviews that occur each quarter, data on the number of home and living applications received (and the time taken to process these applications), outcomes of Reviews of Reviewable Decisions, and additional information on the number of open and closed Administrative Appeals Tribunal (AAT) cases (section 3.2)
- The number of registered and unregistered providers supporting participants who use plan managers, which is in addition to data on the payments received by registered and unregistered providers (section 4.4)
- Additional detail on the change in plan budgets that occur both at plan review and within the duration of the plan to more accurately reflect plan changes (section 5.3)



Caleb ‘plates up’ career dream with NDIS support

Alfredton NDIS participant, **Caleb**, can’t believe he’s on his way to becoming an apprentice chef after APM Employment Services helped him secure regular employment, as a kitchen hand, at the Ballarat Leagues Club.

Caleb, 22, who has a mild intellectual disability, said like many others he found securing a job challenging, but after working with APM employment consultant, Rhonda Macumber, who matched his abilities and interests to a job, he’s now in reach of achieving his goal to be a chef.

“I absolutely love cooking. I’ve wanted to be a chef since I was five years old, but I didn’t think I would get this far in this workplace,” he said. “Then one night at work, my boss came up to me and started talking to me about doing a Chef’s apprenticeship. I couldn’t believe it. I was so happy.”

Ballarat Leagues Club manager, Lee Prentice, said Caleb surprised her with his excellent work ethic and willingness to do any task to support her back-of-house team. “Caleb’s very enthusiastic. He’s always there in plenty of time before his shifts and he always checks with me or our head chef, first, to make sure he’s doing the right thing. He has exceeded all our expectations and moved along in leaps and bounds to the point where he has been offered this apprenticeship,” she said.

Caleb receives NDIS funding to support him to travel to and from work. He’s also keen to complete his Responsible Service of Alcohol (RSA) certificate so he can serve behind the bar to be even more valuable to Lee and her team.

“I feel really supported,” Caleb said. “Rhonda calls me every week to check in on how I’m doing and if I need anything. She’s also in regular contact with Lee, who is lovely, so the whole experience has been great,” he said.

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 March 2022, 518,668 participants had an NDIS plan, and 19,556 participants entered the Scheme during the quarter.

At 31 March 2022, 518,668 participants had approved plans.⁷ This represents a three per cent increase from last quarter (an additional 19,556 participants).

Further, the NDIA undertook 102,556 plan reviews in the quarter, averaging 7,977 reviews per week. Of the 102,556 plan reviews conducted, 85,527 were initiated by the Agency and 17,029 were requested by participants. Agency initiated reviews occur as plans are due to expire, and a new plan is required.

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	518,668
Yearly increase ⁸		9,870	12,564	59,891	82,723	113,682	105,984	74,620	52,049
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	11%

⁷ 27,571 participants with approved plans had exited the NDIS as at 31 March 2022.

⁸ This is the net increase in the number of active participants in the NDIS each period noting some participants have exited the NDIS.

1.2 Children in the NDIS (younger than 7)

At 31 March 2022, there were 80,239 children younger than 7 with an NDIS plan, and a further 10,812 accessing early connections.

Of the 518,668 participants with an approved plan at 31 March 2022, 80,239 were children younger than 7 (15 per cent), and of the 19,556 new participants with an approved plan this quarter, 8,700 were children younger than 7 (44 per cent).

In addition to the 80,239 children younger than 7 with an approved plan:

- **4,598** 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.
- **2,948** were awaiting an access decision from the NDIA (of which **1,829 (62%)** were accessing early connections from the early childhood approach).
- **11,197** children were supported by the early childhood approach (of which **10,812 (97%)** were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

The NDIA 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.

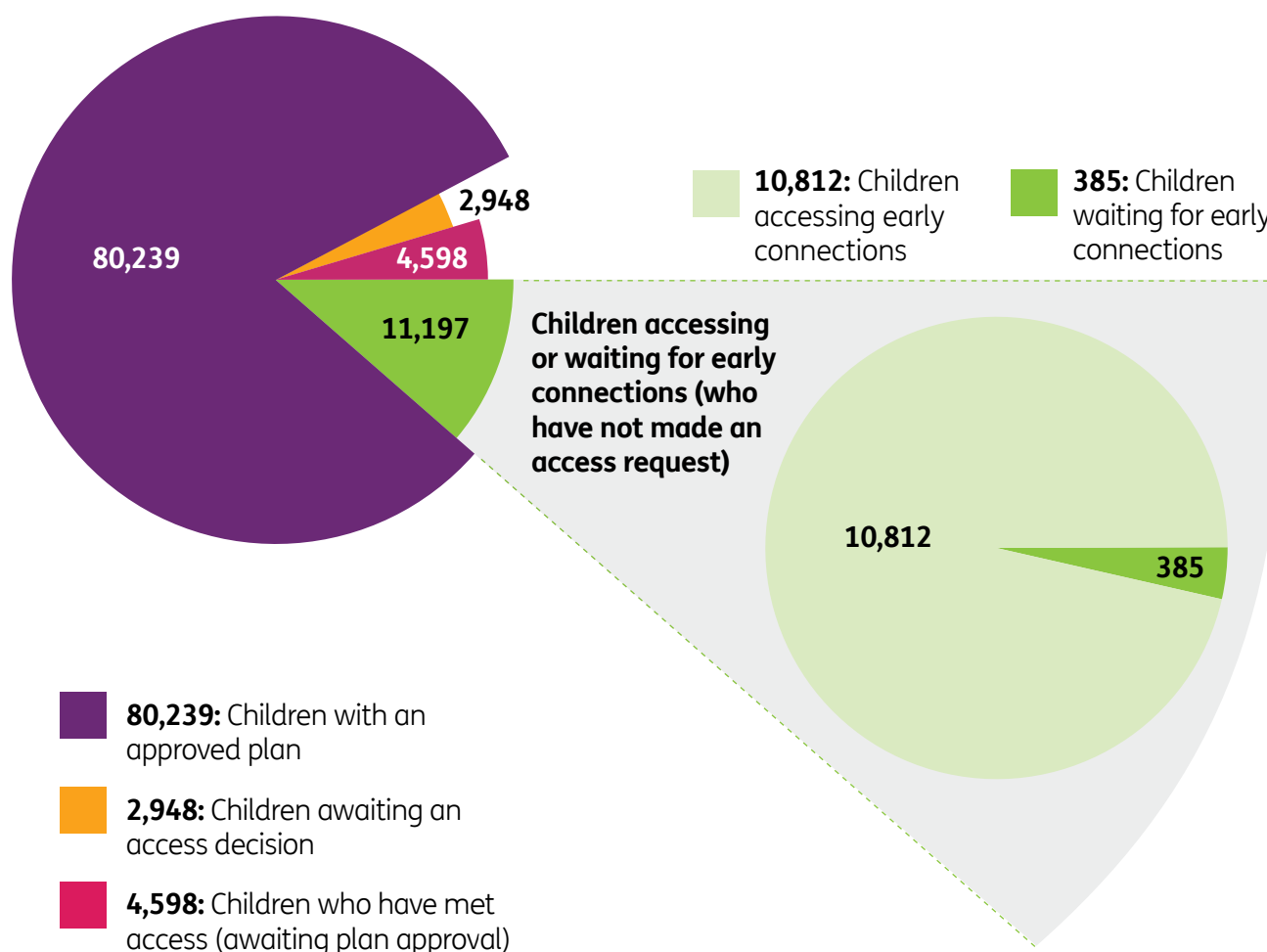
Sector feedback from the recent Early Childhood, Early Intervention (ECEI) Implementation Reset consultation has already strengthened the approach, and the NDIA is making good progress on the recommendations.

Highlights include:

- Enhancing reporting on the progress of participants with developmental delay to assist early childhood providers to 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 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 Ages and Stages Questionnaire - Talking about Raising Aboriginal Kids (ASQ-TRAK).

Figure 2: Children in the NDIS



1.3 Participation rates

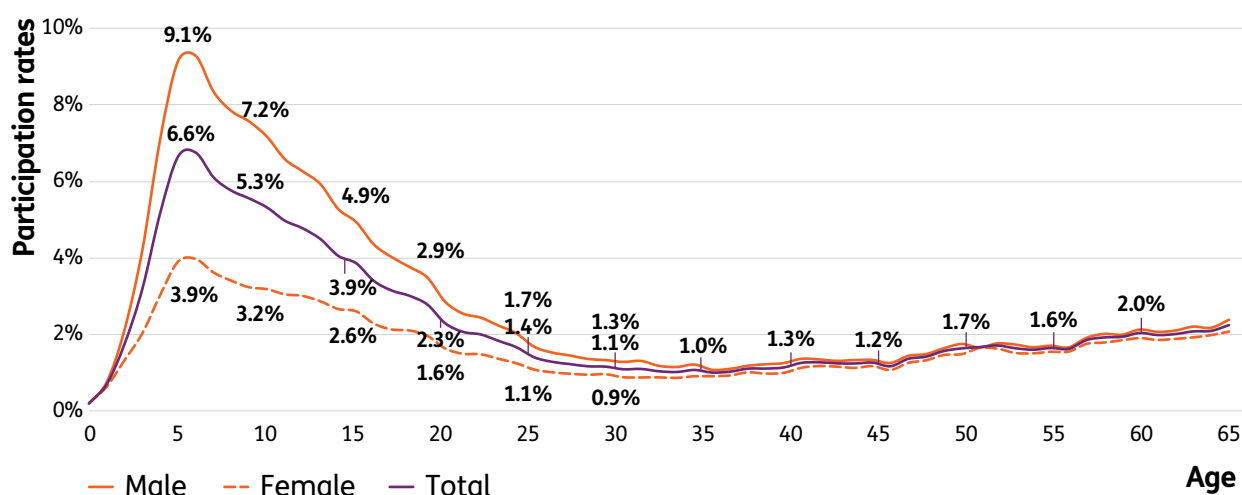
The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5-7, with approximately nine per cent of 5-7 year old males and four per cent of 5-7 year old females being NDIS participants.

Participation rate refers to the proportion of the Australian population who are NDIS participants. The rate varies by age and gender, reflecting the profile of participants in the Scheme where the prevalence of different disability types varies by age and gender.

Overall, the rate of participation in the NDIS rises steeply from age zero, peaking between the ages of 5-7 at around 6 per cent. The rate then declines steadily to just above 1 per cent at around age 30, before increasing slightly again from age 40, rising to a bit above 2 per cent by age 64. The overall pattern reflects the age and disability profile of participants in the Scheme, with nearly half of participants aged 0-18 years. Of those, the most prevalent disability types are autism (54 per cent) and developmental delay (17 per cent).

The participation rates for male and female participants differ considerably at the younger ages. While both peak between the ages of 5-7, the rate of participation for male children is more than double compared to females for this age group, at around 9 per cent and 4 per cent respectively. This is also true for the broader age group of 3-14 years, where the participation rate is around 7 per cent for males and 3 per cent for females. This largely reflects the significant proportion of children with autism and developmental delay in the NDIS, with the prevalence of these disabilities being higher for males than females. As mentioned previously, the NDIA is implementing the recommendations from the ECEI Implementation Reset, which includes collaborating across all areas of government through the Australian Disability Strategy.

Figure 3: Participation rates⁹



The participation rates by age and gender in each service district are shown in Appendix O.

⁹ There were 5,757 participants aged 0 to 64 years with a gender of 'Other' at 31 March 2022. The participation rates for this group are included within the total rates.

1.4 Participant characteristics

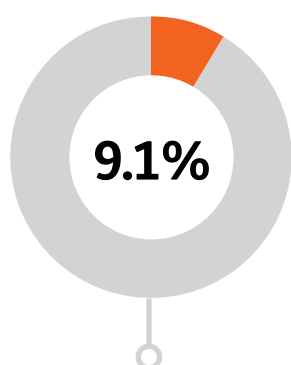
The NDIA continues to monitor and focus on the number of participants entering the NDIS who are Aboriginal and Torres Strait Islander, CALD, and living in remote and very remote areas.

Of the 19,556 participants entering and receiving a plan in the quarter:

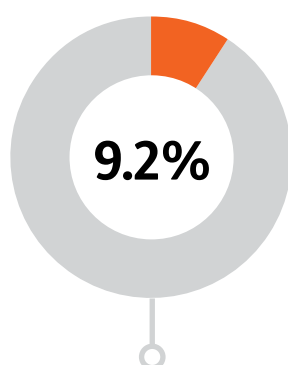
– **9.1%** were **Aboriginal and Torres Strait Islanders**¹⁰

– **9.2%** were **CALD**¹¹

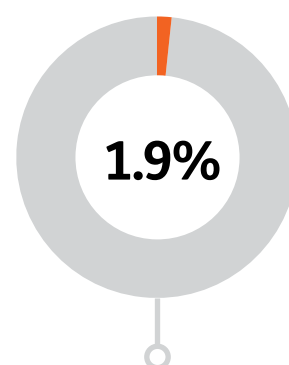
– **1.9%** were from **remote and very remote areas**¹²



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



participants who
received a plan this
quarter identify
as CALD



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

The introduction section of this report includes information on the CALD Strategy and the First Nations Strategy refresh.¹³ Further to that, the Remote and Very Remote Strategy refresh has commenced and will develop a position statement on remote service delivery to further enhance the NDIS experience and outcomes for people with disability living in remote/very remote Australia. Phase 1 of this work is working with stakeholders to map out the current state of service delivery in remote and very remote communities.

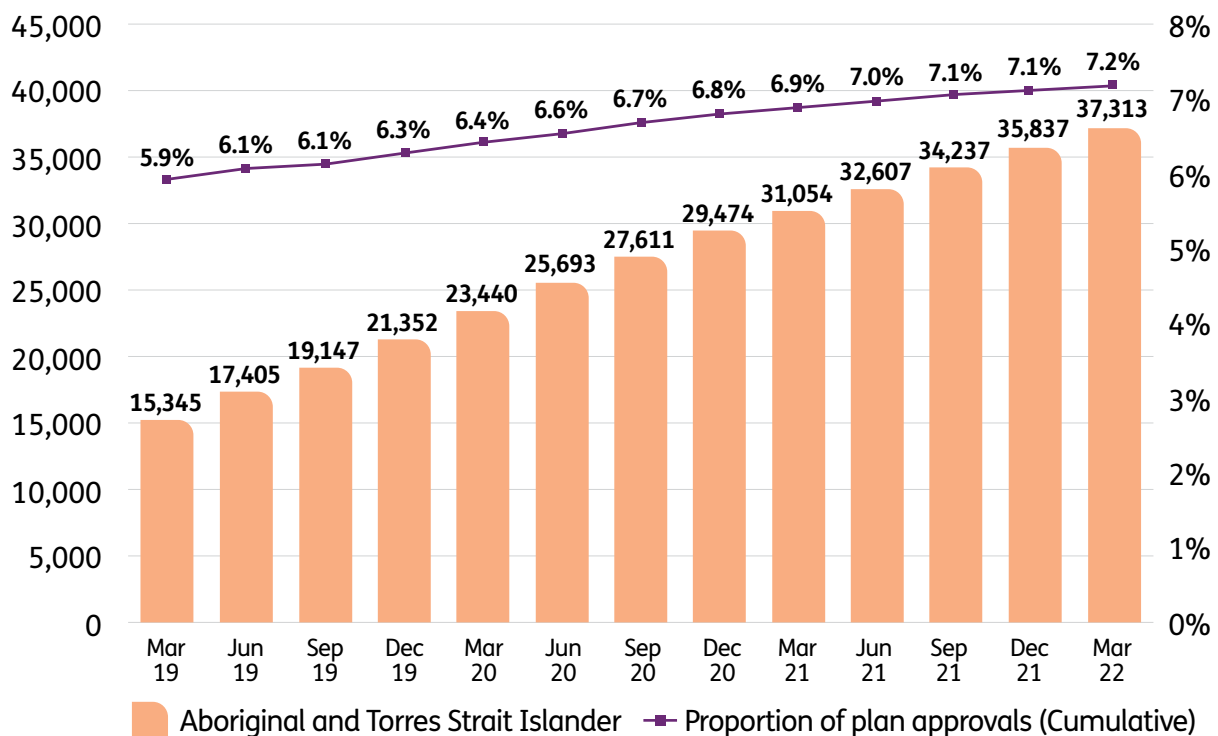
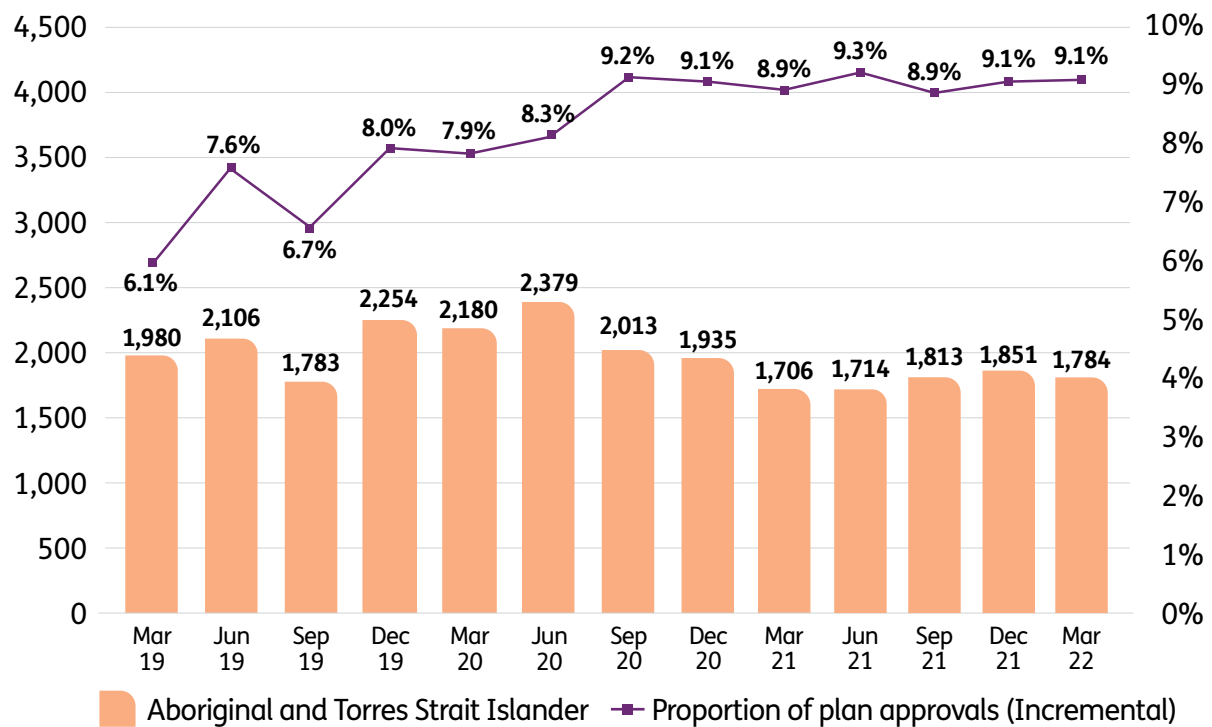
¹⁰ This compares to an expected 7 per cent of the Australian population who classify themselves as Aboriginal or Torres Strait Islander who have a need for assistance. Source: Census of Population and Housing 2016 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

¹¹ The percentage of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS 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 NDIS. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

¹² This compares to 2 per cent of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2016, Persons Place of Usual Residence, by Remoteness Area.

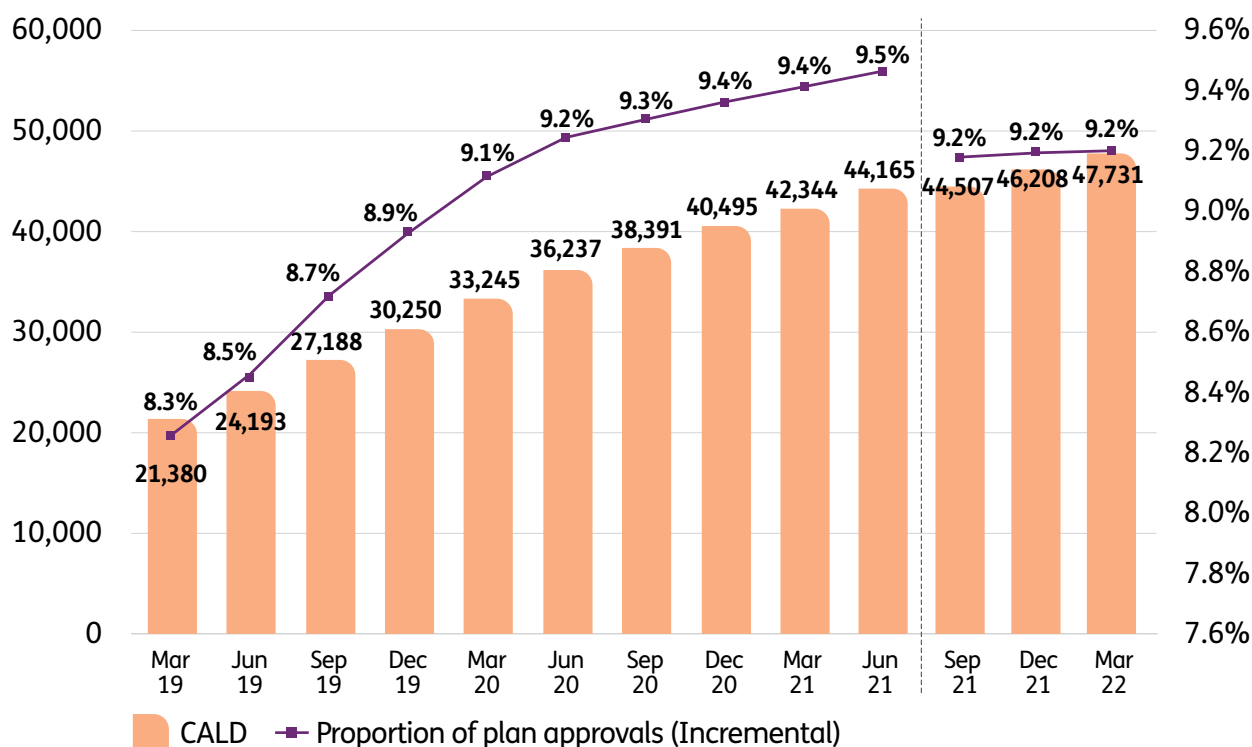
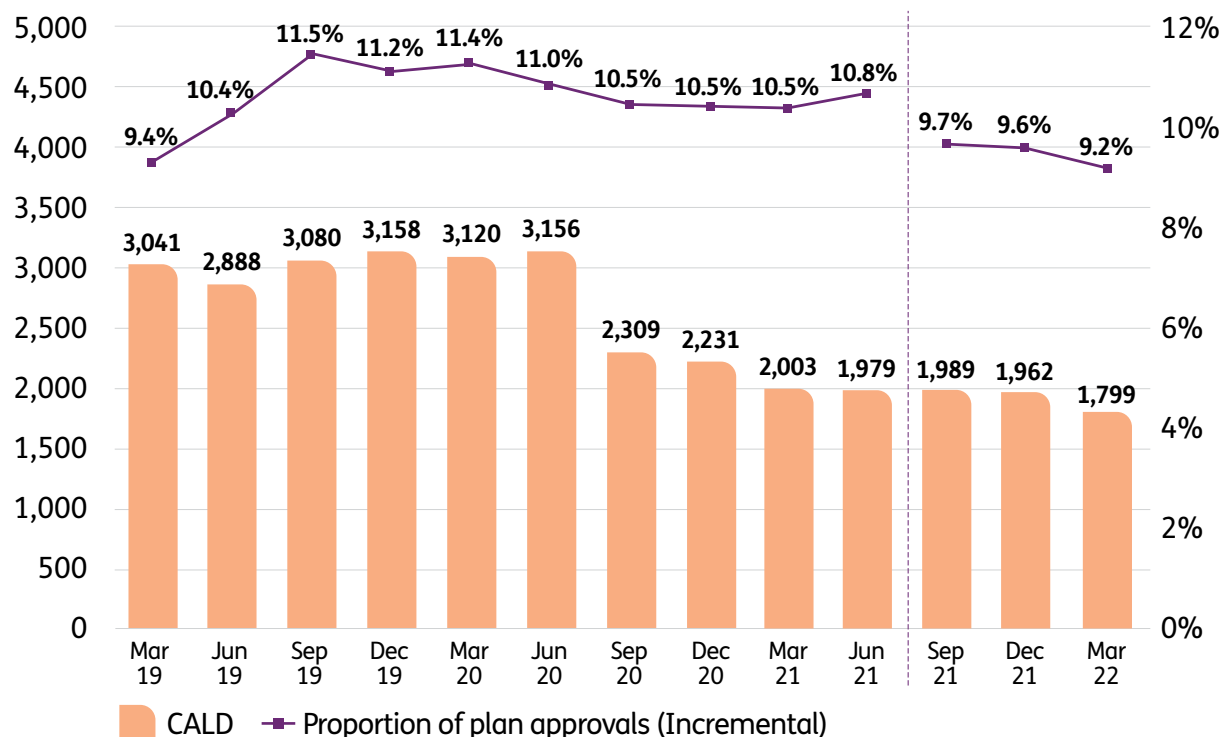
¹³ Further information on these strategies can be found here: <https://www.ndis.gov.au/about-us/strategies/aboriginal-and-torres-strait-islander-strategy> and <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

Figure 4: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)¹⁴



¹⁴ 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.

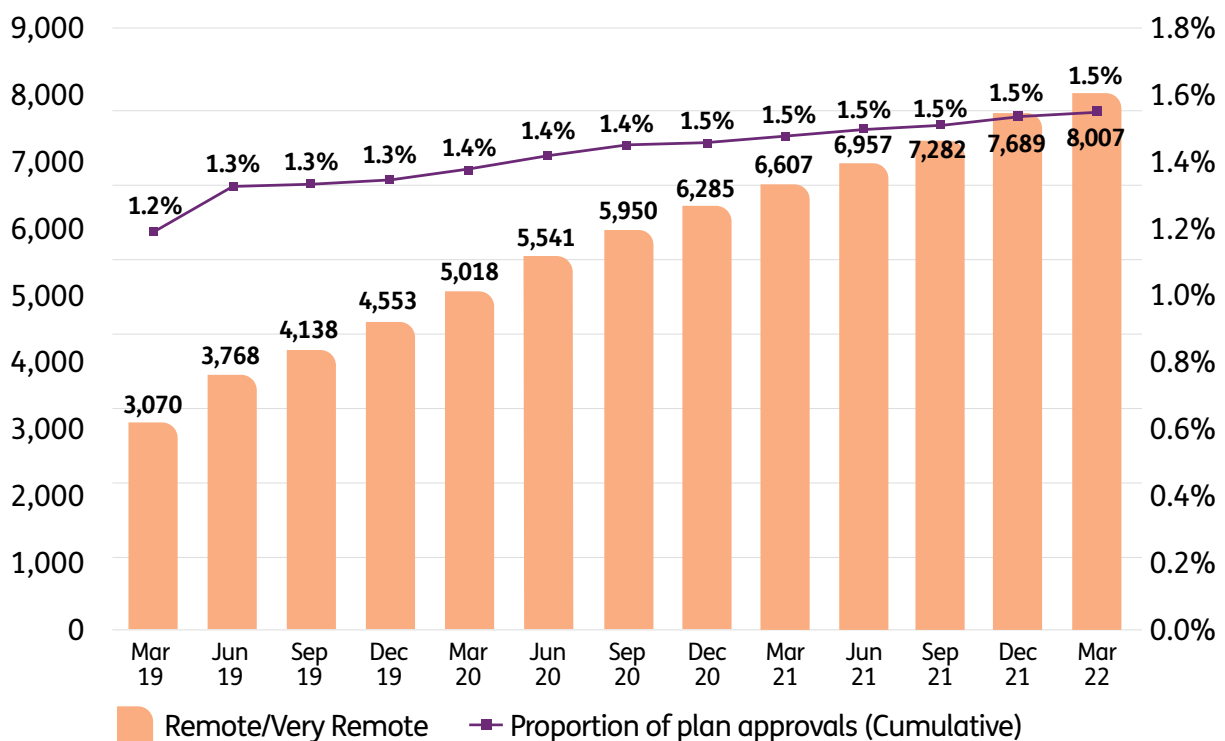
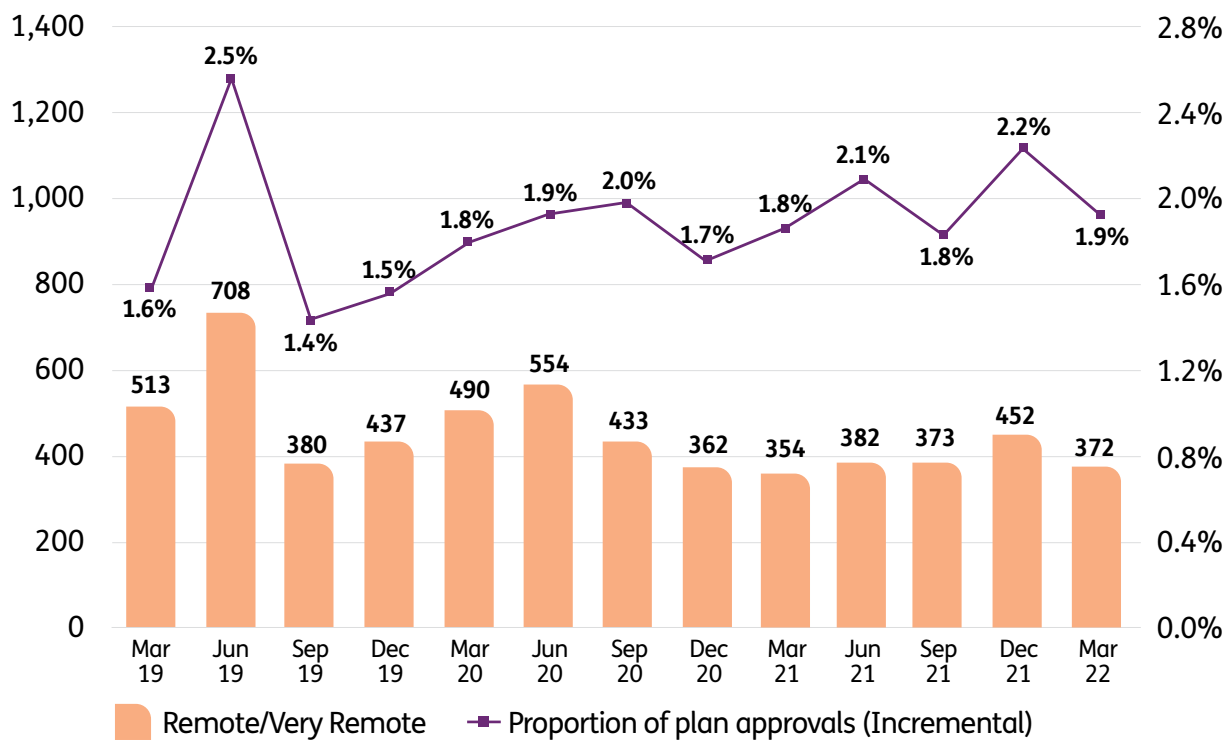
Figure 5: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)^{15,16}



¹⁵ 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.

¹⁶ The number of CALD participants from the September 2021 quarter onwards 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 the September 2021 quarter do not compare to the results since.

Figure 6: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)¹⁷



¹⁷ 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:

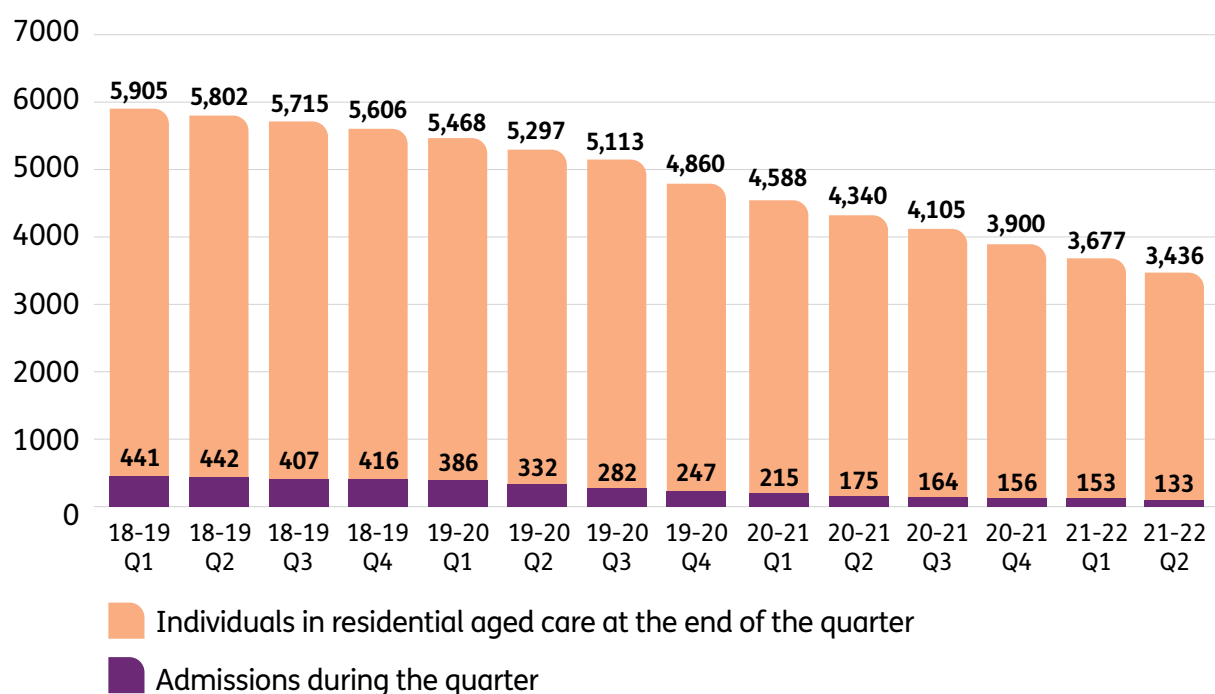
- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**44.5%** this quarter and **38.4%** in the December 2021 quarter). It is also worth noting that the number of children in the Scheme **aged less than 18 years** was **43.2%** at 31 March 2019 and **47.8%** at 31 March 2022.¹⁸
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**30.1%** this quarter and **25.1%** in the December 2021 quarter).
- **Psychosocial Disability**: **10.6%** of participants who received a plan in the quarter, compared to **11.9%** in the December 2021 quarter.¹⁹

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 5,905 at 30 September 2018 to 3,436 at 31 December 2021 (a 42 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 441 people under the age of 65 years entered in the September 2018 quarter, compared with 133 in the December 2021 quarter (a 70 per cent decrease).

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

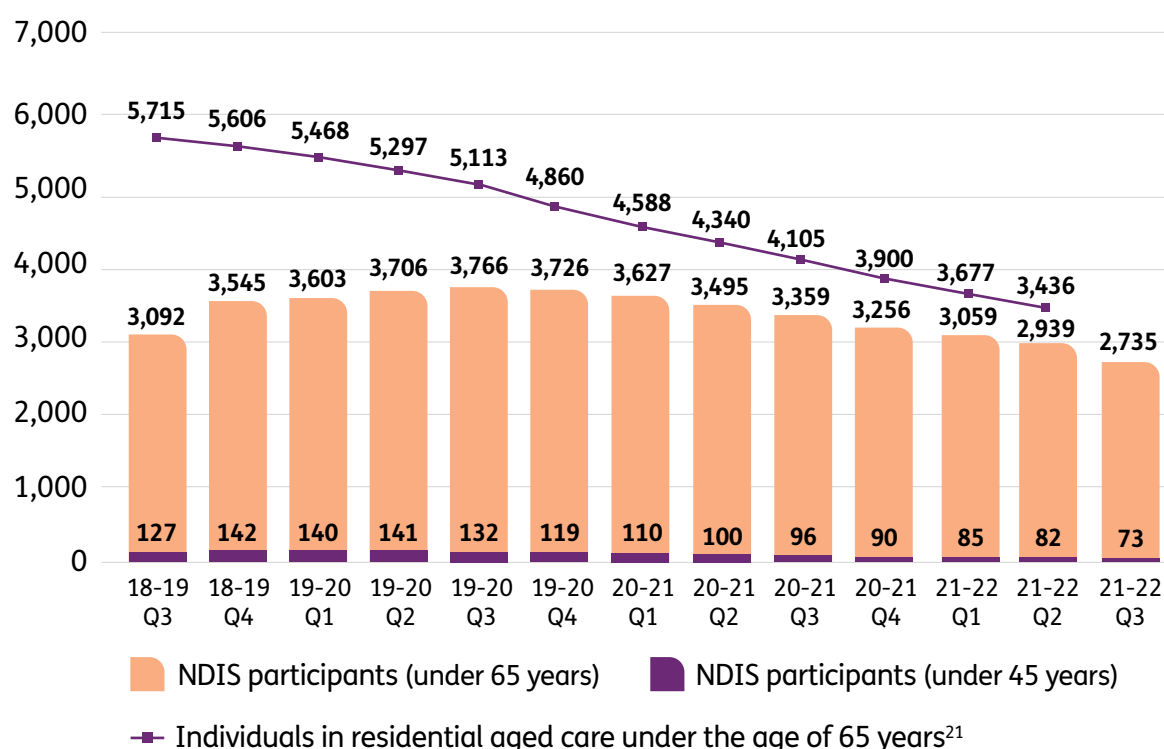


¹⁸ There is further information on the changing mix of participants in the Scheme on page 98. The chart shows the proportion of children in the Scheme has increased over the last four years. Also, Appendix E of this report contains charts showing the distribution of participants by age group over time.

¹⁹ Appendix E contains charts showing the change in participant profile by disability group over time, which includes the proportion of participants with psychosocial disability.

At 31 March 2022, there were 2,735 participants aged under 65 years in residential aged care with an NDIS approved plan.²⁰ In addition to fewer participants entering residential aged care, since 1 July 2016, 782 participants who entered the Scheme and have been in residential aged care have exited the Scheme and relocated to a more appropriate accommodation setting. Of the 2,735 participants in residential aged care under 65 years, 73 were aged under 45 years (2.7 per cent).

Figure 8: 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

²⁰ There were a further 1,973 participants with an approved plan aged 65 years or over who are currently in residential aged care.

²¹ Data provided by the Department of Health as at 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 2020-25²² (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. From 1 January 2021 to 31 December 2021, 201 participants have transitioned from residential aged care into age-appropriate settings. This includes 34 who have exited to their own home (rented or owned), 30 who have exited to SDA, and 103 who have exited to other shared living arrangements using SIL funding or to other group residential settings.

Supporting younger people living in residential aged care

The NDIA continues to support younger participants currently residing in residential aged care to explore alternative home and living options 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 March 2022, 704 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 73 participants under the age of 45 years still in residential aged care, to make sure they understand their home and living options, as well as assisting the participants who want to move out to do so.

²² <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative>



Edward remains connected to country after a stroke

After a stroke, Doomadgee NDIS participant, **Edward**, said he's grateful to the NDIS and remote disability provider, My Pathway, for supporting him to get back to country so he can heal physically and spiritually.

Identifying as a proud Gangalidda and Garawa man, with connections to the Waanyi tribe, the 51-year-old said a year ago he woke up in Townsville hospital, only to discover his stroke had paralysed the entire left-hand side of his body.

"I was told my heart stopped twice, but I pulled through. Doctors said I'd never walk again, but after six months all up in hospital, and three months of rehab, I started to walk again. I proved them wrong. I'm a fighter, and before I knew it I was ready to come home," he said.

"The NDIS and My Pathway play a big part in my healing. When I came home I was wondering how I was going to get back out into country for bush medicines... to get things like sandalwood and healing water to make herbal tea, but My Pathway organised trips to help me do these things.

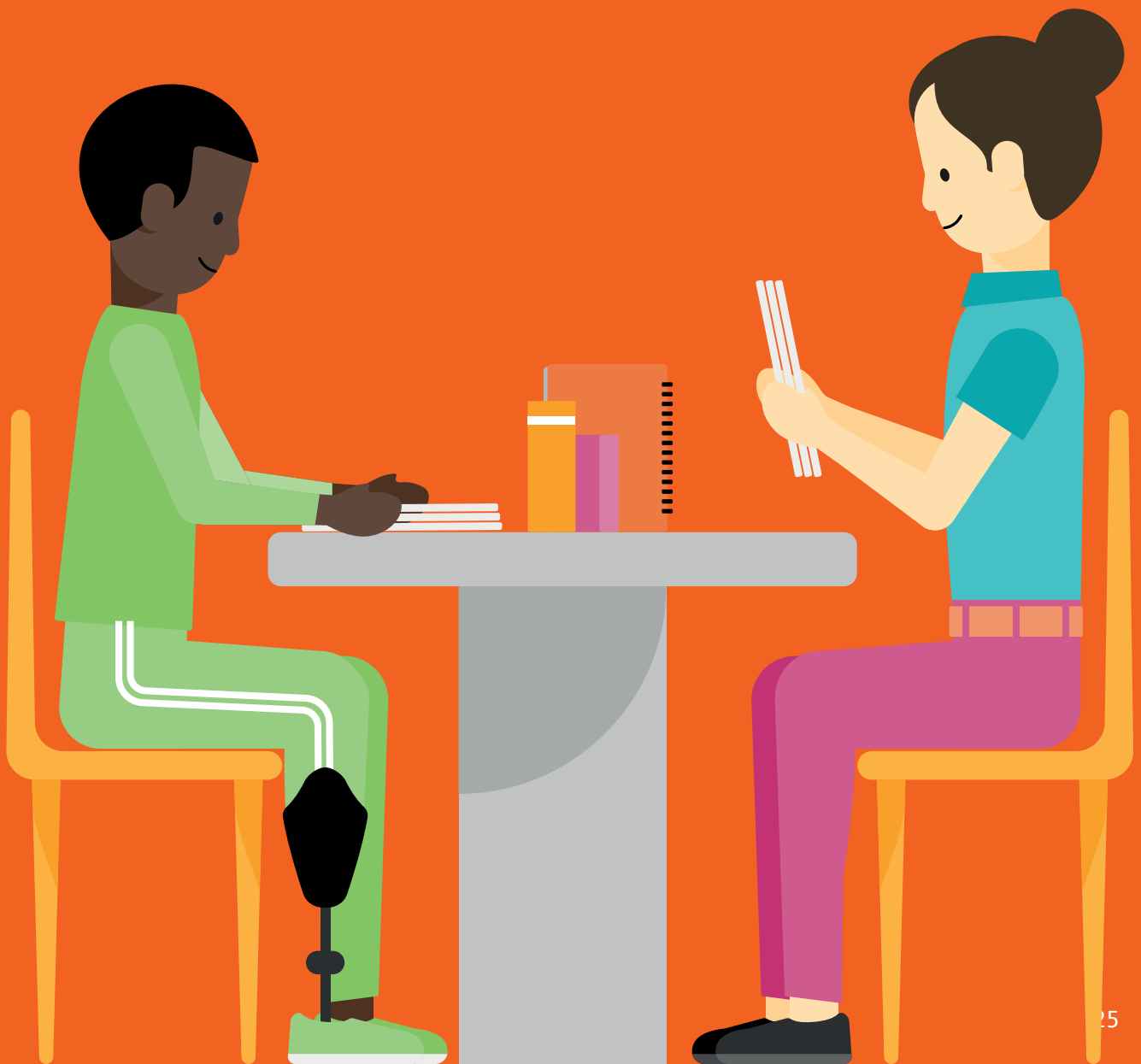
Through his NDIS plan, Edward receives 11 hours of support a week, where five indigenous My Pathway support workers from his community support him at various times.

"I'm so grateful to the NDIS and My Pathway because it's good for us to have connection to our country, when we do it heals us.

"It's our spirits inside which needs to be healed you know. If we can heal our spiritual body, our physical body will come together."

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.²³ Specifically, comparing responses at the most recent plan review (between two to five years after entry) with responses at Scheme entry²⁴:

- **seven** percentage point increase from **34%** to **42%** for participants aged 15–24 years.
- **eleven** percentage point increase from **37%** to **47%** for participants aged 25–34 years.
- **eight** percentage point increase from **37%** to **45%** for participants aged 35–44 years.
- **eight** percentage point increase from **36%** to **43%** for participants aged 45–54 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 55–64 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 65 years and older.
- **eight percentage point increase from 36% to 44% for participants aged 15 years and older.**

In addition, for all age groups, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

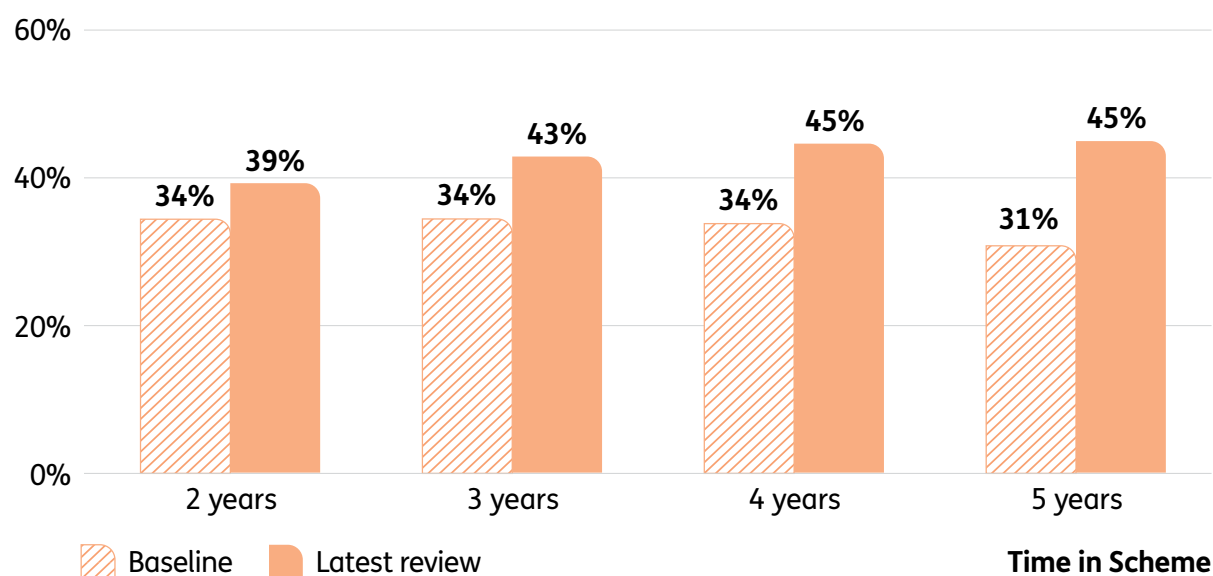
²³ This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan review for each respondent. Trial participants are excluded.

²⁴ Figures have been rounded to the nearest whole percentage.

For participants aged 15 to 24, the increase was 34 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 31 per cent to 45 per cent for those who have been in the Scheme for five years.

Figure 9: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4 or 5 years

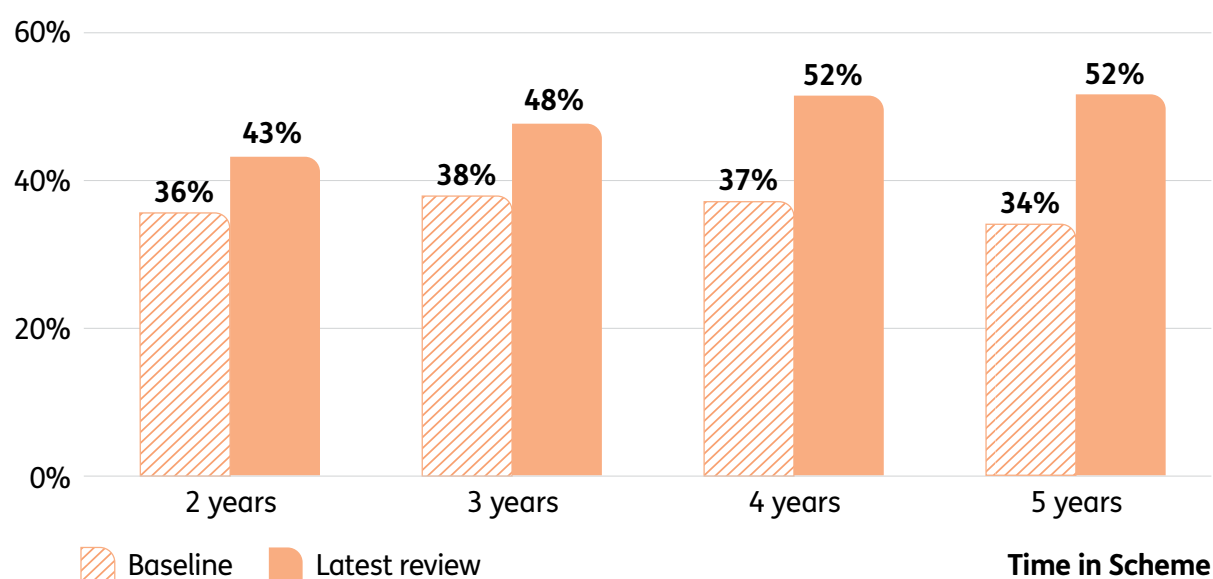
Participants aged 15-24 years



For participants aged 25 to 34, the increase was 36 per cent to 43 per cent for those who have been in the Scheme for two years, compared with 34 per cent to 52 per cent for those who have been in the Scheme for five years.

Figure 10: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4 or 5 years

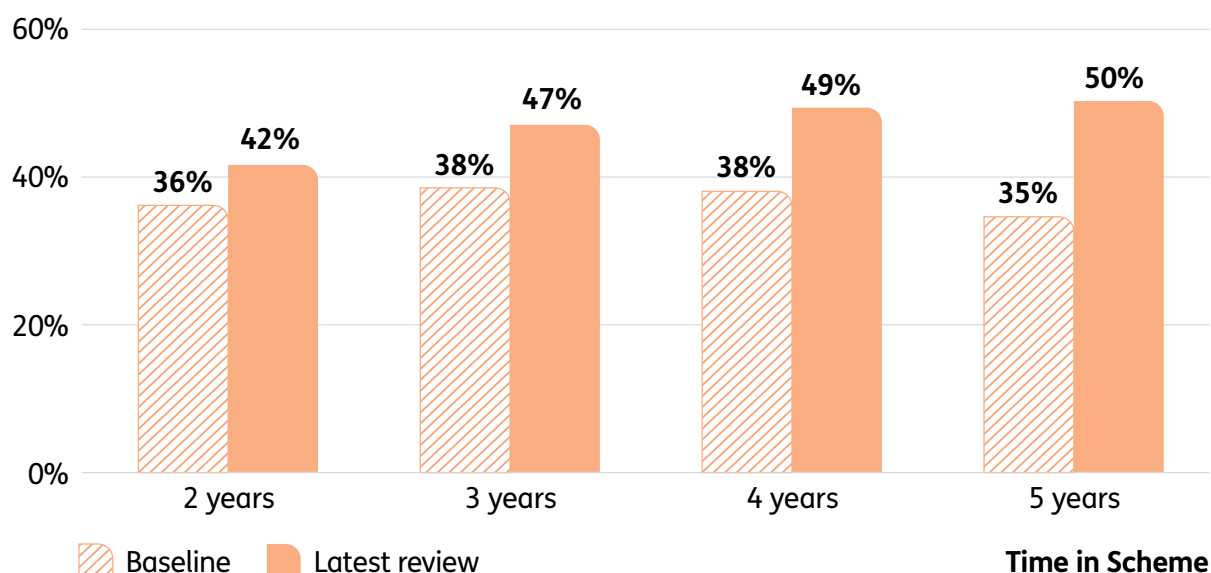
Participants aged 25-34



For participants aged 35 to 44, the increase was 36 per cent to 42 per cent for those who have been in the Scheme for two years, compared with 35 per cent to 50 per cent for those who have been in the Scheme for five years.

Figure 11: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4 or 5 years

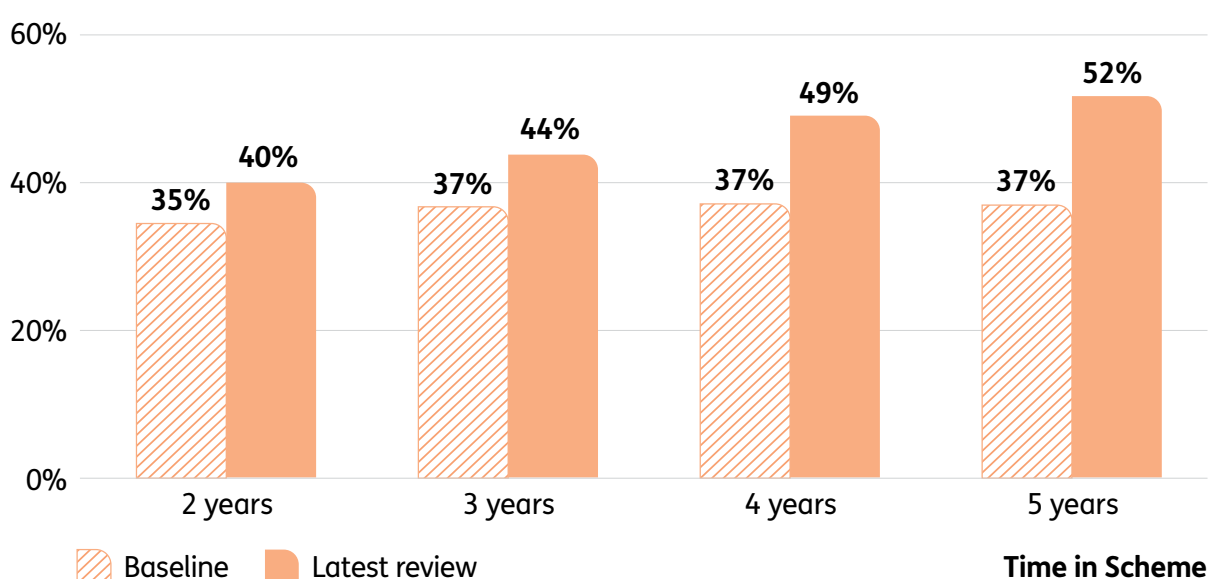
Participants aged 35-44 years



For participants aged 45 to 54, the increase was 35 per cent to 40 per cent for those who have been in the Scheme for two years, compared with 37 per cent to 52 per cent for those who have been in the Scheme for five years.

Figure 12: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4 or 5 years

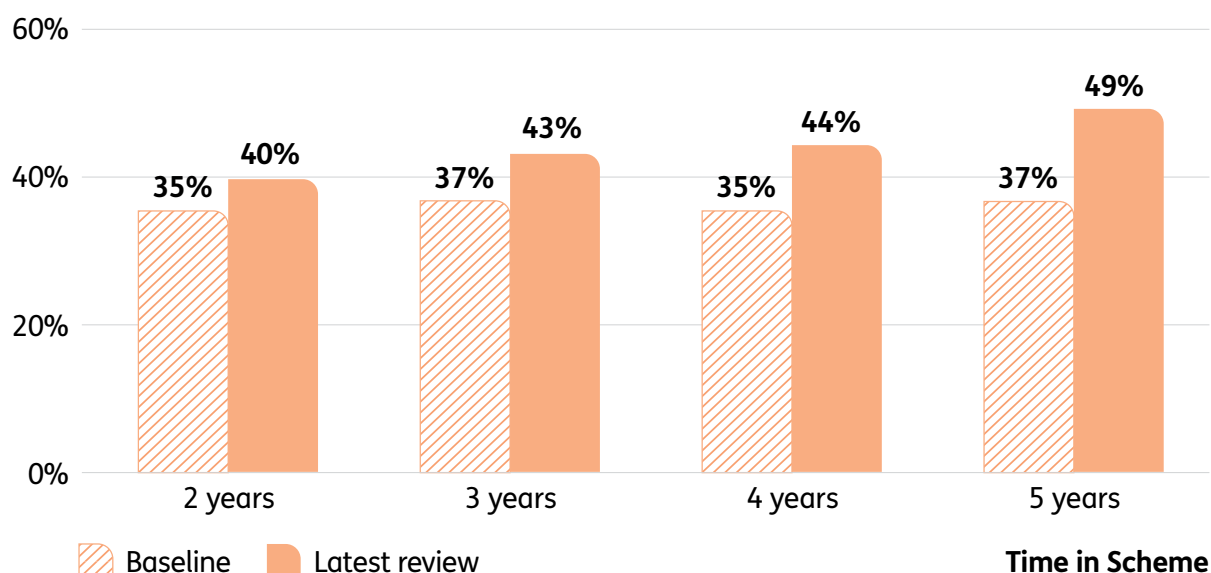
Participants aged 45-54 years



For participants aged 55 to 64, the increase was 35 per cent to 40 per cent for those who have been in the Scheme for two years, compared with 37 per cent to 49 per cent for those who have been in the Scheme for five years.

Figure 13: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4 or 5 years

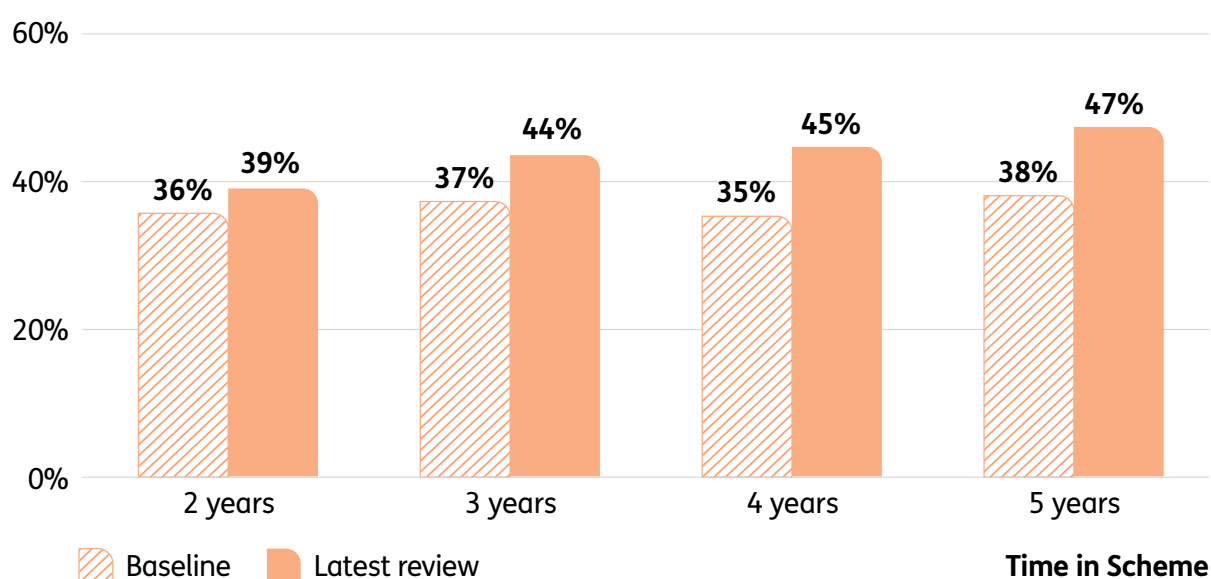
Participants aged 55-64 years



For participants aged 65 and over, the increase was 36 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 38 per cent to 47 per cent for those who have been in the Scheme for five years.

Figure 14: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4 or 5 years

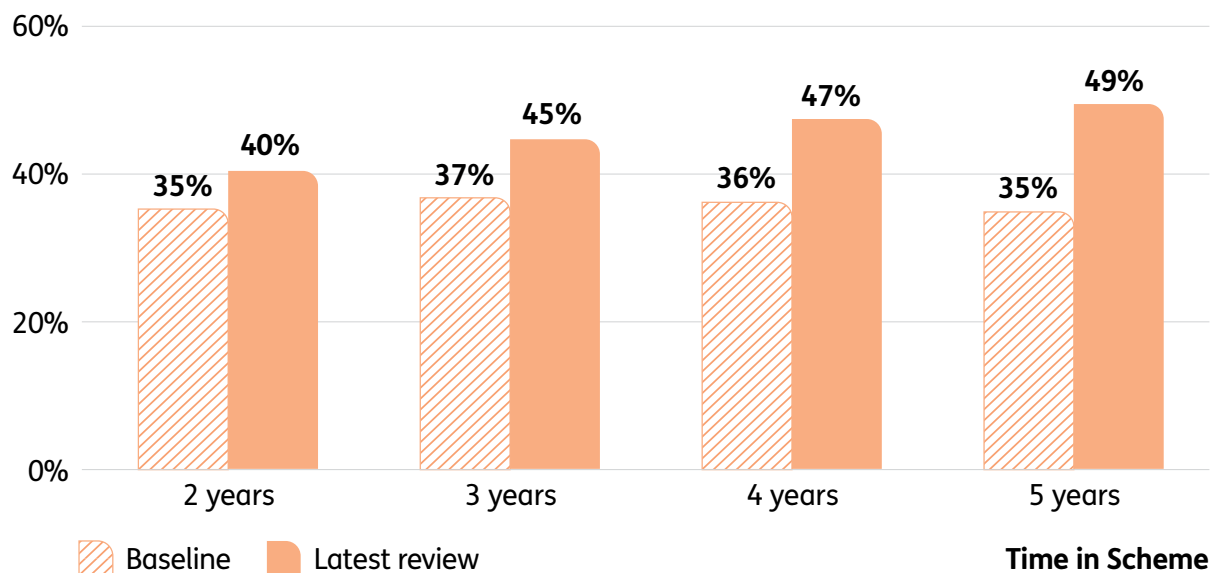
Participants aged 65 years and over



Combining all age groups, the increase for participants who have been in the Scheme for two years was five percentage points (from 35 per cent to 40 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 49 per cent).

Figure 15: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4 or 5 years

Participants aged 15 and over



Participation in work (percentage in a paid job)

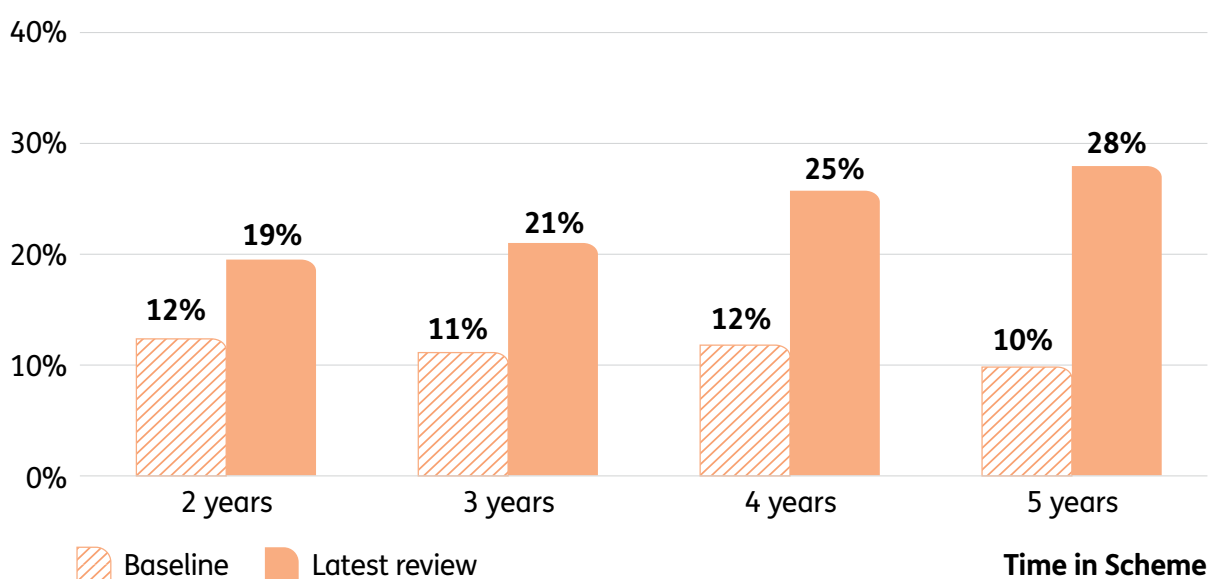
The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage, and the change over time in the Scheme, differs by age group, with an increase in employment for those in the 15-24 year age group, while employment remains stable or declines for all other age bands. Specifically, comparing responses at the most recent plan review (between two to five years after entry) with responses at Scheme entry²⁵:

- **nine** percentage point increase from **12%** to **21%** for participants aged 15-24 years.²⁶
- **less than 0.5** percentage point increase from **28%** to **29%** for participants aged 25-34 years.
- **one** percentage point decrease from **29%** to **28%** for participants aged 35-44 years.
- **two** percentage point decrease from **26%** to **23%** for participants aged 45-54 years.
- **three** percentage point decrease from **19%** to **16%** for participants aged 55-64 years.²⁷
- **four** percentage point decrease from **12%** to **9%** for participants aged 65 years and older.²⁸
- **one** percentage point increase from **21%** to **22%** for participants aged 15 years and older.

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 from 12 per cent to 19 per cent, compared with participants who have been in the Scheme for four years, where the increase was from 12 per cent to 25 per cent. Participants who have been in the Scheme for five years have also experienced an 18 percentage point increase, noting the slightly lower starting point for this cohort.

Figure 16: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4 or 5 years

Participants aged 15-24 years



²⁵ Figures have been rounded to the nearest whole percentage.

²⁶ 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.

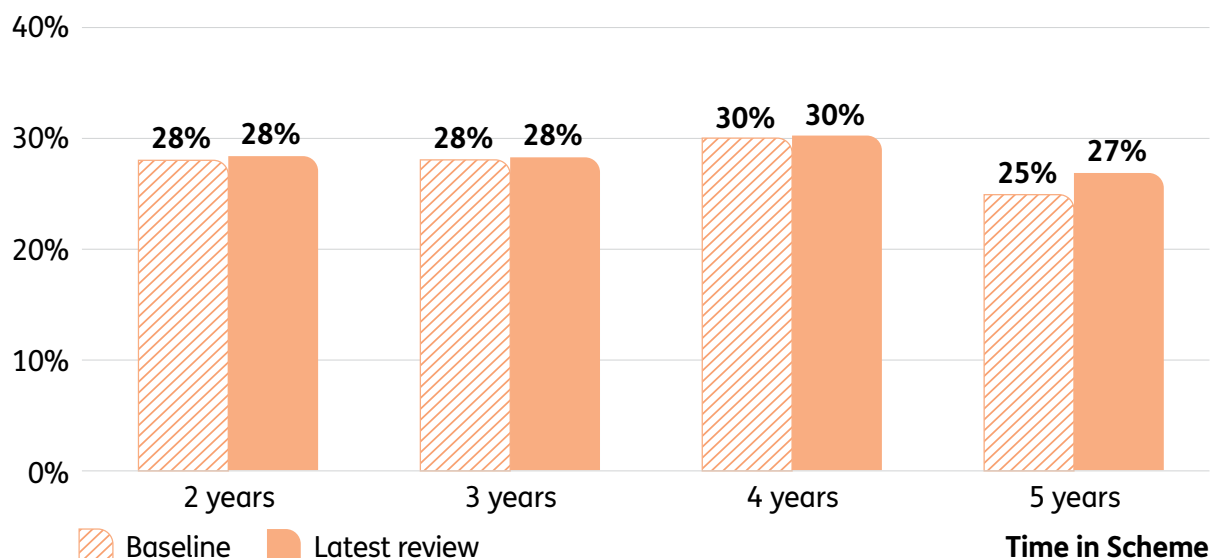
²⁷ Some of the decrease for older age groups is due to participants retiring from the workforce

²⁸ *ibid*

The percentage in work for participants aged 25 to 34 has not changed for those in the Scheme for less than five years. For participants in the Scheme for two years, the percentage remained at 28 per cent. However, for participants who have been in the Scheme for five years, there was a two percentage point increase, from 25 per cent to 27 per cent.

Figure 17: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4 or 5 years

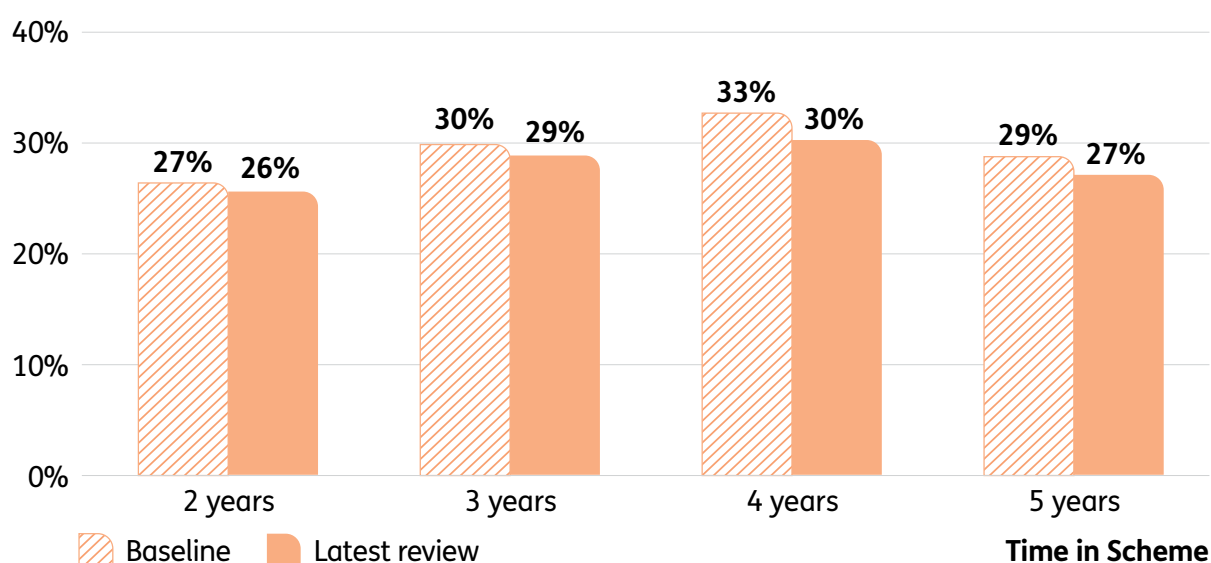
Participants aged 25 to 34



For participants aged 35 to 44, the percentage in work has decreased for all durations by 1 to 2 percentage points. For participants in the Scheme for two years, the decrease was 27 per cent to 26 per cent, compared with participants who have been in the Scheme for five years, where the decrease was 29 per cent to 27 per cent.

Figure 18: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4 or 5 years

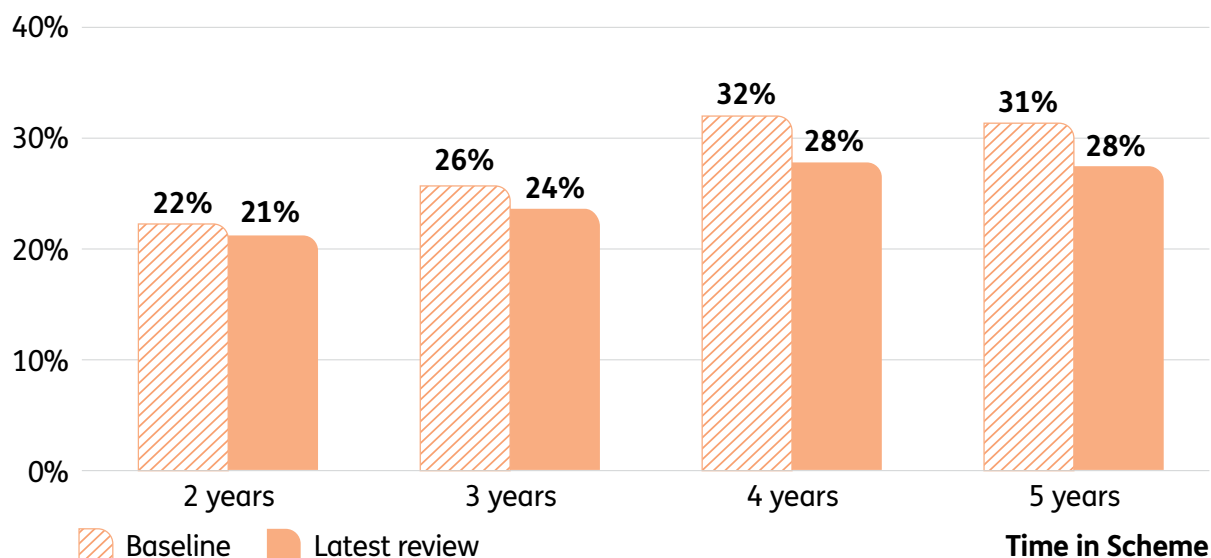
Participants aged 35 to 44



For participants aged 45 to 54, the percentage in work has decreased for all durations by 1 to 4 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 31 per cent to 28 per cent.

Figure 19: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4 or 5 years

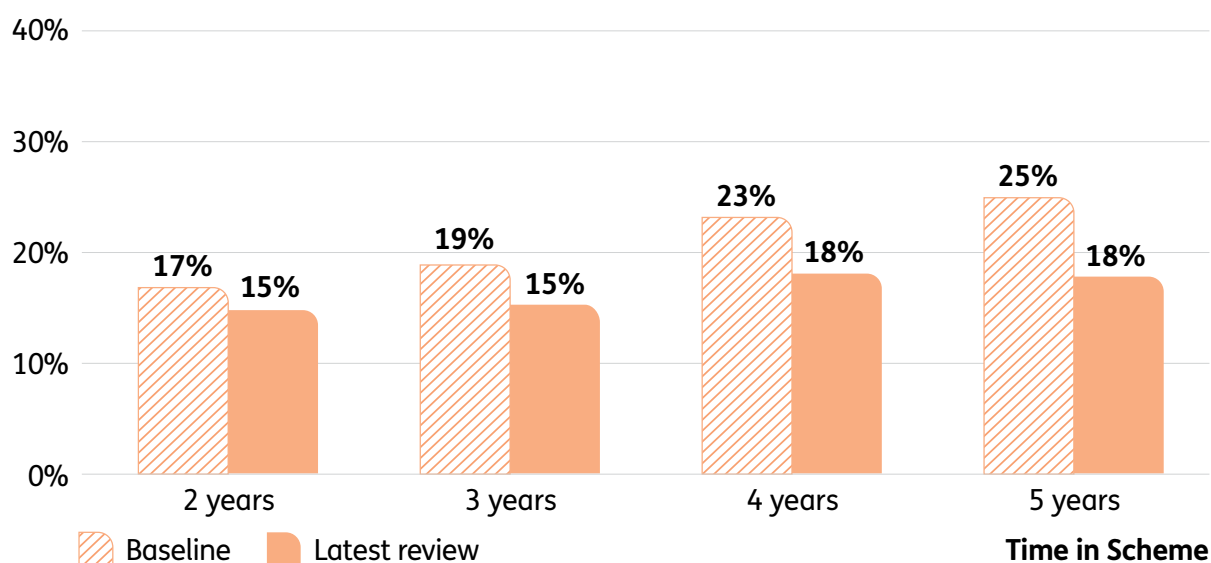
Participants aged 45 to 54



For participants aged 55 to 64, some of whom may be approaching retirement, the percentage in work has decreased for all durations by 2 to 7 percentage points. For participants in the Scheme for two years, the decrease was 17 per cent to 15 per cent, compared with participants who have been in the Scheme for five years, where the decrease was 25 per cent to 18 per cent.

Figure 20: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4 or 5 years

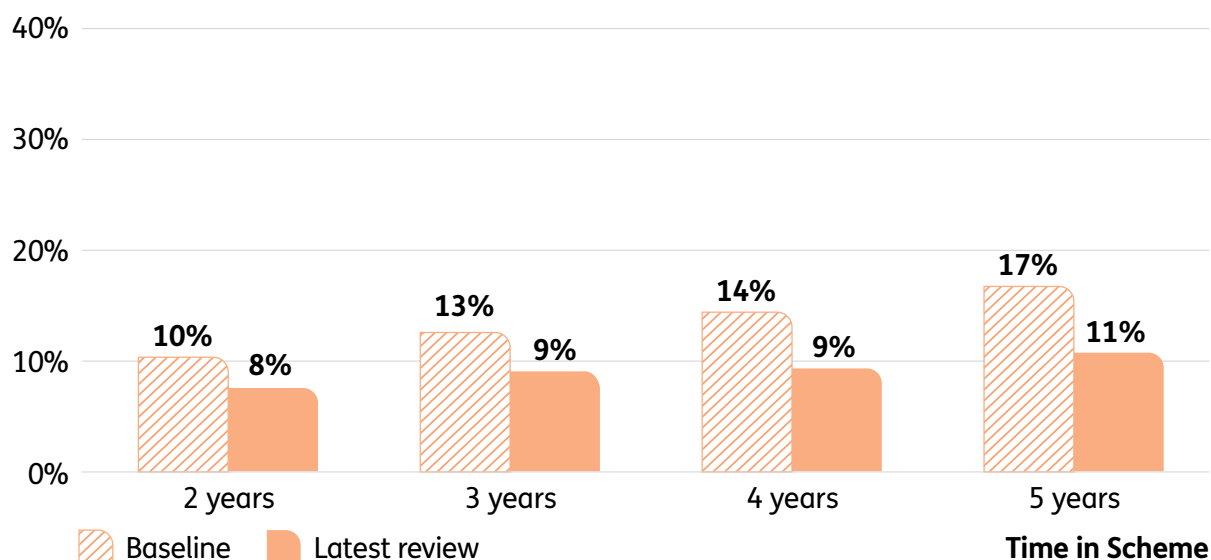
Participants aged 55 to 64



For participants aged 65 and over, many of whom may be approaching retirement, the percentage in work has decreased for all durations by 3 to 6 percentage points. For participants in the Scheme for two years, the decrease was 10 per cent to 8 per cent, compared with participants who have been in the Scheme for five years, where the decrease was 17 per cent to 11 per cent.

Figure 21: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4 or 5 years

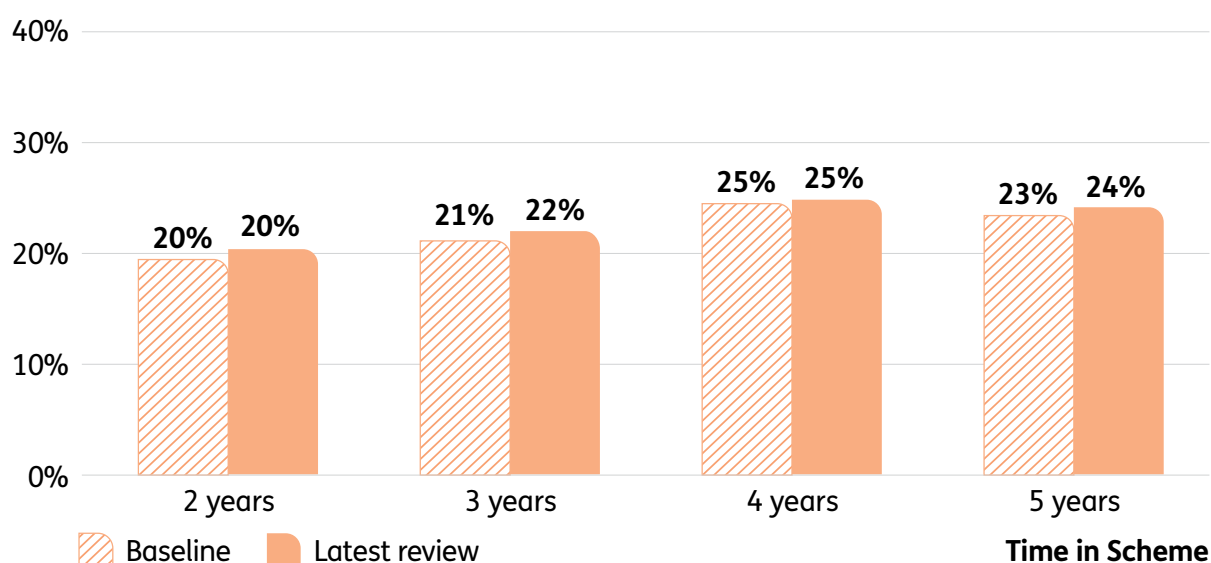
Participants aged 65 and over



Combining all age groups, the percentage of participants in work is unchanged at 20 per cent 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 23 per cent to 24 per cent).

Figure 22: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4 or 5 years

Participants aged 15 and over



NDIS Participant Employment Strategy

The NDIA is implementing the NDIS Participant Employment Strategy's revised Action Plan for 2021-22, which aims to see 30 per cent of working age participants in employment by June 2023.

The revised Action Plan responds to the changed employment environment, and aligns with the outcome areas outlined in Australia's Disability Strategy 2021-2031, and the Employ my Ability – Disability Employment Strategy 2021-2031. The NDIA maintains a shared focus of increasing employment opportunities and outcomes for participants, facilitating the transition from education to employment, and strengthening the autonomy and self-determination of people with a disability to pursue and achieve their employment goals.

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 15,673²⁹ Australian Disability Enterprise (ADE) employees and their providers was completed by the due date of 31 December 2021.

The new model means support is available to a participant in any workplace, not only in ADEs, increasing the variety of employment options for NDIS participants.

National Disability Services (NDS) initiated a sector-led Communities of Practice for ADEs to share good practice and demonstrate how providers can collaborate with other employers to achieve preferred employment outcomes for participants. Whilst still small in number, the examples shared demonstrate what is possible through different approaches when the right resources are available.

The NDIA will continue to support ADEs to innovate and adapt service models to assist more people with disability to be supported to work in the work environment of their choice.

Priority Area 2 – Strengthening the link between education and employment

The NDIA continues to work closely with State and Territory education sectors to allow young participants the opportunity to develop skills through participation in age-appropriate work-related and/or social and community based activities. A key focus of this engagement is to encourage combining NDIA and mainstream resources to enable a greater number of participants to engage in work experience and develop independent living skills whilst still at school.

The NDIA continues to focus on employment supports for young participants, particularly as they leave school. A review of the employment support available for young participants commenced in this quarter to address the identified shortcomings of school leaver employment supports such as delivery of a set program of interventions, variable performance of providers, a payment system unrelated to provider effort, and participant uncertainty about selecting an effective provider. The NDIA is an active contributor to the review of the Disability Employment Service Program led by DSS, enhancing our ability to work collaboratively throughout the reforms, to increase cohesion and jointly influence expanded employment opportunities for NDIS participants.

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

The NDIA continues to work with NDS, the Disability Sector and Department of Education Skills and Employment (DESE) on options for the disability sector to increase the numbers of people with lived experience of disability in their workforce. This work will gain momentum during 2022 after a promising initial start in this first quarter.

The opportunity for employers in the sector to meet workforce shortages through targeted activity to attract people with disability has been well received. A number of organisations are already taking advantage of the assistance available through DESE programs to recruit people with disability to fill vacancies. Further opportunities still exist across the continuum of employment services to support employers to employ more people with disability.

Local Area Coordinator (LACs) and Early Childhood Services partner contracts were updated to increase the proportion of staff in the partner who have a disability to 20%. Partners report progress towards this target in their quarterly reports to the NDIA.

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

The National Employment Network continued to increase the awareness and capability of staff and partners in developing plans for NDIS participants to include opportunities to achieve employment outcomes. The Network was established in September 2021 consisting of NDIA planners, LACs, Community and Provider Engagement staff.

The impact of these concerted efforts to improve skills of LACs and planners in conducting conversations about employment has seen the number of employment goals in participant plans increase from 34% at 31 March 2021 to 37% of working age participants by 31 March 2022.

Most notably participants aged 19-24 years with employment goals in their plans increased to 58% by March 2022.

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 March 2022, 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 **91%** 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:

- **73%** 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 **50%** 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.
- **72%** 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 **51%** 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 **72%** at their first review.

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

For children aged 0 to before starting school

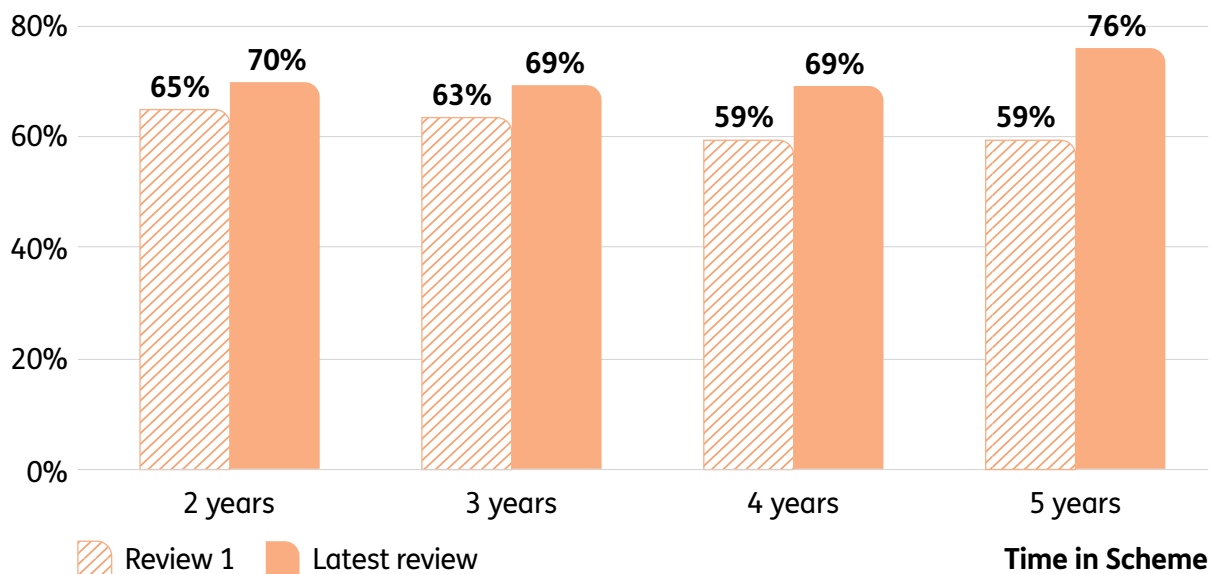


Figure 24: Has the NDIS helped your child to become more independent?

For children starting school to 14 years

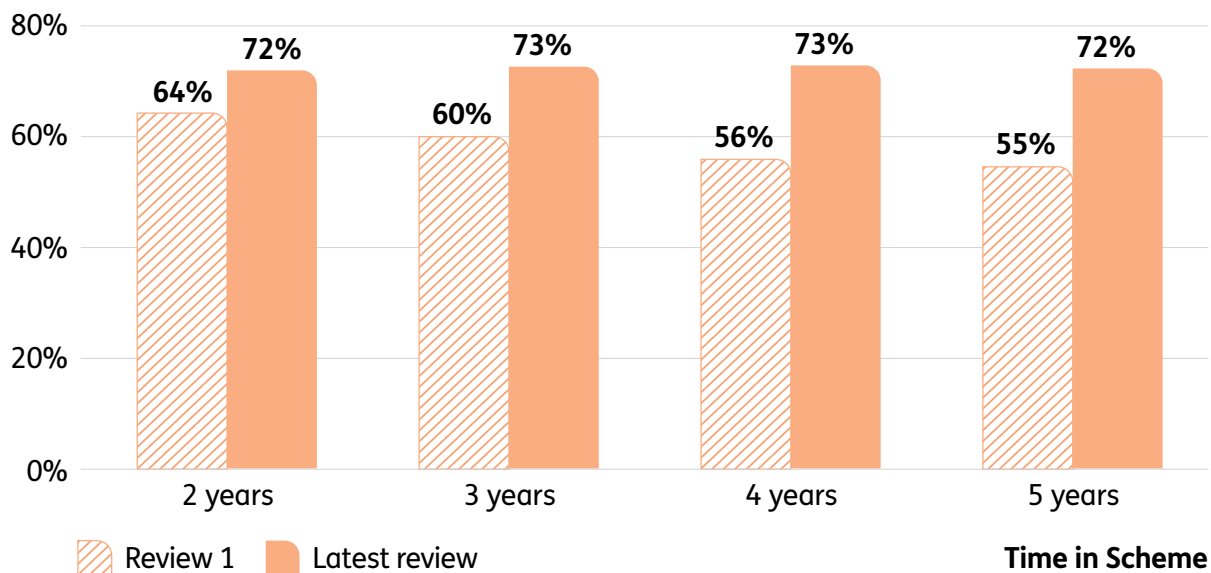
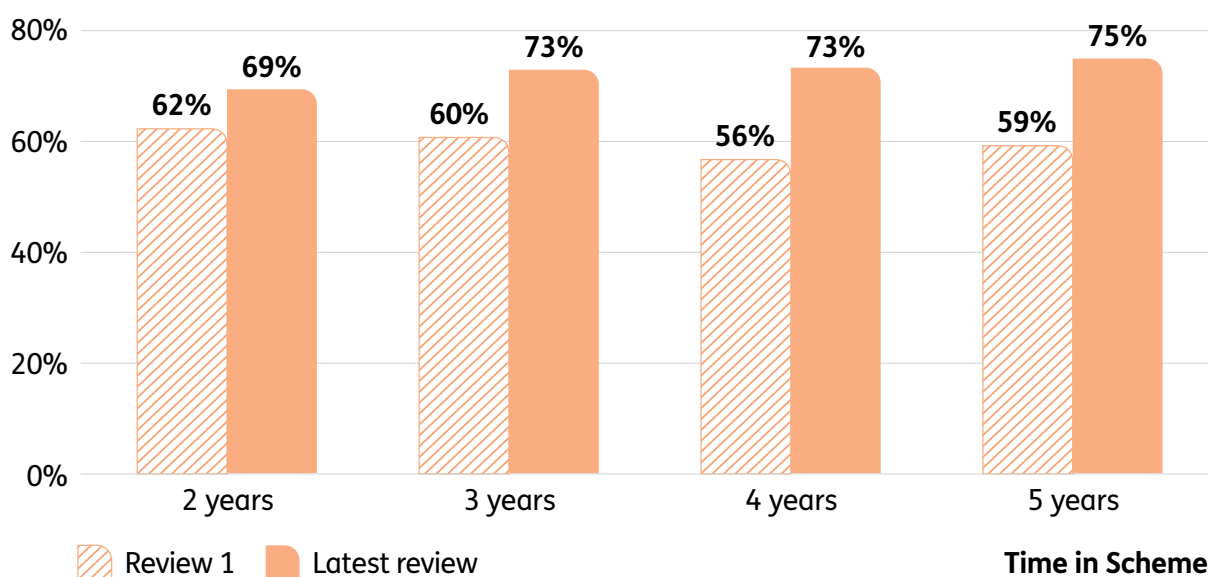
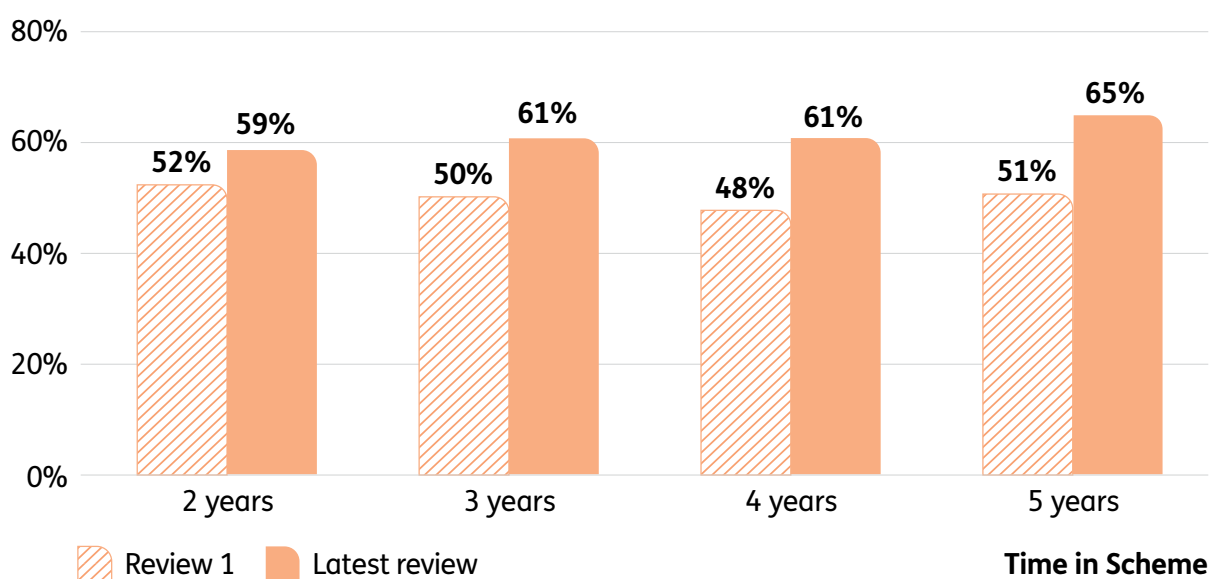


Figure 25: Has the NDIS helped you with daily living activities?**For young adults aged 15 to 24****Figure 26: Has your involvement with the NDIS improved your health and wellbeing?****For adults aged 25 and over**

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 17 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

Participant satisfaction has remained in line with satisfaction over the past quarters.

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 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.

This quarter, 86 per cent of participants rated the Planning process as either good or very good, with a further 9 per cent rating the experience as neutral. Eighty-one (81) per cent of the participants in the quarter rated the Access process as either good or very good, 78 per cent rated the Pre-Planning process as either good or very good, and 72 per cent of participants rated the Plan Review process as either good or very good. These results are based on 1,153 surveys at Access, 887 at Pre-Planning, 4,908 at Planning and 10,644 at Review, which is 17,592 in total.

Satisfaction with the Review process has remained relatively constant in recent quarters at around 70 per cent, noting this decreased from 76 per cent in the December 2020 quarter. However, there was a slight (2 percentage point) increase in the latest quarter, from 70 per cent to 72 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.³⁰

³⁰ Section 5 of the report includes data on changes in plan budgets over time.

Figure 27: Rating of experience with the NDIS (1 January 2022 to 31 March 2022)

Overall, how was your experience with:

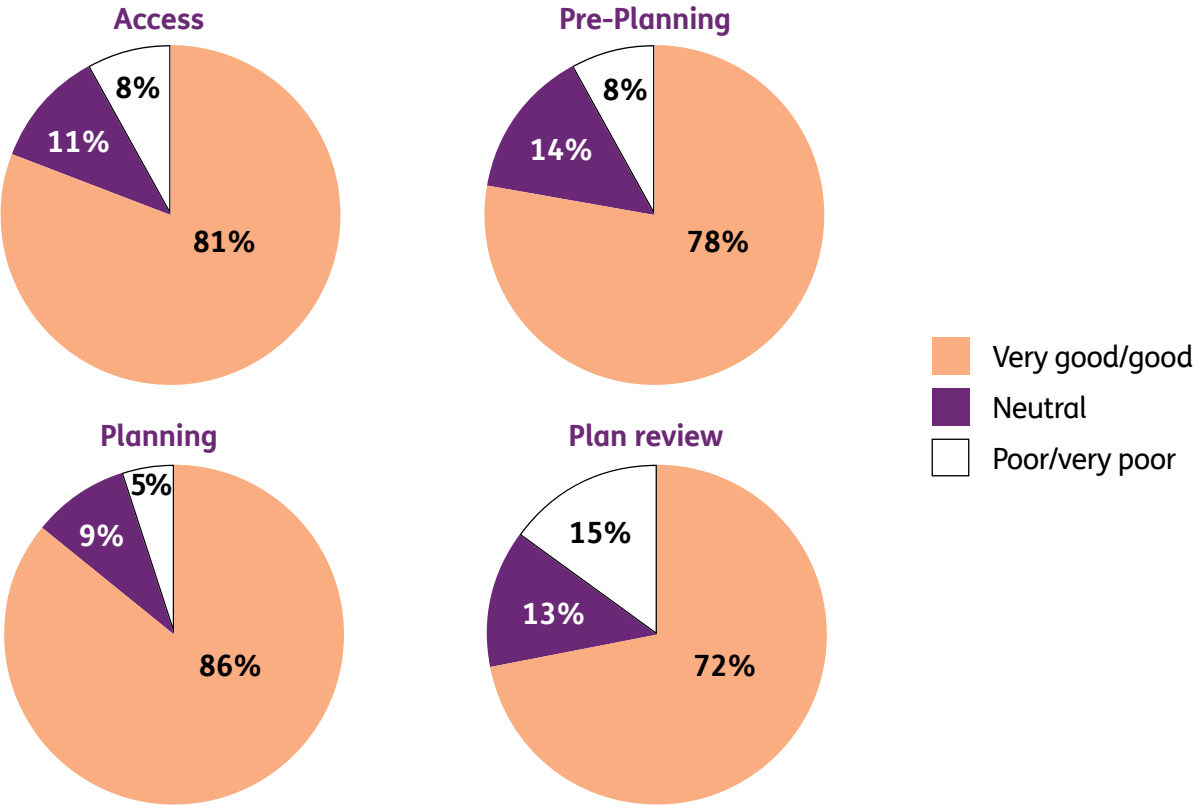
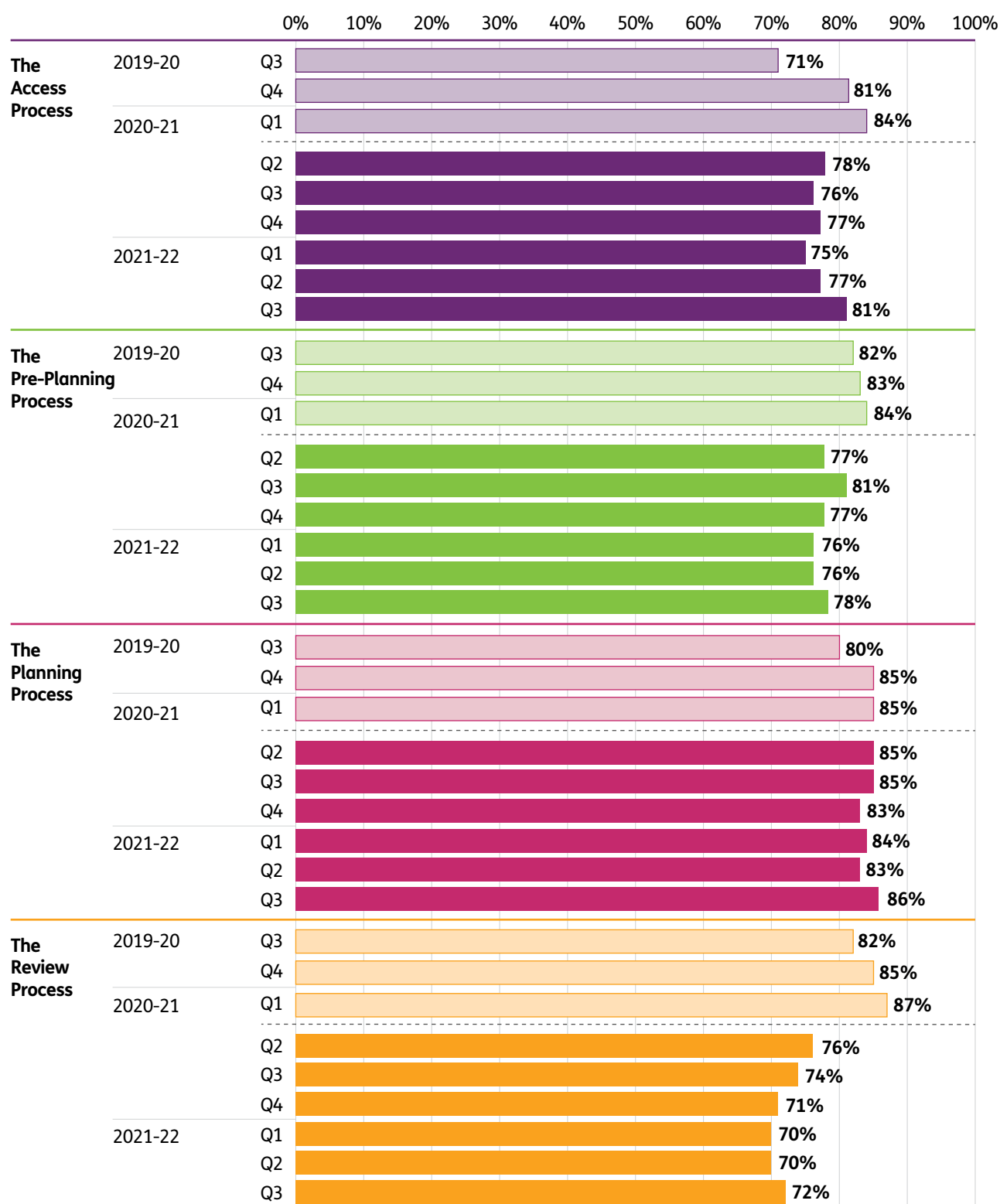
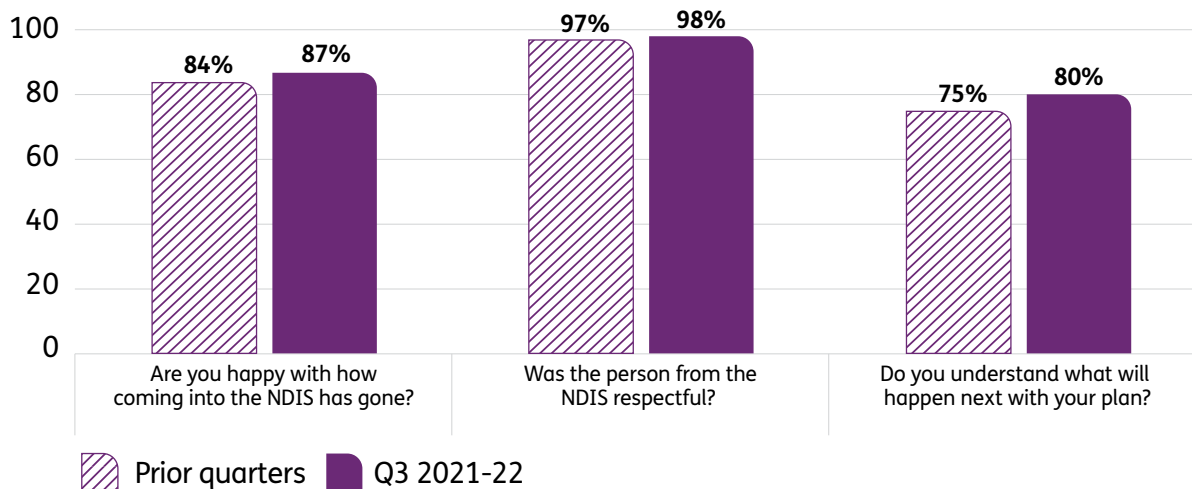


Figure 28: Trend of satisfaction across the pathway (% Very good/good)³¹


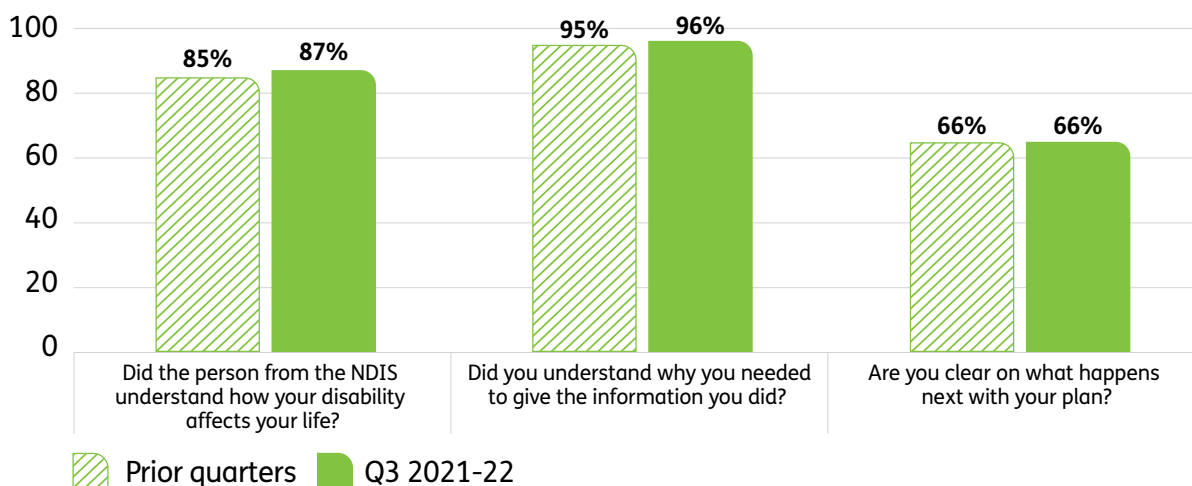
³¹ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 29: Satisfaction across the four stages of the pathway³²

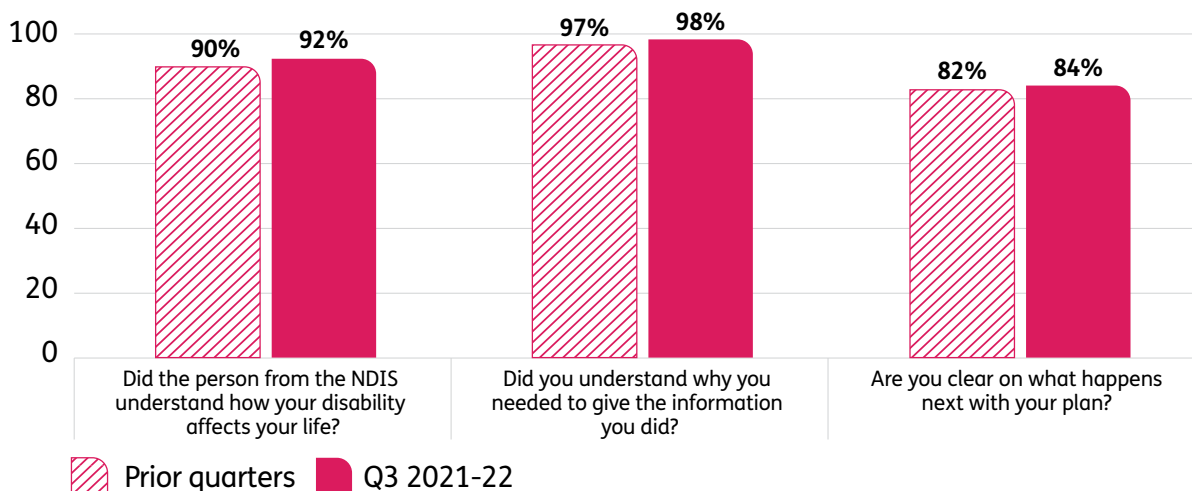
Stage One: Access



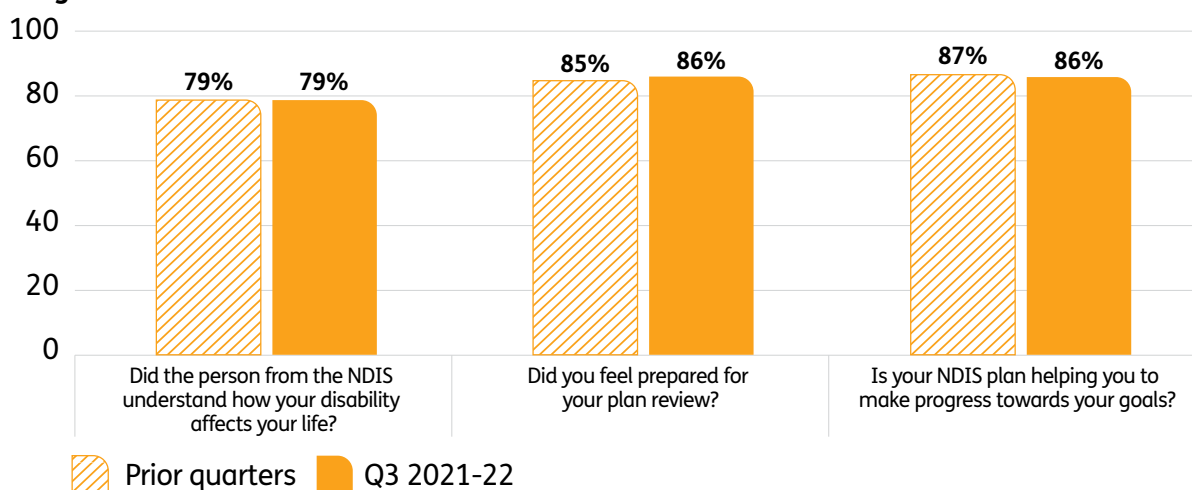
Stage Two: Pre-Planning



Stage Three: Planning



³² Prior quarters include responses from 1 October 2020.

Figure 29: Satisfaction across the four stages of the pathway³³ (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 the March quarter, as measured by these questions, is comparable to prior quarters, being slightly higher for most questions.

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, 84 per cent were clear on what happens next with their plan (two percentage points higher than for prior quarters), lower than the 89-98 per cent responding positively to other questions about planning.

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

³³ 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, but returned to meeting the key performance indicator in the last month of the quarter (March).

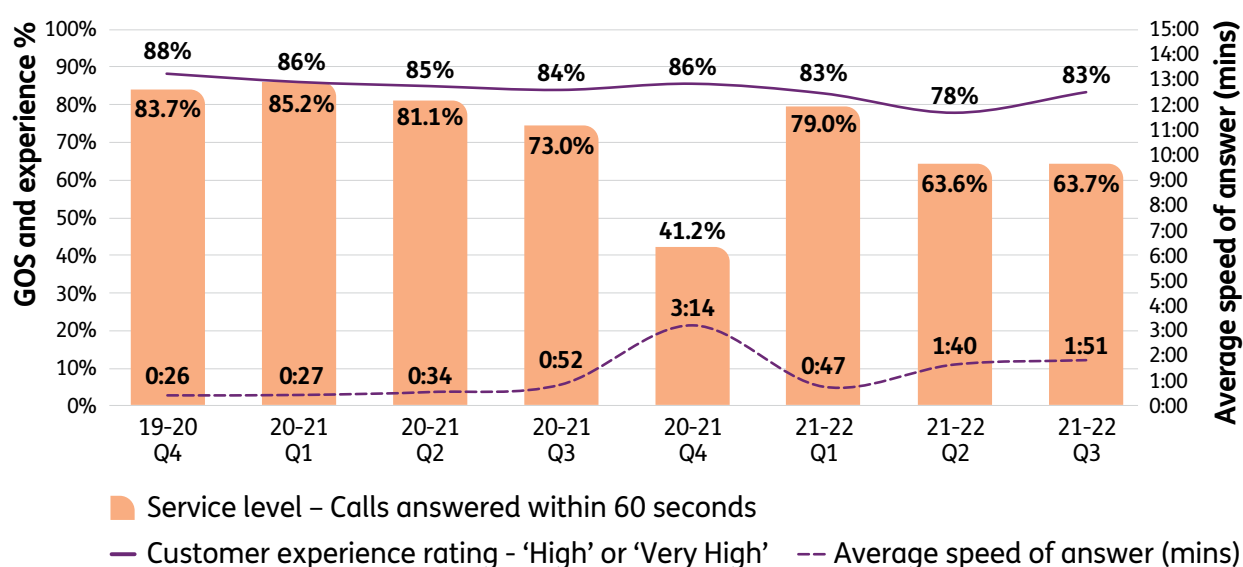
The NDIA NCC provides personal and high-quality services and information about the NDIS for people with disability, their family and carers, and service providers. Serco Citizen Services (Serco) have been delivering the NCC service since June 2018, operating from Dandenong and Newborough in Victoria.

This quarter, performance results were impacted by the Omicron COVID-19 variant. The increase in COVID cases negatively impacted NCC staffing capacity. Virtual Hold was enabled for peak periods, allowing callers on hold to end the call and be automatically called back when a customer service operator was available. Results returned to within our key performance indicator in March 2022, where 83.7 per cent of calls were answered within 60 seconds.

Despite the COVID challenges in this quarter, an average speed of answer of 1 minute and 51 seconds was achieved with 64 per cent of calls answered within 60 seconds.

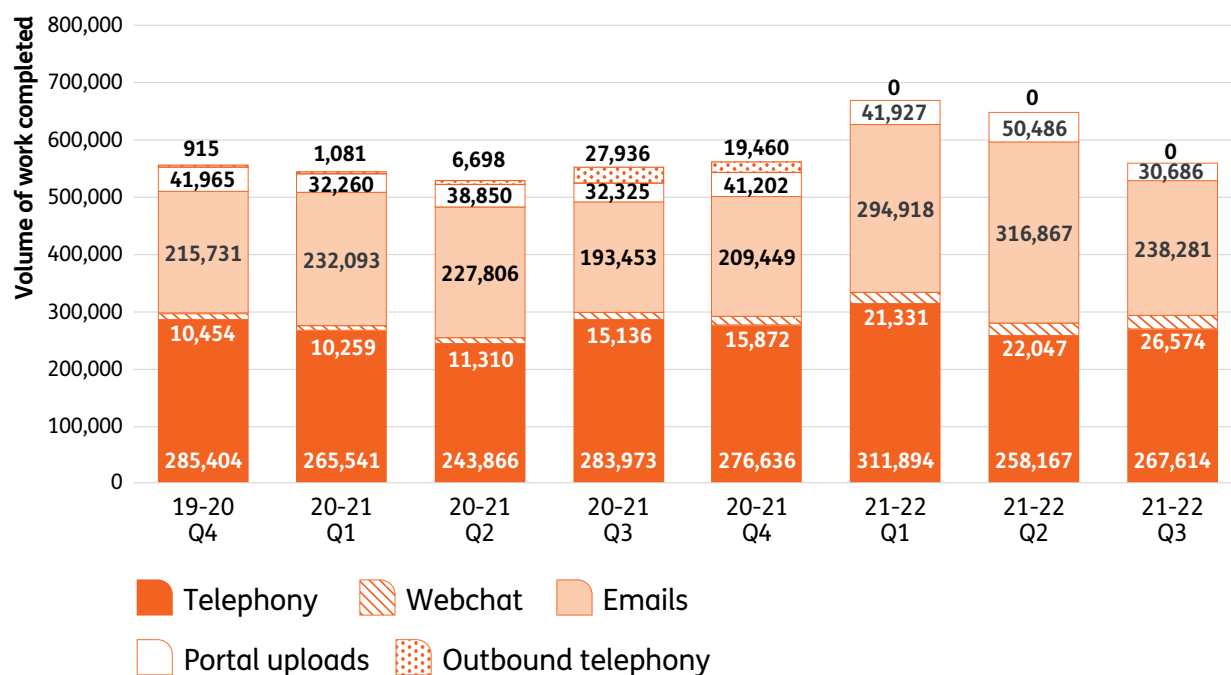
Strong customer experience trends continued across the quarter, with 83 per cent of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High'.

Figure 30: Quarterly telephony grade of service, average speed of answer and customer experience results



The NCC's webchat channel continues to see significant growth across the financial year to date, with 26,574 webchats answered for the quarter. The below chart demonstrates the volume of work completed by the NCC, highlighting significant workloads actioned outside of the telephony channel. Higher email processing volumes in Q1 and Q2 of 2021-2022 are the result of reducing email queues to within a two-day average wait time in Q3 2022.

Figure 31: Volume of work items completed by NCC per quarter over the past two years





Award-winning dancer back at WOMADelaide with NDIS support

It's been nearly three decades since award-winning dancer, choreographer and artistic director **Michelle Ryan** first danced at World of Music, Art and Dance (WOMAD). This year, Ms Ryan will return to Adelaide's four-day festival WOMAD as Artistic Director of Australia's leading inclusive dance company Restless Dance, knowing she can fully access and enjoy the festival, thanks partly to support from the NDIS.

"When I moved to Adelaide with the Australian Dance Theatre, WOMAD was one of the first performances we did in 1993, so returning is pretty exciting," Ms Ryan said.

Ms Ryan, who has Multiple Sclerosis, will be using an NDIS-funded powered device called a SmartDrive, to assist her to move more freely around the festival grounds at Botanic Park. The device, which attaches to her manual wheelchair, will help her to move up hills and across grass and gravel.

"It will be the first time I can actually go to WOMAD and experience it, as well as working there professionally," Ms Ryan said. "I'll also have a (NDIS-funded) support person with me on those days at WOMAD to make sure that I'm OK and I can get around and I'm safe."

Living with MS, she says working would be a struggle without her NDIS support. "The NDIS has changed my ability to continue to work in a way that I wanted to, and to keep my independence," she said. "If I didn't have that support, I wouldn't be able to continue working full time. And life would be a lot harder, very much harder. One, I wouldn't have the energy to work full time. But also, working gives me pride and a sense of self and self-belief."

"I doubt I would have the amazing opportunities I have to live a fulfilled life today, without the assistance of the NDIS."

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 PiTC organisations. It provides overall principles for interactions with participants, and clear service standards and timeframes. These are included in the **Participant Service Guarantee (PSG)**.

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 NDIA updated the SIP during the quarter to better reflect the activities underway to deliver on the PSG.

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?
Our documents will use consistent terms and definitions with less jargon	To ensure consistency of terms and clarity of definitions across the NDIA, the NDIA finalised the NDIS Terms Guide using plain English.
You will be able to manage your plan more easily using a new NDIS mobile app	In December 2021, the Minister for the NDIS announced the release of the myNDIS app. This quarter, work has been completed on the app to enable participants of all plan management types to view their NDIS budget in real time. Self-managed participants now have the capability to view their plan budget and make claims on the go.

Participant Service Improvement Plan (SIP) – Commitments and Progress

The NDIA has introduced a refreshed SIP 2022-23. After SIP 2020-21 came to a close in December 2021, NDIA reviewed the SIP commitments to ensure they closely reflected improvements that participants want to see. The refreshed SIP sets out what the NDIA will do over the next two years to deliver a Scheme that meets participant expectations by making practical changes.

The NDIA and Partners will work to deliver on 51 commitments over the next two years. The refreshed SIP includes new and refined commitments representing the NDIA's ongoing commitment to participants, their families and carers and the disability community. The NDIA remains committed to making improvements that are important to participants.

Communicating with us

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. Currently, the pilot portal has more than 300 active users.

After consultation with the sector, the NDIA re-opened and refined the commitment of providing accurate and consistent information through the NCC. As part of the SIP 2022-23 refresh, the NDIA is committed to meeting and maintaining a rate of 80 per cent first call resolution, where possible. In March 2022, the NCC resolved 78 per cent of participant enquires on the first call, and is on track to meeting the target.

SIP Commitment	Expected completion
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 NCC will give the right information the first time where possible	Jun 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
The website and portal will be clearer and easier to use	Sep 23

Getting information from us

The NDIA continues to make guidelines clearer to ensure that there is consistency in how the NDIA make decisions. This quarter, the NDIA finalised the NDIS Terms Guide using plain English language, ensuring the terms and definitions are clear and used consistently across the NDIA.

Furthermore, the NDIA is committed to improving access to information on how the NDIS works. This quarter, the NDIA completed a review of participant information booklets to improve the readability of the documents. The NDIA commenced updating the content on the NDIS website. These updates have received positive feedback, specifically regarding the accessibility, and ease of navigating recent updates to AT, SIL and Individualised Living Options (ILO) content.

Further work is underway to re-write letters and emails to participants on access and planning processes. This is to ensure they are fully informed and clear on what they need to do and what happens next.

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	✓
Our documents will use consistent terms and definitions with less jargon	✓
We will be clearer on what reasonable and necessary supports means, with case studies and examples	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
We will improve access to information about how our processes work, what to expect and what participants need to do at any stage	Sep 23

Gaining access to the NDIS

Work is underway to implement the recently designed online access requests forms with NDIA's new ICT system. This is part of a broader program of works due for completion in 2023.

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 ³⁴	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 24

Using your plan

In December 2021, the Minister for the NDIS announced the release of the myNDIS app. This quarter, work has been completed on the app to enable participants of all plan management types to view their NDIS budget in real time. Self-managed participants now have the capability to view their plan budget and make claims on the go. This allows participants to view and manage their plans easily and conveniently.

Furthermore, the NDIA is committed to providing clarity on funding for support coordination services. The NDIA held a series of webinars and other education sessions for staff, partners and providers in order to increase the awareness and understanding of the role of support coordinators across the sector.

The NDIA continues to prioritise improving thin markets and community connectors, particularly in remote and very remote areas. The NDIA has 26 projects underway focusing on market intervention. The NDIA is working extensively with the community, providers, intermediaries and others to resolve issues such as poor market connections, low demand and other barriers to service provision. Information on all current and concluded market intervention projects are available on the [NDIS website](#)³⁵.

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	✓

³⁴ Noting face-to-face meetings with LACs can already be requested.

³⁵ <https://www.ndis.gov.au/providers/market-monitoring-and-intervention>

SIP Commitment	Expected completion
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	✓
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 managing and using a plan manager	Jun 23

Payments from your plan

The NDIA is focused on designing and building better processes and systems to ensure efficiency of work and quality experience for participants. Enhancements to the NDIA payment system has commenced and is making a significant improvement in timeliness and accuracy of payments. Further work is in progress to deliver real-time payments capability.

The NDIA is committed to improving the accessibility of making a claim through the participant portal and the participant app. There have been improvements to the claim process through the myNDIS app, such as 'favourite claims' which are available for self-managed participants.

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 23
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	Dec 23
We will make it easier for you to understand how you make a successful claim from your plan	Dec 23

Parts of your plan

The NDIA aims to expand the understanding of ILO as another option for housing arrangements for SIL and SDA participants. Since the release of the ILO Operational Guidelines in April 2021, the guidelines have been further reviewed and refined over time as the evolution, experience and evidence of ILO in the market develops. Further work is underway to update ILO operational guidelines, and other supporting information to better inform participants with home and living goals on ILO as a potential option.

To support participants with employment goals, the NDIA has implemented a Participant Employment Strategy Action Plan. This is aimed at supporting LACs and Planners facilitate conversations about employment goals. Since then, the number of employment goals in participant plans has increased, most notably for participants aged 19-24 years with employment goals in their plans.

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 focus on your plan and goals supporting you to gain employment if that is what you want	Jun 22
We will encourage ILOs as an alternative to traditional group homes	Mar 23

Support for engaging with us

Work is underway to provide increased support for children and parents. The NDIA has recently published operational guidelines which use simple and familiar language to children, families and carers. Updates to the Early Childhood planning pathway have improved efficiency for Early Childhood Partners, and improved the delivery of early supports.

Furthermore, work is underway to ensure households of participants are given the same NDIS contact for consistency of support. Implementation is planned to commence in late 2022.

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 23
We will fund early intervention supports for children more flexibly (including before they enter the Scheme)	Jun 23
We will improve the way we provide you support for independent decision-making	Dec 23
Your household will have the same NDIS contact	Dec 23
We will support you if you are a Young Person in Residential Aged Care to live elsewhere	Dec 25

3.2 Participant Service Guarantee

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

Performance against the proposed service standards – March 2022

The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee, and these results have been published in prior quarterly reports. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. The legislation focuses on improving participant experience and builds on the recommendations of the 2019 Tune Review. It legislates the PSG and introduces changes that provide greater flexibility for participants and the NDIA to vary plans.

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 March 2022 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	98%	●	N/A
Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	N/A
Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	99%	●	N/A
Access	Make an access decision, after the final information has been provided	14 days	99%	●	N/A
Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	90%	▲	↔
Planning	Approve a participant's plan, after an access decision has been made	56 days	83%	■	↔
Planning	Approve a plan for ECEI participants, after an access decision has been made.	90 days	91%	▲	↔
Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical	Reporting will commence in mid 2022		

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 higher

↓ More than 3 percentage points lower

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the March 2022 quarter	Comparison to target of 95%	Change from last quarter
Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●	N/A
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	27%*	■	↓
Plan review	Decide whether to undertake a participant requested plan review, after the request is received	21 days	100%	●	N/A
Plan review	Complete a participant requested review, after the decision to accept the request is made	28 days	54%†	■	↔
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	▲	↔
Plan variations	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	93%	▲	↔
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	87%	▲	↔
Reviewable decisions	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	97%	●	N/A
Nominee	Cancel participant requested nominee	14 days	96%	●	N/A
Nominee	Cancel CEO initiated nominee	14 days	100%	●	N/A

* Note: The NDIA's new 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. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support. That is, participants do not stop receiving supports.

† Note: The average time taken to complete a PRR, after the decision to accept the request has been made was 37 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 higher

↓ More than 3 percentage points lower

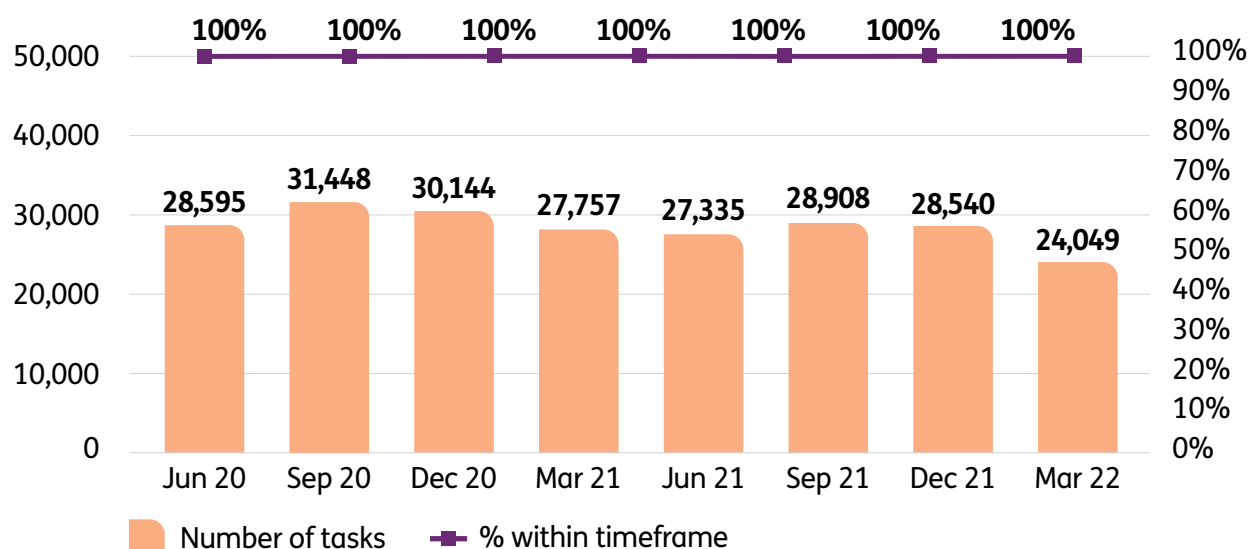
Key trends in PSG metrics

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

Access decisions

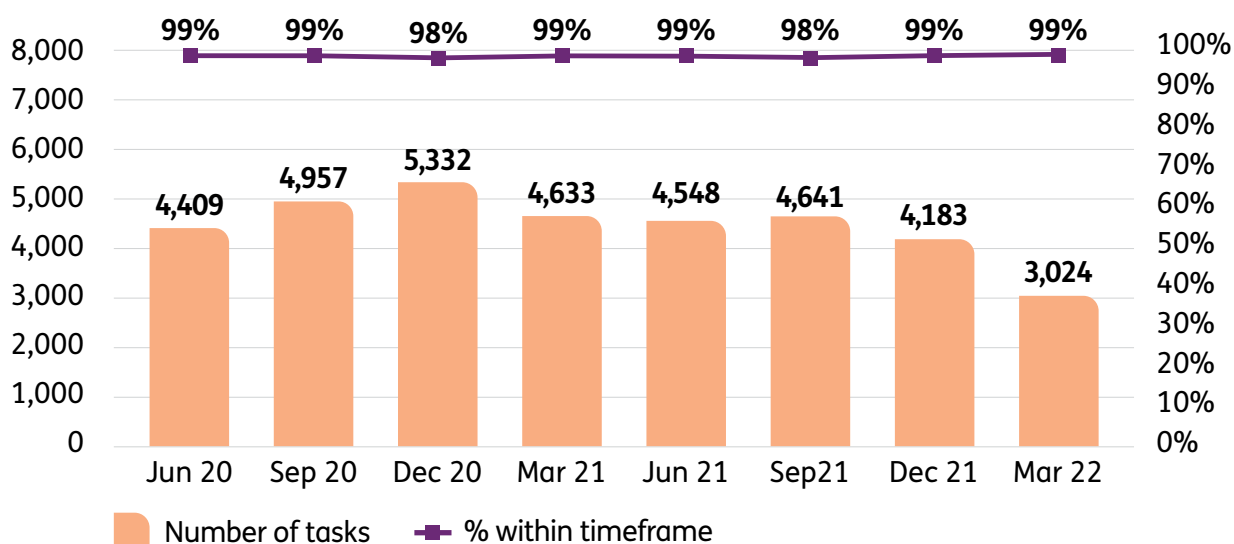
The NDIA has consistently met the 21 day timeframe in respect of access decisions over the last eight quarters.

Figure 32: 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 33: 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 91 per cent approved within the timeframe of 90 days in the March 2022 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 83 per cent of plans for those aged 7 and above were approved in 56 days in the March 2022 quarter.

Figure 34: Commence facilitating the preparation of a plan, after an access decision has been made³⁶

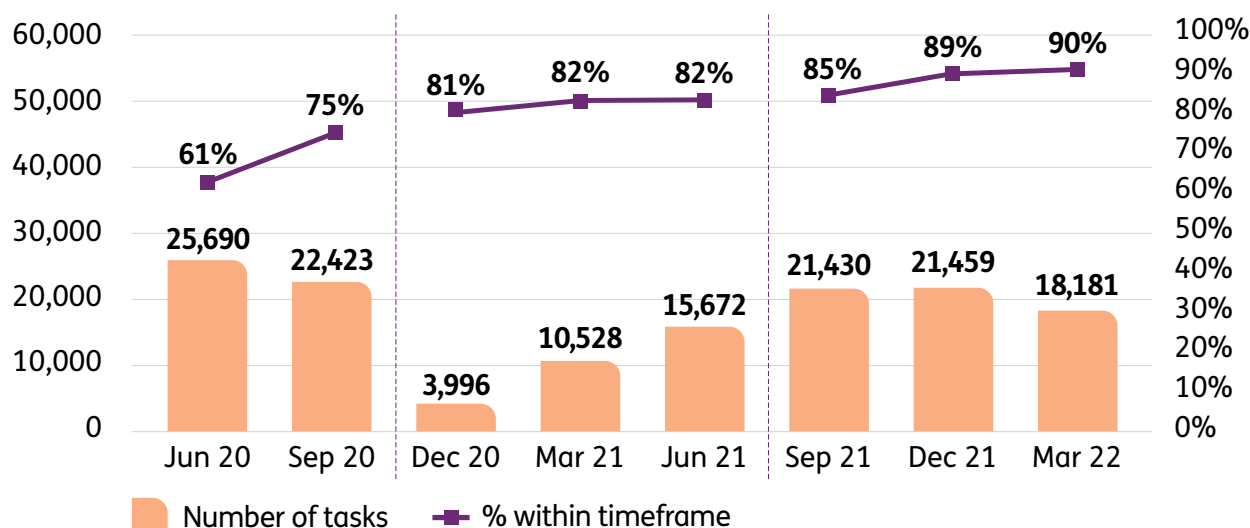
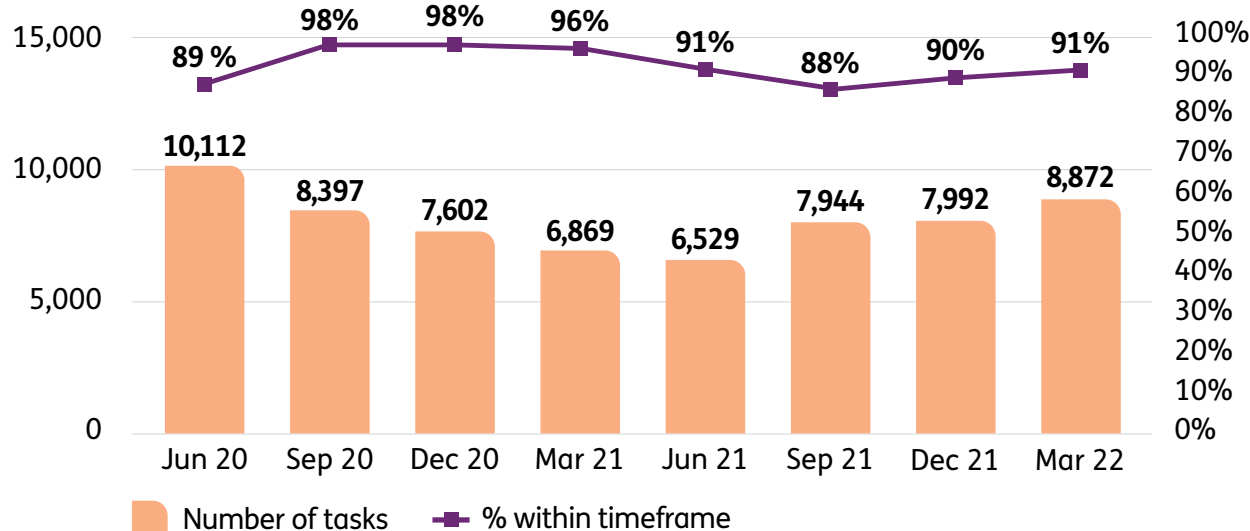
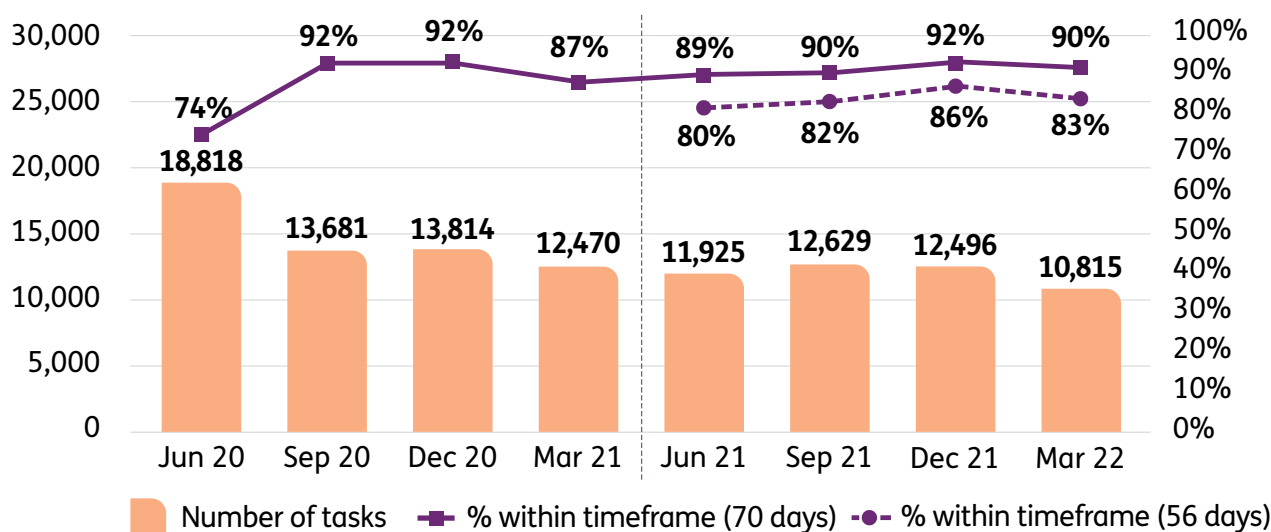


Figure 35: First plan approved after access decision has been made, 0-6 years



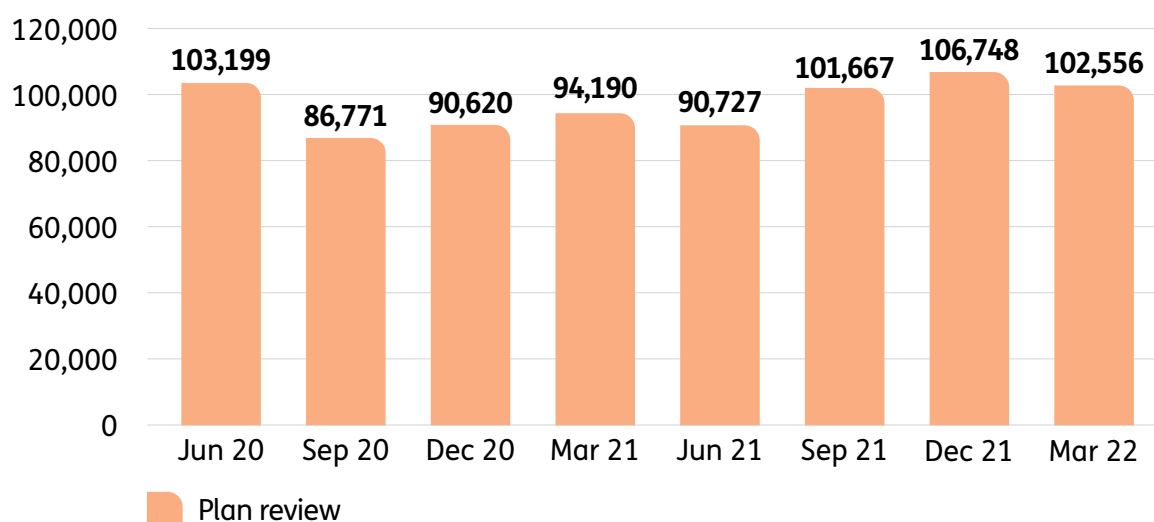
³⁶ New business processes have been implemented from December 2020 and again from July 2021.

Figure 36: First plan approved after access decision has been made, 7+ years³⁷

Plan review

There were 102,556 plan reviews conducted in the March 2022 quarter, with the average number of plan reviews conducted over the last three quarters being higher than the average over the preceding four quarters. As mentioned in section 1.1, of the 102,556 plan reviews conducted in the March 2022 quarter, 85,527 (83 per cent) were initiated by the Agency and 17,029 (17 per cent) were requested by participants. Agency initiated reviews occur as plans are due to expire, and a new plan is required.

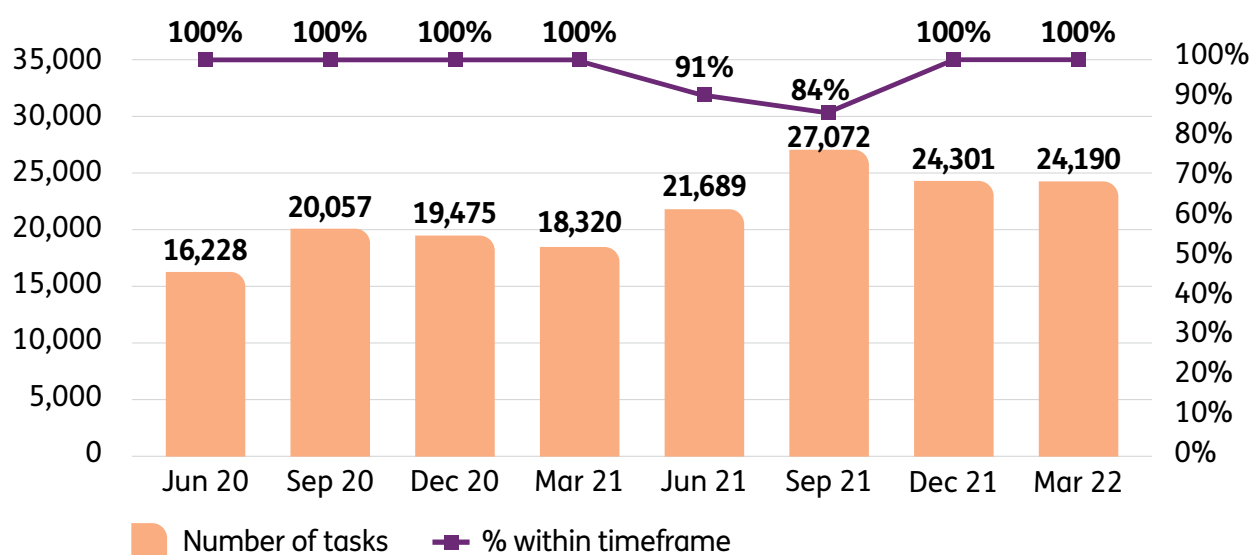
Figure 37: Number of plan reviews by quarter



³⁷ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

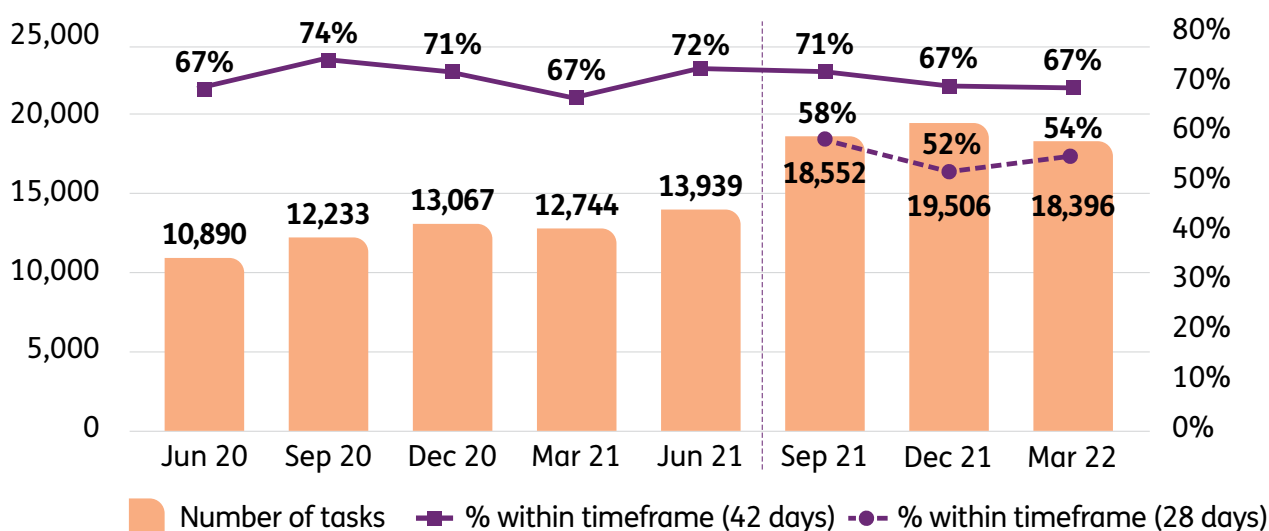
Decisions about whether or not to conduct a Participant Requested Review (PRR) were made within 21 days 100 per cent of the time in the March 2022 quarter.

Figure 38: Decision made to undertake PRR after request is received



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 (54 per cent). However, based on the 42 day timeframe, service levels have remained relatively stable.

Figure 39: PRR completed after decision made to undertake review³⁸

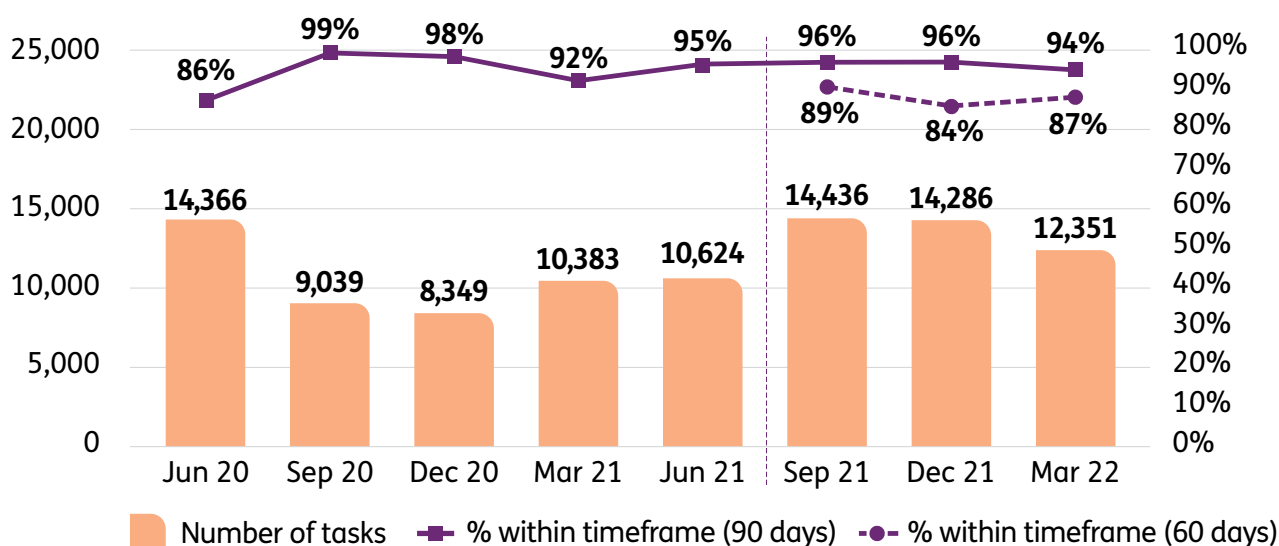


³⁸ In most cases, the results from September 2021 onwards are based on a 28 day timeframe but the results prior to September 2021 are based on a 42 day timeframe.

Reviewable decisions

The target timeframe for completing Reviews of Reviewable Decisions (RoRDs) was reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met (87 per cent). However, based on the 90 day timeframe, service levels have remained high and stable.

Figure 40: Complete RoRD after request is received³⁹



Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
General	Our NCC will answer 80% of calls within 60 seconds.	64% on average throughout the March 2022 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.	96% in the March 2022 quarter.

³⁹ 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.

Home and Living decisions

The end-to-end process duration for Home and Living applications tracks the time taken from receipt of a Home and Living application form through to plan implementation.⁴⁰ In future reports, Home and Living applications will start to be reported as a subset of PRR, RoRDs and Agency Initiated Plan Reviews. In the March 2022 quarter, 4,990 Home and Living applications were closed or implemented⁴¹ and 56 per cent were finalised within 90 days. At 31 March 2022, 4,759 applications remained in-progress. 3,157 in progress applications were waiting for a decision from the Home and Living Panel,⁴² while a further 1,602⁴³ were waiting for supports to be implemented in a Plan. Approximately 24 per cent of the open applications have been in progress for 90 days or more.

Figure 41: Numbers of Home and Living Applications by stage in the Plan Implementation process

Cohort	Last period number	New requests in period	Closed in period	On-hold end of period ⁴⁴	Open end of period number		
					Awaiting Panel decision	Awaiting Plan Implementation	Total
H&L Applications	5,172	5,451	4,990	874	3,157	1,602	4,759 ⁴⁵

Figure 42: Number of Home and Living applications by time taken from application to Plan Implementation

Days	Duration of closed applications in period							Duration of open applications in period						
	no data ⁴⁶	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	no data	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
H&L Applications	897	176	336	1,329	944	1,308	4,990	-	1,082	924	1,244	388	1,121	4,759
%	18%	4%	7%	27%	19%	26%	100%	0%	23%	19%	26%	8%	24%	100%

The NDIS is committed to making significant improvements to this metric in the next quarter, including reducing the number of outstanding 90+ day Home and Living requests to be in line with the performance target of all other PSG metrics. This includes increasing the number of Home and Living decision panels and number of staff on these panels to process the requests. The NDIA is also streamlining the end to end process with the intent of minimising the number of hand-offs which will result in an improvement in the overall timeframe.

⁴⁰ The time taken for Participants to respond to requests for further information (RFI) has been removed from the duration.

⁴¹ An application is considered closed if an application is cancelled or rejected, a Participant is declined all Home and Living supports, or an application won't progress to implementation (e.g. deceased, Participant chooses not to proceed etc.). An application is considered implemented once a Participant has a new approved Plan.

⁴² 313 out of the 3,157 applications the NDIA is waiting on additional information from Participants.

⁴³ The Operations and Support Division are investigating open applications to ensure next steps are underway for Participants. Around 2,561 applications have been reviewed to date and another 172 applications are expected to be reviewed by the end of April 2022.

⁴⁴ Applications where implementation will only occur at a later date or may not occur. Includes Participants in the CSN / Complex pathway, Participants awaiting a Hospital Discharge, YPIRAC / Aged Care, Voluntary Out of Home Care (VOOHC), Justice Involvement, AAT cases and unresolved s100 / s48 cases.

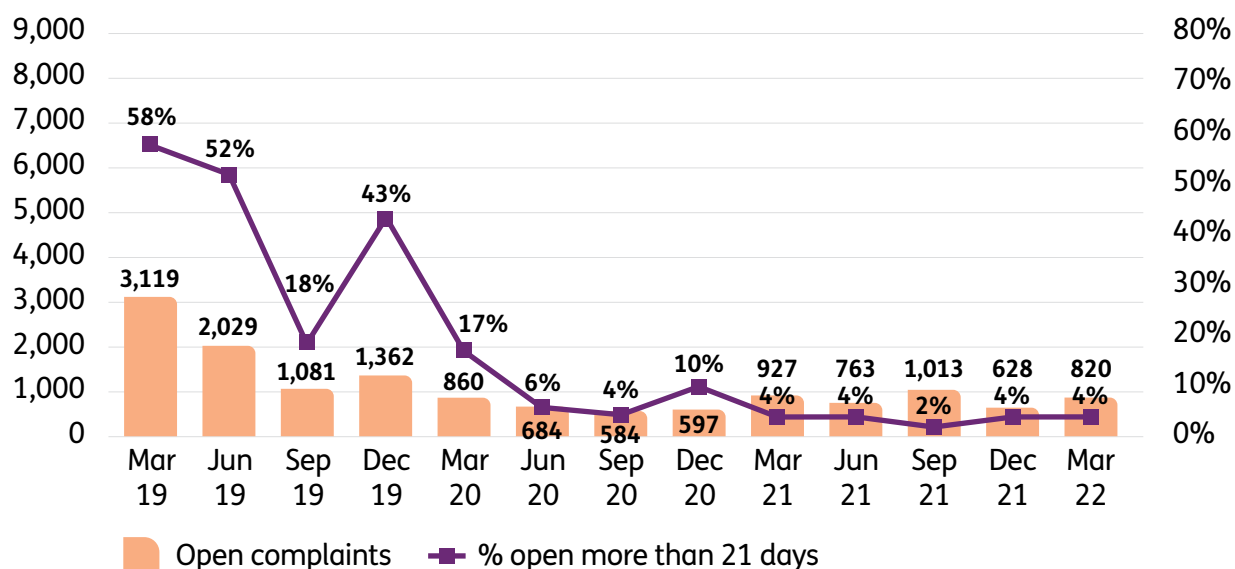
⁴⁵ There are 4,759 home and living applications relating to 4,685 unique participants.

⁴⁶ Current system limitations mean it's not possible to accurately capture an end-date for all closed and implemented applications. System improvements are expected to occur in May 2022.

Key trends in complaints, RoRDs, and AAT cases

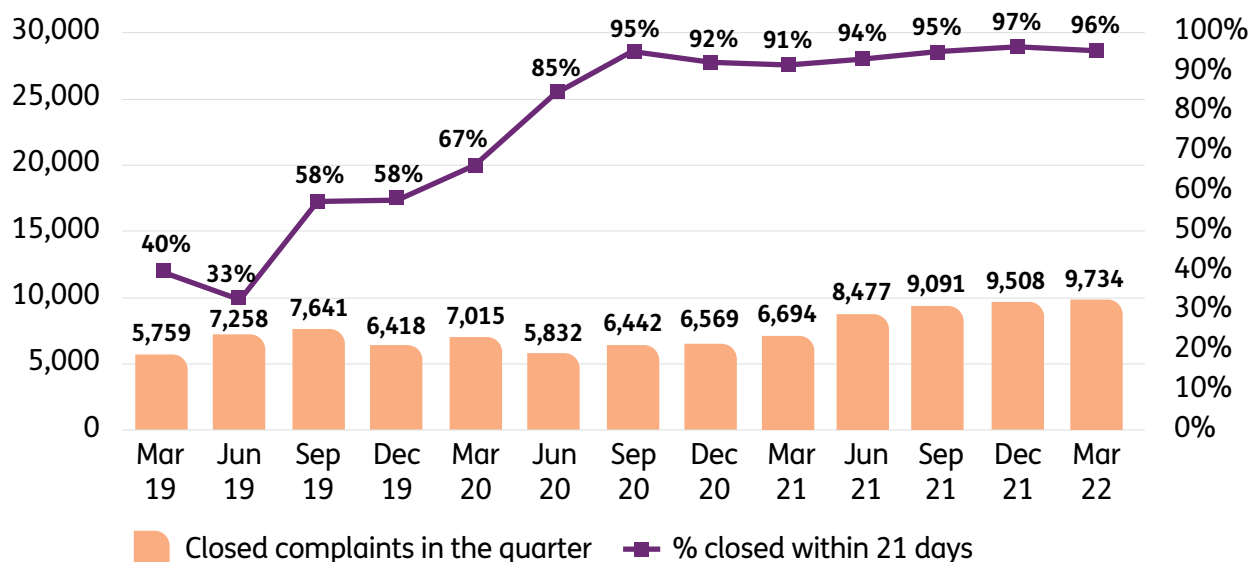
Over recent quarters, the percentage of total complaints that have been open for more than 21 days has remained stable, with four per cent in the March 2022 quarter still open after 21 days.

Figure 43: Open complaints and percentage that have been open for more than 21 days⁴⁷



Around 95 per cent of complaints have been closed within 21 days in the past five quarters.

Figure 44: Closed complaints and per cent completed within 21 day timeframe⁴⁸



⁴⁷ 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.

⁴⁸ 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 March 2019 and June 2020. In the four most recent quarters, the number of complaints has increased as a proportion of active participants (7.4 per cent in the March 2022 quarter). The number of complaints received from providers increased during the quarter (Figure 46) with 400 complaints received, which is equivalent to 4.2 per cent of registered providers making a complaint.

Figure 45: Number and proportion of participant complaints over time

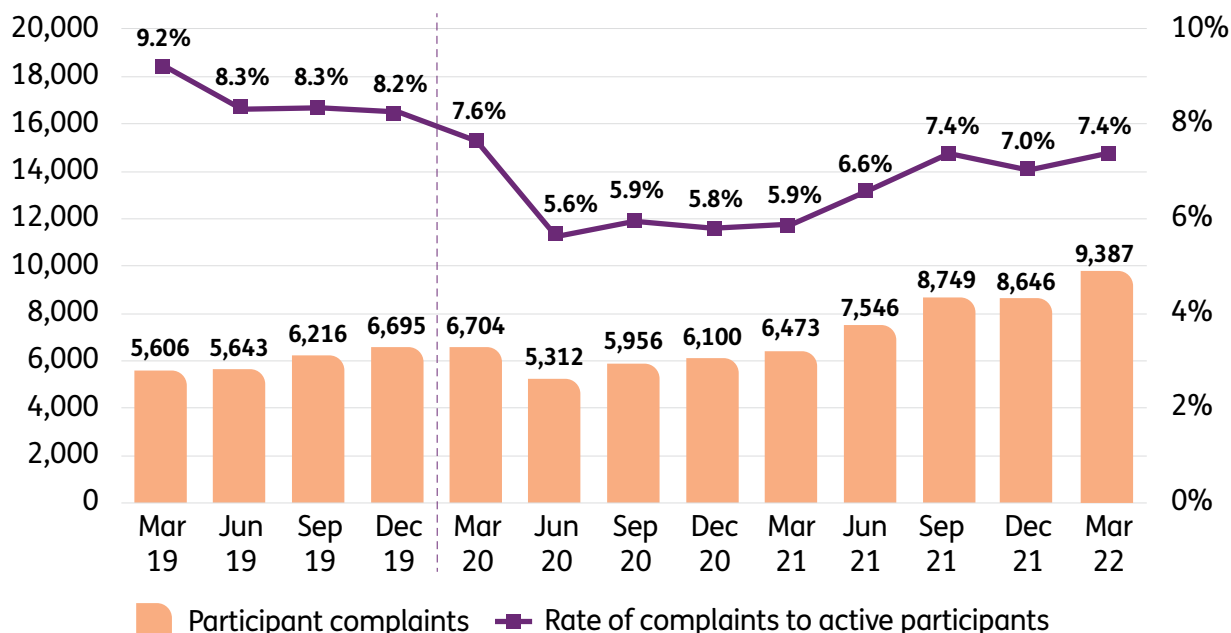
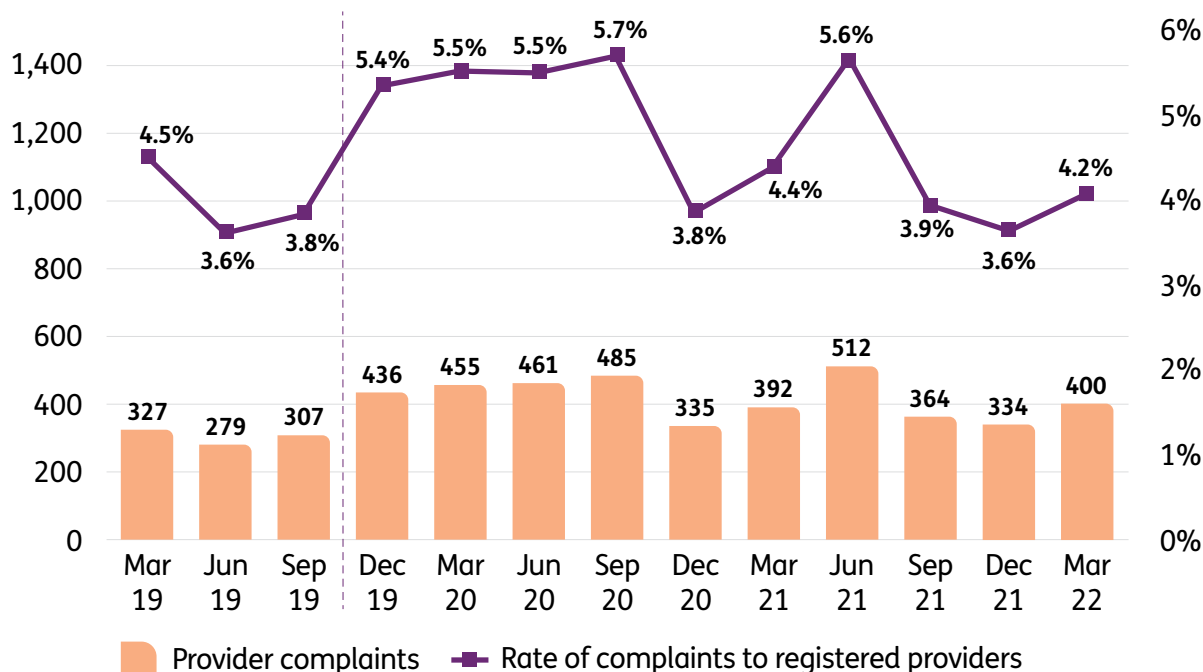


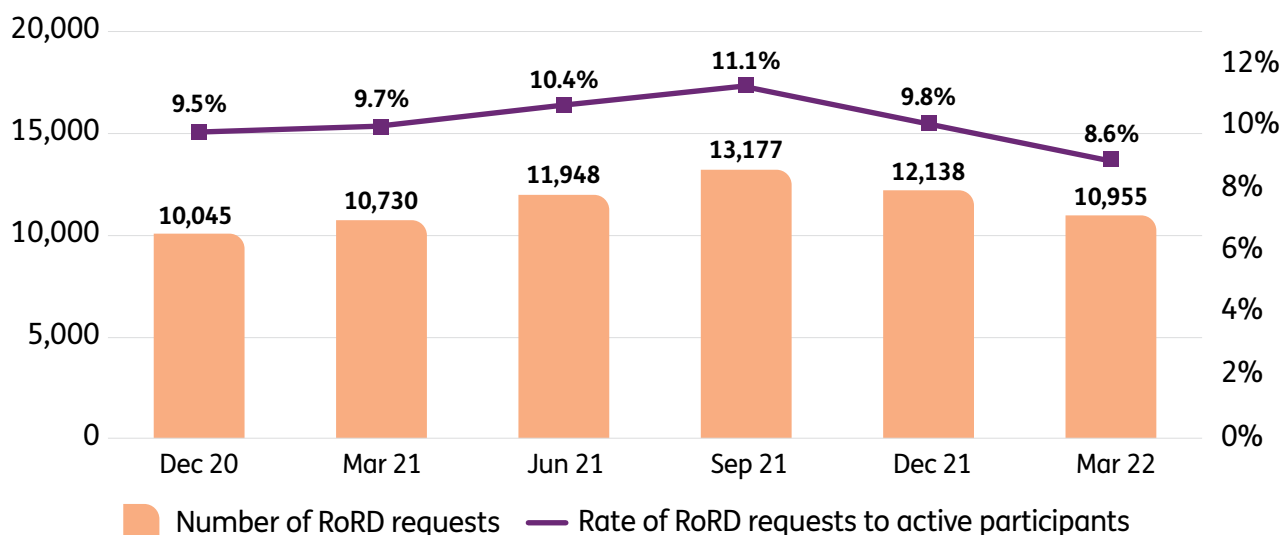
Figure 46: Number and proportion of provider complaints over time⁴⁹



⁴⁹ 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.

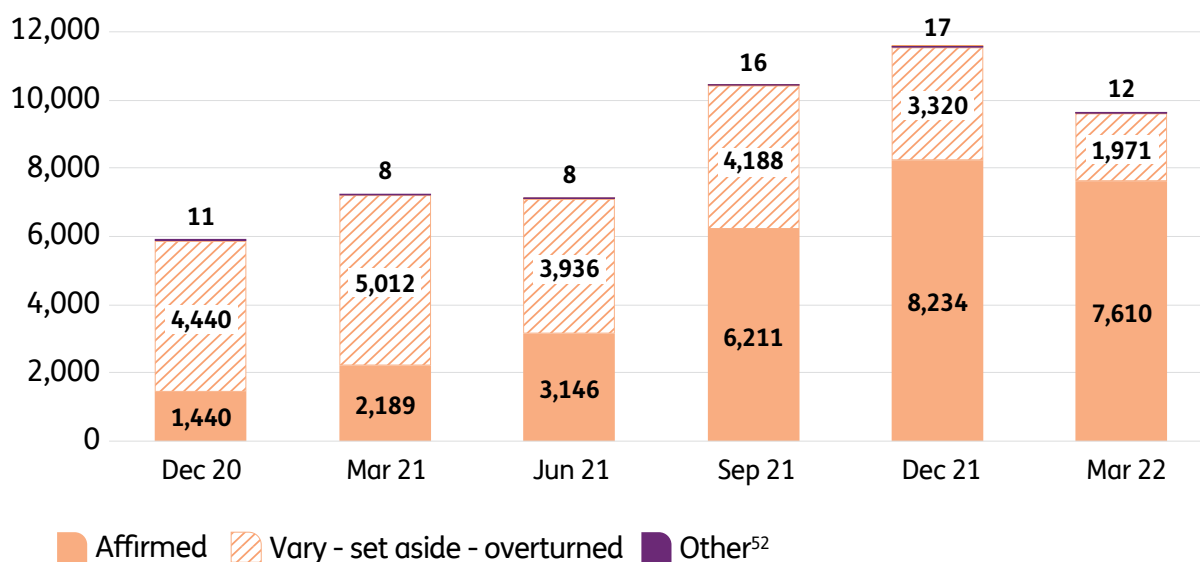
The number of RoRDs as a percentage of active participants increased from 9.5 per cent in the December 2020 quarter to 11.1 per cent in the September 2021 quarter, before decreasing to 8.6 per cent in the March 2022 quarter.

Figure 47: Request for a RoRD – quarterly trend⁵⁰



There were 12,334 RoRDs closed in the March 2022 quarter⁵¹ with 7,610 decisions affirmed, meaning there was no change from the Agency's decision. Further, there were 1,938 decisions to vary or set aside the decision of the original decision maker, and 33 decisions to overturn the decision of the original decision maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

Figure 48: Closed RoRDs by outcome – quarterly trend



There were 1,583 new AAT cases in the March 2022 quarter, relating to 1,548 participants. The number of AAT cases (as a proportion of active participants) has increased significantly in recent quarters to 1.52 per cent in the December 2021 quarter. In the March 2022 quarter, the rate has decreased to 1.24 per cent, but remains well above the historical average.

⁵⁰ RoRD is a Review of a Reviewable Decision. The numbers of requests have changed compared to the previous report. This is due to additional records which have been retrospectively added to the underlying data. Work to include records entered in the off-system database as well as requests that have been recorded in the NDIA business system continues.

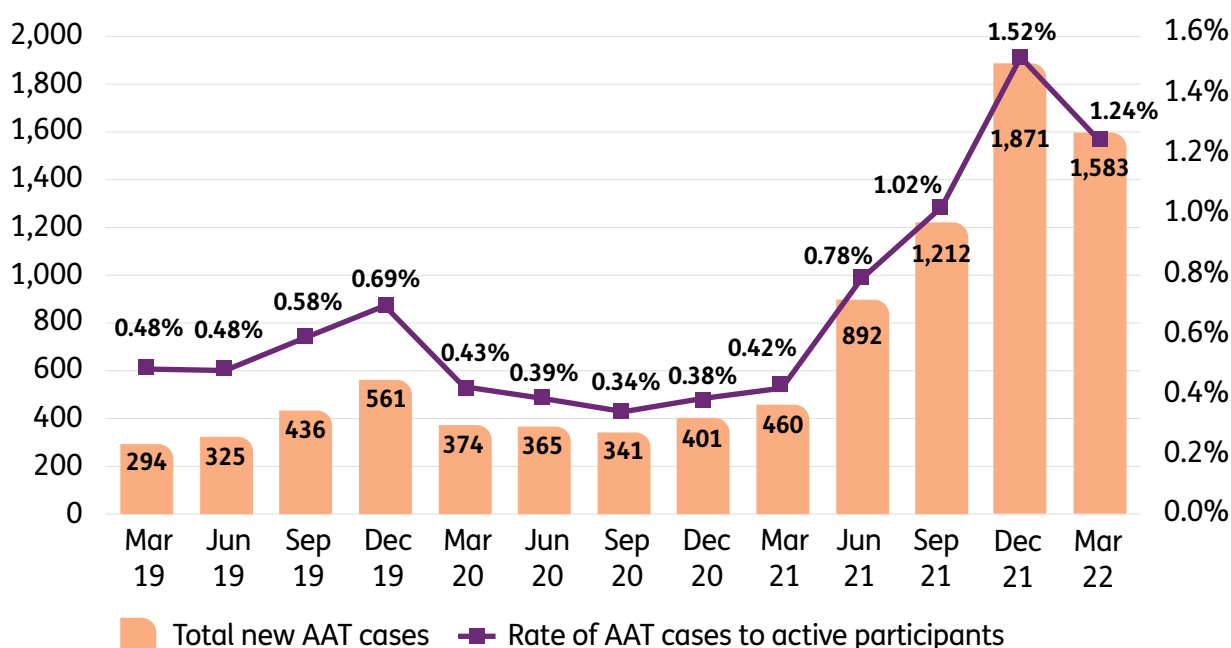
⁵¹ A proportion of closed RoRD outcomes are missing as these requests have been withdrawn. The data on RoRDs will be enhanced with the implementation of the new ICT business system and will improve reporting on RoRD outcomes in future reports.

⁵² Other includes referrals, requests that have been withdrawn and duplicate requests which are very small numbers.

While plans on average have increased significantly at review over the past few years, in recent quarters the average increase has reduced. The NDIA is continuing to make fair and equitable decisions about reasonable and necessary support. This is currently resulting in more planning-related AAT cases seeking to test and clarify the concept of ‘reasonable and necessary’ under s34 of the NDIS Act 2013.

While taking into consideration that each decision made in the AAT is merit-based (i.e. specific to the individual facts and circumstances of the particular case leading to a decision before the Tribunal), and thus not a legal precedent, the NDIA is constantly monitoring the issues emerging from its AAT decisions to further develop its policies in supporting a consistent and equitable approach to its funding packages, under s34 of the Act and reasonable and necessary supports.

Figure 49: Number and proportion of new AAT cases over time



There have been 6,466 AAT cases closed since the commencement of the NDIS. Of those cases, 6,284 were resolved before a (substantive) hearing, with the remaining 182 progressing to (substantive) hearing and receiving a decision on a substantive legal issue.

Figure 50: AAT cases by open/closed and decision

	Number of cases	Number of unique active participants ⁵³
AAT Cases	10,731	9,839
Open AAT Cases	4,265	4,216
Closed AAT Cases	6,466	5,924
Resolved before hearing	6,284	5,768
Gone to hearing and received a substantive decision	182	156

⁵³ As participants may have both open and closed cases, the unique active participants will not sum to the total.

Of the cases no longer before the AAT, approximately 63 per cent were resolved by agreement, 35 per cent were withdrawn by the applicant or dismissed by the AAT and less than 3 per cent proceeded to a (substantive) hearing.

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

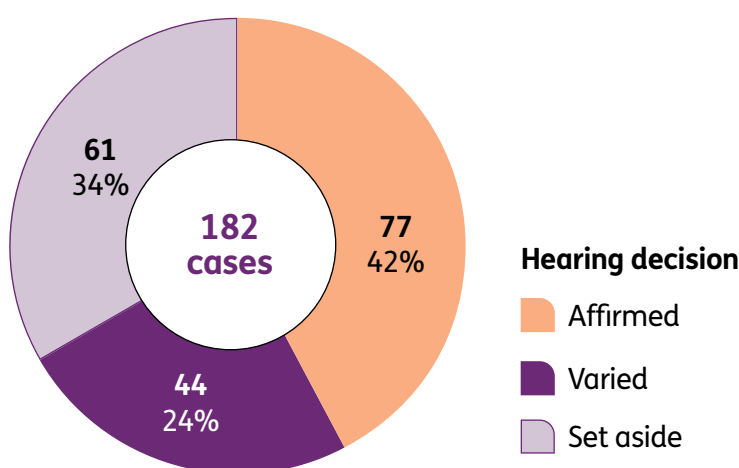
- **Affirmed in 77 cases (42%).** This means the NDIA's original decision was not changed.
- **Set aside in 61 cases (34%).** This means the AAT agreed or partially agreed that the original decision was incorrect. The AAT either replaced the NDIA's original decision to some extent or sent the matter back to the Agency to make a new decision in accordance with specific instructions or recommendations. Where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.
- **Varied in 44 cases (24%).** This means the original decision was changed or altered in some way. As above, where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.

As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

The NDIA is committed to acting as a model litigant in the AAT as required by the Legal Services Directions 2017, and in doing so works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.

The NDIA is seeing an increasing number of cases proceeding to a (substantive) hearing in most recent quarters, which is consistent with the increasing number of AAT matters and the rising complexity in the multitude of the supports being requested for review by applicants.

Figure 51: AAT cases that have gone to hearing and received a substantive decision⁵⁴



⁵⁴ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.



Luke's wheeling his way to raising greater A-T awareness

Williamstown NDIS participant, **Luke**, has no shortage of drive and determination as he fulfils one of his biggest goals, to create his first major event, the A-T Wheel-a-thon 2022 on Saturday, March 5.

Luke, 35, was born with a rare condition, called Ataxia-telangiectasia (A-T), which heavily impacts his mobility and speech, but with NDIS funding for home mods, equipment and supports, he's enjoying a full life.

Luke is regularly out with family and friends, tackling all sorts of activities others, with or without disability, wouldn't think of – hiking all types of rugged terrain to explore creeks, lakes and waterfalls, and campaigning for A-T, speaking at, and hosting events.

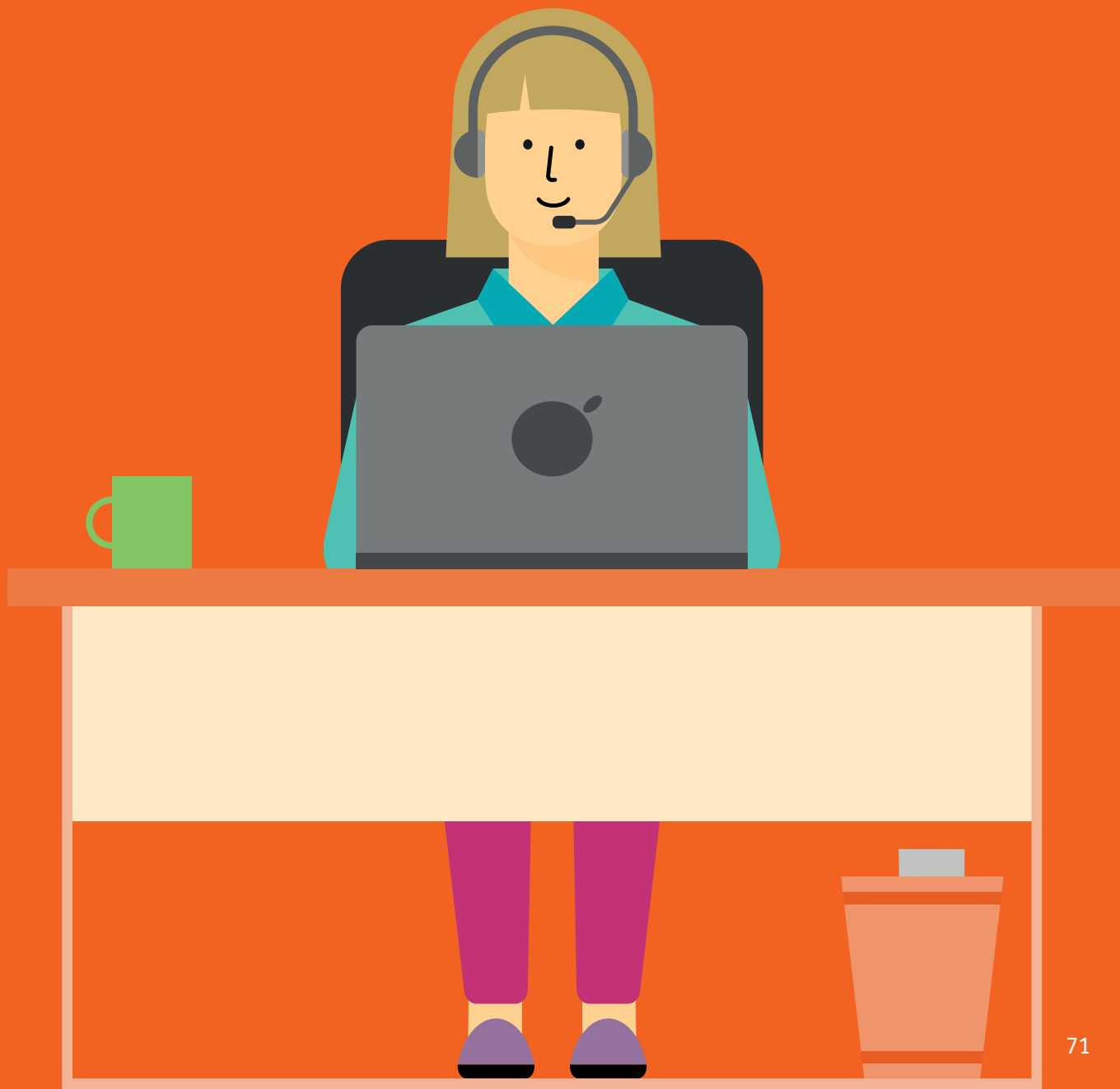
“Luke just amazes me. His organisational skills... he's just so good at everything. He organised this entire event. It's just been amazing to see it all come together,” his mum, Lee said.

“It wasn't that hard,” Luke added with a smile. The only thing concerning me was where I was going to source the wheelchairs from so people without disability could join in too. “Thankfully a Hoppers Crossing Independent Living service loaned us 12 manual and 10 powered wheelchairs for the event so now we're all set for a fun-filled, action-packed day.”

“It's going to be huge,” he said. “It's also going to give participants a chance to see the world how a wheelchair user sees it. Hopefully they'll get a better understanding of the challenges we face every day, like accessibility. It's a genuine issue. I'm really looking forward to the event. It's going to be so much fun, and I hope people of all ages get behind our cause and join in,” he said.

4

Providers and the growing market



4

Providers and the growing market

The provider market continues to grow.

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.

\$20.1bn in support has been provided in the 2021-22 year to date.⁵⁵ The largest support categories are core daily activities (55 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. \$5.0bn of the \$11.0bn payments on core daily activities in the 2021-22 year to date was for payments for participants in SIL.

Figure 52: Total payments from 1 July 2021 to 31 March 2022

Support Category	Total payments (in \$m) Jul-21 to Mar-22	% total payments
Core - daily activities	11,018	54.9%
Core - community	3,675	18.3%
Core - consumables & transport	932	4.6%
Capacity building - daily activities ⁵⁶	2,532	12.6%
Capacity building - other	1,324	6.6%
Capital	598	3.0%
Total⁵⁷	20,084	100.0%

⁵⁵ Includes cash and in-kind payments.

⁵⁶ Includes therapy services.

⁵⁷ Total includes \$6m of payments with no support category

Over the last two years, payments have grown by 59 per cent (from \$4.3bn in the March 2020 quarter to \$6.9bn in the March 2022 quarter). Payments for each of the support categories has grown substantially, particularly for capacity building daily activities (85 per cent). The percentage breakdown by support category has remained relatively stable, noting capacity building daily activities has increased from 10 per cent to 12 per cent.

Figure 53: Total payments (in \$m and %) per quarter – all participants

Support Category	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22
Core - daily activities	2,406	2,912	3,057	3,022	3,267	3,733	3,506	3,627	3,884
Core - community	788	723	832	934	1,028	1,177	1,163	1,246	1,266
Core - consumables & transport	232	247	280	255	291	293	319	304	309
Capacity building - daily activities	435	562	654	683	678	829	854	873	805
Capacity building - other	281	315	346	363	368	418	443	447	434
Capital	195	229	230	209	186	183	200	208	190
Total	4,341	4,988	5,399	5,467	5,818	6,634	6,487	6,707	6,890

Support Category	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22
Core - daily activities	55%	58%	57%	55%	56%	56%	54%	54%	56%
Core - community	18%	14%	15%	17%	18%	18%	18%	19%	18%
Core - consumables & transport	5%	5%	5%	5%	5%	4%	5%	5%	4%
Capacity building - daily activities	10%	11%	12%	12%	12%	12%	13%	13%	12%
Capacity building - other	6%	6%	6%	7%	6%	6%	7%	7%	6%
Capital	4%	5%	4%	4%	3%	3%	3%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Payments for participants receiving SIL supports have also grown over the last two years from \$1.7bn in the March 2020 quarter to \$2.2bn in the March 2022 quarter. The SIL component (core daily activities) of the plan represents approximately 80 per cent of total payments.

Figure 54: Total payments (in \$m and %) per quarter – participants in SIL

Support Category	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22
Core - daily activities	1,379	1,561	1,589	1,516	1,628	1,623	1,636	1,622	1,792
Core - community	199	186	195	213	229	264	252	268	269
Core - consumables & transport	21	21	24	23	25	25	28	26	27
Capacity building - daily activities	23	32	35	36	37	44	45	47	44
Capacity building - other	48	53	58	59	57	64	68	68	66
Capital	43	51	50	46	46	45	45	53	50
Total	1,713	1,904	1,951	1,892	2,022	2,065	2,073	2,084	2,248

Support Category	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22
Core - daily activities	81%	82%	81%	80%	81%	79%	79%	78%	80%
Core - community	12%	10%	10%	11%	11%	13%	12%	13%	12%
Core - consumables & transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity building - daily activities	1%	2%	2%	2%	2%	2%	2%	2%	2%
Capacity building - other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	2%	3%	3%	2%	2%	2%	2%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

4.2 Plan management types

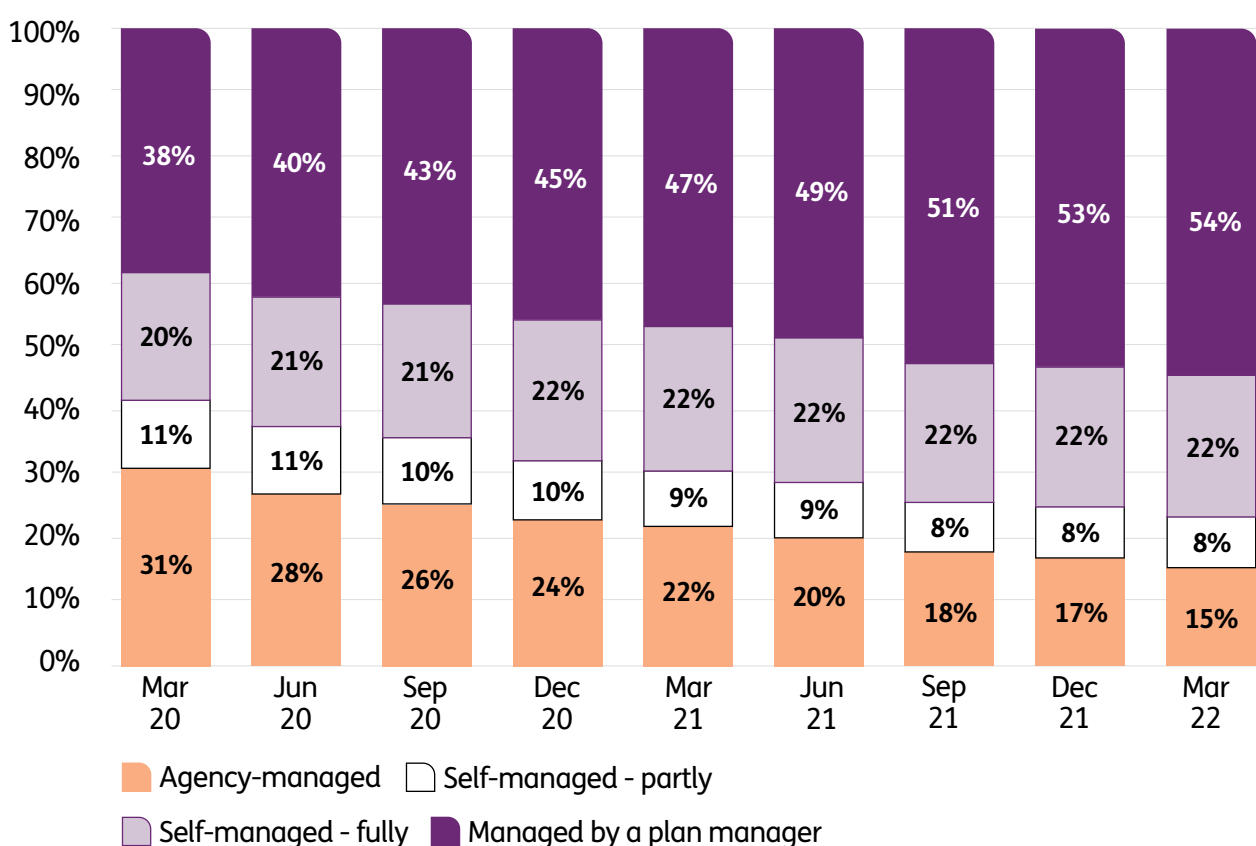
There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

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

- **self-manage all or part of** their plan has been stable at about **30%**
- use a **plan manager** has increased from **38%** to **54%**
- have a fully **Agency-managed** plan has decreased from **31%** to **15%**.

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

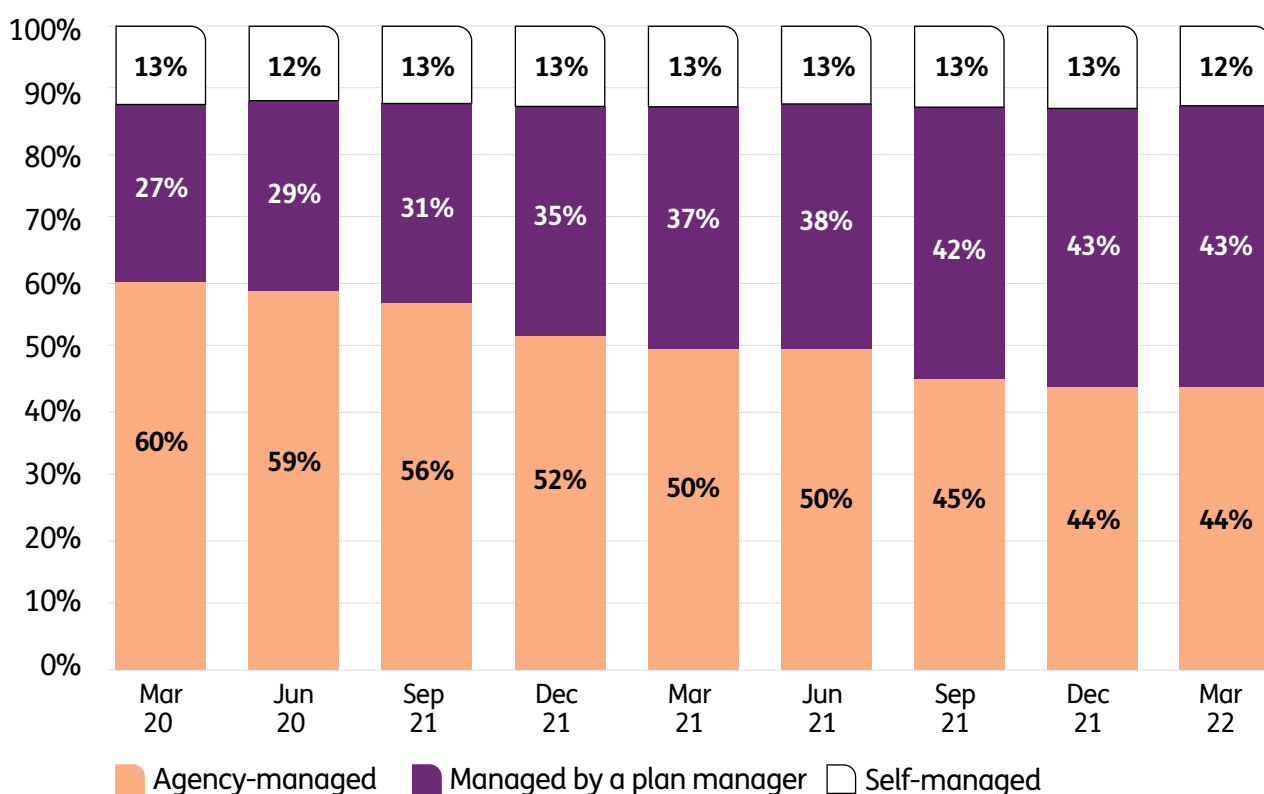
Figure 55: Distribution of active participants by method of financial plan management over time cumulatively – all participants



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

- **self-management** has decreased from **13%** to **12%**
- payments managed by a **plan manager** have increased from **27%** to **43%**
- **Agency-managed** payments decreased from **60%** to **44%**.

Figure 56: Distribution of payments by method of financial plan management over time – all participants

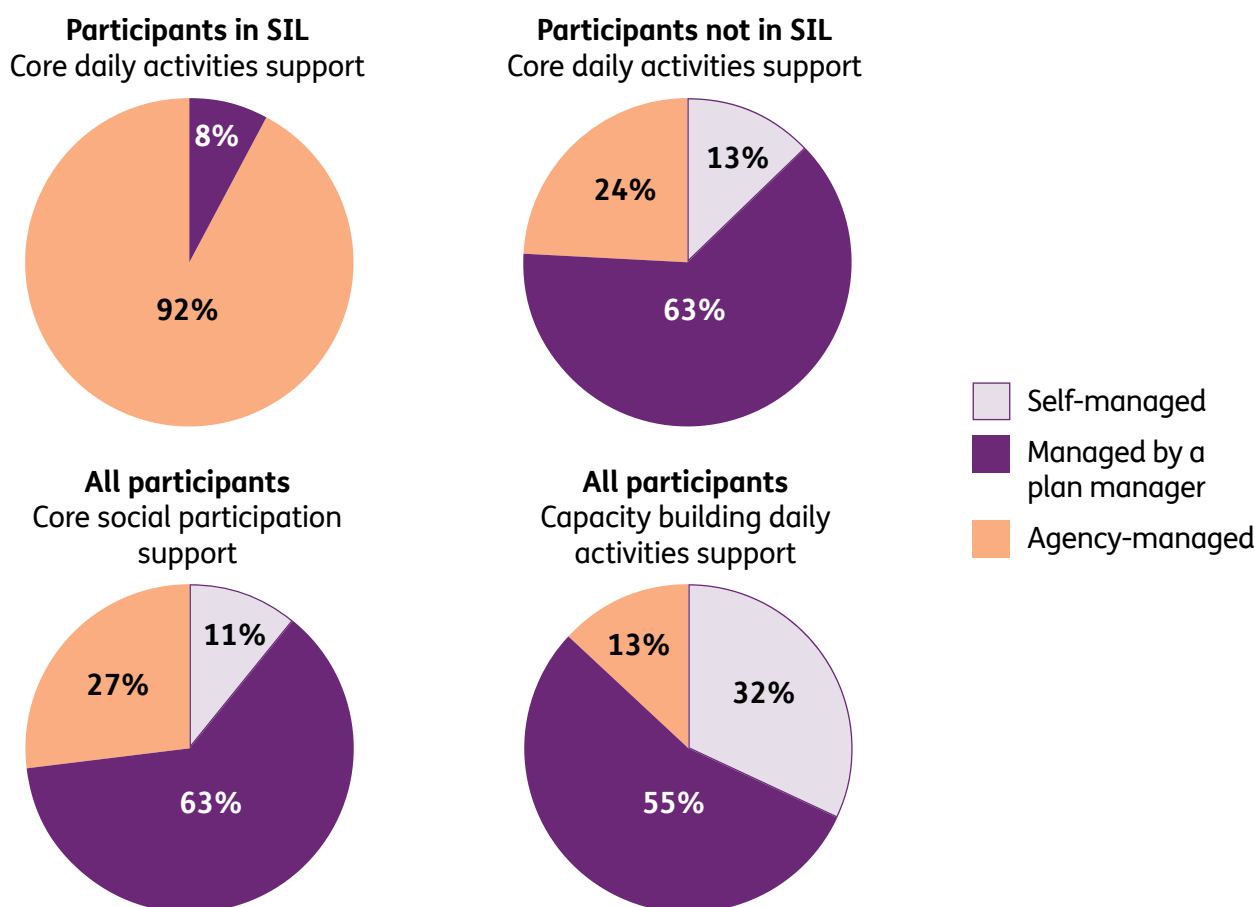


In the third quarter of 2021-22, of the \$6.9bn in payments, \$0.9bn was self-managed (12 per cent), \$3.0bn was managed by a plan manager (43 per cent), and \$3.0bn was Agency-managed (44 per cent).⁵⁸

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

- payments for **participants in SIL receiving core daily activities support** were **\$1.8bn**. Of this, \$5m was self-managed (**less than 1%**), \$138m was managed by a plan manager (**8%**), and \$1.6bn was Agency-managed (**92%**).
- payments for **participants not in SIL receiving core daily activities support** were **\$2.1bn**. Of this, \$274m was self-managed (**13%**), \$1.3bn was managed by a plan manager (**63%**), and \$507m was Agency-managed (**24%**).
- payments for **participants receiving core social participation support** were **\$1.3bn**. Of this, \$134m was self-managed (**11%**), \$794m was managed by a plan manager (**63%**), and \$337m was Agency-managed (**27%**).
- payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$805m**. Of this, \$259m was self-managed (**32%**), \$441m was managed by a plan manager (**55%**), and \$104m was Agency-managed (**13%**).

Figure 57: Payments for the largest support categories by plan management type for Q3 2021-22



⁵⁸ Includes cash and in-kind payments.

Figure 58: Total payments in Q3 2021-22 by plan management type (\$m)

	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	1,648	138	5	1,792
Daily activities - non-SIL	507	1,312	274	2,093
Social & community participation	337	794	134	1,266
Consumables	14	71	42	127
Transport	80	5	97	182
Total core support	2,586	2,320	553	5,459
Capacity building				
Daily activities	104	441	259	805
Support coordination	143	44	3	191
Other capacity building support	79	144	20	243
Total capacity building support	327	630	282	1,239
Capital				
Specialist disability accommodation (SDA)	45	0	0	45
Assistive Technology	71	37	18	126
Home Modifications	7	9	4	20
Total capital	123	45	22	190
Total	3,038	2,996	857	6,890

Figure 59: Total payments in Q3 2021-22 by plan management type (%)

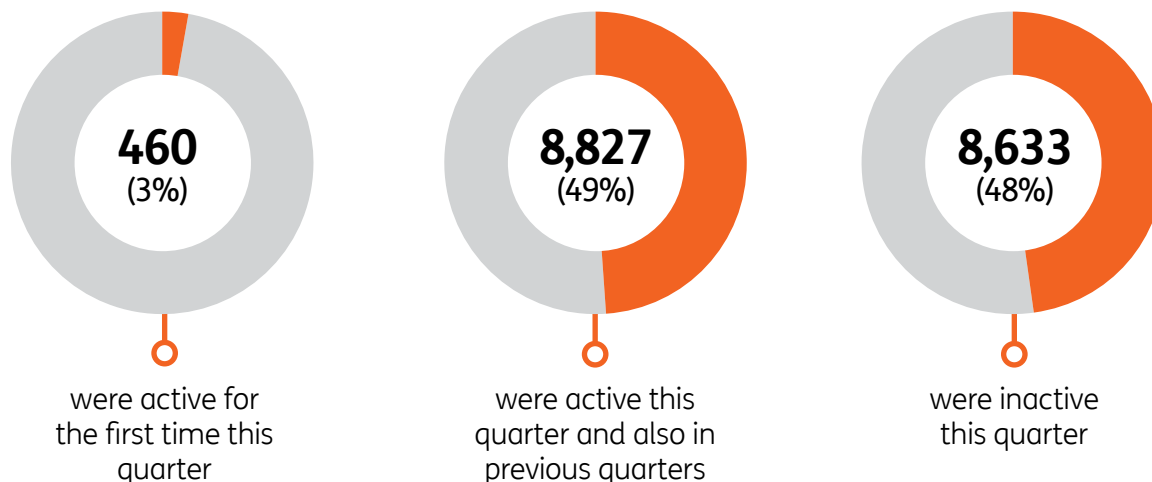
	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	92%	8%	0%	100%
Daily activities - non-SIL	24%	63%	13%	100%
Social & community participation	27%	63%	11%	100%
Consumables	11%	56%	34%	100%
Transport ⁵⁹	44%	3%	53%	100%
Total core support	47%	43%	10%	100%
Capacity building				
Daily activities	13%	55%	32%	100%
Support coordination	75%	23%	2%	100%
Other capacity building support	33%	59%	8%	100%
Total capacity building support	26%	51%	23%	100%
Capital				
Specialist disability accommodation (SDA)	100%	0%	0%	100%
Assistive Technology	56%	29%	15%	100%
Home Modifications	38%	43%	19%	100%
Total capital	65%	24%	12%	100%
Total	44%	43%	12%	100%

⁵⁹ The proportion of plan managed Transport payments of 3% is lower than other support categories because the fortnightly cash transport payments are paid directly to participants' bank accounts, irrespective of their management type, and are therefore considered a self-managed payment.

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, 17,920 providers have supported Agency-managed participants.⁶⁰ Of these:



The largest ten providers supporting Agency-managed participants received \$427m in the March 2022 quarter, which was 14 per cent of the total payments to providers supporting Agency-managed participants. These providers also received \$82m in the March 2022 quarter from plan managers (for participants with a plan manager). Additional payments may have also been received by these providers from self-managed participants.

Figure 60: Largest ten providers by payments in Q3 2021-22 – Agency-managed participants⁶¹

ABN	Provider name	Total Agency-managed payments	Additional payments received through plan managers	Total
15101252171	Life Without Barriers	\$90m	\$13m	\$103m
73628264460 ⁶²	Home@Scope Pty Ltd / Scope (Aust) Ltd	\$81m	\$10m	\$91m
31001813403 ⁶³	House With No Steps / Aruma Services / Aruma Foundation Limited / Aruma Services Victoria Limited	\$68m	\$18m	\$87m
87302064152	The Northcott Society	\$34m	\$6m	\$41m
45000062288	Cerebral Palsy Alliance	\$32m	\$3m	\$35m
80009670704	Endeavour Foundation	\$31m	\$8m	\$39m
27009942269	Cpl-Choice, Passion, Life	\$25m	\$10m	\$35m
49133306902	Achieve Australia Limited	\$22m	\$2m	\$25m
29001260153	The Disability Trust	\$22m	\$6m	\$28m
40120240686	Multicap Limited	\$21m	\$5m	\$26m
Total for largest 10 providers		\$427m	\$82m	\$509m

⁶⁰ 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 17,920. Further, some of the 8,633 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

⁶¹ Providers supporting Agency-managed participants, noting 92 per cent of SIL payments in the last quarter were to providers supporting Agency-managed participants.

⁶² In addition, the following additional ABN for this provider is included in this analysis - 63004280871.

⁶³ In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

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 \$3.0bn in the March 2022 quarter. Of this \$3.0bn, \$107m was for the plan management services, and the remainder of \$2.9bn was for plan managers to pay service providers on behalf of participants.

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, 61 per cent of the \$2.9bn total plan managed payments in the March 2022 quarter (not including plan management fees) were paid to registered providers, and 39 per cent of plan managed payments were paid to unregistered providers. The percentages differ by support category:

- Of the \$138 million in payments for **daily activities for participants in SIL**, **79%** went to registered providers and **21%** went to unregistered providers
- Of the \$1.3 billion in payments for **daily activities for participants not in SIL**, **55%** went to registered providers and **45%** went to unregistered providers
- Of the \$794 million in payments for **social and community participation**, **65%** went to registered providers and **35%** went to unregistered providers
- Of the \$441 million in payments for **capacity building daily activities (therapy services)**, **64%** went to registered providers and **36%** went to unregistered providers

Figure 61: Payments by support category and provider registration in Q3 2021-22 – participants with plan managers (\$m)⁶⁴

	Registered providers	Unregistered providers	Total
Core support			
Daily activities - SIL	109	29	138
Daily activities - non-SIL	721	592	1,312
Social and community participation	519	275	794
Consumables and transport	50	25	75
Total core support	1,399	921	2,320
Capacity building			
Daily activities	281	160	441
Support coordination	29	16	44
Other capacity building support	24	13	37
Total capacity building support	334	189	523
Capital supports	36	9	45
Total	1,769	1,120	2,888

⁶⁴ Excludes \$107m paid to plan managers for plan management services.

Figure 62: Payments by support category and provider registration in Q3 2021-22 – participants with plan managers (%)

	Registered providers	Unregistered providers	Total
Core support			
Daily activities - SIL	79%	21%	100%
Daily activities - non-SIL	55%	45%	100%
Social and community participation	65%	35%	100%
Consumables and transport	66%	34%	100%
Total core support	60%	40%	100%
Capacity building			
Daily activities	64%	36%	100%
Support coordination	64%	36%	100%
Other capacity building support	64%	36%	100%
Total capacity building support	64%	36%	100%
Capital supports	80%	20%	100%
Total	61%	39%	100%

Although only 39 per cent of plan managed payments went to unregistered providers, the market of unregistered providers is large, which means there are many providers receiving smaller total payments. So although only 10 per cent of providers paid through plan managers are NDIS registered providers, they represent 61 per cent of total payments in the quarter. Further, 23 per cent of NDIS registered providers received over \$100k in NDIS funding for the quarter, compared to only 1 per cent of unregistered providers receiving over \$100k in funding.

Figure 63: Number of providers servicing participants through a plan manager in Q3 2021-22

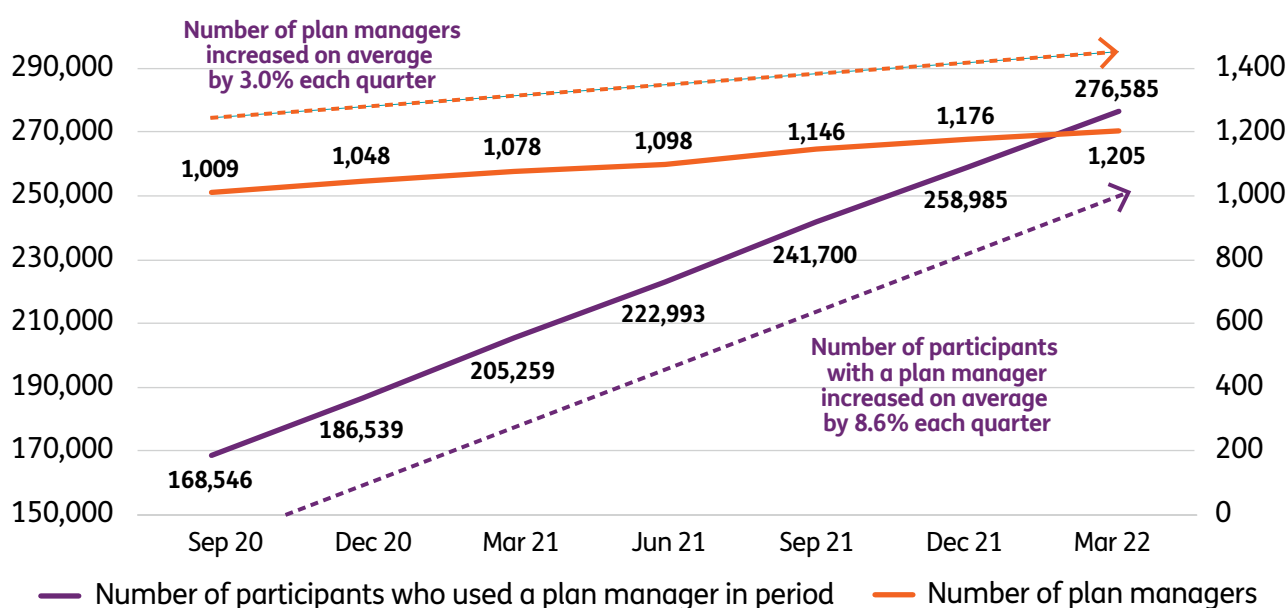
Payment band in quarter	Number of providers - plan managed		Proportion of total payments in quarter	
	NDIS registered ⁶⁵	Unregistered ⁶⁶	NDIS registered (\$m)	Unregistered (\$m)
1. Less than \$1k	1,183	42,400	0%	2%
2. \$1k to \$10k	3,934	50,100	1%	16%
3. \$10k to \$100k	4,852	21,200	9%	46%
4. \$100k to \$1m	2,684	1,300	46%	27%
5. \$1m to \$5m	313	27	32%	3%
6. More than \$5m	27	<11	12%	5%
Total	12,993	115,000	\$1,769	\$1,120
Percentage	10%	90%	61%	39%

Over the past seven quarters, the number of plan managers has increased from 1,009 to 1,205, a quarterly average increase of 3.0 per cent. Over the same time period the number of participants being supported by plan managers has increased from 168,546 to 276,585 - a quarterly average increase of 8.6 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.

⁶⁵ The registration status of the provider has been based on the status at 31 March 2022.

⁶⁶ Ibid.

Figure 64: Participants and providers with a plan manager by quarter – all participants



The largest ten plan managers received \$1.16bn payments in the March 2022 quarter, which is 39 per cent of total plan managed payments in the quarter. The split between registered and unregistered providers is largely consistent between the largest providers.

Figure 65: Payments by provider registration for the largest ten plan managers by payments in Q3 2021-22 (% and \$m)

ABN	Legal Name	Registered providers	Unregistered providers	Plan management	Total
52617963676	My Plan Manager.com.au Pty Ltd	60%	36%	4%	\$291m
54609868993	Plan Management Partners Pty Ltd	61%	36%	4%	\$209m
24619787692	National Disability Support Partners Pty	66%	30%	4%	\$140m
62149233634	Integrated Care Pty Ltd	61%	35%	4%	\$85m
92622499898	Leap In! Australia Ltd	53%	43%	4%	\$85m
16621969337	Peak Plan Management Pty Ltd	66%	30%	4%	\$82m
69624874219	Maple Plan Pty Ltd	59%	37%	3%	\$75m
22729829472	Moir Limited	66%	32%	3%	\$74m
18620281209	Instacare Pty Ltd	57%	40%	4%	\$65m
73624994565	Connect Plan Management Pty Ltd	60%	37%	3%	\$55m
Total largest 10 plan managers					\$1,160m

4.5 Supported Independent Living (SIL)

\$1.8 billion of SIL supports was provided in the third quarter of 2021-22.

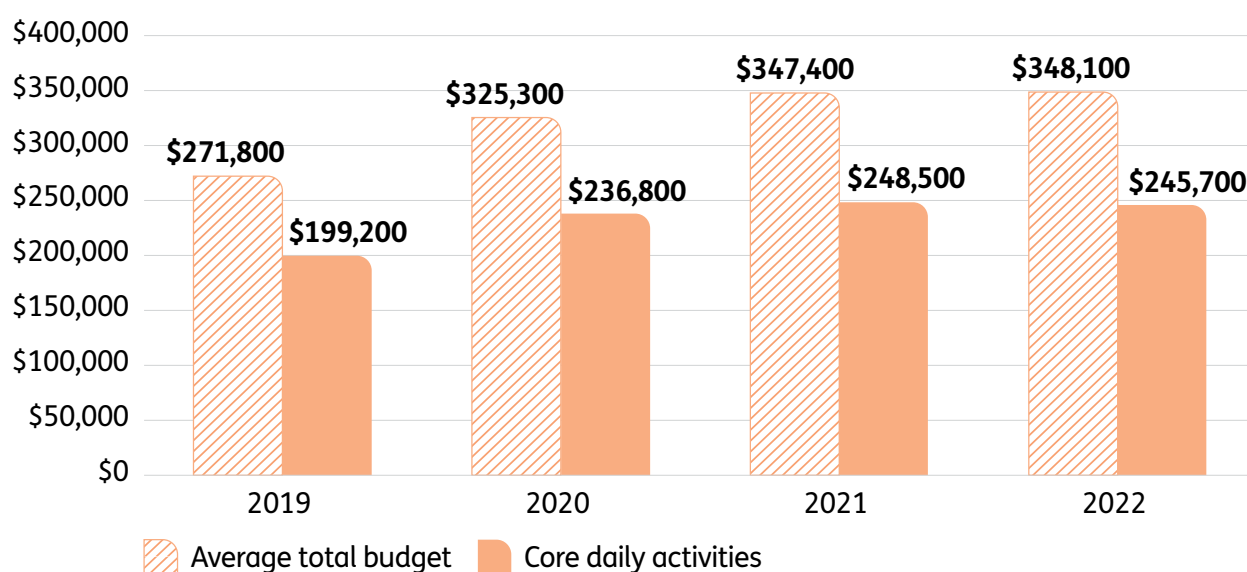
Total payments to participants in SIL has increased by 34 per cent annually over the last three years, from \$3.5bn to \$8.5bn. The number of participants has also increased from approximately 19,329 at 31 March 2019 to 26,623 at 31 March 2022. This in part reflects phasing from the State/ Territory programs into the NDIS.

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

Figure 66: Number of participants and payments for years ending 31 March - participants in SIL

Year	2019	2020	2021	2022	% increase (per annum)
Active participants	19,329	22,842	25,037	26,623	
Total payments (\$m)	3,523	6,095	7,769	8,471	34%
Average payment (\$)	230,200	289,100	324,500	327,900	13%
Total payments – core daily activities (\$m)	2,864	4,920	6,294	6,672	33%
Average payment - core daily activities (\$)	187,100	233,300	262,900	258,300	11%

In addition to payments, average plan budgets for participants in SIL have also increased over time, including the component of the plan budget for SIL supports (core support for daily activities). Specifically, there was a 28 per cent increase in average plan budgets, and 23 per cent increase in the average daily activities component of the plan budgets over the three years to 31 March 2022. In the last year, average plan budgets have increased marginally from the previous year, while the daily activities component has decreased slightly.

Figure 67: Average plan budgets over time at 31 March 2022 – participants in SIL

There are ten providers supporting more than 250 participants at 31 March 2022. These providers are listed in the table below along with the total payments received for SIL supports in the last three years⁶⁷, noting that these providers receive payments for other supports in addition to SIL.

Figure 68: Largest ten providers and core daily activities payments – participants in SIL*

Provider ABN	Provider name	Core daily activities payments (\$m)		
		2020	2021	2022
15101252171	Life Without Barriers	161	216	266
31001813403 ⁶⁸	House With No Steps / Aruma Services / Aruma Foundation Limited / Aruma Services Victoria Limited	190	229	243
73628264460 ⁶⁹	Home@Scope Pty Ltd / Scope (Aust) Ltd	55	56	203
80009670704	Endeavour Foundation	95	98	86
87302064152	The Northcott Society	121	118	122
45000062288	Cerebral Palsy Alliance	88	112	112
37020000711 ⁷⁰	Minda Incorporated	67	73	70
29001260153	The Disability Trust	50	72	69
11553592765	Activ Foundation Incorporated	27	47	54
27009942269	CPL - Choice, Passion, Life	60	70	69
Total largest 10 providers		915	1,091	1,295

*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.

⁶⁷ Agency-managed participants only.

⁶⁸ In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

⁶⁹ In addition, the following additional ABN for this provider is included in this analysis - 63004280871.

⁷⁰ 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 March 2021 and March 2022.

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 5 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, East Arnhem and Katherine in the Northern Territory.

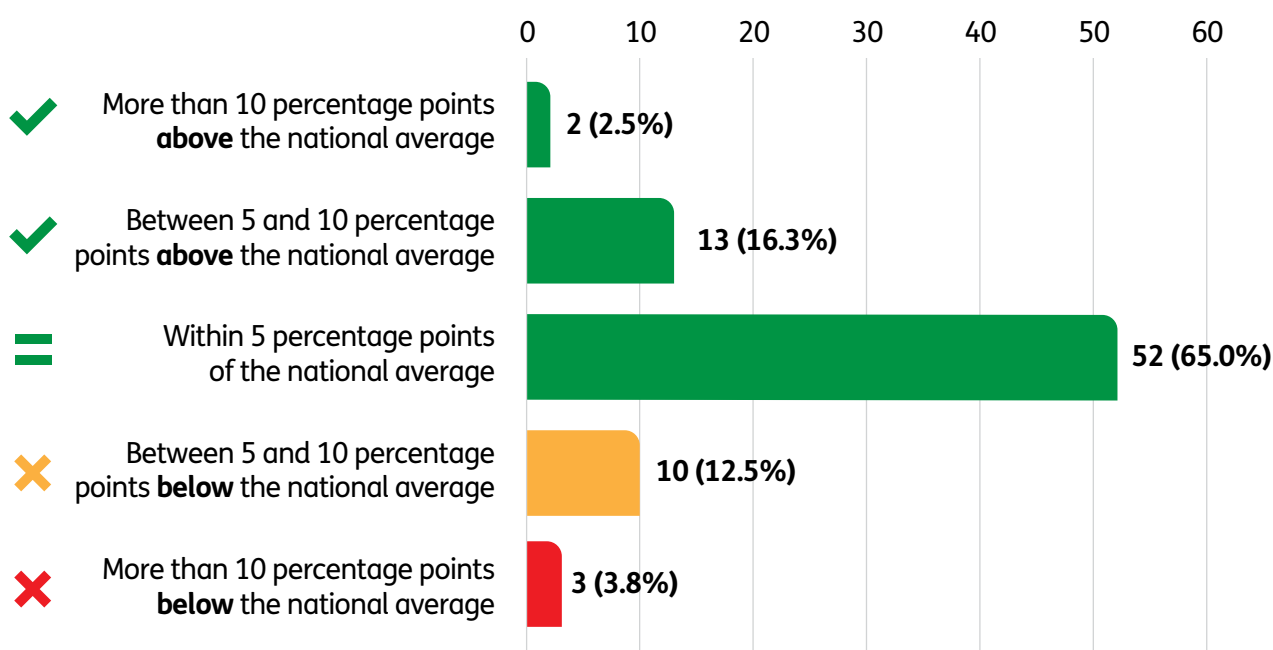
At 31 March 2022:

– **Darwin Remote** had **444** active participants and plan budgets totalling \$31 million

– **East Arnhem** had **210** active participants and plan budgets totalling \$19 million

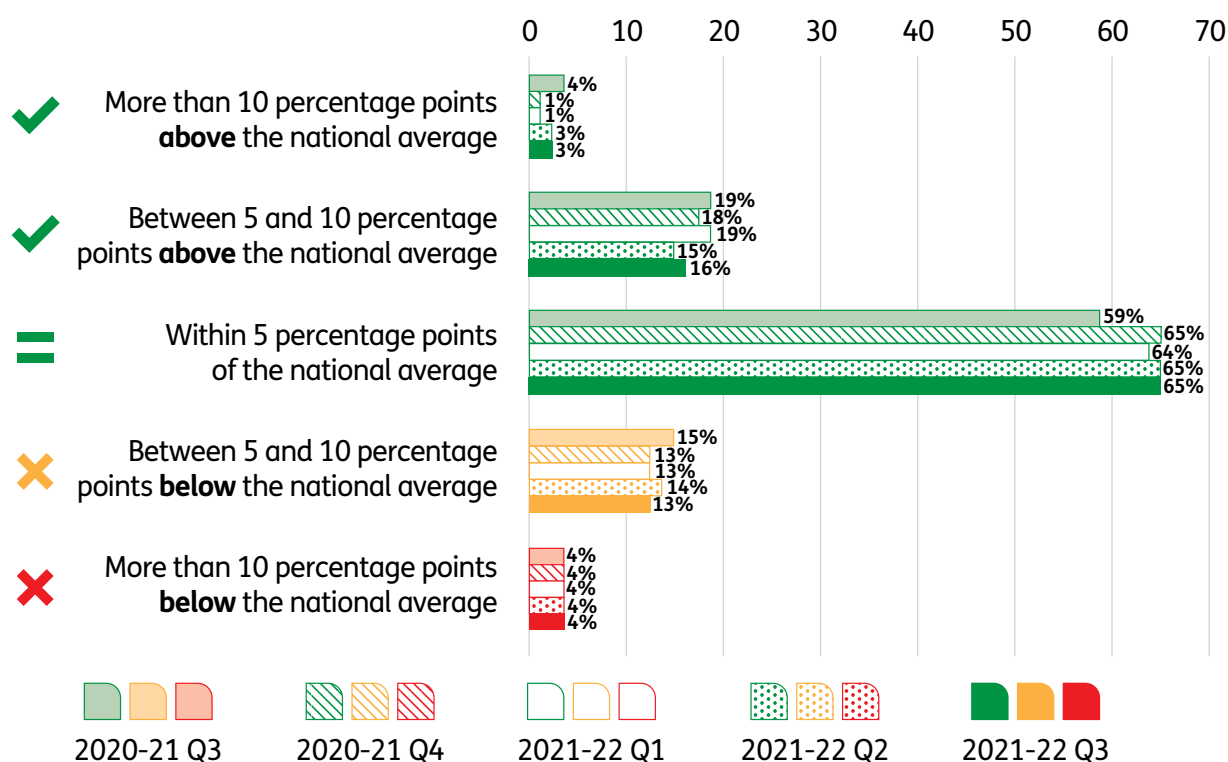
– **Katherine** had **217** active participants and plan budgets totalling \$34 million

Figure 69: Choice and control – number of service districts – gap to benchmark



Over the last year the percentage of service districts more than 10 percentage points below the national average has remained steady at 4 per cent. The number of service districts within 5 per cent of the national average has improved significantly from 47 (59 per cent) to 52 (65 per cent).

Figure 70: Choice and control – number of service districts – gap to benchmark – trend



Utilisation

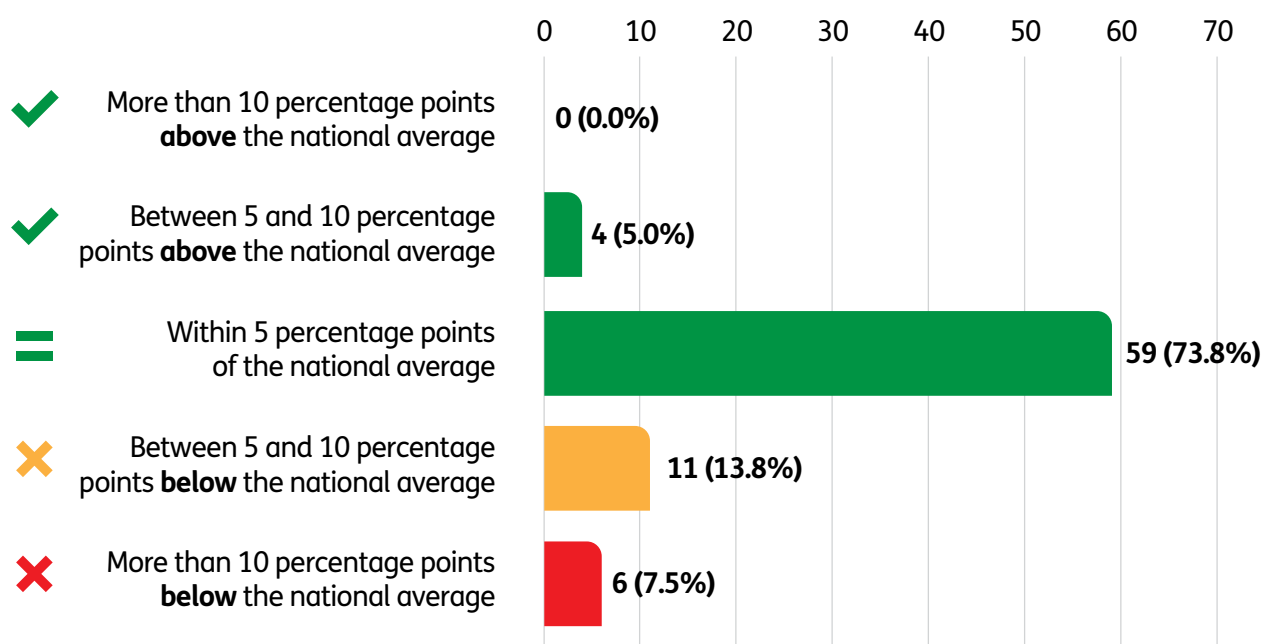
The average payment per participant has increased by 10.8 per cent over the three years from 31 March 2019 to 31 March 2022, and the average plan budget has increased by 3.8 per cent over the same three years. Participants are getting more support over time so understanding differences between plan budgets 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, 59 of the 80 service districts (74 per cent) in the analysis are within five percentage points of the national average⁷¹, no service districts were more than 10 percentage points above the national average, and six service districts (8 per cent) were more than 10 percentage points below the national average.

The six service districts more than 10 percentage points below the national average has decreased from eight at 31 December 2021. The six service districts this quarter are Far West in NSW, Eyre and Western and Far North (SA) in South Australia, Darwin Remote and East Arnhem in the Northern Territory and Kimberly-Pilbara in Western Australia.

There are 11 service districts between five and 10 percentage points below the national average – these are also mainly in regional and remote areas.

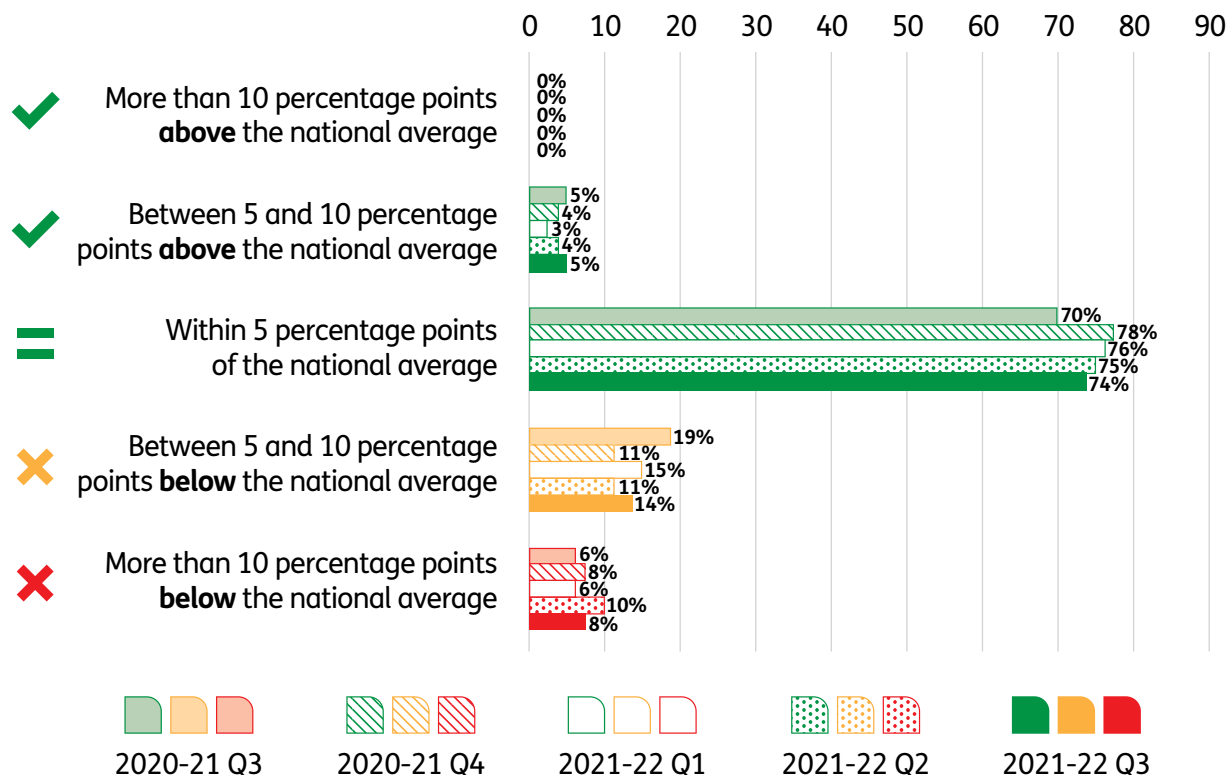
Figure 71: Utilisation – number of service districts – gap to benchmark



⁷¹ 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 increased from five (6 per cent) to six (8 per cent). The number of service districts within 5 percentage points of the national average has increased from 56 (70 per cent) to 59 (74 per cent).

Figure 72: Utilisation – number of service districts – gap to benchmark – trend



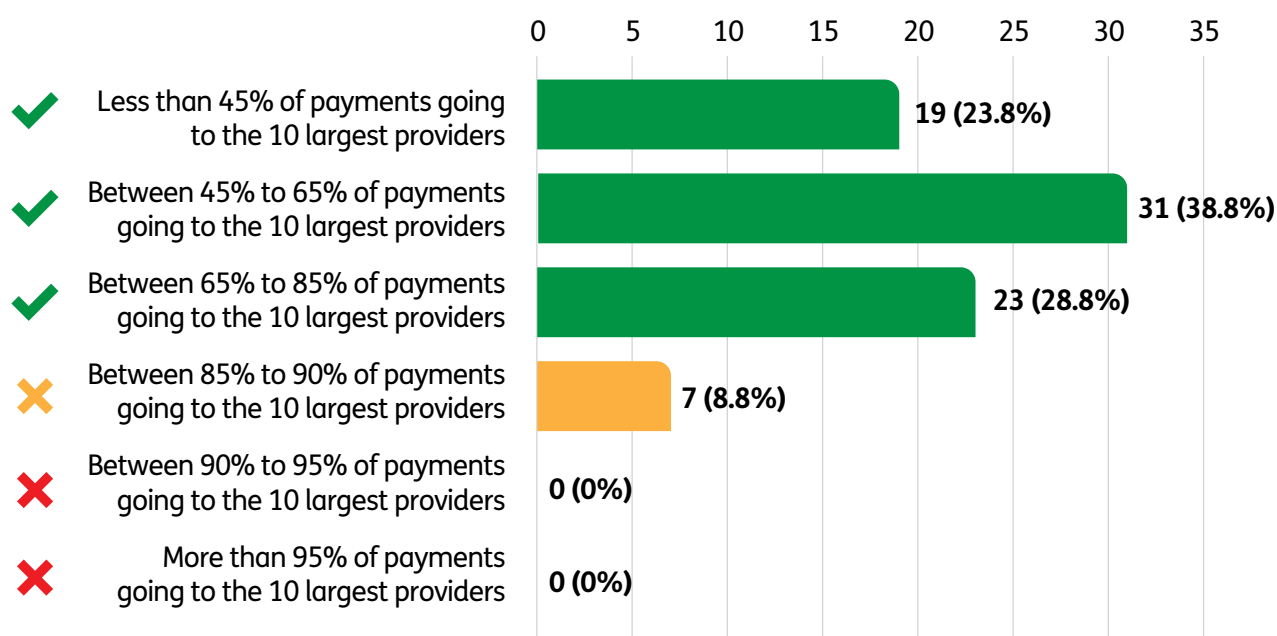
Market concentration

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 this could mean that there is less competition in the area. For the March 2022 quarter, 9 per cent of payments⁷² were paid to the largest 10 providers supporting Agency-managed participants.

The analysis below considers payments in the six month period to 31 December 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 19 service districts where less than 45 per cent of payments went to the 10 largest providers (24 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.

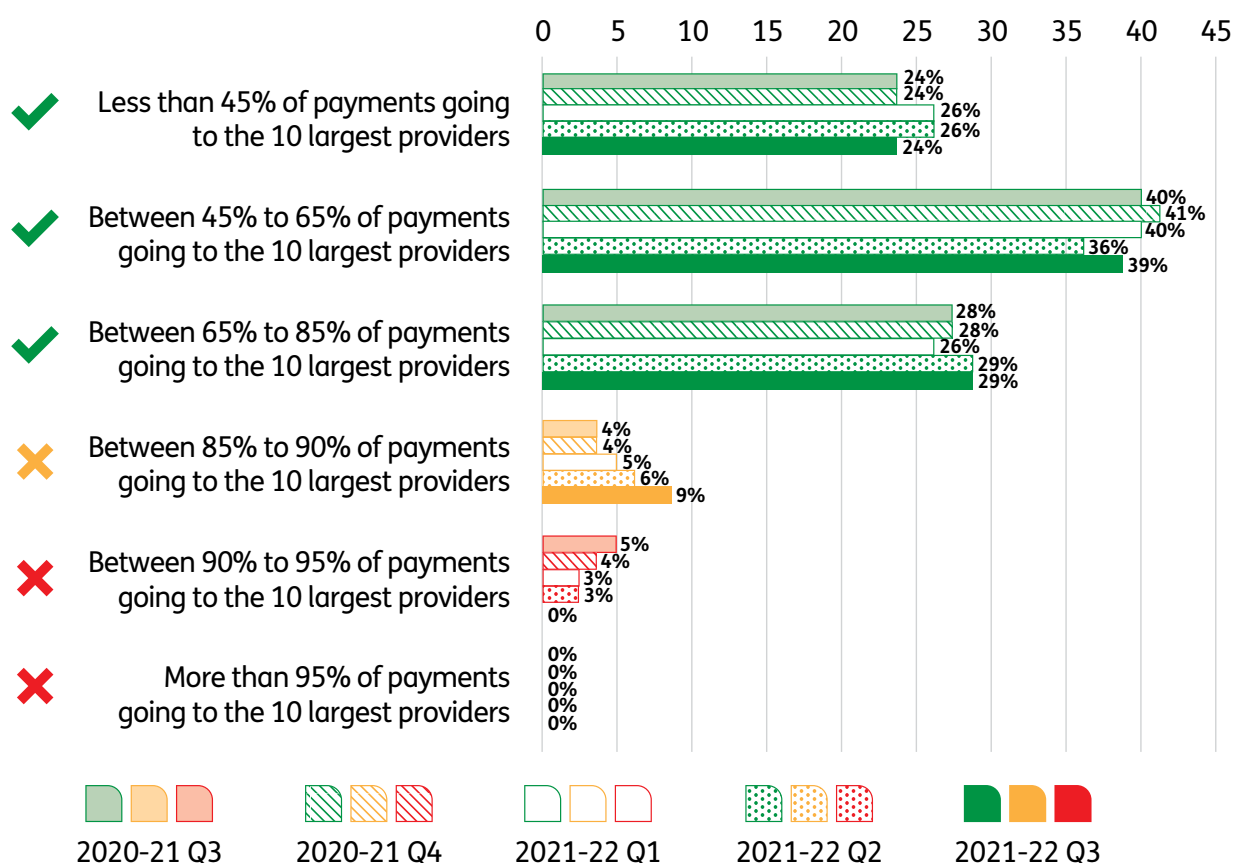
Figure 73: Market concentration – number of service districts by percentage of payments going to the 10 largest providers



⁷² 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 and where less than 45 per cent of payments went to the 10 largest providers have remained steady over the past year. The number of service districts where between 65 to 85 per cent of payments go to the 10 largest providers has increased from 22 (28 per cent) to 23 (29 per cent). Further, in the March 2022 quarter, there were no service districts where the 10 largest providers received more than 90 per cent of payments. This is the first quarter where this has been the case.

Figure 74: 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, COVID support for providers continues.

The ongoing pandemic means that it continues to be challenging for disability service providers to manage COVID-19 outbreaks whilst continuing to provide critical services. As noted in the Introduction section of this report, as COVID-19 cases remained prevalent across all states and territories during this quarter, the NDIA introduced new COVID support initiatives and extended a number of current measures to ensure continuity of essential supports for NDIS participants (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 such as developing home and living options and partnering with the sector to improve quality and outcomes of support coordination.⁷³

Home and Living

Over the last quarter, the NDIA has focussed on designing a range of short-term improvements to Home and Living products and practices in collaboration with participant, provider and sector representatives, while continuing the development of a co-designed Home and Living policy to guide longer-term reform.

A project to optimise the **SDA** market commenced in Quarter 3, with a focus on provider and sector input into solutions to support a more effective and efficient market.

The NDIA has developed a decision-making metric which will inform the consistency and timeliness of home and living decisions for participants, and is introducing a point of contact to explain home and living funding decisions which will provide greater clarity for participants.

The Making SIL Better project has resulted in a series of fast-tracked initiatives to improve how SIL supports are delivered to participants.

The improvements include:

- **Simplifying claiming processes:** introducing a simplified weekly claiming process that would make it easier for participants to negotiate directly with providers about how their supports are delivered and reduce administrative burden.
- **Transition approaches:** introducing clear and transparent transition or step down processes for managing material changes to SIL support needs to allow a transition period to new levels of support.
- **Unplanned exits payment:** introducing a new SIL payment to providers for limited circumstances where a participant unexpectedly leaves shared accommodation.

⁷³ <https://data.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>

Home and Living demonstration projects

The NDIA released Round 1 Home and Living demonstration projects through a Market Information Request to invite proposals for alternative approaches to home and living supports in SIL settings. The NDIA received 29 demonstration project proposals to test contemporary ways for participants to pursue their home and living goals.

Themes emerging from Round 1 proposals include participant/family governance, bundled funding and alternative service model change to increase choice and control, encourage better practice and improve the way the NDIA, providers and participants interact.

Successful demonstration projects have progressed to Memorandum of Understanding execution. Final project design is underway and implementation of Round 1 projects is set to begin from April 2022. Work continues on Round 2 of the demonstration projects which will have a broadened scope, considering a range of home and living supports, and placing greater emphasis on participant-led models.

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 based on highest participant need. There are currently 26 projects underway. Each market intervention is undertaken in the context of the specific local circumstances. Project teams work with the community to understand local needs, and with providers, intermediaries and others to resolve issues such as poor market connections, low demand and other barriers to service provision.

Impacts of COVID-19 and the wet season in some locations saw temporary pauses and delays of some market intervention projects this quarter. The NDIA is continuing to work with stakeholders to progress projects where possible, and engaging virtually where more appropriate. Two projects have recently been completed in Broome, Western Australia, and Golden Plains, Victoria, with several additional projects also approaching completion:

- In **Broome, Western Australia**, the NDIA facilitated a coordinated funding proposal to deliver orthotics and prosthetic assessments and supports to a group of 19 participants. The project commenced in September 2020 and concluded in November 2021. The project enabled support coordinators to work together to pool participant funds and approach and engage prospective providers, resulting in successful delivery of assessments and services to participants.
- In **Golden Plains, Victoria**, the NDIA undertook a deep dive into NDIS data to review and resolve plan implementation barriers for participants. The NDIA was able to better understand participant readiness to engage with services in the area. The Provider Finder tool was also promoted as a helpful tool for providers and participants to support market connections.

Information on all current and concluded market intervention projects is available on the [NDIS website](https://www.ndis.gov.au/providers/market-monitoring-and-intervention)⁷⁴.

⁷⁴ <https://www.ndis.gov.au/providers/market-monitoring-and-intervention>

4.10 NDIS pricing

The NDIA Board is currently considering the recommendations of the Annual Price Review 2021-22 and will make announcements as soon as possible.

Annual Price Review

The Annual Pricing Review 2021-22 continued over the last quarter with a focus on reviewing the feedback received about NDIS price limits and policy for the 2022-23 financial year through submissions to the consultation phase, sector benchmarking surveys, discussions with various provider representative organisations and sector peak bodies, and deliberations of the expert working groups.

The Review is considering issues such as administrative and quality and safeguarding costs, group-based core supports, therapy or nursing supports, and regional services. The NDIA will also be considering the consistency of pricing across government as part of the pricing review in collaboration with other Commonwealth departments and agencies.

In addition, financial benchmarking surveys focussed on the costs of service coordination, plan management and the supports delivered by Disability Support Workers were conducted throughout Quarter 3 and will be key pieces of evidence to support recommendations towards the final NDIS Pricing Arrangements and Price Limits for 2022-23.

The NDIA Board will be considering the recommendations of this review in Quarter 4, and will make announcements as soon as possible.



Alishia is spreading the word about inclusive communication

Darwin woman Alishia Lindsay admits she had a touch of stage fright when she presented to a group of Allied Health and Clinical Science students at Charles Darwin University last year. But the spirited young disability advocate managed to stay on top of her nerves.

Alishia, 25, is a Health Ambassador for Down Syndrome Australia (DSA) and also a NDIS participant. She's one of 10 self-advocates with Down syndrome nationwide, who are employed by DSA to educate health professionals on how to better communicate with and include people with Down syndrome in their health conversations.

With presentations like the one Alishia made to university students last year, she hopes to help others, especially health professionals, better understand, include and communicate with people with Down syndrome, while also improving her own public speaking skills.

"Yes, I did enjoy it, indeed I did," she says. "There were a lot of questions. We talked about the NDIS, about Carpentaria, about Down syndrome.

Alishia's communication skills and confidence have been growing since she started working in paid employment as a therapy aid assistant with the allied health team at Northern Territory NDIS provider Carpentaria about two years ago. She successfully landed the job after confidently chatting with a therapist during one of her own speech therapy sessions, explaining she was looking for work. "They like my sense of humour," Alishia says, beaming.

Alishia's father says it's thanks to Alishia's NDIS support that she is meaningfully employed and so actively involved in her community. "If Alishia was restricted to her disability pension, she would be doing a fraction of what she's doing now," he says.

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

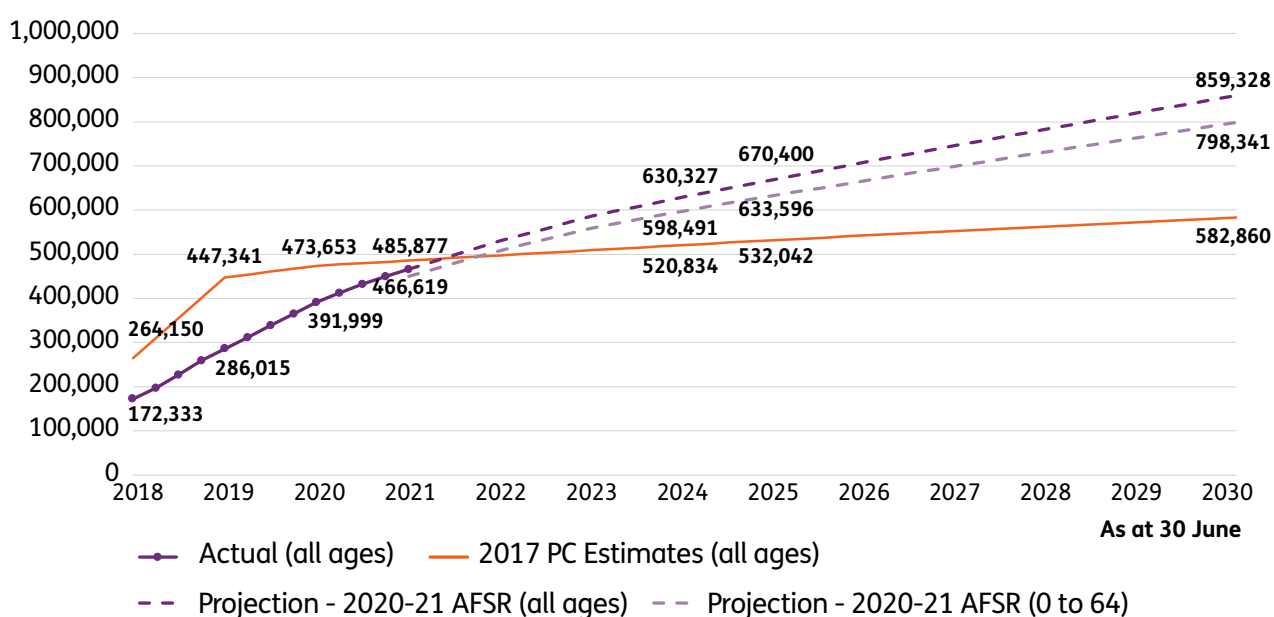
On 8 October 2021, the NDIA Board released both the AFSR, and the Peer Review Report.

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.⁷⁵ 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 March 2022, the number of participants in the Scheme was 518,668. This is higher than estimated by the Productivity Commission.

Figure 75: Actual and projected participants (2020-21 AFSR and 2017 Productivity Commission Estimates)



⁷⁵ 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 76: 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 Report⁷⁶](#) – published 3 July 2021

[Annual Financial Sustainability Report⁷⁷](#) – published 8 October 2021

[Independent Actuary Peer Review Report⁷⁸](#) – published 8 October 2021

In addition, State/Territory Disability Ministers commissioned an [external review⁷⁹](#) of the AFSR. This review was undertaken by actuarial firm Taylor Fry and concluded:

- Projections in the 2020-21 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.

⁷⁶ <https://www.ndis.gov.au/news/6590-ndis-financial-sustainability-report-release>

⁷⁷ <https://www.ndis.gov.au/news/6931-ndia-board-releases-annual-financial-sustainability-report>

⁷⁸ <https://www.ndis.gov.au/media/3554/download?attachment>

⁷⁹ <https://www.dss.gov.au/disability-and-carers-programs-services-government-international-disability-reform-ministers-meetings/reports-and-publications>

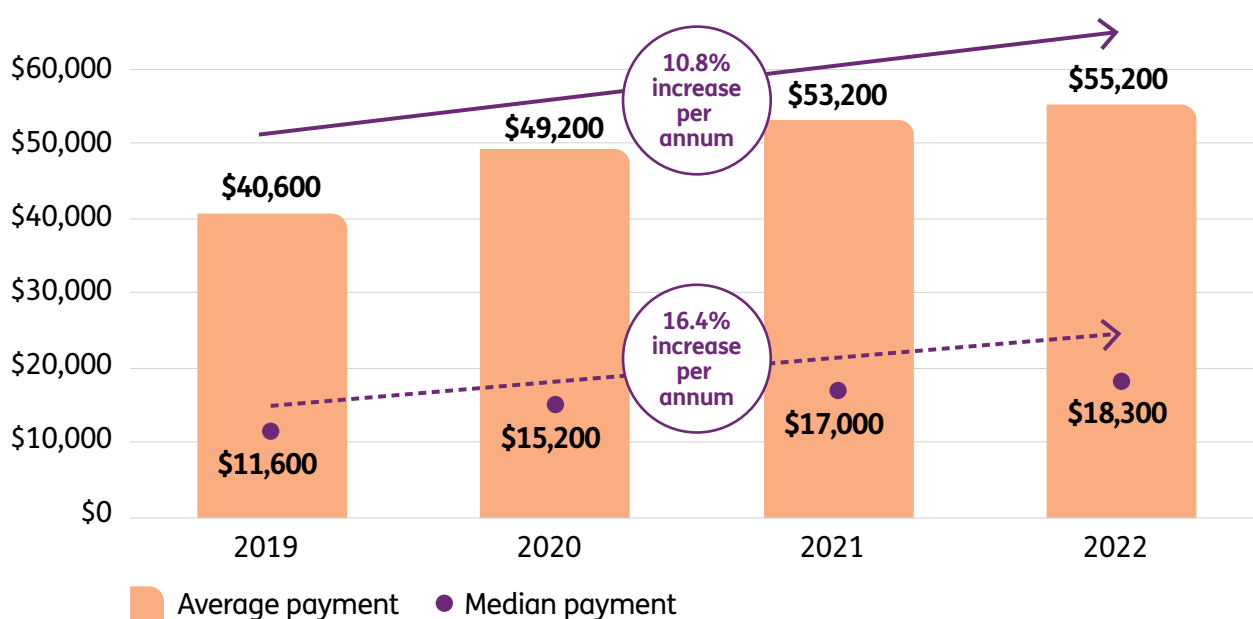
5.2 Average and median payment trends

Average and median payments per participant have increased by 10.8 per cent and 16.4 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 April 2019 and 31 March 2022 indicate that average payments have increased by 10.8 per cent per annum, and median payments have increased by 16.4 per cent per annum.

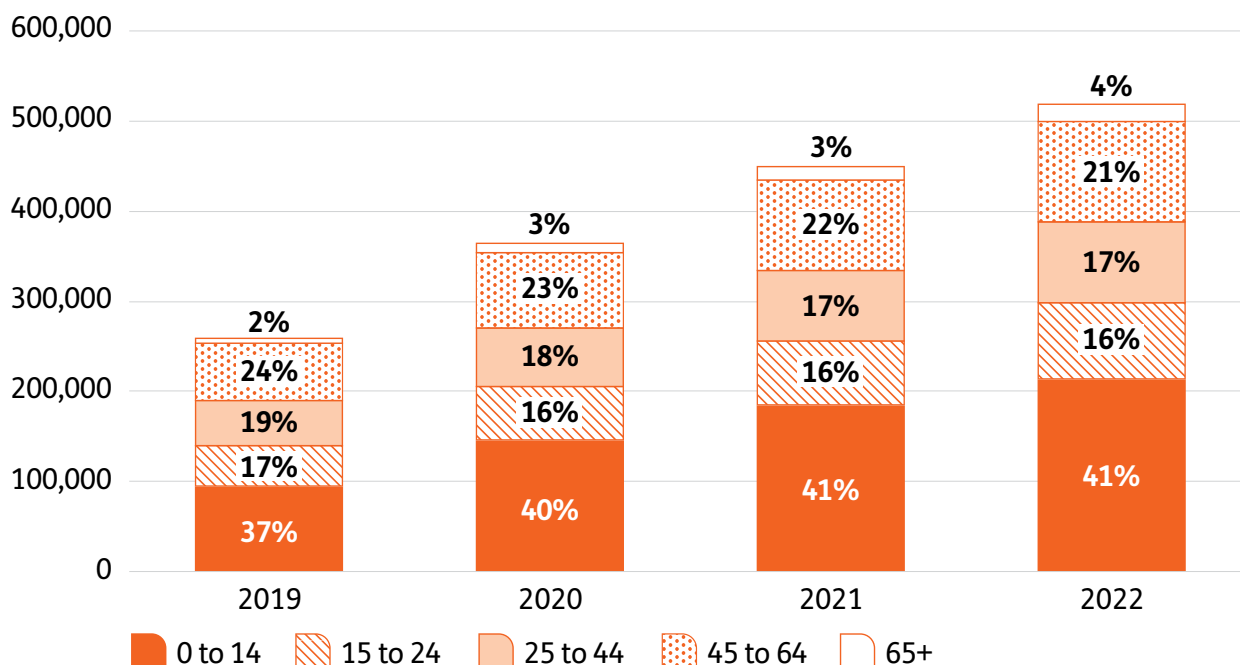
Figure 77: Average and median payments for years ending 31 March - all participants



Trends in average and median payments are affected by changes in the profile of participants in the Scheme over time. Specifically, average payments are much higher for participants in SIL than those not in SIL (\$327,900 versus \$39,700 respectively, in the year to 31 March 2022). Average payments are also higher for adults compared with children (\$60,800 for participants not in SIL aged 25 to 64 versus \$18,700 for those aged 0 to 14, in the year to 31 March 2022). Over the past four years, as the Scheme has rolled out across the country, the proportion of children in the Scheme has increased, and the proportion of participants in SIL in the Scheme has decreased.

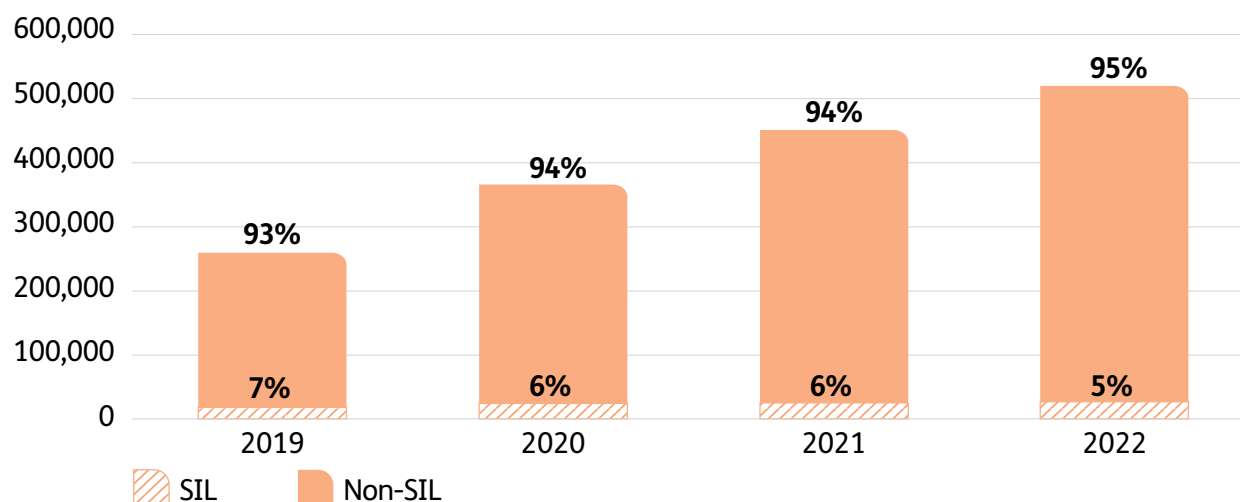
Specifically, the proportion of children in the Scheme aged 0-14 years has increased from 37 per cent at 31 March 2019 to 41 per cent at 31 March 2022. As mentioned above, older participants on average have higher average plan budgets and higher average payments so the impact of this changing mix is significant.

Figure 78: Proportion of participants by age band for years ending 31 March (%) – all participants



Additionally, average 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 March 2022; reducing from 7 per cent of participants at 31 March 2019 to 5 per cent of participants at 31 March 2022, so the impact of this changing mix is also significant.

Figure 79: Proportion of participants in and not in SIL for years ending 31 March (%) – all participants



Hence, this report presents both average payments trends and average plan budget trends split by participants in SIL and participants not in SIL, and also by age group.

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 12.5 per cent, and the average annual payment has increased for participants not in SIL by 16.4 per cent per year. These averages are higher than the overall average (of 10.8 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 15.5 per cent, and the median payment has increased for participants not in SIL by 18.1 per cent per year.

Figure 80: Average and median payments for years ending 31 March - participants in SIL

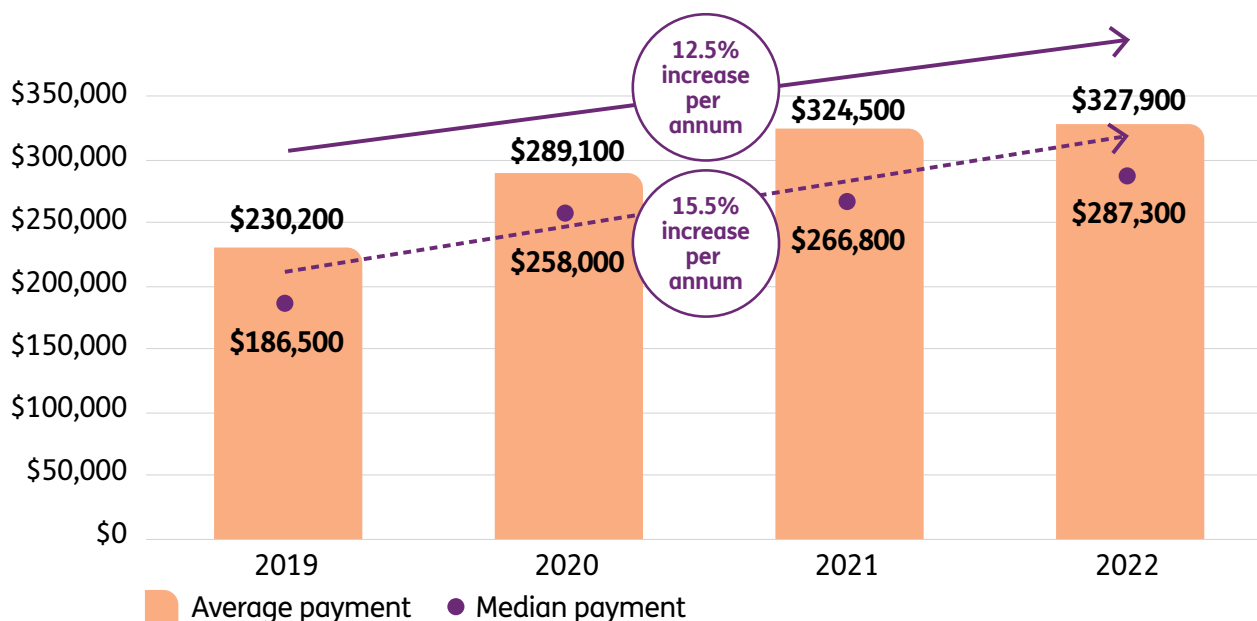
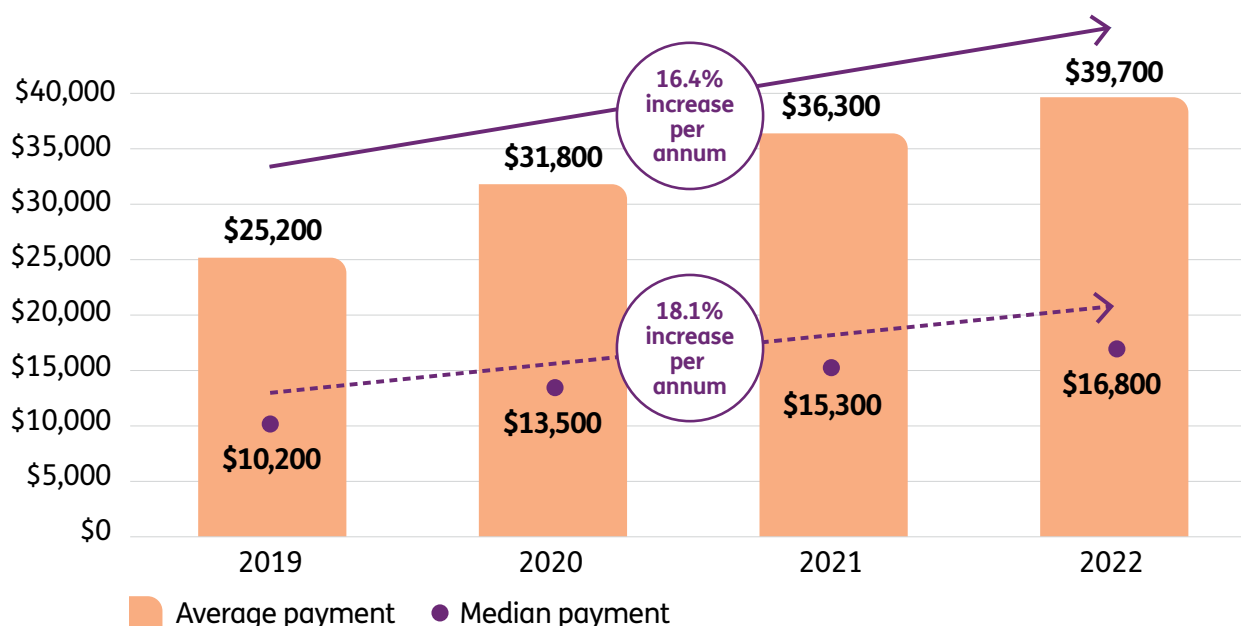


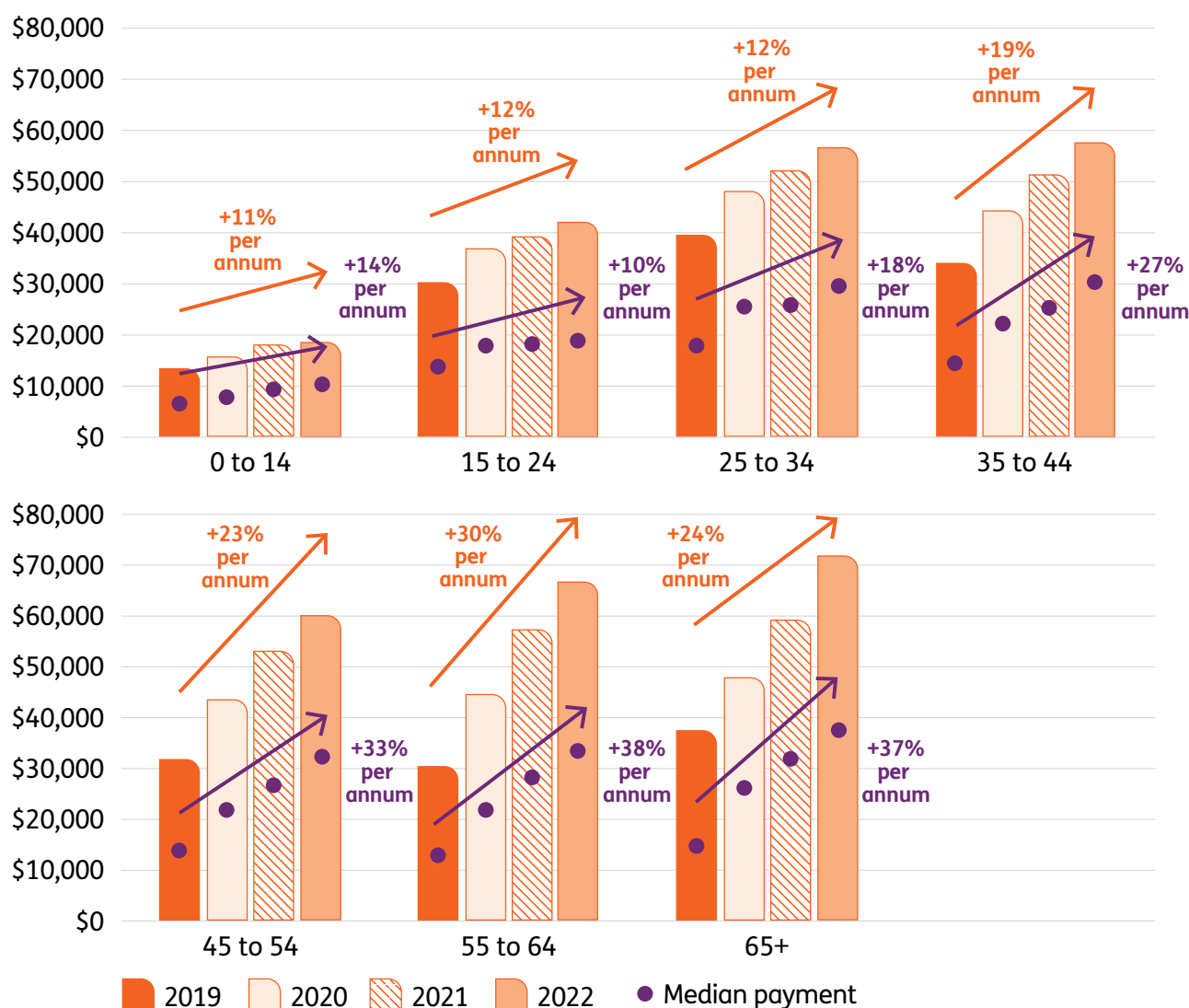
Figure 81: Average and median payments for years ending 31 March - participants not in SIL



For participants not in SIL, average payments have increased at a faster rate for adults (particularly those aged over 35) 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.

Notably, although average and median payments have increased for all age groups, younger participants have significantly lower payments compared to older participants. For example, for participants not in SIL, those aged 0 to 14 years had average payments of \$18,700 in the year to 31 March 2022, compared to \$42,500 for those aged 15 to 24 years and \$60,100 for those aged 45 to 54 years. With more younger participants entering the Scheme over time, the overall average and median payments will therefore be lower, partly offsetting the increases otherwise observed.

Figure 82: Average and median payments for years ending 31 March by age group - participants not in SIL



Sustained significant growth in average participant payments will continue to place significant pressure on Scheme sustainability and long-term affordability. As noted 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, noting there has been a slight decrease for participants not in SIL in 2022 (as opposed to average payments which have continued to increase each year). Specifically, over the three year period to 31 March 2022:

- Average plan budgets have increased by **3.8%** per annum for all participants
- Average plan budgets have increased by **8.6%** per annum for participants in SIL
- Average plan budgets have increased by **6.4%** per annum for participants not in SIL.

The slight decrease in the last year for participants not in SIL is driven by new participants that entered the Scheme between 1 April 2021 and 31 March 2022 having lower plan budgets on average. Specifically, the slightly lower average plan budgets were driven by high proportions of participants entering the Scheme who were under the age of 18 (as children have lower plan budgets on average than adults), and participants having lower support needs on average, as participants from the State/Territory disability systems with higher support needs (such as those in SIL) transferred into the Scheme earlier.

Importantly, there was no reduction in the average plan budgets of participants continuing in the Scheme. For these existing participants who were in the Scheme at 31 March 2021 and at 31 March 2022, the average plan budget **increased** from \$70,200 to \$74,000 – an increase of 5.4 per cent. Similarly for participants not in SIL, who were in the Scheme at 31 March 2021 and at 31 March 2022, the average plan budget **increased** from \$53,800 to \$56,500 – an increase of 5.0 per cent.

Figure 83: Average annualised plan budgets for years ending 31 March – all participants

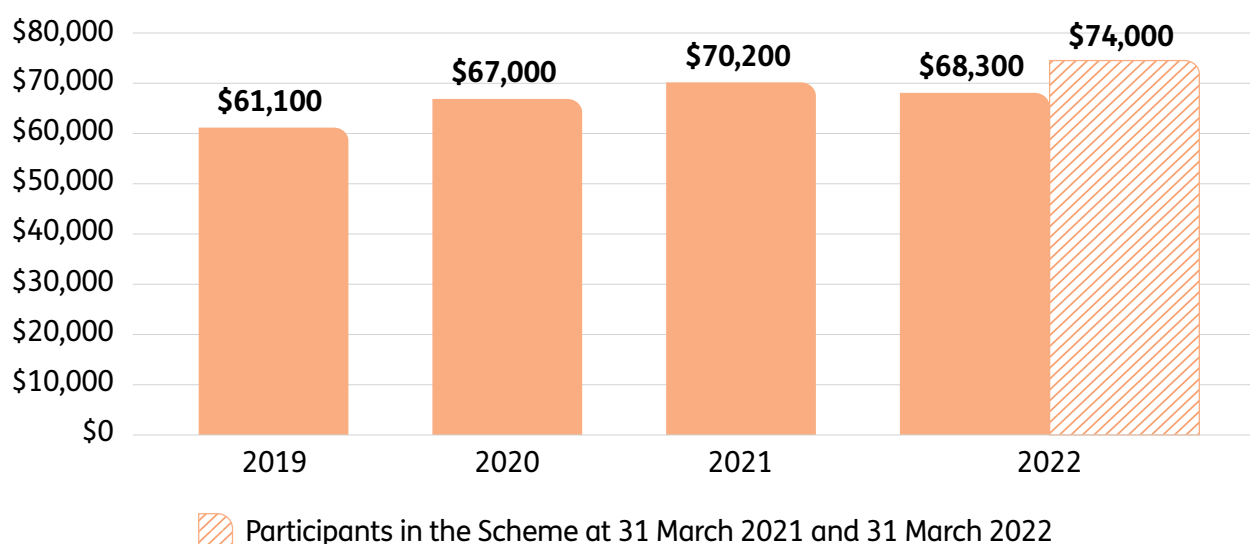
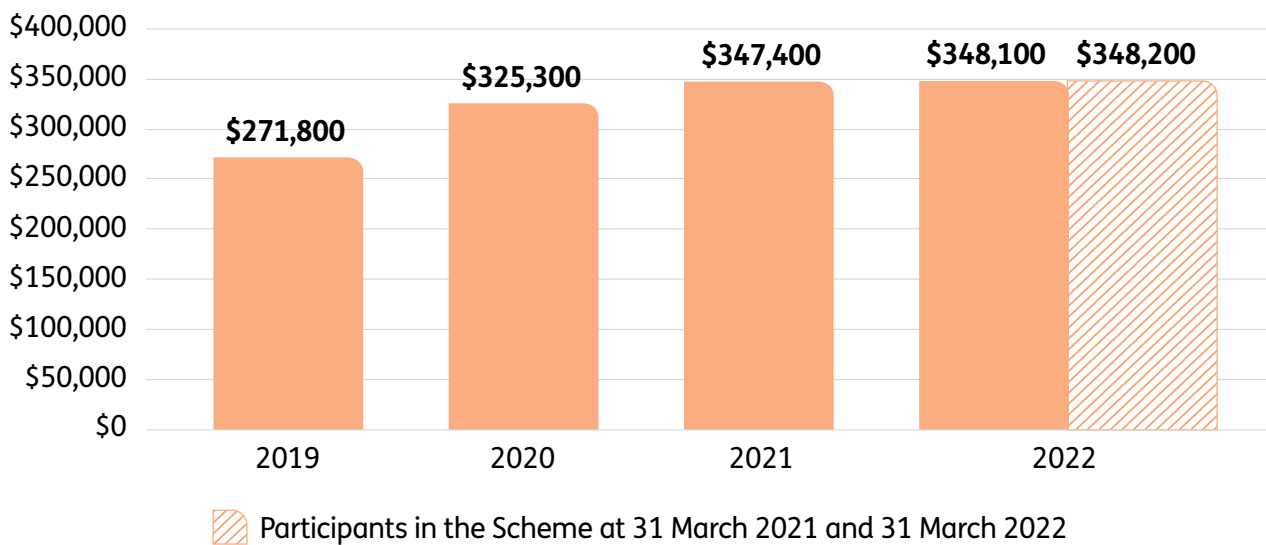
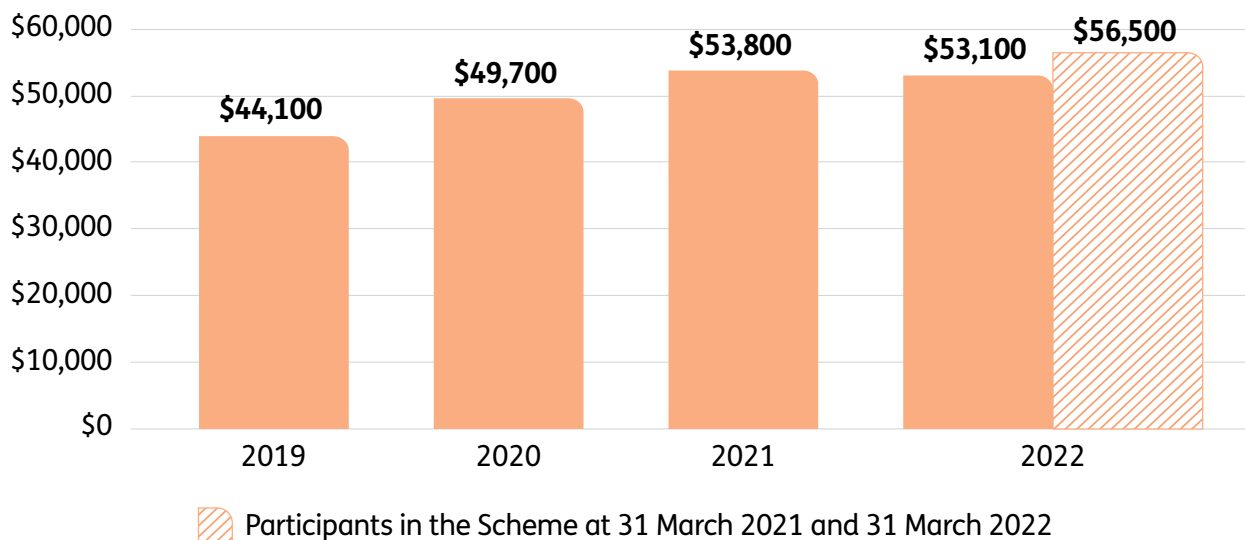
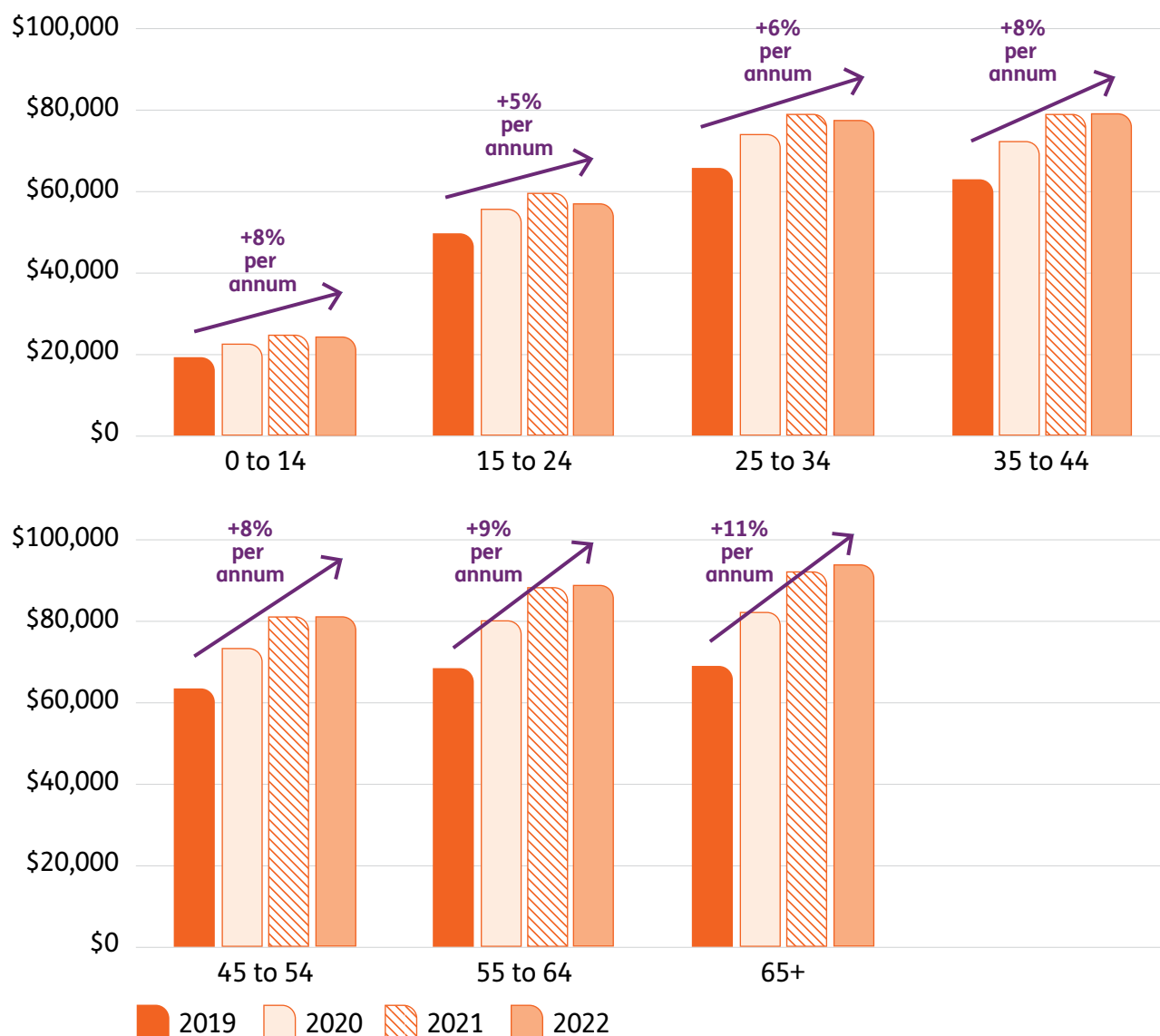


Figure 84: Average annualised plan budgets for years ending 31 March – participants in SIL**Figure 85: Average annualised plan budgets for years ending 31 March – participants not in SIL**

For participants not in SIL, average plan budgets have increased over time for all age groups. The rates of increase were highest for participants aged 65 years and older at 11 per cent per annum, and lowest for participants aged 15 to 34 years at around five to six per cent per annum, with the rates of increase for the remaining age groups being around eight to nine per cent per annum. As previously described, the average plan budgets at the end of the year are slightly lower or steady compared to the values at the start of the year, due to new participants entering the Scheme in this latest year having lower average plan budgets.

Figure 86: Average annualised plan budgets for years ending 31 March by age group – participants not in SIL

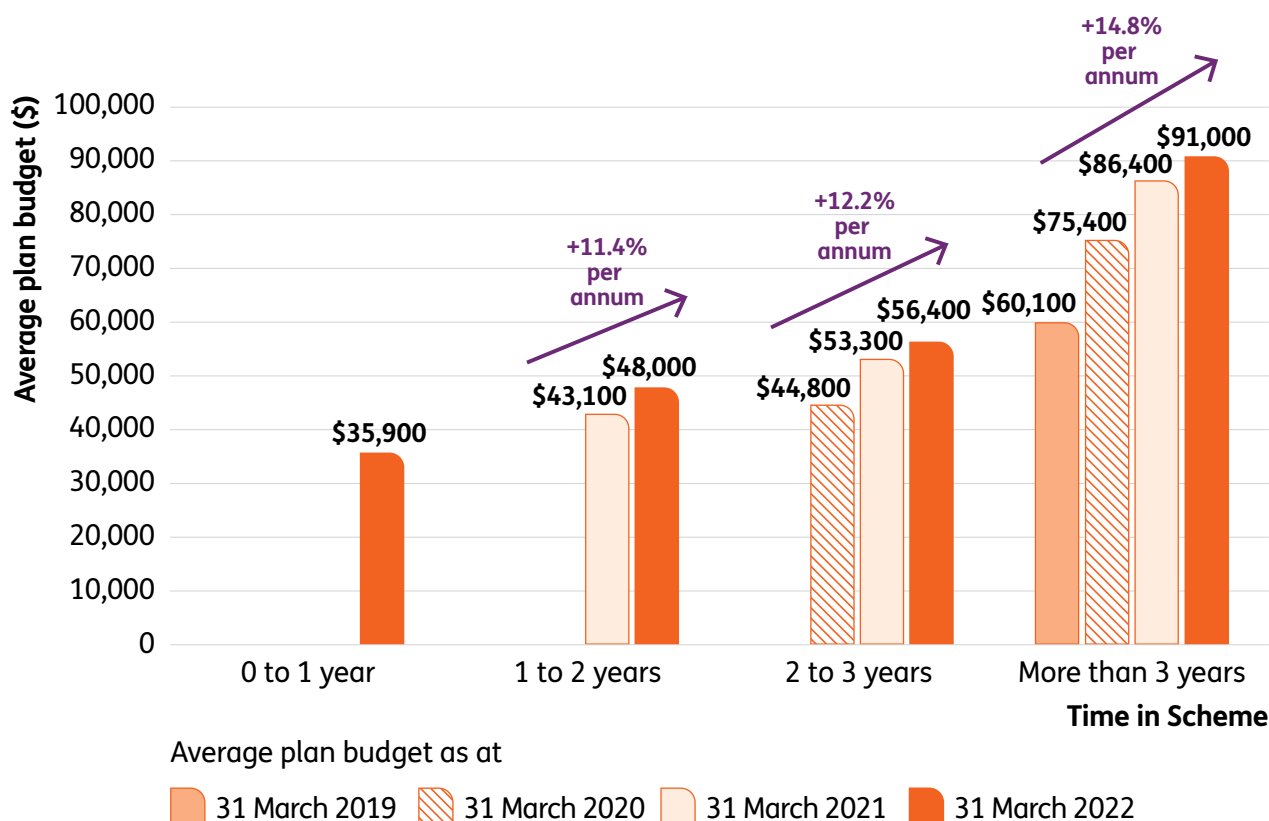


As the mix of participants has changed over time, understanding trends in average plan budgets for the same group of participants over time is important.

In considering participants by when they first entered the Scheme, and tracking the average plan budgets for the same cohort of participants over time, it is evident that the average plan budgets have increased for all participant cohorts each year, including the last year. For example, for participants who have been in the Scheme for three years or more, average plan budgets increased from \$60,100 at 31 March 2019 to \$91,000 at 31 March 2022 (14.8 per cent per annum), and for participants who have been in the Scheme for one to two years, average plan budgets increased from \$43,100 at 31 March 2021 to \$48,000 at 31 March 2022 (11.4 per cent per annum).

On the other hand, the average plan budgets for new participants joining the Scheme have decreased each year, with participants joining in the last year having an average plan budget of \$35,900 at 31 March 2022, compared to \$43,100 for participants joining in the previous year. This reflects the change in the profile of participants in the Scheme over time, with a higher proportion of lower cost participants, especially children and fewer new participants in SIL.

Figure 87: Average plan budget trend by time in the Scheme – 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. Another example is investment in capacity building (such as behavioural supports) resulting in less need for core support over time. The NDIA has published an Operational Guideline on Plan Reviews which details the reasons why a new plan could be different to a current plan. The Operational Guideline can be accessed [here](#).⁸⁰

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.

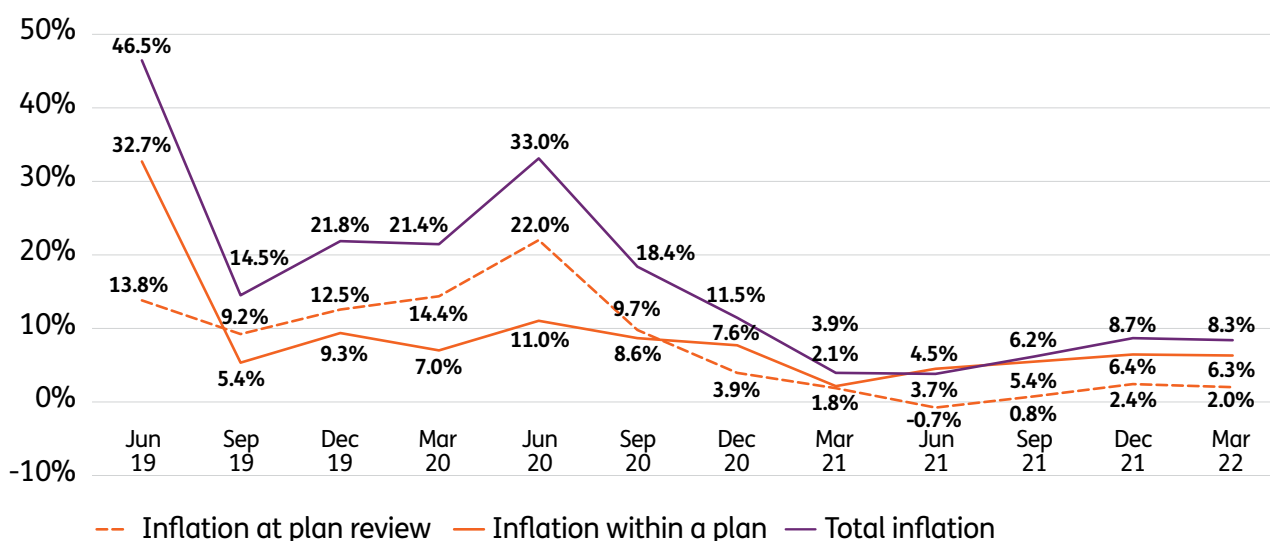
Access to capacity building supports early in a participants' journey is considered an early investment, and is intended to increase independence, and reduce reliance on NDIS funding over time. If overall funding goes down from one plan to the next, it may be because the same amount of supports are no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

As mentioned above, plan budgets can change at plan review for a number of reasons. Many of the reasons discussed above can also occur before a plan is due to be renewed, and often the plan may be ended early and a new plan put in place because of these reasons – both of these factors contribute to the percentage changes in plan budgets in a quarter. Previously the NDIA has not included the additional percentage changes in plan budgets that occur before a plan is scheduled to be reviewed in reporting this metric, and this has underestimated the extent to which plans have increased both recently and in the past.

In the March 2022 quarter, total plan inflation was 8.3 per cent per annum. Of the 8.3 per cent per annum total plan inflation in the quarter, 2.0 per cent was due to changes at plan review, and 6.3 per cent was due to changes occurring within a plan, between reviews.

The plan inflation of 8.3 per cent per annum in March 2022 compares with plan inflation of 8.7 per cent per annum in December 2021, and 6.2 per cent per annum in September 2021. This is considerably lower than plan inflation in early quarters which regularly exceeded 20 per cent per annum.

Figure 88: Percentage change in plan budgets for active participants



⁸⁰ <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 March 2022), taking account of total plan inflation, plans were more likely to increase rather than decrease. Specifically:

– **39%** of plans increased at review by more than 5%

– **26%** decreased by more than 5%

– **35%** remained within 5%

For participants in SIL:

– **31%** increased by more than 5%

– **21%** decreased by more than 5%

– **48%** remained within 5%

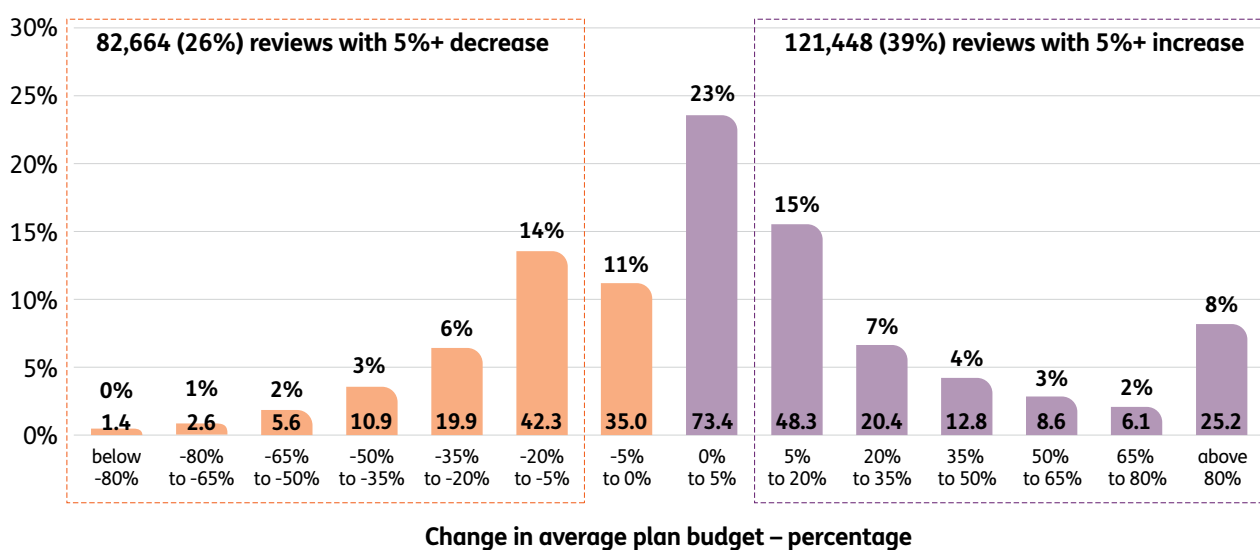
For participants not in SIL:

– **39%** increased by more than 5%

– **27%** decreased by more than 5%

– **34%** remained within 5%

Figure 89: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 31 March 2022) – all participants⁸¹



⁸¹ 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 90: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 31 March 2022) – participants in SIL⁸²

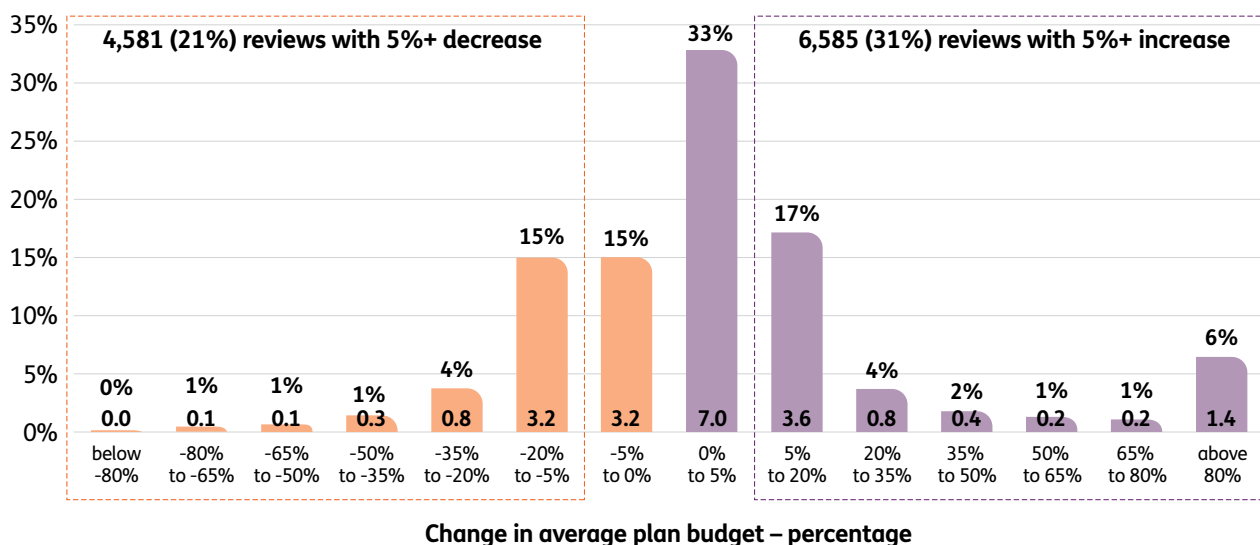
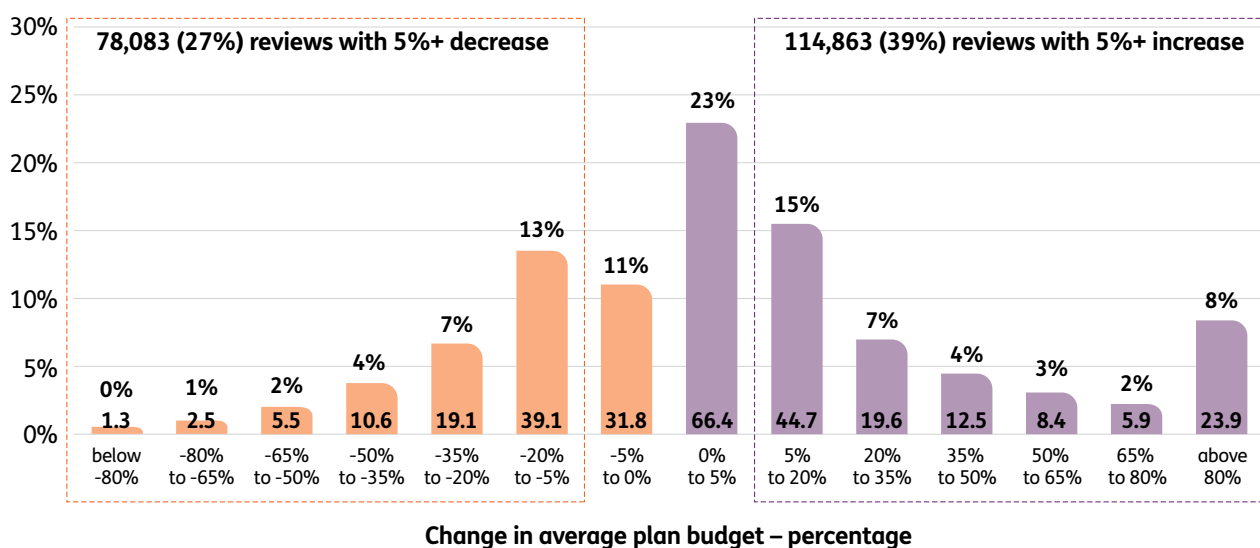


Figure 91: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 31 March 2022) – participants not in SIL⁸³



⁸² 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.

⁸³ *ibid.*

In the two financial years 2019-20 and 2020-21, as well as the financial year to date, plans were more likely to increase rather than decrease. Specifically in 2020-21:

– **42%** of plans increased at review by more than 5%

– **29%** decreased by more than 5%

– **29%** remained within 5%

In 2019-20:

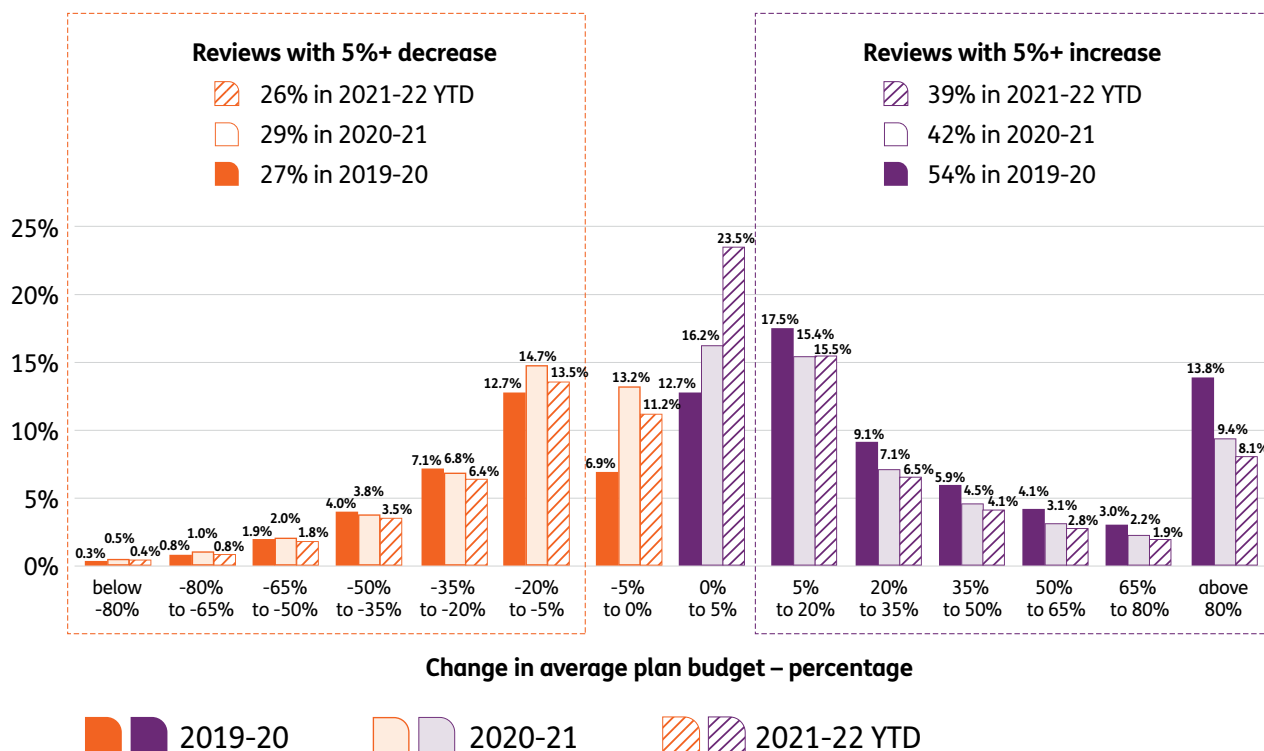
– **54%** of plans increased at review by more than 5%

– **27%** decreased by more than 5%

– **20%** remained within 5%

The following chart shows the distribution of the percentage change in plan budgets for plans reviewed over the last two and three quarter years to 31 March 2022, taking account of total plan inflation.

Figure 92: Distribution of the percentage change in plan budgets for plans reviewed over the two and third quarter years to 31 March 2022 - all participants

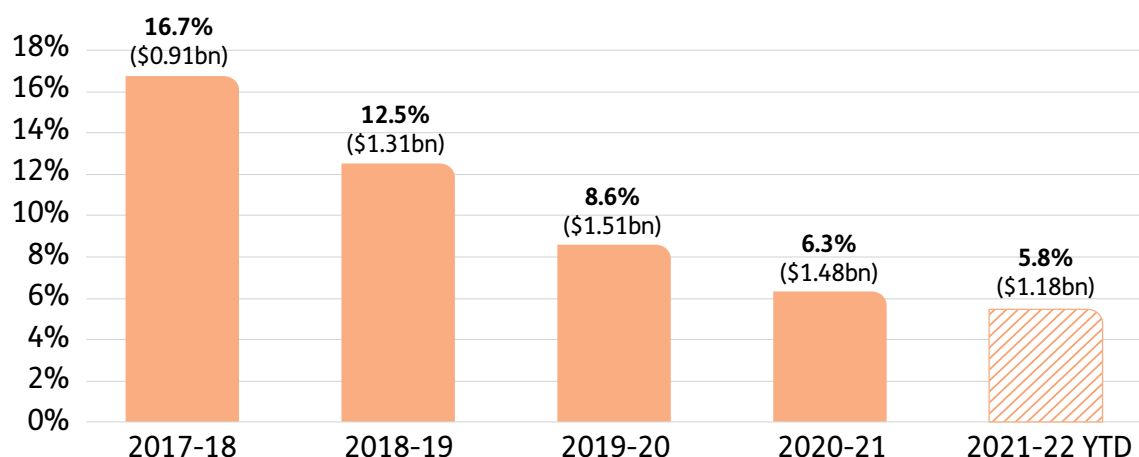


5.4 Operating expenses

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

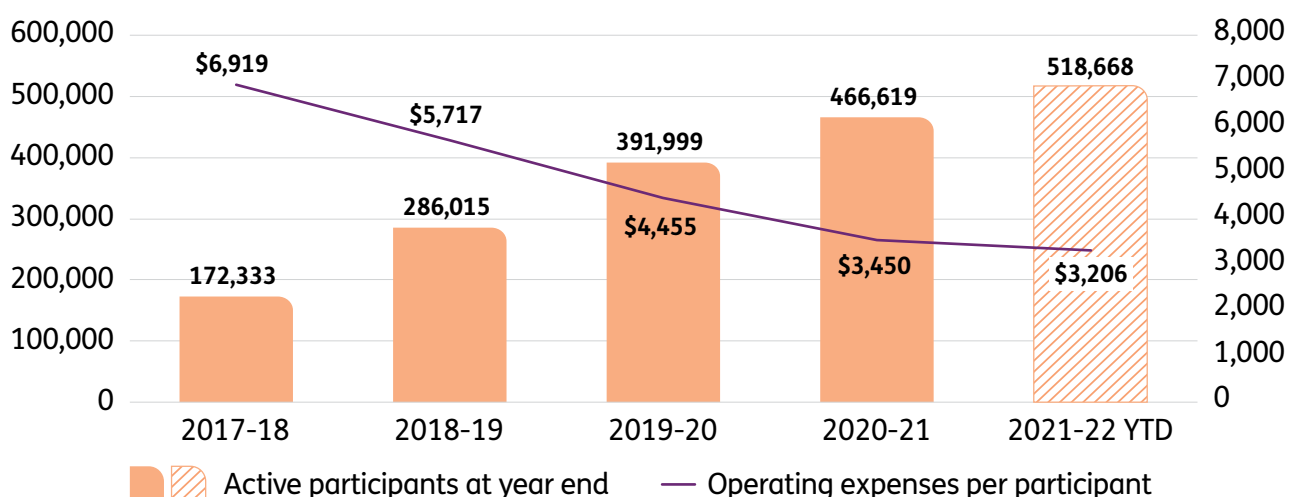
In addition to the money spent through participant plans on supports for participants, the NDIA receives money to run the NDIA, including paying staff wages. This is referred to as the NDIA's operating expenses. NDIA operating expenses have increased from \$906 million in 2017-18 to \$1,481 million in 2020-21. For the first 9 months of 2021-22, NDIA operating expenses have been \$1,185 million. As a percentage of the dollars spent on participants, operating expenses have decreased from 16.7 per cent in 2017-18 to 5.8 per cent for the nine months to 31 March 2022. The Productivity Commission in their 2017 Study report⁸⁴ suggests a range of 7 to 10 per cent as an appropriate amount for NDIA operating costs.

Figure 93: 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 \$3,206 for the nine months to 31 March 2022.

Figure 94: Operating expense per participant⁸⁵



⁸⁴ <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

⁸⁵ Average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers divided by Total Operating Expenses. 2022 PBS relates to the figures provided in the most recent March 2022 Budget Estimates (for the 2022-23 Budget)



Louise completes 100 Burnie Parkruns

Burnie NDIS participant, **Louise**, is a fighter, and has just completed 100 Burnie Parkruns.

Louise, 37, has a rare disease, which in the last four years has seen her speech and mobility rapidly decline to the point she now has limited speech and uses a wheelchair.

Parents, Sheree and Paul, said Louise's disease has stunned everyone and left her Royal Melbourne Hospital specialist team puzzled to what it is, but the closest disease with similar symptoms is Kufs – a neuronal condition, affecting the nervous system.

While the couple said they would have moved heaven and earth to provide the right supports and equipment for Louise, they both admitted financially it would have been tough without support from the NDIS. "Louise's Local Area Coordinator, Leanne, has been absolutely wonderful," Paul said.

"One weekend Louise's condition just changed overnight. She couldn't walk anymore and she went from being tentatively mobile to using a wheelchair.

"Zoe, our amazing Support Coordinator, contacted Leanne. Leanne got things moving, and within 48 hours Louise's new plan was all in place, and all the equipment she needed started arriving."

"We're big fans of the NDIS. It's really helped to support Louise, and us, through this incredibly difficult journey," he 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.

The Introduction section to this report highlighted the engagement activities being undertaken by the NDIA, including an update on the co-design process, the release of the NDIS Engagement Framework, the DRCO CEO forum, and AFSR workshops.

6.1 A high performing NDIA

Staff and partners capability development continues.

As at 31 March 2022, the total NDIS workforce was 12,428 including 4,942 APS employees, 1,676 labour-hire workers and contractors and 5,810 people employed by the NDIA's PiTC and Contact Centre Partners.

There was a slight decrease in APS staff within the Participant Experience Delivery group (PED) during the quarter. There are two bulk planner recruitment processes currently underway which should result in growth within the Group, approximately 240 full-time APS by June 2022.

The NDIA 2023 Graduate Program commenced during the quarter, with a multifaceted approach including the Australian Government Graduate Program (AGGP), Indigenous Graduate Pathway (IGP) and targeted Agency recruitment strategies. NDIA has set an aspirational target of 40 graduates in 2023.

During this quarter, the NDIA continued to progress the 'NDIA Employees with Disability: Our commitment to you 2021-23' which outlines the actions the NDIA will take to support our staff with disability, focusing on culture, inclusion, accessibility, workplace adjustments, and learning and development.

After the successful launch of the NDIA LGBTIQ+ Inclusion Plan in December 2021, as part of the NDIA's Inclusion and Diversity Framework, NDIA continues to progress with further actions to build an inclusive workplace for LGBTIQ+ staff. This includes ensuring LGBTIQ+ staff are supported and have a positive employment experience. A highlight was the launch of the inaugural Inclusion and Diversity survey in March 2022, with results being finalised in April 2022.

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 Support⁸⁶
- Participants who are ageing⁸⁷

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:

- Self-management
- Research and evaluation
- Remote and Very Remote Strategy Refresh

In addition, the Council continues to work closely with the NDIA on its co-design projects. Members of the Council are part of the Agency's Co-design Advisory Group, and the Agency's Co-design Steering Committees for:

- Information gathering for Access and Planning
- Home and Living
- Support for decision making
- Participant safety

The NDIA would like to acknowledge the significant contribution of Council members in working with the Agency to help strengthen relationships with the disability community.

⁸⁶ 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.

⁸⁷ Ibid.

6.3 Public data sharing and the latest release of information

The NDIA continues to release timely data and analysis to stakeholders.

On 14 February 2022, the NDIA released Q2 2021-22 NDIS data, refreshing [downloadable data](https://data.ndis.gov.au/data-downloads)⁸⁸ files and interactive tools on data.ndis.gov.au⁸⁹ with information up to 31 December 2021.

In February 2022, the NDIA also released easy read versions of the [participant outcomes report](https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report)⁹⁰ and [family and carer outcomes report](https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report)⁹¹ to 30 June 2021.

On 31 March 2022, the latest [Market Dashboards](https://data.ndis.gov.au/reports-and-analyses/market-monitoring)⁹² were publicly released. The dashboards compare market indicators, payment activity and participant characteristics to better understand how the NDIS market is operating across Australia. The market updates can also help identify “hot spots” where support provision is generally lower or higher than the rest of the country.

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

Participant groups:

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

⁸⁸ <https://data.ndis.gov.au/data-downloads>

⁸⁹ <https://data.ndis.gov.au>

⁹⁰ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report>

⁹¹ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report>

⁹² <https://data.ndis.gov.au/reports-and-analyses/market-monitoring>

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

6.4 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 two years, the COVID-19 pandemic has brought to the forefront the ever-evolving nature of cyber threats against participants, staff, partners, providers and the NDIA. The transition of staff working from home and returning to the office, the increased utilisation of online tools, web conferencing apps and other essential digital services have increased the threat landscape for the NDIA. 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. This may include utilising malware, ransomware, phishing and social engineering to extort funds, expose sensitive information and deny people of online services. The recent events in Ukraine has seen an increase in these activities on a global scale and the upcoming federal election has increased the likelihood of disruption to the NDIA. The NDIA continues to collaborate across Government Agencies and Departments to leverage existing and emerging capabilities, ensuring those risks are addressed and participant and NDIA information is protected.

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

As published in previous 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 NDIA's immediate control. Additionally, the NDIA conducts regular internal communication and training with staff and partners to maintain awareness of cyber threats and is reviewed regularly to ensure the training and messaging is effective.

Fraud and Compliance

Since the establishment of the Compliance Response Team in July 2021, the NDIA has significantly increased its targeted compliance response to inappropriate claiming behaviour. As at 31 March 2022, the team has contacted more than 4,900 providers where data analytics identified anomalies in claims submitted by these providers. This proactive outreach has resulted in providers cancelling more than 37,300 incorrect or non-compliant payments worth almost \$43.5 million.

The team is continuing to work 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 that between \$169 million and \$279 million has also been saved.

The COVID-19 pandemic has had negligible impact on the day-to-day workings of compliance operations; however it is acknowledged that many providers have been impacted. To accommodate their individual circumstances, the NDIA has adapted how it engages with providers on compliance matters, including allowing extended time periods to respond to requests for information.

COVID-19 restrictions, in particular travel restrictions, have impacted on the NDIA's investigation work. Alternate remote methods to advance investigations were devised and applied wherever appropriate, however there have been some delays. Operational fieldwork recommenced this quarter as a result of reduced COVID-19 restrictions.

As at 31 March 2022, there were 33 fraud matters under investigation and a further eight matters under preliminary evaluation for investigation. Of these, eleven matters are before the courts under prosecution, with a total alleged fraud value of \$8.7 million. This quarter, four individuals were arrested in Northern Queensland for allegedly defrauding the NDIS of more than \$168,000. It is alleged that the individuals acting as unregistered service providers were claiming for services not provided to a Scheme participant.

6.5 NDIA's new Information and Communication Technology (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 later in 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.

Individualised Living Options (ILO): Living arrangements that focus on the individual. They include living alone, co-residency, host

arrangements and living together options. They are an alternative to group home services.

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.

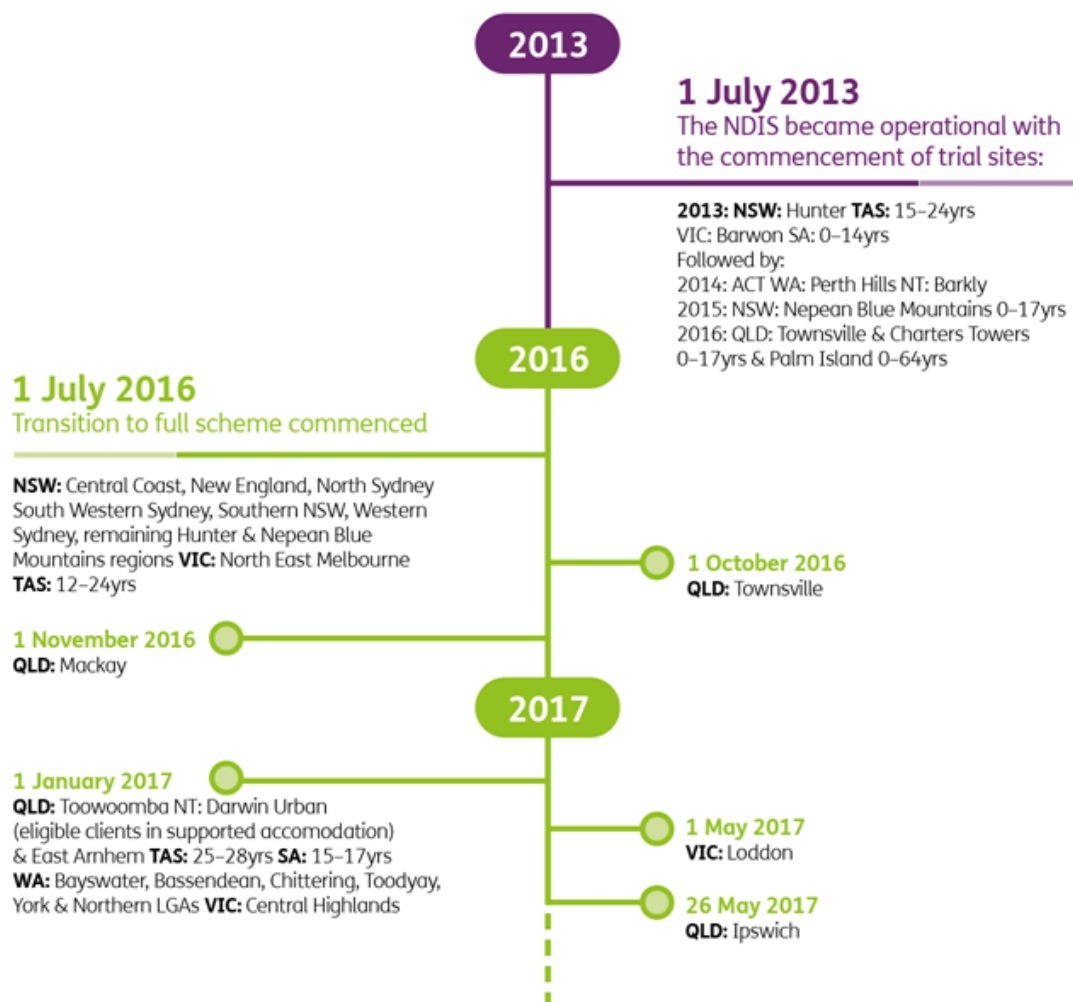
Supported Independent Living (SIL): Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

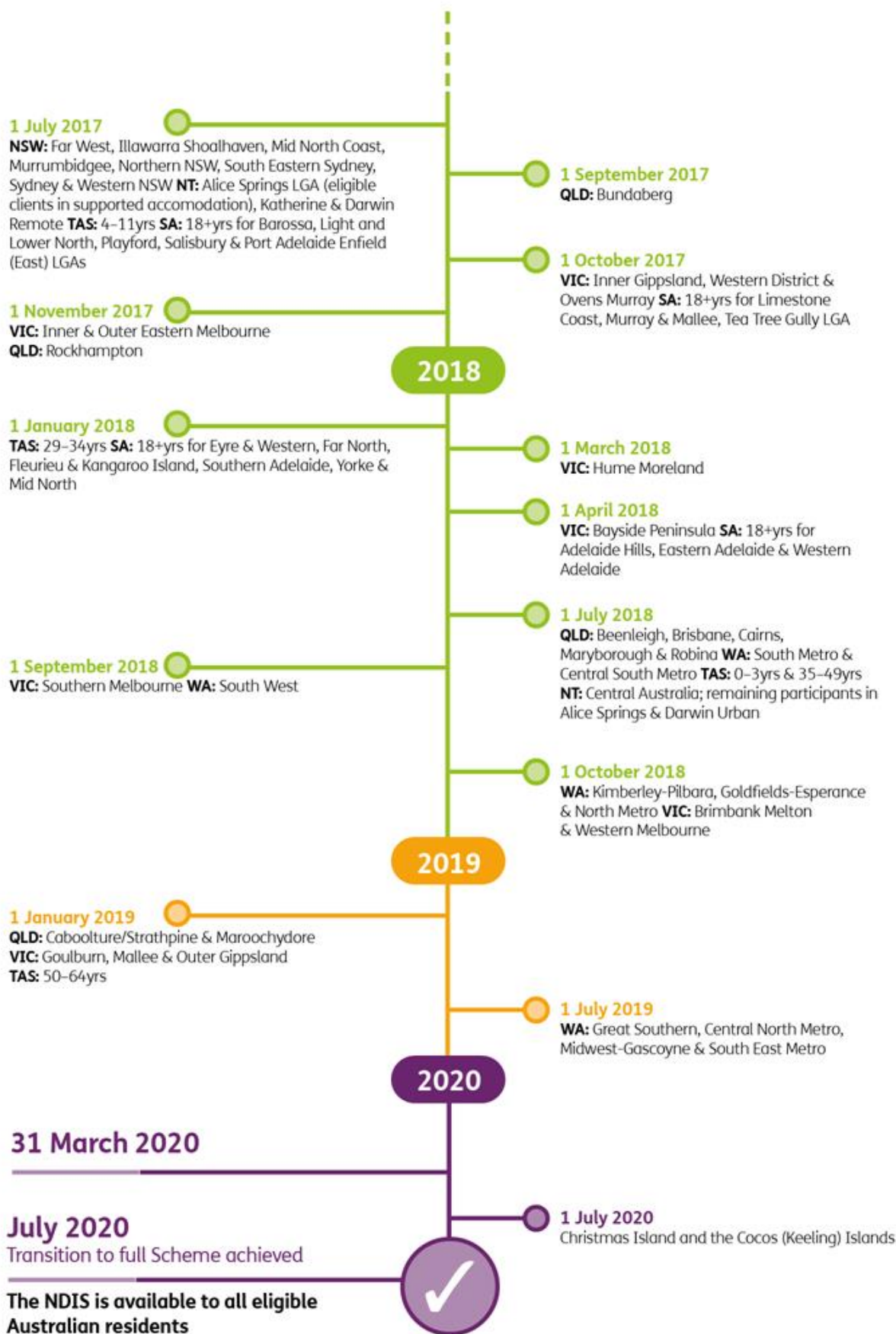
Appendix B:

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 March 2022, 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	168,513	4,487	173,000	141,957	122%
VIC	145,759	2,930	148,689	105,324	141%
QLD	109,476	3,368	112,844	91,217	124%
WA	46,066	727	46,793	41,731	112%
SA	48,312	695	49,007	32,284	152%
TAS	12,176	159	12,335	10,587	117%
ACT	10,845	165	11,010	5,075	217%
NT	5,092	103	5,195	6,545	79%
Total	546,239	12,641	558,880	434,720	129%

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 7 children accessing early connections at 31 March 2022 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 March 2022)	Access met but yet to have an approved plan (children younger than 7 as at 31 March 2022)	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	24,224	1,158	619	<11	307	3,868	56	30,236
VIC	23,160	1,397	493	11	212	2,437	209	27,919
QLD	17,620	1,194	434	<11	295	2,934	39	22,525
SA	6,363	275	93	<11	81	602	45	7,460
WA	5,284	386	120	<11	35	607	22	6,455
TAS	1,543	77	32	<11	116	127	<11	1,903
ACT	1,172	36	22	<11	12	143	<11	1,386
NT	864	75	15	<11	35	88	<11	1,082
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	13
Total	80,239	4,598	1,829	26	1,093	10,812	385	98,982

⁶ This table includes 258 children aged over 6 accessing early connections as at 31 March 2022, and a further 29 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 to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. 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 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
National	499,112	19,556	518,668	12,641	531,309

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

	Prior Quarters	2021-22 Q3	Total
Access decisions	642,889	23,194	666,083
Active Eligible	512,854	17,498	530,352
<i>New</i>	290,349	16,809	307,158
<i>State</i>	181,254	402	181,656
<i>Commonwealth</i>	41,251	287	41,538
Active Participant Plans (excl ECA)	499,112	19,556	518,668
<i>New</i>	278,983	18,656	297,639
<i>State</i>	179,289	534	179,823
<i>Commonwealth</i>	40,840	366	41,206
Active Participant Plans	511,358	32,197	531,309
<i>Early Intervention (s25)</i>	127,453	10,242	137,695
<i>Permanent Disability (s24)</i>	371,659	9,314	380,973
<i>ECA</i>	12,246	12,641	12,641

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – National

Exits	Total
Total participant exits	27,571
<i>Early Intervention participants</i>	7,210
<i>Permanent disability participants</i>	20,361

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.

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
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
End of 2021-22 Q3	179,823	41,206	297,639	12,641	531,309

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
End of 2021-22 Q3	137,695	380,973	12,641	531,309

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

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

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	153,606	97%	7,617	97%	161,223	97%
7 to 14	105,801	88%	3,098	84%	108,899	88%
15 to 18	36,117	90%	943	83%	37,060	90%
19 to 24	31,832	89%	617	69%	32,449	89%
25 to 34	42,608	86%	962	65%	43,570	85%
35 to 44	45,481	82%	1,080	61%	46,561	81%
45 to 54	58,659	77%	1,333	55%	59,992	77%
55 to 64	71,493	70%	1,879	50%	73,372	70%
65+	4,144	59%	50	29%	4,194	58%
Missing	<11		<11		<11	
Total	549,744	86%	17,579	76%	567,323	85%

Table E.7 Assessment of access by age group and gender – National

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	112,895	97%	46,786	97%	1,542	96%	161,223	97%
7 to 14	73,084	88%	34,307	88%	1,508	81%	108,899	88%
15 to 18	23,342	91%	13,160	88%	558	85%	37,060	90%
19 to 24	19,600	91%	12,428	86%	421	78%	32,449	89%
25 to 34	24,336	88%	18,693	82%	541	77%	43,570	85%
35 to 44	24,759	85%	21,324	77%	478	67%	46,561	81%
45 to 54	30,837	82%	28,507	72%	648	64%	59,992	77%
55 to 64	37,913	76%	34,698	64%	761	56%	73,372	70%
65+	2,232	64%	1,908	53%	54	51%	4,194	58%
Missing	<11		<11		<11		<11	
Total	348,999	89%	211,812	80%	6,512	76%	567,323	85%

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.

Table E.8 Assessment of access by disability – National ¹⁵

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	17,906	93%	459	80%	18,365	92%
Autism	174,207	97%	5,127	97%	179,334	97%
Cerebral palsy	17,648	97%	124	80%	17,772	96%
Developmental delay	49,234	97%	5,126	98%	54,360	97%
Global developmental delay	11,770	99%	896	99%	12,666	99%
Hearing impairment	24,742	88%	542	85%	25,284	88%
Intellectual disability	99,729	95%	1,155	87%	100,884	95%
Multiple sclerosis	9,678	89%	204	78%	9,882	89%
Psychosocial disability	57,683	72%	1,824	54%	59,507	71%
Spinal cord injury	5,881	94%	118	91%	5,999	94%
Stroke	8,565	85%	325	80%	8,890	85%
Visual impairment	10,157	88%	172	64%	10,329	88%
Other neurological	24,871	79%	584	66%	25,455	79%
Other physical	22,732	45%	410	23%	23,142	44%
Other sensory/speech	3,801	49%	15	13%	3,816	48%
Other	6,408	41%	498	27%	6,906	39%
Missing	4,732	94%	<11		4,732	94%
Total	549,744	86%	17,579	76%	567,323	85%

Table E.9 Assessment of access by disability and gender – National

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	12,134	93%	6,076	92%	155	85%	18,365	92%
Autism	128,930	97%	47,659	97%	2,745	93%	179,334	97%
Cerebral palsy	9,774	97%	7,867	96%	131	90%	17,772	96%
Developmental delay	38,222	97%	15,690	97%	448	97%	54,360	97%
Global developmental delay	8,852	99%	3,724	99%	90	98%	12,666	99%
Hearing impairment	12,133	90%	12,803	87%	348	84%	25,284	88%
Intellectual disability	56,994	96%	43,121	95%	769	90%	100,884	95%
Multiple sclerosis	2,492	89%	7,293	88%	97	75%	9,882	89%
Psychosocial disability	30,257	75%	28,522	67%	728	58%	59,507	71%
Spinal cord injury	4,192	95%	1,729	93%	78	91%	5,999	94%
Stroke	5,038	86%	3,769	84%	83	78%	8,890	85%
Visual impairment	5,244	89%	4,989	87%	96	76%	10,329	88%
Other neurological	13,851	80%	11,365	78%	239	68%	25,455	79%
Other physical	11,571	52%	11,295	38%	276	31%	23,142	44%
Other sensory/speech	2,733	50%	1,053	45%	30	27%	3,816	48%
Other	4,023	46%	2,792	32%	91	30%	6,906	39%
Missing	2,559	94%	2,065	94%	108	99%	4,732	94%
Total	348,999	89%	211,812	80%	6,512	76%	567,323	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.

¹⁵ 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.

Table E.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – National

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	35,529	7.1%	1,784	9.1%	37,313	7.2%
Not Aboriginal and Torres Strait Islander	377,709	75.7%	15,078	77.1%	392,787	75.7%
Not Stated	85,874	17.2%	2,694	13.8%	88,568	17.1%
Total	499,112	100.0%	19,556	100.0%	518,668	100.0%

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

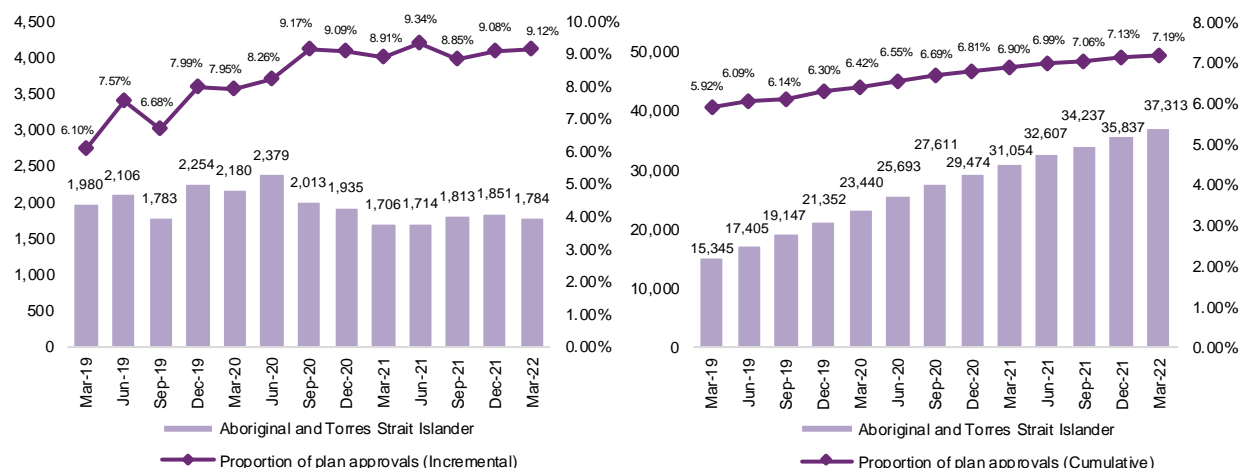
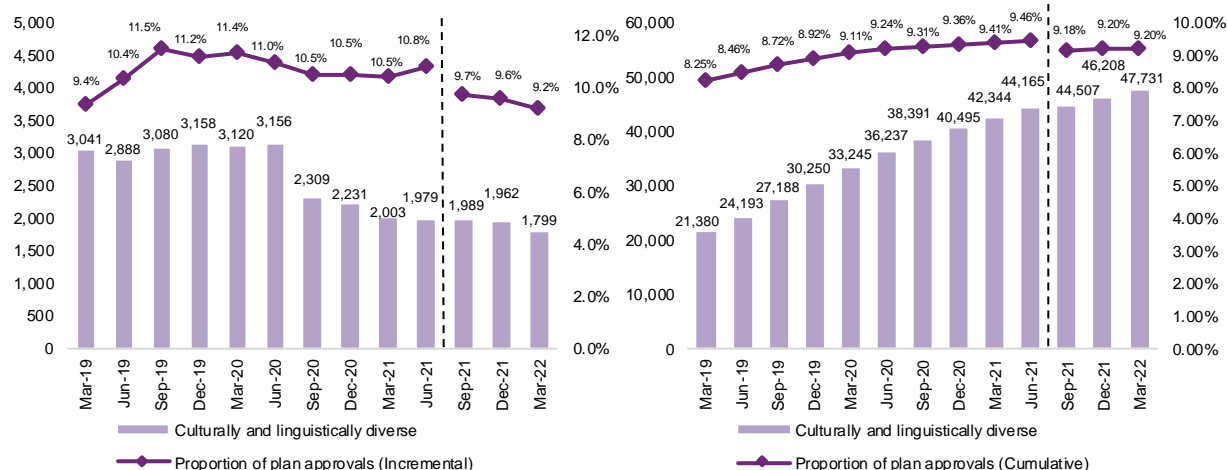


Table E.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ¹⁷

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	45,932	9%	1,799	9%	47,731	9%
Not culturally and linguistically diverse	447,897	90%	17,755	91%	465,652	90%
Not stated	5,283	1%	<11		5,285	1%
Total	499,112	100%	19,556	100%	518,668	100%

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



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.

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.

Table E.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – National ²⁰

	Total
Age group	N
Under 45	73
45 to 54	433
55 to 64	2,229
Total YPIRAC (under 65)	2,735

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

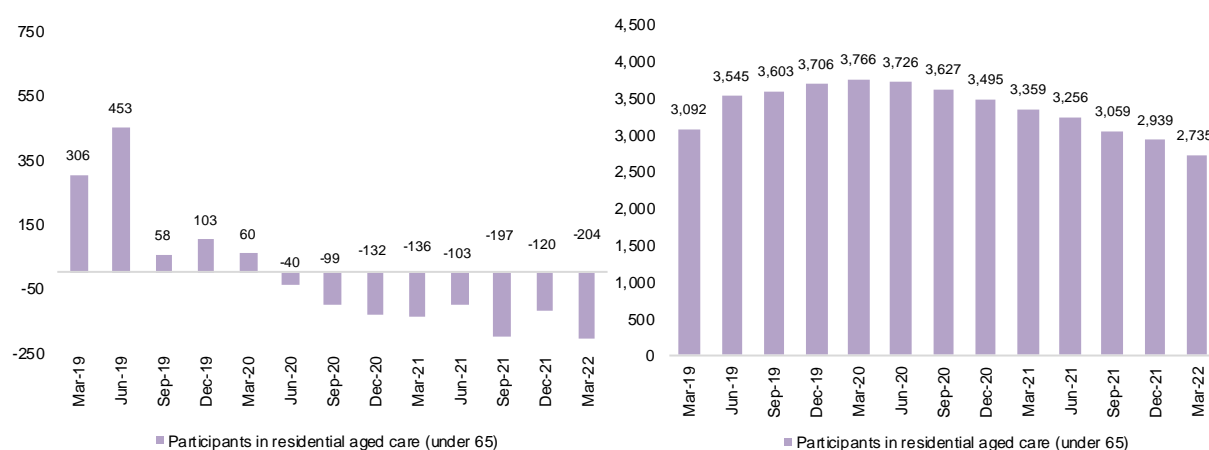


Table E.13 Participant profile per quarter by remoteness – National ^{22 23}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	340,149	68.2%	13,564	69.4%	353,713	68.2%
Population > 50,000	53,560	10.7%	2,188	11.2%	55,748	10.7%
Population between 15,000 and 50,000	42,307	8.5%	1,435	7.3%	43,742	8.4%
Population between 5,000 and 15,000	23,153	4.6%	802	4.1%	23,955	4.6%
Population less than 5,000	32,285	6.5%	1,194	6.1%	33,479	6.5%
Remote	4,582	0.9%	225	1.2%	4,807	0.9%
Very Remote	3,053	0.6%	147	0.8%	3,200	0.6%
Missing	23	0.0%	<11		24	0.0%
Total	499,112	100.0%	19,556	100.0%	518,668	100.0%

²⁰ There are a further 1,973 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.

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.

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

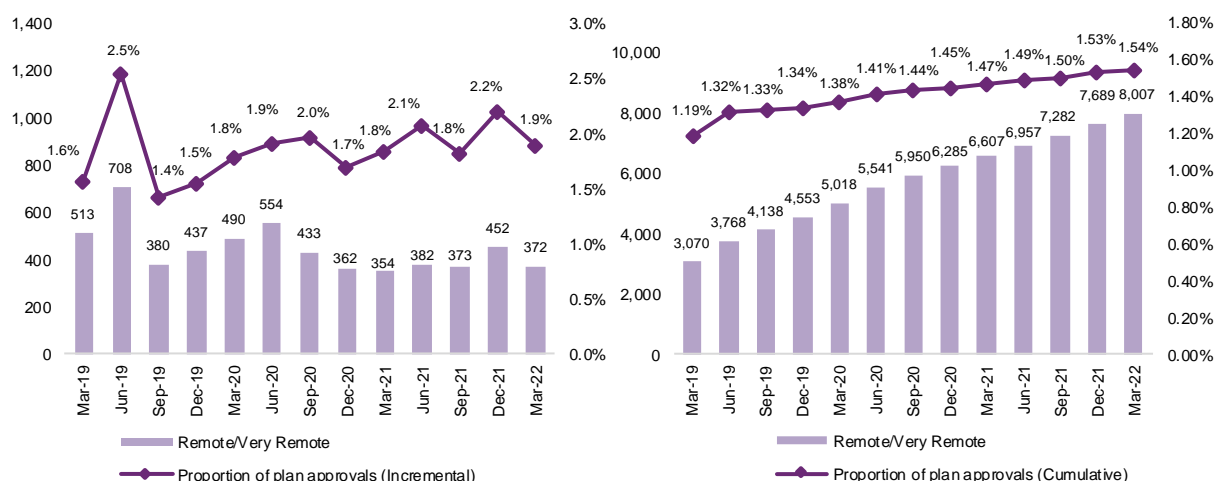


Table E.14 Participant profile per quarter by primary disability group – National ^{26 27}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	169,106	34%	5,635	29%	174,741	34%
Intellectual disability	94,039	19%	1,281	7%	95,320	18%
Psychosocial disability	52,829	11%	2,081	11%	54,910	11%
Developmental delay	38,817	8%	5,896	30%	44,713	9%
Hearing impairment	23,510	5%	583	3%	24,093	5%
Other neurological	20,089	4%	652	3%	20,741	4%
Other physical	18,840	4%	396	2%	19,236	4%
Cerebral palsy	16,917	3%	140	1%	17,057	3%
Acquired brain injury	15,812	3%	500	3%	16,312	3%
Global developmental delay	10,215	2%	1,010	5%	11,225	2%
Visual impairment	9,303	2%	186	1%	9,489	2%
Multiple sclerosis	9,086	2%	234	1%	9,320	2%
Stroke	7,529	2%	312	2%	7,841	2%
Spinal cord injury	5,329	1%	133	1%	5,462	1%
Other	5,364	1%	496	3%	5,860	1%
Other sensory/speech	2,327	0%	21	0%	2,348	0%
Total	499,112	100%	19,556	100%	518,668	100%

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 (11,525).

Table E.15 Participant profile per quarter (participants in SIL) by primary disability group – National ^{28 29}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	3,043	11%	<11		3,043	11%
Intellectual disability	14,015	53%	<11		14,018	53%
Psychosocial disability	2,631	10%	<11		2,631	10%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	1,173	4%	<11		1,173	4%
Other physical	190	1%	<11		190	1%
Cerebral palsy	2,442	9%	<11		2,442	9%
Acquired brain injury	2,019	8%	<11		2,022	8%
Global developmental delay	<11		<11		<11	
Visual impairment	97	0%	<11		97	0%
Multiple sclerosis	251	1%	<11		251	1%
Stroke	430	2%	<11		431	2%
Spinal cord injury	182	1%	<11		182	1%
Other	131	0%	<11		132	0%
Other sensory/speech	<11		<11		<11	
Total	26,615	100%	<11		26,623	100%

Table E.16 Participant profile per quarter (participants not in SIL) by primary disability group – National ³⁰

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	166,063	35%	5,635	29%	171,698	35%
Intellectual disability	80,024	17%	1,278	7%	81,302	17%
Psychosocial disability	50,198	11%	2,081	11%	52,279	11%
Developmental delay	38,817	8%	5,896	30%	44,713	9%
Hearing impairment	23,500	5%	583	3%	24,083	5%
Other neurological	18,916	4%	652	3%	19,568	4%
Other physical	18,650	4%	396	2%	19,046	4%
Cerebral palsy	14,475	3%	140	1%	14,615	3%
Acquired brain injury	13,793	3%	497	3%	14,290	3%
Global developmental delay	10,215	2%	1,010	5%	11,225	2%
Visual impairment	9,206	2%	186	1%	9,392	2%
Multiple sclerosis	8,835	2%	234	1%	9,069	2%
Stroke	7,099	2%	311	2%	7,410	2%
Spinal cord injury	5,147	1%	133	1%	5,280	1%
Other	5,233	1%	495	3%	5,728	1%
Other sensory/speech	2,326	0%	21	0%	2,347	0%
Total	472,497	100%	19,548	100%	492,045	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 8% of participants in SIL (2,058).

³⁰ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (9,467).

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

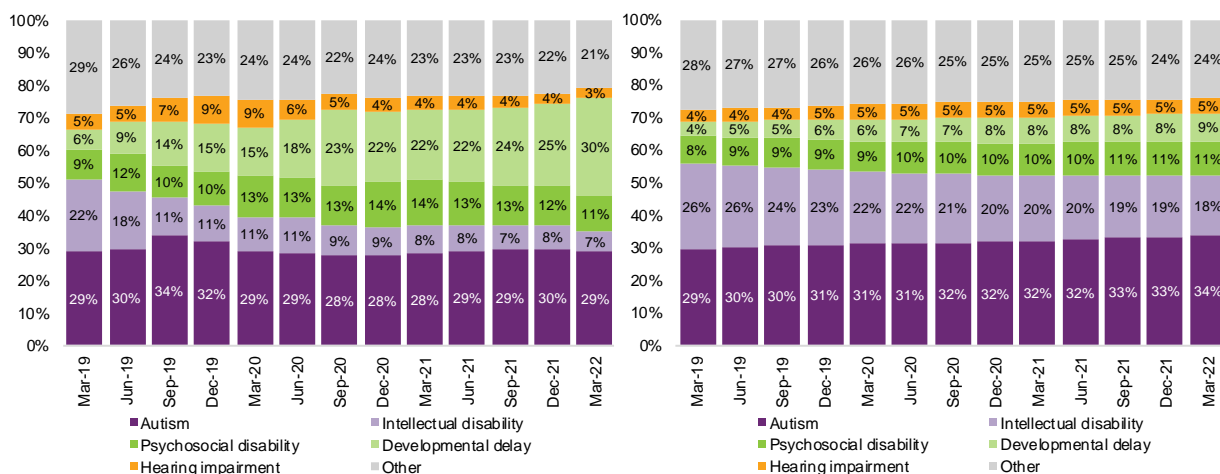


Table E.17 Participant profile per quarter by reported level of function – National ³²

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	45,903	9%	5,152	26%	51,055	10%
2 (High Function)	973	0%	51	0%	1,024	0%
3 (High Function)	24,700	5%	1,509	8%	26,209	5%
4 (High Function)	31,914	6%	1,002	5%	32,916	6%
5 (High Function)	33,539	7%	1,638	8%	35,177	7%
6 (Moderate Function)	112,599	23%	4,514	23%	117,113	23%
7 (Moderate Function)	27,869	6%	832	4%	28,701	6%
8 (Moderate Function)	32,228	6%	996	5%	33,224	6%
9 (Moderate Function)	2,615	1%	96	0%	2,711	1%
10 (Moderate Function)	54,381	11%	1,474	8%	55,855	11%
11 (Low Function)	16,928	3%	212	1%	17,140	3%
12 (Low Function)	72,209	14%	1,541	8%	73,750	14%
13 (Low Function)	33,788	7%	493	3%	34,281	7%
14 (Low Function)	9,011	2%	42	0%	9,053	2%
15 (Low Function)	178	0%	<11		182	0%
Missing	277	0%	<11		277	0%
Total	499,112	100%	19,556	100%	518,668	100%

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.

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

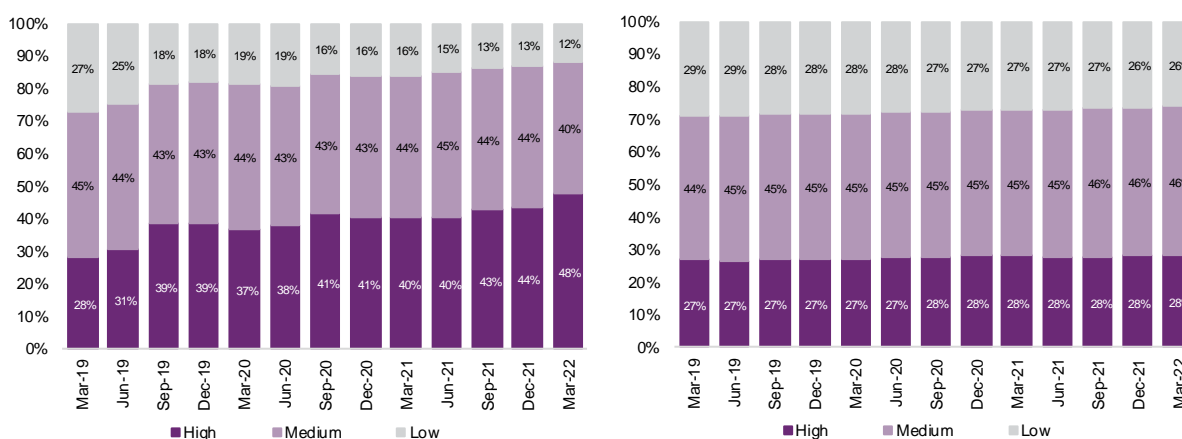


Table E.18 Participant profile per quarter by age group – National

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	71,539	14%	8,700	44%	80,239	15%
7 to 14	131,557	26%	3,318	17%	134,875	26%
15 to 18	40,701	8%	1,090	6%	41,791	8%
19 to 24	42,009	8%	677	3%	42,686	8%
25 to 34	44,720	9%	1,053	5%	45,773	9%
35 to 44	41,025	8%	1,181	6%	42,206	8%
45 to 54	49,139	10%	1,464	7%	50,603	10%
55 to 64	57,925	12%	1,941	10%	59,866	12%
65+	20,497	4%	132	1%	20,629	4%
Total	499,112	100%	19,556	100%	518,668	100%

Table E.19 Participant profile per quarter (participants in SIL) by age group – National ³⁴

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	18	0%	<11		18	0%
15 to 18	165	1%	<11		165	1%
19 to 24	1,995	7%	<11		1,995	7%
25 to 34	4,370	16%	<11		4,371	16%
35 to 44	4,789	18%	<11		4,790	18%
45 to 54	6,413	24%	<11		6,413	24%
55 to 64	6,836	26%	<11		6,840	26%
65+	2,028	8%	<11		2,030	8%
Total	26,615	100%	<11		26,623	100%

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.

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.

Table E.20 Participant profile per quarter (participants not in SIL) by age group – National

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	71,538	15%	8,700	45%	80,238	16%
7 to 14	131,539	28%	3,318	17%	134,857	27%
15 to 18	40,536	9%	1,090	6%	41,626	8%
19 to 24	40,014	8%	677	3%	40,691	8%
25 to 34	40,350	9%	1,052	5%	41,402	8%
35 to 44	36,236	8%	1,180	6%	37,416	8%
45 to 54	42,726	9%	1,464	7%	44,190	9%
55 to 64	51,089	11%	1,937	10%	53,026	11%
65+	18,469	4%	130	1%	18,599	4%
Total	472,497	100%	19,548	100%	492,045	100%

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

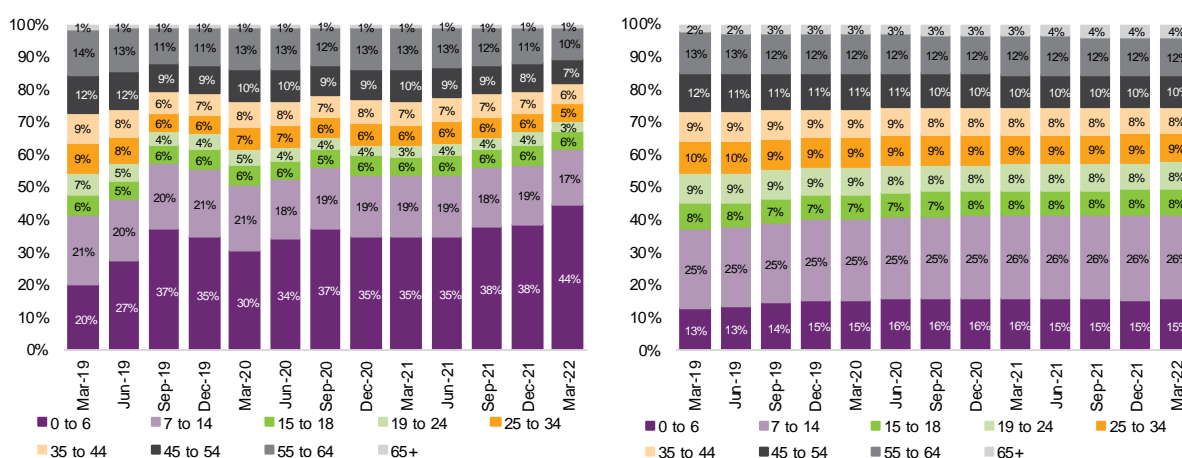


Table E.21 Participant profile per quarter by gender – National

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	307,256	62%	11,889	61%	319,145	62%
Female	186,273	37%	7,305	37%	193,578	37%
Other	5,583	1%	362	2%	5,945	1%
Total	499,112	100%	19,556	100%	518,668	100%

Table E.22 Participant profile per quarter (participants in SIL) by gender – National

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	15,802	59%	<11		15,806	59%
Female	10,582	40%	<11		10,586	40%
Other	231	1%	<11		231	1%
Total	26,615	100%	<11		26,623	100%

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.
March 2022 | NDIS Quarterly Report to disability ministers

Table E.23 Participant profile per quarter (participants not in SIL) by gender – National

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	291,454	62%	11,885	61%	303,339	62%
Female	175,691	37%	7,301	37%	182,992	37%
Other	5,352	1%	362	2%	5,714	1%
Total	472,497	100%	19,548	100%	492,045	100%

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

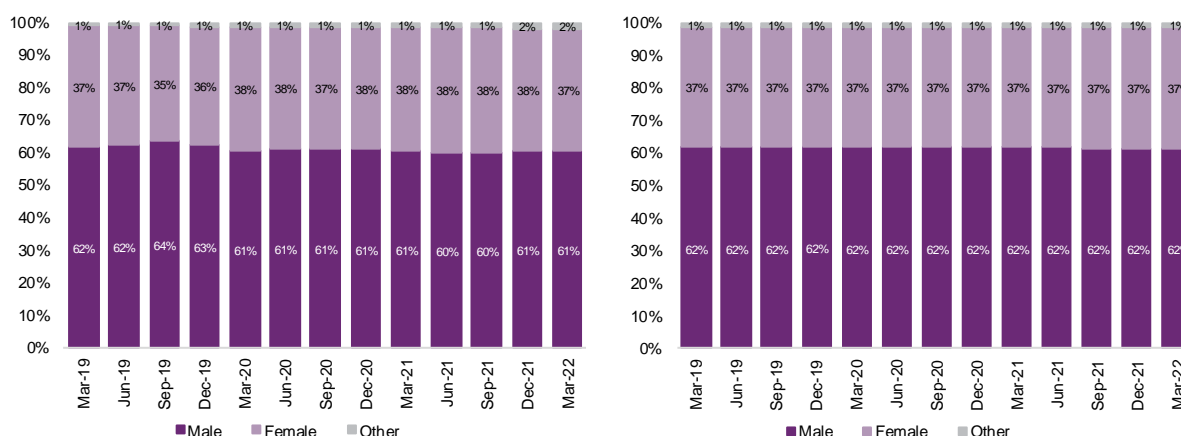


Table E.24 Number and proportion of active participants by gender and age group at 31 March 2022 – National

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	55,477	11%	24,131	5%	631	0%	80,239	15%	2.3
7 to 14	92,896	18%	40,065	8%	1,914	0%	134,875	26%	2.3
15 to 18	27,411	5%	13,791	3%	589	0%	41,791	8%	2.0
19 to 24	27,089	5%	15,073	3%	524	0%	42,686	8%	1.8
25 to 34	26,711	5%	18,541	4%	521	0%	45,773	9%	1.4
35 to 44	22,568	4%	19,177	4%	461	0%	42,206	8%	1.2
45 to 54	25,987	5%	24,088	5%	528	0%	50,603	10%	1.1
55 to 64	30,489	6%	28,788	6%	589	0%	59,866	12%	1.1
65+	10,517	2%	9,924	2%	188	0%	20,629	4%	1.1
Total	319,145	62%	193,578	37%	5,945	1%	518,668	100%	1.6

³⁶ Ibid.

Table E.25 Number and proportion of active participants by gender and disability at 31 March 2022 – National

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
Autism	125,767	24%	46,330	9%	2,644	1%	174,741	34%	2.7
Intellectual disability	53,792	10%	40,814	8%	714	0%	95,320	18%	1.3
Psychosocial disability	27,622	5%	26,595	5%	693	0%	54,910	11%	1.0
Developmental delay	31,387	6%	12,939	2%	387	0%	44,713	9%	2.4
Hearing impairment	11,177	2%	9,380	2%	184	0%	20,741	4%	1.2
Other neurological	9,380	2%	7,552	1%	125	0%	17,057	3%	1.2
Other physical	9,491	2%	9,516	2%	229	0%	19,236	4%	1.0
Cerebral palsy	11,538	2%	12,223	2%	332	0%	24,093	5%	0.9
Acquired brain injury	10,747	2%	5,435	1%	130	0%	16,312	3%	2.0
Global developmental delay	4,786	1%	4,613	1%	90	0%	9,489	2%	1.0
Visual impairment	2,311	0%	6,918	1%	91	0%	9,320	2%	0.3
Multiple sclerosis	7,805	2%	3,340	1%	80	0%	11,225	2%	2.3
Stroke	4,400	1%	3,371	1%	70	0%	7,841	2%	1.3
Spinal cord injury	3,816	1%	1,575	0%	71	0%	5,462	1%	2.4
Other	1,681	0%	642	0%	25	0%	2,348	0%	2.6
Other sensory/speech	3,445	1%	2,335	0%	80	0%	5,860	1%	1.5
Total	319,145	62%	193,578	37%	5,945	1%	518,668	100%	1.6

Table E.26 Participation rates by age group and gender at 31 March 2022 – National ³⁷

Age group	Participation Rate		
	Male	Female	Total
0-6	4.8%	2.2%	3.5%
7-14	6.9%	3.1%	5.1%
15-18	4.3%	2.3%	3.4%
19-24	2.6%	1.5%	2.1%
25-44	1.3%	1.0%	1.2%
45-64	1.8%	1.6%	1.8%
Total (aged 0-64)	2.8%	1.7%	2.3%

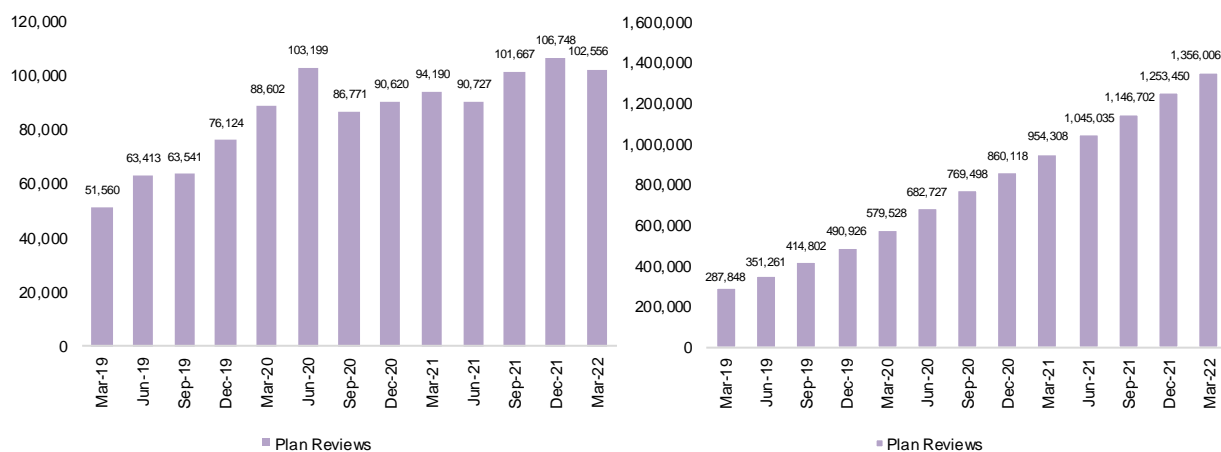
Table E.27 Plan reviews conducted per quarter – excluding plans less than 31 days – National ³⁸

	Prior Quarters	2021-22 Q3	Total
Total plan reviews	1,253,450	102,556	1,356,006
<i>Early intervention plans</i>	244,530	23,066	267,596
<i>Permanent disability plans</i>	1,008,920	79,490	1,088,410

³⁷ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

³⁸ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure E.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – National



Part Two: Participant experience and outcomes

Table E.28 Number of baseline questionnaires completed by SFOF version – National ³⁹

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	7,169	11,191	15,324	26,284	22,685	19,739	102,392
Participant school to 14	13,836	20,761	31,121	30,527	20,842	15,549	132,636
Participant 15 to 24	9,312	11,980	14,750	10,954	7,324	5,448	59,768
Participant 25 and over	23,173	34,838	49,179	36,931	27,835	19,048	191,004
Total Participant	53,490	78,770	110,374	104,696	78,686	59,784	485,800
Family 0 to 14	19,682	30,928	44,018	54,939	42,374	34,437	226,378
Family 15 to 24	2,648	8,125	10,009	7,344	4,972	3,844	36,942
Family 25 and over	725	10,352	14,624	10,380	6,795	4,801	47,677
Total Family	23,055	49,405	68,651	72,663	54,141	43,082	310,997
Total	76,545	128,175	179,025	177,359	132,827	102,866	796,797

Table E.29 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%	62%
CC	% who choose what they do each day			48%	70%
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%

³⁹ 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.30 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%	32%

Table E.31 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		72%		
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			41%	
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.32 Selected key baseline indicators for families/carers of participants – National

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	23%	22%
% receiving Carer Allowance	36%	42%	31%
% 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	81%	85%	85%
% who say they (and their partner) are able to work as much as they want	46%	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%	64%
% who have friends and family they see as often as they like	48%	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	76%	63%	60%

Table E.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=19,427) - participants who between 1 July 2016 and 31 March 2021 – National ⁴⁰

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?	80%
S/CP Has the NDIS improved how your child fits into community life?	67%

⁴⁰ Results in Tables E.33 to E.36 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table E.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=37,762) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	47%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	50%

Table E.35 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=15,230) and ‘Participant 25 and over’ (n=53,411) - participants who entered between 1 July 2016 and 31 March 2021 – National

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	75%
DL	Has the NDIS helped you with daily living activities?	64%	78%
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%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	58%
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.36 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=63,167); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,172) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	70%	57%
Has the NDIS improved the level of support for your family?	74%	69%
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?	79%	
Has the NDIS improved your health and wellbeing?	50%	41%

Table E.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=9,998) - participants who entered between 1 July 2016 and 31 March 2020 – National ⁴¹

	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?	83%	87%	+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%	70%	+5%

Table E.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=25,667) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	51%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	60%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	53%	+5%

⁴¹ Results in Tables E.37 to E.40 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table E.39 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=11,046) and ‘Participant 25 and over’ (n=30,200) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	45%	49%	+4%	52%	59%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	38%	+2%	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?	55%	60%	+5%	59%	66%	+7%

Table E.40 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=29,483); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,082) - participants who entered between 1 July 2016 and 31 March 2020 – National

		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%	71%	+6%	51%	62%	+11%
	Has the NDIS improved the level of support for your family?	70%	76%	+6%	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?	72%	77%	+5%	59%	69%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	81%	+5%			
	Has the NDIS improved your health and wellbeing?	46%	49%	+3%	36%	40%	+4%

Table E.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=6,285) - participants who entered between 1 July 2016 and 31 March 2019 – National ⁴²

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	95%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	94%	+3%
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%	80%	81%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	69%	+6%

Table E.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=18,808) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	68%	73%	+13%
LL	Has the NDIS improved your child's access to education?	39%	45%	49%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	55%	59%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	49%	52%	+8%

⁴² Results in Tables E.41 to E.46 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table E.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=9,510) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	71%	+11%
Has the NDIS helped you with daily living activities?	60%	67%	73%	+13%
Has the NDIS helped you to meet more people?	49%	53%	56%	+7%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	20%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	50%	+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%	36%	37%	+2%
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?	55%	59%	63%	+8%

Table E.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=23,998) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	68%	75%	79%	+11%
Has the NDIS helped you with daily living activities?	72%	79%	84%	+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?	30%	32%	34%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	50%	56%	61%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	19%	0%
Has the NDIS helped you be more involved?	59%	66%	70%	+11%

Table E.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=17,197) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	64%	69%	+9%
Has the NDIS improved the level of support for your family?	66%	71%	75%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	69%	74%	77%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	78%	80%	+7%
Has the NDIS improved your health and wellbeing?	41%	43%	46%	+5%

Table E.46 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=4,802) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	49%	54%	61%	+12%
Has the NDIS improved the level of support for your family?	62%	68%	75%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	59%	65%	70%	+11%
Has the NDIS improved your health and wellbeing?	35%	36%	40%	+5%

Table E.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,784) - participants who entered between 1 July 2016 and 31 March 2018 – National ⁴³

	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%	96%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	93%	95%	95%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	89%	87%	86%	+3%
REL	Has the NDIS improved how your child fits into family life?	72%	78%	81%	83%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	59%	64%	67%	69%	+10%

Table E.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=11,244) - participants who entered between 1 July 2016 and 31 March 2018 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	56%	65%	70%	73%	+17%
LL	Has the NDIS improved your child's access to education?	35%	39%	43%	46%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	51%	56%	58%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	46%	49%	52%	+11%

⁴³ Results in Tables E.47 to E.52 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table E.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=6,102) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	56%	65%	70%	73%	+17%
REL	Has the NDIS helped you to meet more people?	48%	53%	53%	55%	+7%
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%	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?	34%	35%	34%	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?	53%	58%	60%	63%	+10%

Table E.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=12,308) - participants who entered between 1 July 2016 and 31 March 2018 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	66%	74%	77%	80%	+14%
DL	Has the NDIS helped you with daily living activities?	70%	78%	82%	85%	+15%
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?	27%	28%	31%	33%	+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%	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.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=7,180) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	54%	59%	62%	66%	+12%
Has the NDIS improved the level of support for your family?	61%	67%	70%	74%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	65%	71%	74%	76%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	75%	77%	80%	+11%
Has the NDIS improved your health and wellbeing?	37%	39%	40%	42%	+5%

Table E.52 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=1,867) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	43%	51%	55%	62%	+19%
Has the NDIS improved the level of support for your family?	58%	68%	70%	74%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	56%	65%	68%	70%	+14%
Has the NDIS improved your health and wellbeing?	32%	32%	33%	38%	+6%

Table E.53 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant 0 to school’ (n=684) - participants who entered between 1 July 2016 and 31 March 2017 – National ⁴⁴

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS improved your child's development?	93%	96%	97%	100%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	92%	95%	100%	96%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	82%	85%	97%	88%	+7%
REL	Has the NDIS improved how your child fits into family life?	72%	73%	78%	79%	83%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	59%	63%	69%	71%	76%	+17%

Table E.54 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=3,818) - participants who entered between 1 July 2016 and 31 March 2017 – National

	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?	55%	64%	68%	70%	72%	+17%
LL	Has the NDIS improved your child's access to education?	35%	37%	39%	40%	44%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	48%	51%	52%	55%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	46%	48%	48%	50%	+7%

⁴⁴ Results in Tables E.53 to E.58 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table E.55 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=2,442) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	60%	62%	66%	67%	69%	+9%
DL	Has the NDIS helped you with daily living activities?	59%	65%	70%	71%	75%	+16%
REL	Has the NDIS helped you to meet more people?	52%	53%	54%	54%	56%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	20%	17%	17%	18%	-6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	45%	46%	48%	50%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	38%	37%	34%	36%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	15%	13%	15%	-4%
S/CP	Has the NDIS helped you be more involved?	55%	59%	60%	61%	64%	+9%

Table E.56 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=4,146) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	67%	74%	77%	78%	82%	+15%
DL	Has the NDIS helped you with daily living activities?	71%	78%	82%	85%	88%	+17%
REL	Has the NDIS helped you to meet more people?	53%	58%	62%	64%	68%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	30%	30%	33%	37%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	56%	58%	62%	65%	+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?	33%	33%	33%	32%	35%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	19%	18%	21%	0%
S/CP	Has the NDIS helped you be more involved?	60%	65%	69%	71%	75%	+15%

Table E.57 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=1,910) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	52%	55%	57%	63%	67%	+15%
Has the NDIS improved the level of support for your family?	59%	67%	65%	70%	72%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	62%	69%	70%	74%	74%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	75%	78%	77%	+9%
Has the NDIS improved your health and wellbeing?	36%	38%	36%	39%	41%	+5%

Table E.58 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=337) - participants who entered between 1 July 2016 and 31 March 2017 – 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%	45%	51%	57%	62%	+16%
Has the NDIS improved the level of support for your family?	58%	60%	65%	67%	72%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	61%	60%	64%	66%	70%	+9%
Has the NDIS improved your health and wellbeing?	34%	34%	32%	35%	37%	+3%

Table E.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=50,167), 'participant social and community engagement rate' (n=50,500), 'parent and carer employment rate' (n=43,717) and 'participant choice and control' (n=37,516) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – National⁴⁵

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	12%	15%	19%	24%
Aged 25 to 34 years	28%	27%	28%	
Aged 35 to 44 years	27%	26%	26%	
Aged 45 to 54 years	22%	22%	21%	
Aged 55 to 64 years	17%	16%	15%	
Aged 65+ years	10%	9%	8%	
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	34%	38%	39%	48%
Aged 25 to 34 years	36%	42%	43%	
Aged 35 to 44 years	36%	40%	42%	
Aged 45 to 54 years	35%	39%	40%	
Aged 55 to 64 years	35%	39%	40%	
Aged 65+ years	36%	39%	39%	
Aged 25+	35%	40%	41%	
Aged 15+	35%	39%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	48%	50%	49%
Aged 15+	45%	47%	45%	
All ages	46%	48%	49%	
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%	

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 March 2020 and have had a second plan review to date.

Table E.60 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=36,903), 'participant social and community engagement rate' (n=37,128), 'parent and carer employment rate' (n=23,014) and 'participant choice and control' (n=30,734) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – National ⁴⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	11%	15%	16%	21%	24%
Aged 25 to 34 years	28%	29%	25%	28%	
Aged 35 to 44 years	30%	30%	27%	29%	
Aged 45 to 54 years	26%	26%	22%	24%	
Aged 55 to 64 years	19%	18%	15%	15%	
Aged 65+ years	13%	11%	9%	9%	
Aged 25+	24%	24%	20%	22%	
Aged 15+	21%	22%	19%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	42%	43%	48%
Aged 25 to 34 years	38%	44%	46%	48%	
Aged 35 to 44 years	38%	44%	45%	47%	
Aged 45 to 54 years	37%	41%	43%	44%	
Aged 55 to 64 years	37%	40%	41%	43%	
Aged 65+ years	37%	41%	43%	44%	
Aged 25+	37%	42%	44%	45%	
Aged 15+	37%	42%	43%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	46%	49%	50%	52%	49%
Aged 15+	47%	50%	51%	48%	
All ages	47%	49%	50%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		60%	66%	71%	75%
Aged 25+		68%	75%	79%	
Aged 15+		66%	72%	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 March 2019 and have had a third plan review to date.

Table E.61 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=19,300), 'participant social and community engagement rate' (n=19,550), 'parent and carer employment rate' (n=9,490) and 'participant choice and control' (n=16,736) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – National ⁴⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	15%	19%	22%	25%	24%
Aged 25 to 34 years	30%	30%	30%	26%	30%	
Aged 35 to 44 years	33%	33%	32%	28%	30%	
Aged 45 to 54 years	32%	32%	31%	25%	28%	
Aged 55 to 64 years	23%	23%	20%	17%	18%	
Aged 65+ years	14%	14%	11%	9%	9%	
Aged 25+	28%	28%	27%	22%	25%	
Aged 15+	25%	25%	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%	40%	44%	45%	45%	48%
Aged 25 to 34 years	37%	46%	51%	50%	52%	
Aged 35 to 44 years	38%	43%	47%	48%	49%	
Aged 45 to 54 years	37%	42%	46%	49%	49%	
Aged 55 to 64 years	35%	40%	42%	43%	44%	
Aged 65+ years	35%	41%	43%	44%	45%	
Aged 25+	37%	43%	46%	47%	48%	
Aged 15+	36%	42%	46%	47%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	46%	50%	51%	52%	53%	49%
Aged 15+	49%	52%	54%	54%	52%	
All ages	47%	51%	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+		66%	74%	77%	80%	
Aged 15+		63%	71%	73%	77%	

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 March 2018 and have had a fourth plan review to date.

Table E.62 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,898), 'participant social and community engagement rate' (n=7,097), 'parent and carer employment rate' (n=2,344), 'participant choice and control' (n=5,895) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – National ⁴⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	13%	18%	25%	24%	28%	24%
Aged 25 to 34 years	25%	28%	29%	29%	25%	27%	
Aged 35 to 44 years	29%	29%	26%	29%	23%	27%	
Aged 45 to 54 years	31%	32%	28%	32%	27%	28%	
Aged 55 to 64 years	25%	24%	21%	20%	16%	18%	
Aged 65+ years	17%	17%	12%	13%	10%	11%	
Aged 25+	26%	27%	25%	26%	21%	23%	
Aged 15+	23%	24%	24%	26%	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	31%	36%	42%	44%	47%	45%	48%
Aged 25 to 34 years	34%	40%	47%	51%	52%	52%	
Aged 35 to 44 years	35%	41%	47%	48%	46%	50%	
Aged 45 to 54 years	37%	41%	46%	50%	49%	52%	
Aged 55 to 64 years	37%	40%	45%	47%	46%	49%	
Aged 65+ years	38%	38%	45%	45%	46%	47%	
Aged 25+	36%	40%	46%	49%	49%	50%	
Aged 15+	35%	39%	45%	48%	48%	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	44%	48%	51%	53%	49%	55%	49%
Aged 15+	49%	53%	56%	58%	54%	58%	
All ages	47%	50%	53%	55%	51%	56%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		60%	62%	66%	67%	69%	75%
Aged 25+		67%	74%	77%	78%	82%	
Aged 15+		64%	69%	72%	73%	77%	

⁴⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table E.63 Number of active plans by goal type and primary disability – National ⁴⁹

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	3,919	12,056	8,911	2,836	4,161	13,126	6,505	4,278	16,312
Autism	26,822	152,103	58,337	62,510	74,119	118,127	11,838	28,178	174,741
Cerebral palsy	3,766	14,123	8,985	3,815	4,060	12,199	4,376	3,066	17,057
Developmental delay	2,575	41,884	14,356	25,447	16,398	28,333	87	15	44,713
Down syndrome	2,257	9,372	5,415	2,854	3,338	9,145	3,038	3,205	11,525
Global developmental delay	801	10,611	3,723	6,580	4,397	6,894	39	5	11,225
Hearing impairment	4,274	19,435	4,976	6,241	3,865	11,759	2,405	5,437	24,093
Intellectual disability	18,059	64,691	33,441	22,026	26,987	63,523	23,001	28,918	83,795
Multiple sclerosis	2,329	7,424	6,399	788	1,346	6,544	3,181	2,113	9,320
Psychosocial disability	12,066	38,819	33,231	11,738	12,626	44,562	19,610	18,169	54,910
Spinal cord injury	1,575	4,477	3,222	632	697	3,903	1,911	1,618	5,462
Stroke	2,003	6,382	4,305	905	1,368	6,116	2,864	1,533	7,841
Visual impairment	2,402	8,084	3,439	2,189	1,137	6,819	1,943	2,898	9,489
Other neurological	4,768	16,331	11,747	2,924	4,267	15,671	7,315	3,314	20,741
Other physical	4,387	16,030	10,392	2,364	2,200	12,364	4,797	4,115	19,236
Other sensory/speech	307	1,977	547	874	800	1,093	57	175	2,348
Other	1,241	4,783	2,897	1,041	1,153	4,138	1,656	1,125	5,860
Total	93,551	428,582	214,323	155,764	162,919	364,316	94,623	108,162	518,668

⁴⁹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table E.64 Percentage of active plans by goal type and primary disability – National ⁵⁰

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%	26%	80%	40%	26%
Autism	15%	87%	33%	36%	42%	68%	7%	16%
Cerebral palsy	22%	83%	53%	22%	24%	72%	26%	18%
Developmental delay	6%	94%	32%	57%	37%	63%	0%	0%
Down syndrome	20%	81%	47%	25%	29%	79%	26%	28%
Global developmental delay	7%	95%	33%	59%	39%	61%	0%	0%
Hearing impairment	18%	81%	21%	26%	16%	49%	10%	23%
Intellectual disability	22%	77%	40%	26%	32%	76%	27%	35%
Multiple sclerosis	25%	80%	69%	8%	14%	70%	34%	23%
Psychosocial disability	22%	71%	61%	21%	23%	81%	36%	33%
Spinal cord injury	29%	82%	59%	12%	13%	71%	35%	30%
Stroke	26%	81%	55%	12%	17%	78%	37%	20%
Visual impairment	25%	85%	36%	23%	12%	72%	20%	31%
Other neurological	23%	79%	57%	14%	21%	76%	35%	16%
Other physical	23%	83%	54%	12%	11%	64%	25%	21%
Other sensory/speech	13%	84%	23%	37%	34%	47%	2%	7%
Other	21%	82%	49%	18%	20%	71%	28%	19%
Total	18%	83%	41%	30%	31%	70%	18%	21%

⁵⁰ The percentages of participants by goal type do not add up 100% for each disability group as participants can set more than one goal in their plans.

Table E.65 Number of goals in active plans by goal type and primary disability – National ⁵¹

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	13,436	60,066	32,196	9,674	14,336	47,618	21,362	12,604	211,292
Autism	103,406	1,182,099	238,017	272,389	296,939	477,048	42,221	98,514	2,710,633
Cerebral palsy	15,903	107,798	40,068	16,379	16,733	55,357	17,387	11,620	281,245
Developmental delay	8,593	369,070	56,076	101,397	57,684	104,654	262	42	697,778
Down syndrome	8,624	62,926	21,236	11,740	13,352	38,777	10,681	11,105	178,441
Global developmental delay	2,856	98,985	14,904	26,733	15,365	26,376	126	15	185,360
Hearing impairment	14,651	107,142	17,922	23,216	13,711	42,136	7,515	17,098	243,391
Intellectual disability	66,464	385,160	128,419	87,551	102,502	254,279	77,925	95,806	1,198,106
Multiple sclerosis	8,346	39,857	26,311	2,710	4,492	24,172	11,133	7,004	124,025
Psychosocial disability	38,848	156,126	110,059	36,152	37,965	140,527	55,687	51,736	627,100
Spinal cord injury	6,369	25,996	13,432	2,417	2,698	16,092	7,565	5,658	80,227
Stroke	7,686	36,737	16,977	3,418	4,831	23,258	10,234	5,188	108,329
Visual impairment	9,080	49,304	12,854	8,356	4,014	27,125	6,892	9,948	127,573
Other neurological	17,701	95,431	47,206	11,383	15,447	59,331	25,570	11,061	283,130
Other physical	16,306	93,325	41,213	8,609	7,788	46,568	16,672	13,637	244,118
Other sensory/speech	1,045	13,695	1,870	3,457	2,652	3,898	173	563	27,353
Other	4,764	29,644	11,786	4,203	4,478	15,623	5,677	3,820	79,995
Total	344,078	2,913,361	830,546	629,784	614,987	1,402,839	317,082	355,419	7,408,096

Table E.66 Number of active plans by goal type and age group – National ⁵²

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	4,884	75,460	27,197	46,867	30,187	52,380	181	4	80,239
7 to 14	16,458	120,943	40,160	47,460	57,672	80,220	1,829	1,654	134,875
15 to 18	8,877	34,955	14,634	13,349	16,531	30,805	3,137	12,880	41,791
19 to 24	10,749	33,150	15,654	11,951	11,455	31,168	10,672	24,871	42,686
25 to 34	11,759	34,201	21,213	10,334	11,203	34,452	15,780	21,867	45,773
35 to 44	10,230	31,498	22,674	8,028	10,149	32,477	14,804	17,033	42,206
45 to 54	11,817	37,770	28,182	8,307	10,997	39,491	18,006	15,965	50,603
55 to 64	13,905	45,249	33,096	7,463	11,216	47,178	22,180	11,771	59,866
65+	4,872	15,356	11,513	2,005	3,509	16,145	8,034	2,117	20,629
Total	93,551	428,582	214,323	155,764	162,919	364,316	94,623	108,162	518,668

⁵¹ Participants have set over seven million goals in total since July 2016. The 7,408,096 goals in these results relate to those in the current plans of active participants.

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.

Table E.67 Percentage of active plans by goal type and age group – National ⁵³

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%	34%	58%	38%	65%	0%	0%
7 to 14	12%	90%	30%	35%	43%	59%	1%	1%
15 to 18	21%	84%	35%	32%	40%	74%	8%	31%
19 to 24	25%	78%	37%	28%	27%	73%	25%	58%
25 to 34	26%	75%	46%	23%	24%	75%	34%	48%
35 to 44	24%	75%	54%	19%	24%	77%	35%	40%
45 to 54	23%	75%	56%	16%	22%	78%	36%	32%
55 to 64	23%	76%	55%	12%	19%	79%	37%	20%
65+	24%	74%	56%	10%	17%	78%	39%	10%
Total	18%	83%	41%	30%	31%	70%	18%	21%

Table E.68 Number of goals in active plans by goal type and age group – National ⁵⁴

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	17,372	701,385	112,820	196,185	110,758	203,417	602	9	1,342,548
7 to 14	63,256	1,011,305	165,917	211,251	233,636	324,072	6,472	5,786	2,021,695
15 to 18	34,787	213,907	57,817	53,244	63,724	123,436	11,734	46,939	605,588
19 to 24	40,684	180,077	59,761	45,208	43,220	122,665	36,879	84,672	613,166
25 to 34	43,185	171,330	78,709	37,004	40,451	131,546	52,773	70,859	625,857
35 to 44	37,249	152,605	84,372	27,481	35,772	120,863	49,305	53,985	561,632
45 to 54	41,147	182,023	105,065	27,554	37,576	144,867	59,246	49,890	647,368
55 to 64	49,280	224,872	123,401	25,036	37,953	173,073	73,861	36,713	744,189
65+	17,118	75,857	42,684	6,821	11,897	58,900	26,210	6,566	246,053
Total	344,078	2,913,361	830,546	629,784	614,987	1,402,839	317,082	355,419	7,408,096

⁵³ 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.

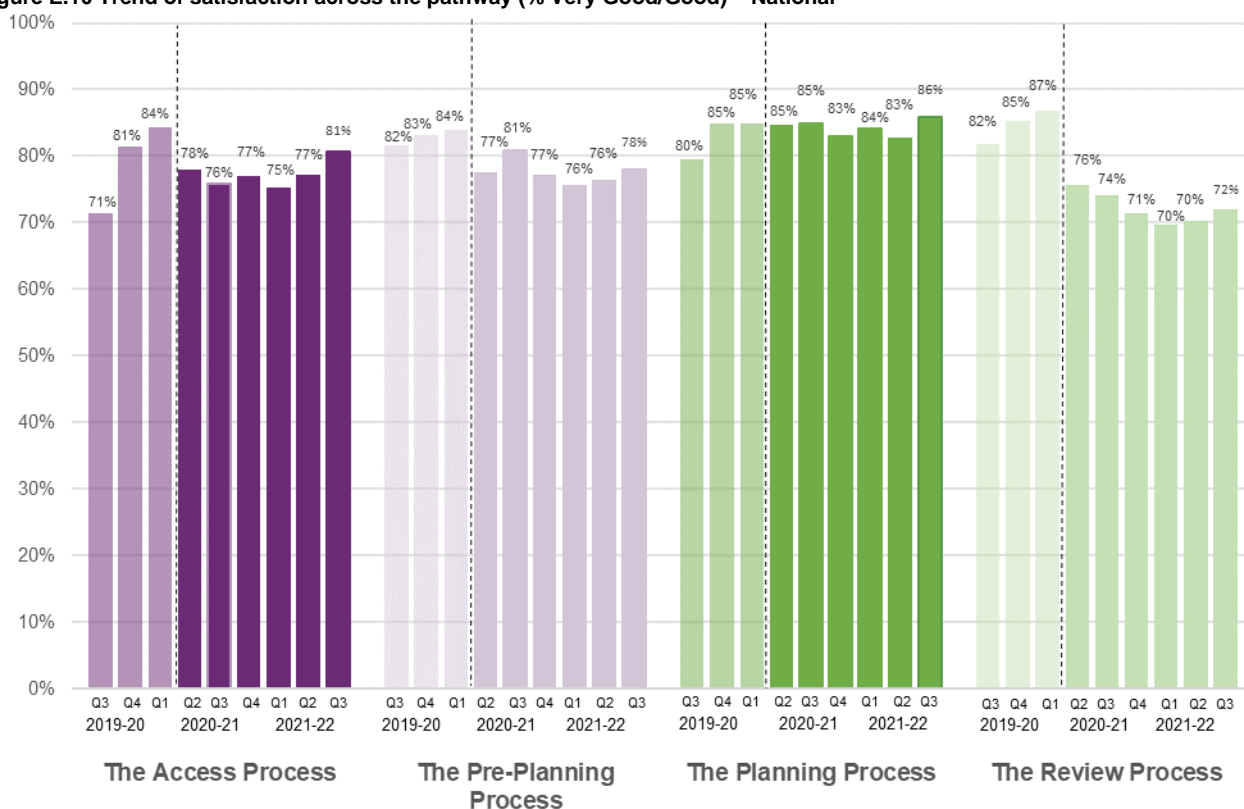
⁵⁴ Participants have set over seven million goals in total since July 2016. The 7,408,096 goals in these results relate to those in the current plans of active participants.

Table E.69 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ⁵⁵

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 5,499	n = 1,153
Are you happy with how coming into the NDIS has gone?	84%	87%
Was the person from the NDIS respectful?	97%	98%
Do you understand what will happen next with your plan?	75%	80%
% of participants rating their overall experience as Very Good or Good.	77%	81%
Pre-planning	n = 4,892	n = 887
Did the person from the NDIS understand how your disability affects your life?	85%	87%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	77%	78%
Are you clear on what happens next with your plan?	66%	66%
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.	77%	78%
Planning	n = 22,112	n = 4,908
Did the person from the NDIS understand how your disability affects your life?	90%	92%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	87%	89%
Are you clear on what happens next with your plan?	82%	84%
Do you know where to go for more help with your plan?	88%	89%
% of participants rating their overall experience as Very Good or Good.	84%	86%
Plan review	n = 59,731	n = 10,644
Did the person from the NDIS understand how your disability affects your life?	79%	79%
Did you feel prepared for your plan review?	85%	86%
Is your NDIS plan helping you to make progress towards your goals?	87%	86%
% of participants rating their overall experience as Very Good or Good.	72%	72%

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. 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.10 Trend of satisfaction across the pathway (% Very Good/Good) – National ^{56 57}



⁵⁶ 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.

⁵⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Figure E.11 PSG 1: Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National

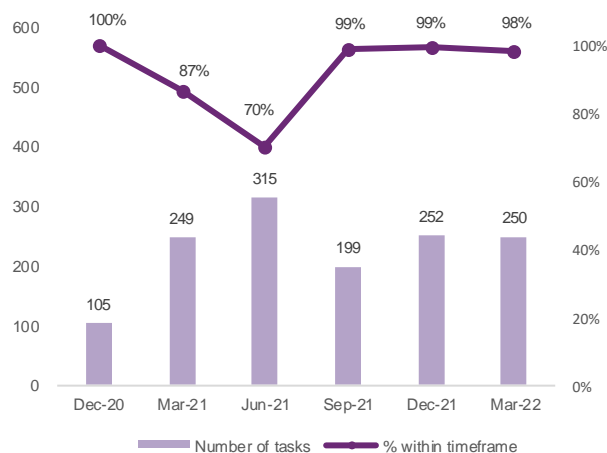


Figure E.12 PSG 2: Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National ⁵⁸

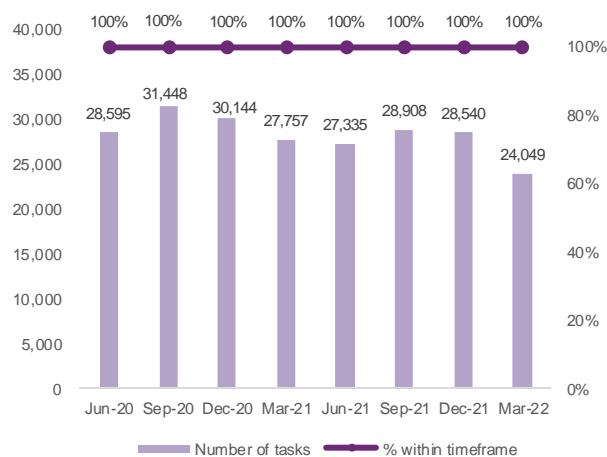
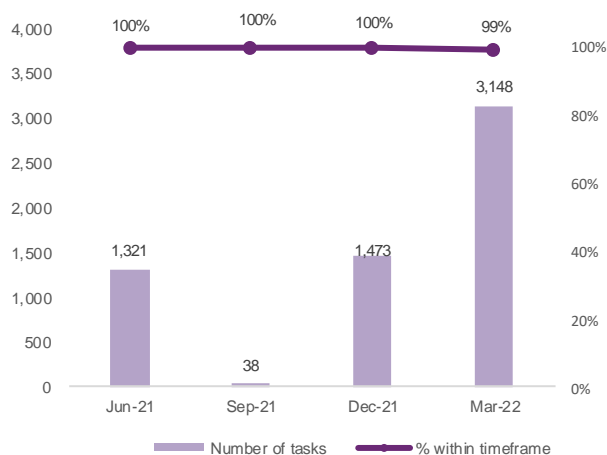


Figure E.13 PSG 3: Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National ⁵⁹



⁵⁸ The results for prior quarters have been restated using data as at 31 March 2022 due to a change in the way this metric is measured.

⁵⁹ Ibid.

Figure E.14 PSG 4: Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National ⁶⁰

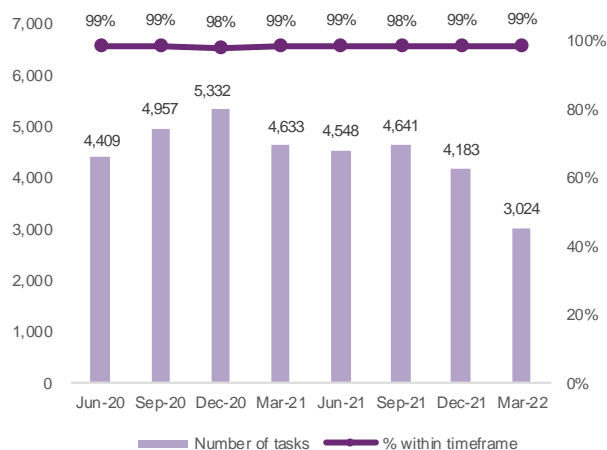


Figure E.15 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National ⁶¹

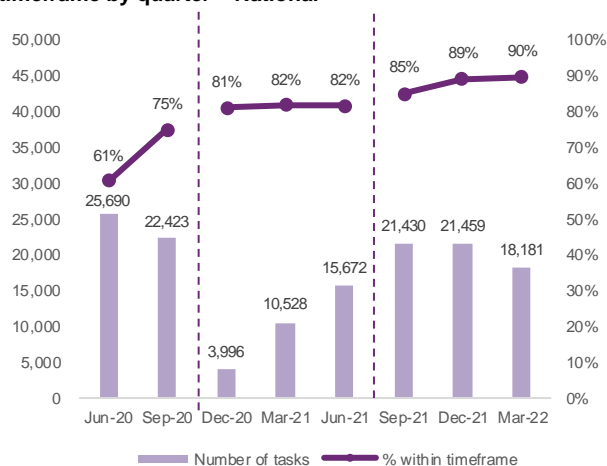
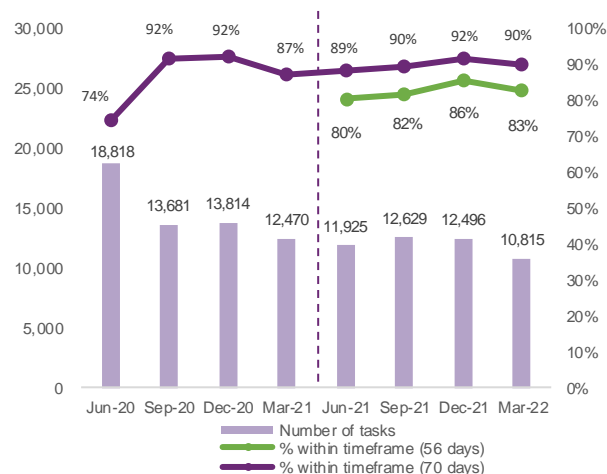


Figure E.16 PSG 6: First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National ⁶²



⁶⁰ Ibid.

⁶¹ A new business process has been used to measure this metric since December 2020 and again from July 2021.

⁶² The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

Figure E.17 PSG 7: First plan approved after access decision has been made, for children younger than 7, and proportion achieved within 90 day timeframe by quarter – National

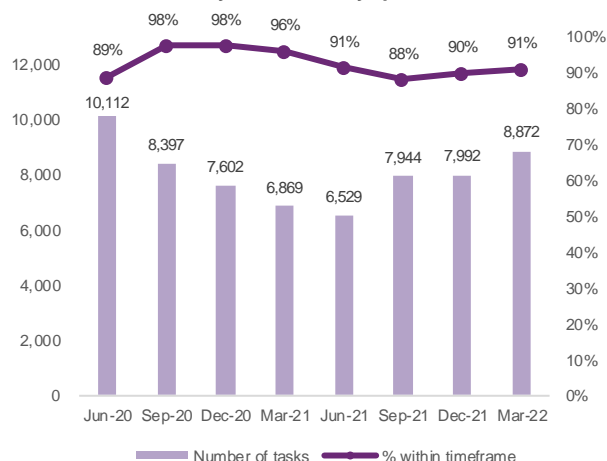


Figure E.18 PSG 9: If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National

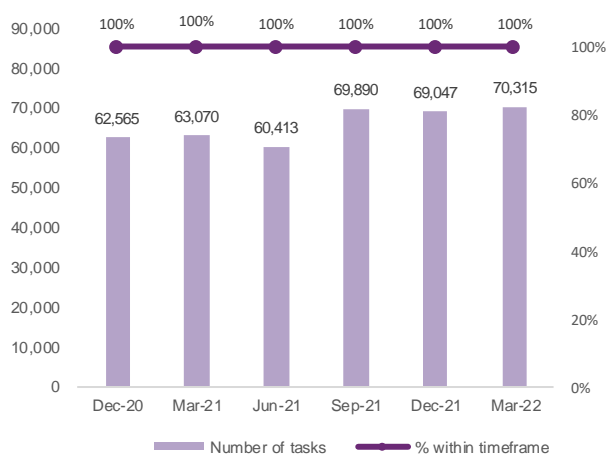
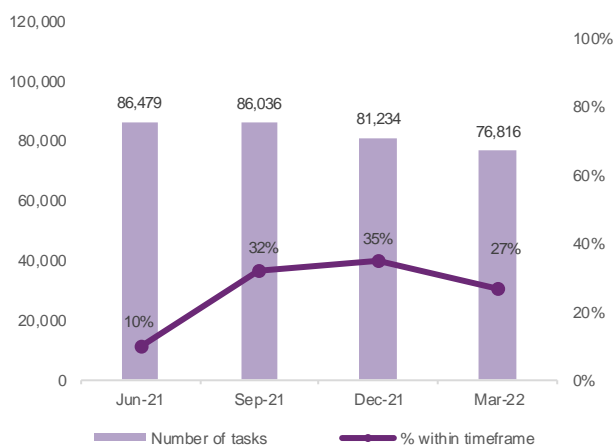


Figure E.19 PSG 11: Commence facilitating a scheduled plan review, prior to the scheduled review date, and proportion achieved within 56 day timeframe by quarter – National ⁶³



⁶³ Note that plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.
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Figure E.20 PSG 12: Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National ⁶⁴

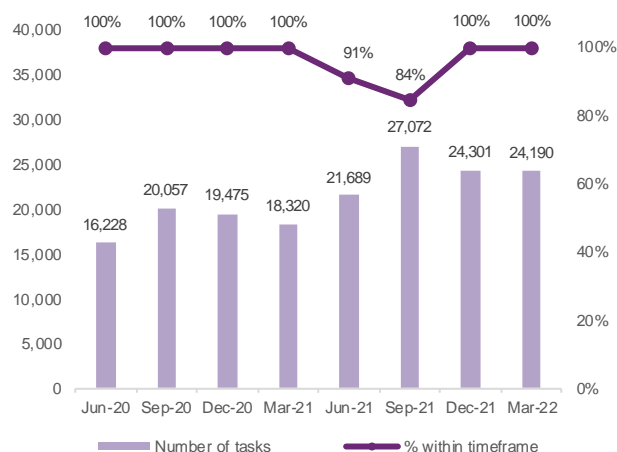


Figure E.21 PSG 13: Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved by quarter – National ⁶⁵

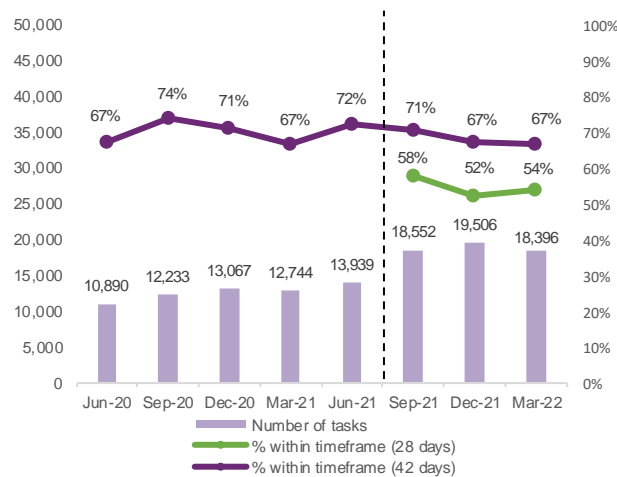
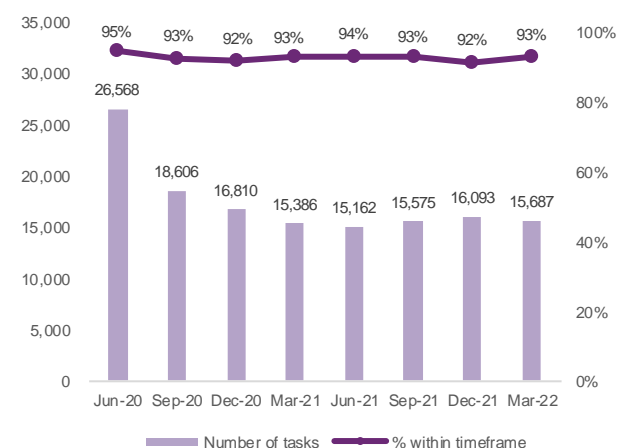


Figure E.22 PSG 14: Vary a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National



⁶⁴ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

⁶⁵ The target timeframe for this metric has been reduced from 42 to 28 days from 1 July 2021.

Figure E.23 PSG 15: 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

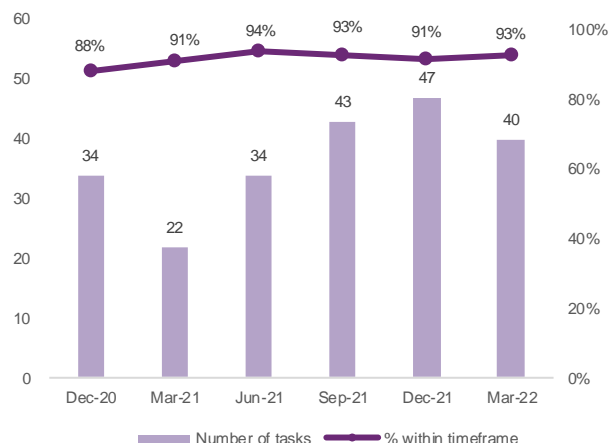


Figure E.24 PSG 17: Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved by quarter – National ⁶⁶

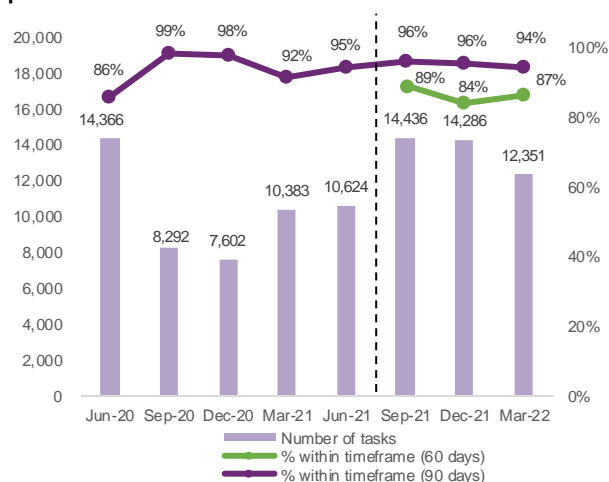
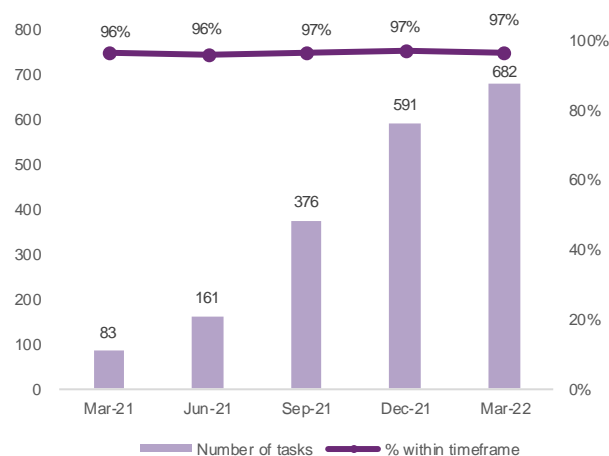


Figure E.25 PSG 18: Implement an AAT decision to vary a plan, after receiving notification of the AAT decision, and proportion achieved within 28 day timeframe by quarter – National



⁶⁶ The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021.
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Figure E.26 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National

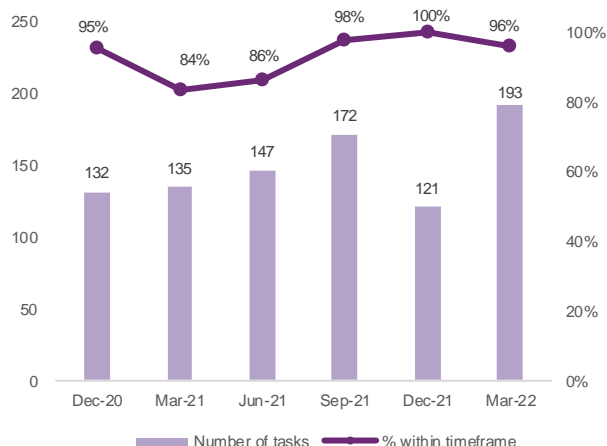


Figure E.27 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National

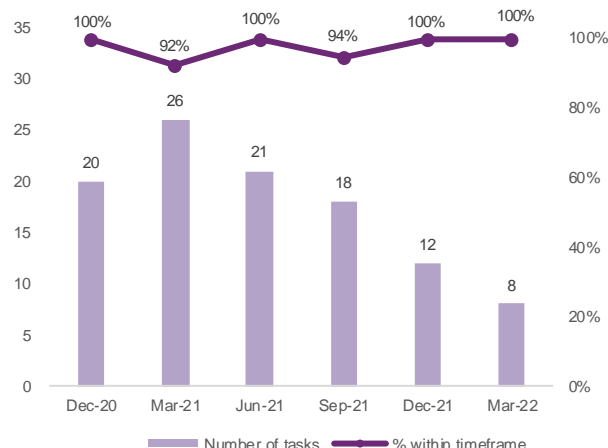
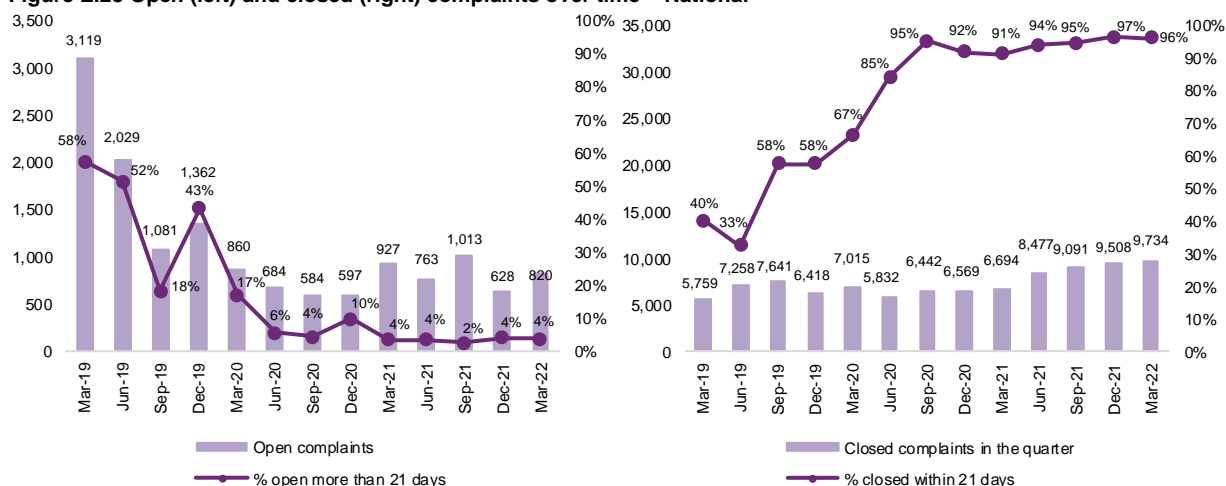


Figure E.28 Open (left) and closed (right) complaints over time – National



The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.70 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables E.71 to E.74 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.70 Complaints by quarter – National ^{67 68 69}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	408	65	473	443
Complaint about LAC Partner	1,966	270	2,236	2,079
Complaints about service providers	6,957	616	7,573	6,351
Complaints about the Agency	89,994	6,883	96,877	56,389
Critical/ Reportable Incident	9,791	1,539	11,330	8,838
Unclassified	3,299	14	3,313	2,979
Total	112,415	9,387	121,802	69,330
% of the number of active participants	7.9%	7.4%	7.8%	
Providers who have submitted a registration request				
Complaint about ECA Partner	1	1	2	2
Complaint about LAC Partner	56	4	60	55
Complaints about service providers	643	68	711	617
Complaints about the Agency	6,109	320	6,429	4,908
Critical/ Reportable Incident	36	2	38	37
Unclassified	235	5	240	222
Total	7,080	400	7,480	5,545
% of all registration requests	5.0%	4.2%	4.9%	
Other				
Complaint about ECA Partner	17	2	19	19
Complaint about LAC Partner	51	7	58	58
Complaints about service providers	705	100	805	805
Complaints about the Agency	3,415	246	3,661	3,659
Critical/ Reportable Incident	124	12	136	136
Unclassified	115	0	115	115
Total	4,427	367	4,794	4,789
Total	121,017	9,926	130,943	79,664

⁶⁷ Note that 70% of all complainants made only one complaint, 16% made two complaints and 14% made three or more complaints.

⁶⁸ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁶⁹ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure E.29 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National

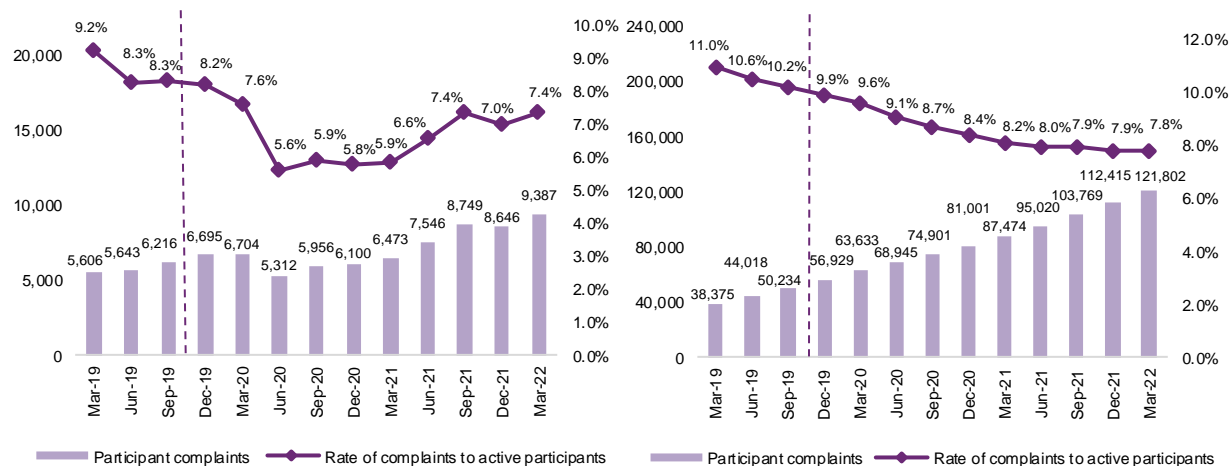
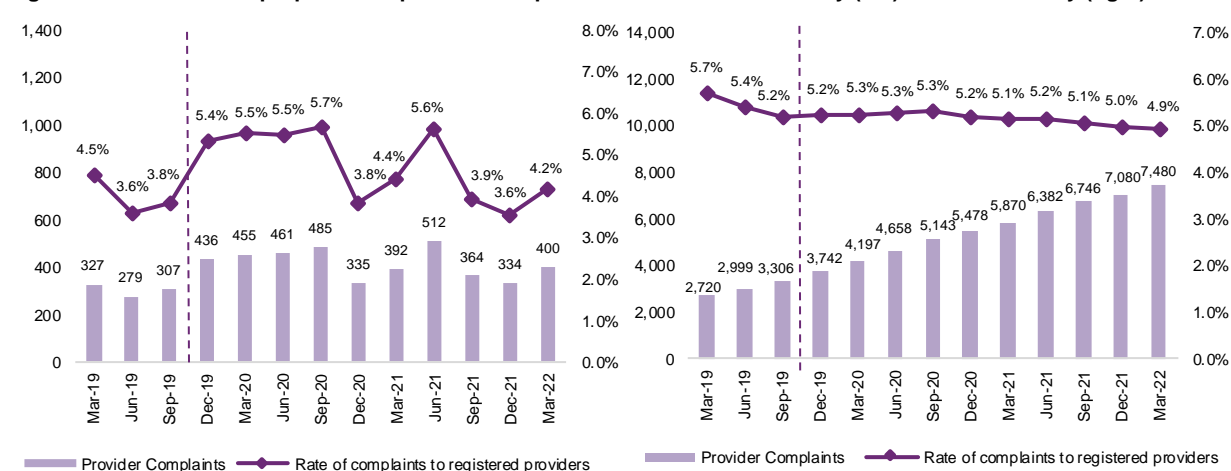


Figure E.30 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁷⁰



⁷⁰ 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.71 Participant complaints by type – National ⁷¹

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	5,359	(6%)	2	(0%)	5,361	(6%)
Information unclear	2,013	(2%)	7	(0%)	2,020	(2%)
NDIA Access	1,808	(2%)	188	(3%)	1,996	(2%)
NDIA Engagement	39	(0%)	19	(0%)	58	(0%)
NDIA Finance	4,055	(5%)	806	(12%)	4,861	(5%)
NDIA Fraud and Compliance	198	(0%)	58	(1%)	256	(0%)
NDIA Plan	13,802	(15%)	2,437	(35%)	16,239	(17%)
NDIA Process	5,200	(6%)	755	(11%)	5,955	(6%)
NDIA Resources	457	(1%)	98	(1%)	555	(1%)
NDIA Staff	3,976	(4%)	522	(8%)	4,498	(5%)
NDIA Timeliness	12,278	(14%)	1,821	(26%)	14,099	(15%)
Participation, engagement and inclusion	464	(1%)	0	(0%)	464	(0%)
Provider Portal	154	(0%)	0	(0%)	154	(0%)
Quality & Safeguards Commission	36	(0%)	8	(0%)	44	(0%)
Reasonable and necessary supports	6,256	(7%)	4	(0%)	6,260	(6%)
Staff conduct - Agency	1,727	(2%)	5	(0%)	1,732	(2%)
The way the NDIA carried out its decision making	3,046	(3%)	25	(0%)	3,071	(3%)
Timeliness	16,603	(18%)	12	(0%)	16,615	(17%)
Other	12,523	(14%)	116	(2%)	12,639	(13%)
Total	89,994		6,883		96,877	
<i>Complaint about ECA Partner</i>	0	0%				
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	3	(1%)	0	(0%)	3	(1%)
ECA Plan	51	(13%)	6	(9%)	57	(12%)
ECA Process	50	(12%)	8	(12%)	58	(12%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	156	(38%)	29	(45%)	185	(39%)
ECA Timeliness	147	(36%)	22	(34%)	169	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	408		65		473	
<i>Complaint about LAC Partner</i>	0	0%				
LAC Engagement	8	(0%)	2	(1%)	10	(0%)
LAC Fraud and Compliance	20	(1%)	1	(0%)	21	(1%)
LAC Plan	339	(17%)	42	(16%)	381	(17%)
LAC Process	234	(12%)	30	(11%)	264	(12%)
LAC Resources	10	(1%)	4	(1%)	14	(1%)
LAC Staff	1,123	(57%)	155	(57%)	1,278	(57%)
LAC Timeliness	232	(12%)	36	(13%)	268	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,966		270		2,236	
<i>Complaints about service providers</i>						
Provider costs.	328	(5%)	3	(0%)	331	(4%)
Provider Finance	277	(4%)	39	(6%)	316	(4%)
Provider Fraud and Compliance	427	(6%)	90	(15%)	517	(7%)
Provider process	374	(5%)	4	(1%)	378	(5%)
Provider Service	1,957	(28%)	279	(45%)	2,236	(30%)

⁷¹ 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 Q3		Total	
Provider Staff	940	(14%)	159	(26%)	1,099	(15%)
Service Delivery	562	(8%)	6	(1%)	568	(8%)
Staff conduct	532	(8%)	4	(1%)	536	(7%)
Supports being provided	606	(9%)	4	(1%)	610	(8%)
Other	954	(14%)	28	(5%)	982	(13%)
Total	6,957		616		7,573	
<i>Critical/ Reportable Incident</i>	0	0%				
Allegations against a provider	2,698	(28%)	384	(25%)	3,082	(27%)
Allegations against Informal Supports	1,731	(18%)	37	(2%)	1,768	(16%)
Allegations against NDIA Staff/Partners	16	(0%)	0	(0%)	16	(0%)
Participant threat	1,776	(18%)	273	(18%)	2,049	(18%)
Provider reporting	3,570	(36%)	845	(55%)	4,415	(39%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	9,791		1,539		11,330	
<i>Unclassified</i>	3,299		14		3,313	
Participants total	112,415		9,387		121,802	

Table E.72 Provider complaints by type – National

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted a provider registration request						
<i>Complaints about the Agency</i>						
Individual needs	347	(6%)	1	(0%)	348	(5%)
Information unclear	227	(4%)	0	(0%)	227	(4%)
NDIA Access	5	(0%)	1	(0%)	6	(0%)
NDIA Engagement	7	(0%)	0	(0%)	7	(0%)
NDIA Finance	1,216	(20%)	158	(49%)	1,374	(21%)
NDIA Fraud and Compliance	26	(0%)	5	(2%)	31	(0%)
NDIA Plan	407	(7%)	27	(8%)	434	(7%)
NDIA Process	350	(6%)	32	(10%)	382	(6%)
NDIA Resources	367	(6%)	41	(13%)	408	(6%)
NDIA Staff	220	(4%)	19	(6%)	239	(4%)
NDIA Timeliness	349	(6%)	20	(6%)	369	(6%)
Participation, engagement and inclusion	48	(1%)	0	(0%)	48	(1%)
Provider Portal	417	(7%)	1	(0%)	418	(7%)
Quality & Safeguards Commission	34	(1%)	4	(1%)	38	(1%)
Reasonable and necessary supports	115	(2%)	0	(0%)	115	(2%)
Staff conduct - Agency	125	(2%)	0	(0%)	125	(2%)
The way the NDIA carried out its decision making	70	(1%)	2	(1%)	72	(1%)
Timeliness	809	(13%)	2	(1%)	811	(13%)
Other	970	(16%)	7	(2%)	977	(15%)
Total	6,109		320		6,429	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	0	(0%)	0	(0%)	0	(0%)
ECA Process	1	(100%)	0	(0%)	1	(50%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	0	(0%)	0	(0%)	0	(0%)
ECA Timeliness	0	(0%)	1	(100%)	1	(50%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1		1		2	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(2%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	4	(7%)	0	(0%)	4	(7%)
LAC Plan	9	(16%)	1	(25%)	10	(17%)
LAC Process	10	(18%)	0	(0%)	10	(17%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	29	(52%)	2	(50%)	31	(52%)
LAC Timeliness	3	(5%)	1	(25%)	4	(7%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	56		4		60	
<i>Complaints about service providers</i>						
Provider costs.	13	(2%)	0	(0%)	13	(2%)
Provider Finance	50	(8%)	6	(9%)	56	(8%)
Provider Fraud and Compliance	78	(12%)	9	(13%)	87	(12%)
Provider process	30	(5%)	0	(0%)	30	(4%)
Provider Service	154	(24%)	27	(40%)	181	(25%)
Provider Staff	118	(18%)	24	(35%)	142	(20%)
Service Delivery	33	(5%)	0	(0%)	33	(5%)
Staff conduct	25	(4%)	0	(0%)	25	(4%)
Supports being provided	31	(5%)	0	(0%)	31	(4%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Other	111	(17%)	2	(3%)	113	(16%)
Total	643		68		711	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	12	(33%)	0	(0%)	12	(32%)
Allegations against Informal Supports	8	(22%)	1	(50%)	9	(24%)
Allegations against NDIA Staff/Partners	1	(3%)	0	(0%)	1	(3%)
Participant threat	7	(19%)	0	(0%)	7	(18%)
Provider reporting	8	(22%)	1	(50%)	9	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	36		2		38	
<i>Unclassified</i>	235		5		240	
Providers total	7,080		400		7,480	

Table E.73 Other complaints by type – National

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who is not a potential participant or provider						
<i>Complaints about the Agency</i>						
Individual needs	377	(11%)	0	(0%)	377	(10%)
Information unclear	169	(5%)	0	(0%)	169	(5%)
NDIA Access	108	(3%)	6	(2%)	114	(3%)
NDIA Engagement	15	(0%)	5	(2%)	20	(1%)
NDIA Finance	164	(5%)	24	(10%)	188	(5%)
NDIA Fraud and Compliance	66	(2%)	14	(6%)	80	(2%)
NDIA Plan	400	(12%)	41	(17%)	441	(12%)
NDIA Process	394	(12%)	40	(16%)	434	(12%)
NDIA Resources	108	(3%)	33	(13%)	141	(4%)
NDIA Staff	216	(6%)	26	(11%)	242	(7%)
NDIA Timeliness	231	(7%)	44	(18%)	275	(8%)
Participation, engagement and inclusion	76	(2%)	0	(0%)	76	(2%)
Provider Portal	14	(0%)	0	(0%)	14	(0%)
Quality & Safeguards Commission	32	(1%)	6	(2%)	38	(1%)
Reasonable and necessary supports	87	(3%)	0	(0%)	87	(2%)
Staff conduct - Agency	68	(2%)	0	(0%)	68	(2%)
The way the NDIA carried out its decision making	45	(1%)	1	(0%)	46	(1%)
Timeliness	324	(9%)	0	(0%)	324	(9%)
Other	521	(15%)	6	(2%)	527	(14%)
Total	3,415		246		3,661	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	1	(6%)	0	(0%)	1	(5%)
ECA Plan	1	(6%)	0	(0%)	1	(5%)
ECA Process	3	(18%)	1	(50%)	4	(21%)
ECA Resources	1	(6%)	0	(0%)	1	(5%)
ECA Staff	4	(24%)	1	(50%)	5	(26%)
ECA Timeliness	7	(41%)	0	(0%)	7	(37%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	17		2		19	
<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%)	1	(14%)	7	(12%)
LAC Process	6	(12%)	2	(29%)	8	(14%)
LAC Resources	2	(4%)	0	(0%)	2	(3%)
LAC Staff	34	(67%)	4	(57%)	38	(66%)
LAC Timeliness	2	(4%)	0	(0%)	2	(3%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	51		7		58	
<i>Complaints about service providers</i>						
Provider costs.	9	(1%)	0	(0%)	9	(1%)
Provider Finance	30	(4%)	3	(3%)	33	(4%)
Provider Fraud and Compliance	90	(13%)	18	(18%)	108	(13%)
Provider process	10	(1%)	0	(0%)	10	(1%)
Provider Service	240	(34%)	45	(45%)	285	(35%)
Provider Staff	157	(22%)	26	(26%)	183	(23%)
Service Delivery	29	(4%)	0	(0%)	29	(4%)
Staff conduct	40	(6%)	1	(1%)	41	(5%)
Supports being provided	24	(3%)	2	(2%)	26	(3%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Other	76	(11%)	5	(5%)	81	(10%)
Total	705		100		805	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	40	(32%)	1	(8%)	41	(30%)
Allegations against Informal Supports	45	(36%)	4	(33%)	49	(36%)
Allegations against NDIA Staff/Partners	6	(5%)	1	(8%)	7	(5%)
Participant threat	17	(14%)	3	(25%)	20	(15%)
Provider reporting	16	(13%)	3	(25%)	19	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	124		12		136	
<i>Unclassified</i>	115		0		115	
Other total	4,427		367		4,794	

Table E.74 Unique complaints by type – National ^{72 73}

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	6,083	(6%)	3	(0%)	6,086	(6%)
Information unclear	2,409	(2%)	7	(0%)	2,416	(2%)
NDIA Access	1,870	(2%)	195	(3%)	2,065	(2%)
NDIA Engagement	58	(0%)	22	(0%)	80	(0%)
NDIA Finance	4,899	(5%)	926	(13%)	5,825	(6%)
NDIA Fraud and Compliance	276	(0%)	76	(1%)	352	(0%)
NDIA Plan	14,022	(14%)	2,471	(34%)	16,493	(16%)
NDIA Process	5,703	(6%)	806	(11%)	6,509	(6%)
NDIA Resources	900	(1%)	170	(2%)	1,070	(1%)
NDIA Staff	4,183	(4%)	552	(8%)	4,735	(5%)
NDIA Timeliness	12,162	(13%)	1,866	(26%)	14,028	(13%)
Participation, engagement and inclusion	588	(1%)	0	(0%)	588	(1%)
Provider Portal	585	(1%)	1	(0%)	586	(1%)
Quality & Safeguards Commission	100	(0%)	18	(0%)	118	(0%)
Reasonable and necessary supports	6,458	(7%)	4	(0%)	6,462	(6%)
Staff conduct - Agency	1,920	(2%)	5	(0%)	1,925	(2%)
The way the NDIA carried out its decision making	3,161	(3%)	28	(0%)	3,189	(3%)
Timeliness	17,736	(18%)	14	(0%)	17,750	(17%)
Other	14,014	(14%)	129	(2%)	14,143	(14%)
Total	97,127		7,293		104,420	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	4	(1%)	0	(0%)	4	(1%)
ECA Plan	49	(12%)	6	(10%)	55	(12%)
ECA Process	50	(13%)	9	(15%)	59	(13%)
ECA Resources	1	(0%)	0	(0%)	1	(0%)
ECA Staff	149	(37%)	27	(44%)	176	(38%)
ECA Timeliness	144	(36%)	20	(32%)	164	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	398		62		460	
<i>Complaint about LAC Partner</i>						
LAC Engagement	9	(0%)	2	(1%)	11	(1%)
LAC Fraud and Compliance	23	(1%)	1	(0%)	24	(1%)
LAC Plan	329	(17%)	43	(16%)	372	(17%)
LAC Process	230	(12%)	32	(12%)	262	(12%)
LAC Resources	12	(1%)	2	(1%)	14	(1%)
LAC Staff	1,103	(57%)	151	(57%)	1,254	(57%)
LAC Timeliness	218	(11%)	34	(13%)	252	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,924		265		2,189	
<i>Complaints about service providers</i>						
Provider costs.	350	(4%)	3	(0%)	353	(4%)
Provider Finance	318	(4%)	47	(6%)	365	(4%)
Provider Fraud and Compliance	544	(7%)	108	(15%)	652	(7%)
Provider process	414	(5%)	4	(1%)	418	(5%)

⁷² 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.

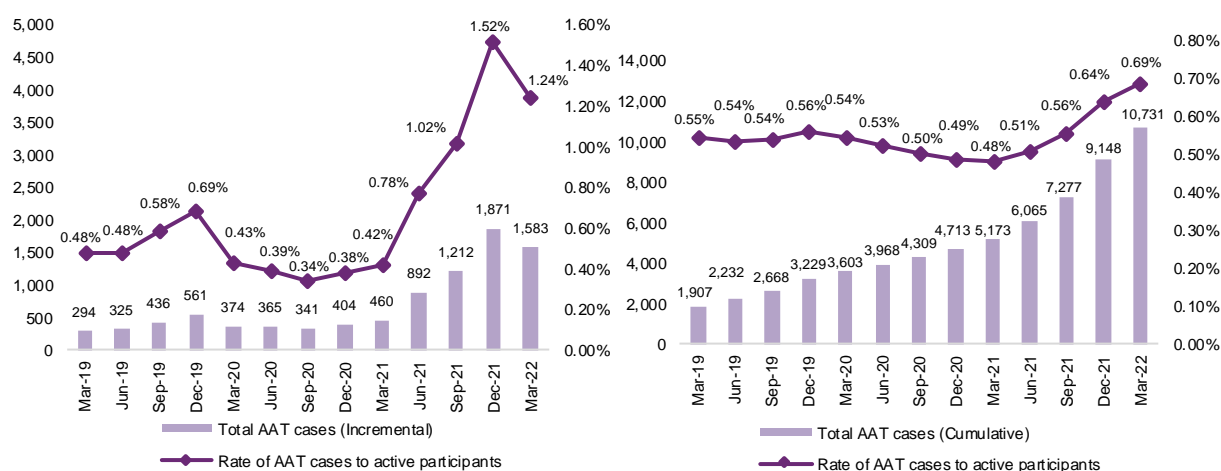
⁷³ The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainant numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Provider Service	2,212	(28%)	329	(45%)	2,541	(29%)
Provider Staff	1,131	(14%)	192	(26%)	1,323	(15%)
Service Delivery	624	(8%)	6	(1%)	630	(7%)
Staff conduct	597	(7%)	5	(1%)	602	(7%)
Supports being provided	661	(8%)	6	(1%)	667	(8%)
Other	1,141	(14%)	35	(5%)	1,176	(13%)
Total	7,992		735		8,727	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	2,746	(28%)	385	(25%)	3,131	(27%)
Allegations against Informal Supports	1,775	(18%)	42	(3%)	1,817	(16%)
Allegations against NDIA Staff/Partners	22	(0%)	1	(0%)	23	(0%)
Participant threat	1,795	(18%)	276	(18%)	2,071	(18%)
Provider reporting	3,589	(36%)	848	(55%)	4,437	(39%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	9,927		1,552		11,479	
<i>Unclassified</i>	3,649		19		3,668	
Unique complaints total	121,017		9,926		130,943	

Table E.75 AAT Cases by category at 31 March 2022 – National

Category	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Access	2,083	23%	183	12%	2,266	21%
Plan	6,212	68%	1,296	82%	7,508	70%
Plan Review	414	5%	16	1%	430	4%
Other	439	5%	88	6%	527	5%
Total cases	9,148	100%	1,583	100%	10,731	100%
% of the number of active participants	0.64%		1.24%		0.69%	

Figure E.31 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

Table E.76 AAT cases by open/closed and decision – National ^{74 75}

	Number of cases	Number of unique active participants
AAT Cases	10,731	9,839
Open AAT Cases	4,265	4,216
Closed AAT Cases	6,466	5,924
Resolved before hearing	6,284	5,768
Gone to hearing and received a substantive decision	182	156

⁷⁴ Of the 182 cases which went to hearing and received a substantive decision: 77 affirmed the Agency's decision, 44 varied the Agency's decision and 61 set aside the Agency's decision.

⁷⁵ 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.

Part Four: Providers and the growing market

Table E.77 Key markets indicators by quarter – National ^{76 77}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.21	1.18
b) Number of providers delivering new types of supports	1,477	1,476
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	89%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	90%	91%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	92%	92%

Table E.78 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – National ⁷⁸

Activity	Number of providers
Active for the first time in 2021-22 Q3	460
Active in 2021-22 Q3 and also in previous quarters	8,827
Active in 2021-22 Q3	9,287
Inactive in 2021-22 Q3	8,633
Active ever	17,920

⁷⁶ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷⁷ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷⁸ Active providers refer to those who have received payment for support Agency-managed participants.

Table E.79 Cumulative number of providers that have been ever active by registration group – National ⁷⁹

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	718	19	737	3%
Assistance Animals	320	12	332	4%
Assistance with daily life tasks in a group or shared living arrangement	2,499	209	2,708	8%
Assistance with travel/transport arrangements	2,479	81	2,560	3%
Daily Personal Activities	3,676	207	3,883	6%
Group and Centre Based Activities	2,575	119	2,694	5%
High Intensity Daily Personal Activities	2,604	92	2,696	4%
Household tasks	4,827	132	4,959	3%
Interpreting and translation	566	16	582	3%
Participation in community, social and civic activities	4,000	213	4,213	5%
Assistive Technology				
Assistive equipment for recreation	741	21	762	3%
Assistive products for household tasks	788	26	814	3%
Assistance products for personal care and safety	3,029	80	3,109	3%
Communication and information equipment	1,441	45	1,486	3%
Customised Prosthetics	1,620	46	1,666	3%
Hearing Equipment	746	21	767	3%
Hearing Services	221	22	243	10%
Personal Mobility Equipment	1,990	58	2,048	3%
Specialised Hearing Services	309	18	327	6%
Vision Equipment	666	20	686	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	3,723	208	3,931	6%
Behaviour Support	1,899	55	1,954	3%
Community nursing care for high needs	1,488	65	1,553	4%
Development of daily living and life skills	2,772	108	2,880	4%
Early Intervention supports for early childhood	3,206	86	3,292	3%
Exercise Physiology and Physical Wellbeing activities	2,091	62	2,153	3%
Innovative Community Participation	1,074	37	1,111	3%
Specialised Driving Training	646	24	670	4%
Therapeutic Supports	9,376	168	9,544	2%
Capital services				
Home modification design and construction	1,392	40	1,432	3%
Specialist Disability Accommodation	376	15	391	4%
Vehicle Modifications	596	23	619	4%
Choice and control support services				
Management of funding for supports in participants plan	1,606	58	1,664	4%
Support Coordination	1,397	63	1,460	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	1,030	53	1,083	5%
Specialised Supported Employment	920	46	966	5%
Total	17,460	460	17,920	3%

⁷⁹ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table E.80 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – National⁸⁰

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	149	588	737	20%	80%	100%
Assistance Animals	53	279	332	16%	84%	100%
Assistance with daily life tasks in a group or shared living arrangement	354	2,354	2,708	13%	87%	100%
Assistance with travel/transport arrangements	493	2,067	2,560	19%	81%	100%
Daily Personal Activities	539	3,344	3,883	14%	86%	100%
Group and Centre Based Activities	366	2,328	2,694	14%	86%	100%
High Intensity Daily Personal Activities	370	2,326	2,696	14%	86%	100%
Household tasks	1,564	3,395	4,959	32%	68%	100%
Interpreting and translation	126	456	582	22%	78%	100%
Participation in community, social and civic activities	628	3,585	4,213	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	111	651	762	15%	85%	100%
Assistive products for household tasks	127	687	814	16%	84%	100%
Assistance products for personal care and safety	575	2,534	3,109	18%	82%	100%
Communication and information equipment	330	1,156	1,486	22%	78%	100%
Customised Prosthetics	340	1,326	1,666	20%	80%	100%
Hearing Equipment	129	638	767	17%	83%	100%
Hearing Services	34	209	243	14%	86%	100%
Personal Mobility Equipment	371	1,677	2,048	18%	82%	100%
Specialised Hearing Services	62	265	327	19%	81%	100%
Vision Equipment	118	568	686	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	791	3,140	3,931	20%	80%	100%
Behaviour Support	541	1,413	1,954	28%	72%	100%
Community nursing care for high needs	251	1,302	1,553	16%	84%	100%
Development of daily living and life skills	444	2,436	2,880	15%	85%	100%
Early Intervention supports for early childhood	1,268	2,024	3,292	39%	61%	100%
Exercise Physiology and Physical Wellbeing activities	551	1,602	2,153	26%	74%	100%
Innovative Community Participation	300	811	1,111	27%	73%	100%
Specialised Driving Training	177	493	670	26%	74%	100%
Therapeutic Supports	4,379	5,165	9,544	46%	54%	100%
Capital services						
Home modification design and construction	274	1,158	1,432	19%	81%	100%
Specialist Disability Accommodation	20	371	391	5%	95%	100%
Vehicle Modifications	97	522	619	16%	84%	100%
Choice and control support services						
Management of funding for supports in participants plan	318	1,346	1,664	19%	81%	100%
Support Coordination	282	1,178	1,460	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	156	927	1,083	14%	86%	100%
Specialised Supported Employment	156	810	966	16%	84%	100%
Total	7,083	10,837	17,920	40%	60%	100%

⁸⁰ Ibid.

Table E.81 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – National ⁸¹

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	72	19	91	21%
Assistance Animals	151	12	163	7%
Assistance with daily life tasks in a group or shared living arrangement	1,758	209	1,967	11%
Assistance with travel/transport arrangements	943	81	1,024	8%
Daily Personal Activities	2,519	207	2,726	8%
Group and Centre Based Activities	1,525	119	1,644	7%
High Intensity Daily Personal Activities	1,385	92	1,477	6%
Household tasks	2,244	132	2,376	6%
Interpreting and translation	208	16	224	7%
Participation in community, social and civic activities	2,825	213	3,038	7%
Assistive Technology				
Assistive equipment for recreation	108	21	129	16%
Assistive products for household tasks	114	26	140	19%
Assistance products for personal care and safety	1,537	80	1,617	5%
Communication and information equipment	660	45	705	6%
Customised Prosthetics	663	46	709	6%
Hearing Equipment	273	21	294	7%
Hearing Services	51	22	73	30%
Personal Mobility Equipment	990	58	1,048	6%
Specialised Hearing Services	76	18	94	19%
Vision Equipment	250	20	270	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,636	208	2,844	7%
Behaviour Support	961	55	1,016	5%
Community nursing care for high needs	736	65	801	8%
Development of daily living and life skills	1,238	108	1,346	8%
Early Intervention supports for early childhood	1,289	86	1,375	6%
Exercise Physiology and Physical Wellbeing activities	996	62	1,058	6%
Innovative Community Participation	265	37	302	12%
Specialised Driving Training	229	24	253	9%
Therapeutic Supports	4,069	168	4,237	4%
Capital services				
Home modification design and construction	413	40	453	9%
Specialist Disability Accommodation	286	15	301	5%
Vehicle Modifications	166	23	189	12%
Choice and control support services				
Management of funding for supports in participants plan	1,057	58	1,115	5%
Support Coordination	625	63	688	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	536	53	589	9%
Specialised Supported Employment	668	46	714	6%
Total	8,827	460	9,287	5%

⁸¹ Ibid.

Table E.82 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – National ⁸²

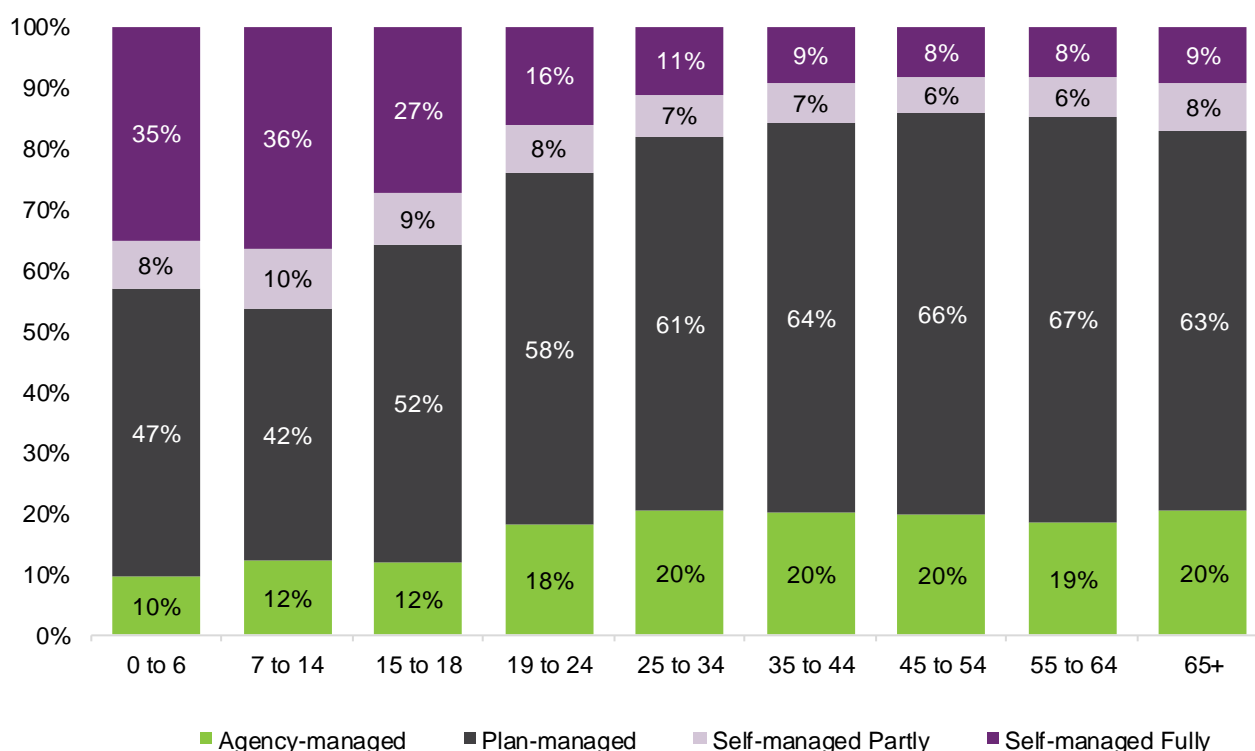
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	8	83	91	9%	91%	100%
Assistance Animals	24	139	163	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	193	1,774	1,967	10%	90%	100%
Assistance with travel/transport arrangements	132	892	1,024	13%	87%	100%
Daily Personal Activities	312	2,414	2,726	11%	89%	100%
Group and Centre Based Activities	202	1,442	1,644	12%	88%	100%
High Intensity Daily Personal Activities	197	1,280	1,477	13%	87%	100%
Household tasks	567	1,809	2,376	24%	76%	100%
Interpreting and translation	35	189	224	16%	84%	100%
Participation in community, social and civic activities	372	2,666	3,038	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	10	119	129	8%	92%	100%
Assistive products for household tasks	18	122	140	13%	87%	100%
Assistance products for personal care and safety	246	1,371	1,617	15%	85%	100%
Communication and information equipment	131	574	705	19%	81%	100%
Customised Prosthetics	136	573	709	19%	81%	100%
Hearing Equipment	47	247	294	16%	84%	100%
Hearing Services	6	67	73	8%	92%	100%
Personal Mobility Equipment	166	882	1,048	16%	84%	100%
Specialised Hearing Services	13	81	94	14%	86%	100%
Vision Equipment	44	226	270	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	530	2,314	2,844	19%	81%	100%
Behaviour Support	199	817	1,016	20%	80%	100%
Community nursing care for high needs	114	687	801	14%	86%	100%
Development of daily living and life skills	188	1,158	1,346	14%	86%	100%
Early Intervention supports for early childhood	277	1,098	1,375	20%	80%	100%
Exercise Physiology and Physical Wellbeing activities	208	850	1,058	20%	80%	100%
Innovative Community Participation	61	241	302	20%	80%	100%
Specialised Driving Training	61	192	253	24%	76%	100%
Therapeutic Supports	1,397	2,840	4,237	33%	67%	100%
Capital services						
Home modification design and construction	60	393	453	13%	87%	100%
Specialist Disability Accommodation	11	290	301	4%	96%	100%
Vehicle Modifications	23	166	189	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	225	890	1,115	20%	80%	100%
Support Coordination	116	572	688	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	76	513	589	13%	87%	100%
Specialised Supported Employment	111	603	714	16%	84%	100%
Total	2,456	6,831	9,287	26%	74%	100%

⁸² Ibid.

Figure E.32 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – National ⁸³



Figure E.33 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – National ^{84 85}



⁸³ 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.

⁸⁴ For the total number of active participants in each age group, see Table E.18.

⁸⁵ 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.34 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – National ^{86 87}

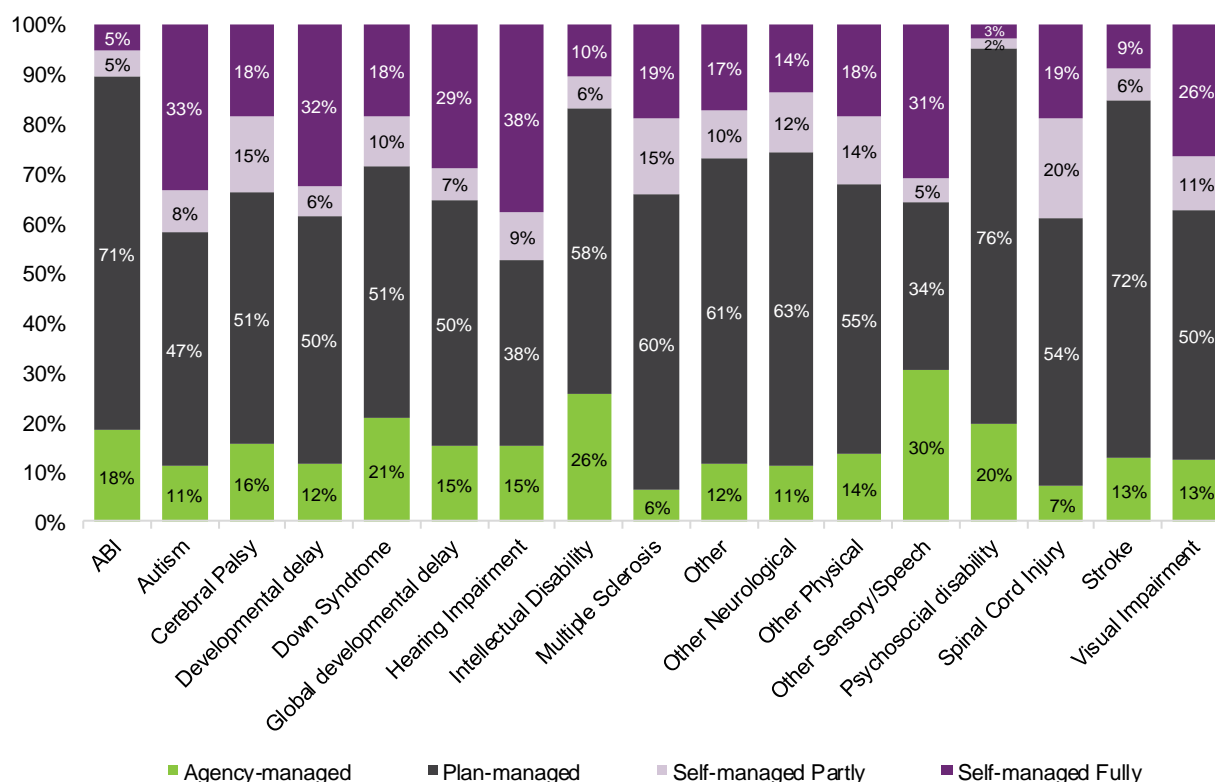
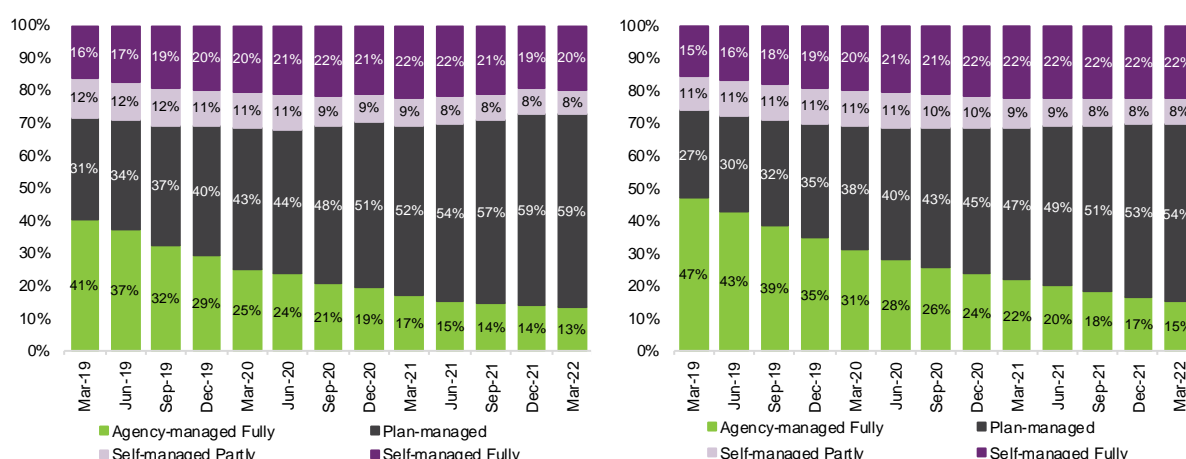


Table E.83 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National ⁸⁸

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	23%	20%	22%
Self-managed partly	8%	8%	8%
Plan-managed	53%	59%	54%
Agency-managed	16%	13%	15%
Total	100%	100%	100%

Figure E.35 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National ⁸⁹



⁸⁶ For the total number of active participants in each primary disability group, see Table E.14.

⁸⁷ 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.

⁸⁸ Ibid.

⁸⁹ 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.84 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National

	Prior Quarters	2021-22 Q3	Total
Self-managed	12%	12%	12%
Plan-managed	39%	53%	40%
Agency-managed	49%	35%	47%
Total	100%	100%	100%

Figure E.36 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National

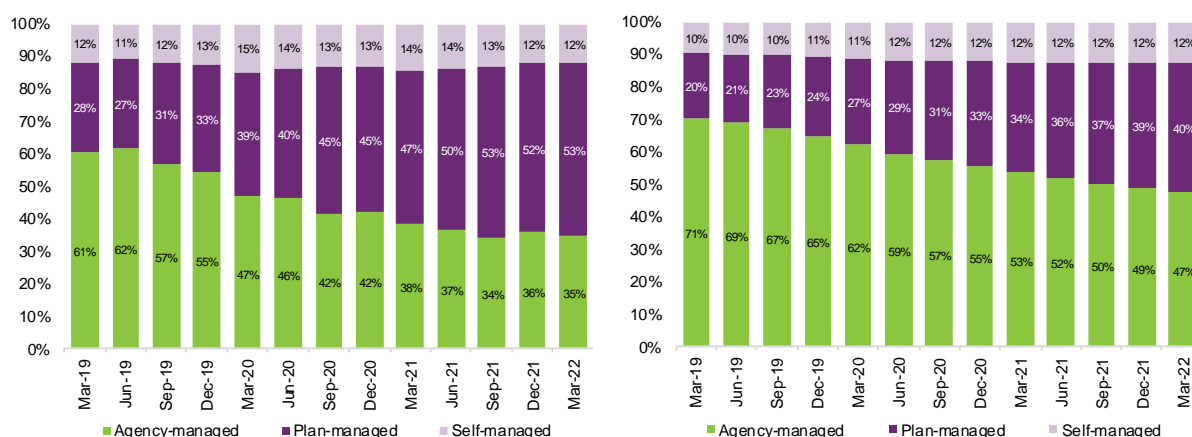


Table E.85 Distribution of active participants by support coordination and quarter of plan approval – National

	Prior Quarters	2021-22 Q3	Total
Support coordination	42%	50%	44%

Table E.86 Duration to plan activation by quarter of initial plan approval for active participants – National ⁹⁰

Plan activation	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Less than 30 days	296,239	69%	13,820	68%	310,059	69%
30 to 59 days	51,574	12%	2,516	12%	54,090	12%
60 to 89 days	23,561	5%	998	5%	24,559	5%
Activated within 90 days	371,374	86%	17,334	85%	388,708	86%
90 to 119 days	13,477	3%	499	2%	13,976	3%
120 days and over	37,893	9%	870	4%	38,763	9%
Activated after 90 days	51,370	12%	1,369	7%	52,739	12%
No payments	9,002	2%	1,653	8%	10,655	2%
Total plans approved	431,746	100%	20,356	100%	452,102	100%

⁹⁰ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table E.87 Proportion of participants who have activated within 12 months at 31 March 2022 – National ⁹¹

	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	28,751	30,211	95%
Not Aboriginal and Torres Strait Islander	321,147	331,239	97%
Not Stated	76,773	79,126	97%
Total	426,671	440,576	97%
by Culturally and Linguistically Diverse status			
CALD	38,938	40,154	97%
Not CALD	382,641	395,140	97%
Not Stated	5,092	5,282	96%
Total	426,671	440,576	97%
by Remoteness			
Major Cities	290,974	300,021	97%
Regional	129,550	134,091	97%
Remote	6,129	6,445	95%
Missing	18	19	95%
Total	426,671	440,576	97%
by Primary Disability type			
Autism	147,171	151,192	97%
Intellectual disability (including Down syndrome)	87,284	89,579	97%
Psychosocial disability	44,247	45,410	97%
Developmental delay (including global developmental delay)	31,210	33,037	94%
Other	116,759	121,358	96%
Total	426,671	440,576	97%
by Gender			
Male	262,846	271,948	97%
Female	159,278	163,926	97%
Other	4,547	4,702	97%
Total	426,671	440,576	97%
by Age Group			
0-6	48,583	50,355	96%
7-14	116,533	120,504	97%
15-18	35,273	36,930	96%
19-24	37,436	39,636	94%
25-34	39,676	41,190	96%
35-44	36,089	36,889	98%
45-54	43,252	44,132	98%
55-64	50,601	51,399	98%
65+	19,228	19,541	98%
Missing	<11	<11	
Total	426,671	440,576	97%

⁹¹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
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Table E.88 Distribution of plans by utilisation – National ^{92 93}

Plan utilisation	Total
0 to 50%	32%
50% to 75%	24%
> 75%	43%
Total	100%

Table E.89 Proportion of active participants with approved plans accessing mainstream supports – National ⁹⁴

	Prior Quarters	2021-22 Q3	Total
Daily Activities	13%	14%	13%
Health & Wellbeing	63%	67%	64%
Lifelong Learning	24%	25%	24%
Other	18%	21%	19%
Non-categorised	19%	14%	18%
Any mainstream service	95%	95%	95%

⁹² This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁹³ 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.

⁹⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table E.90 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	134.0	497.2	940.4	3,244.1	7,775.3	14,575.5	24,420.9	32,329.0	26,434.7

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – National

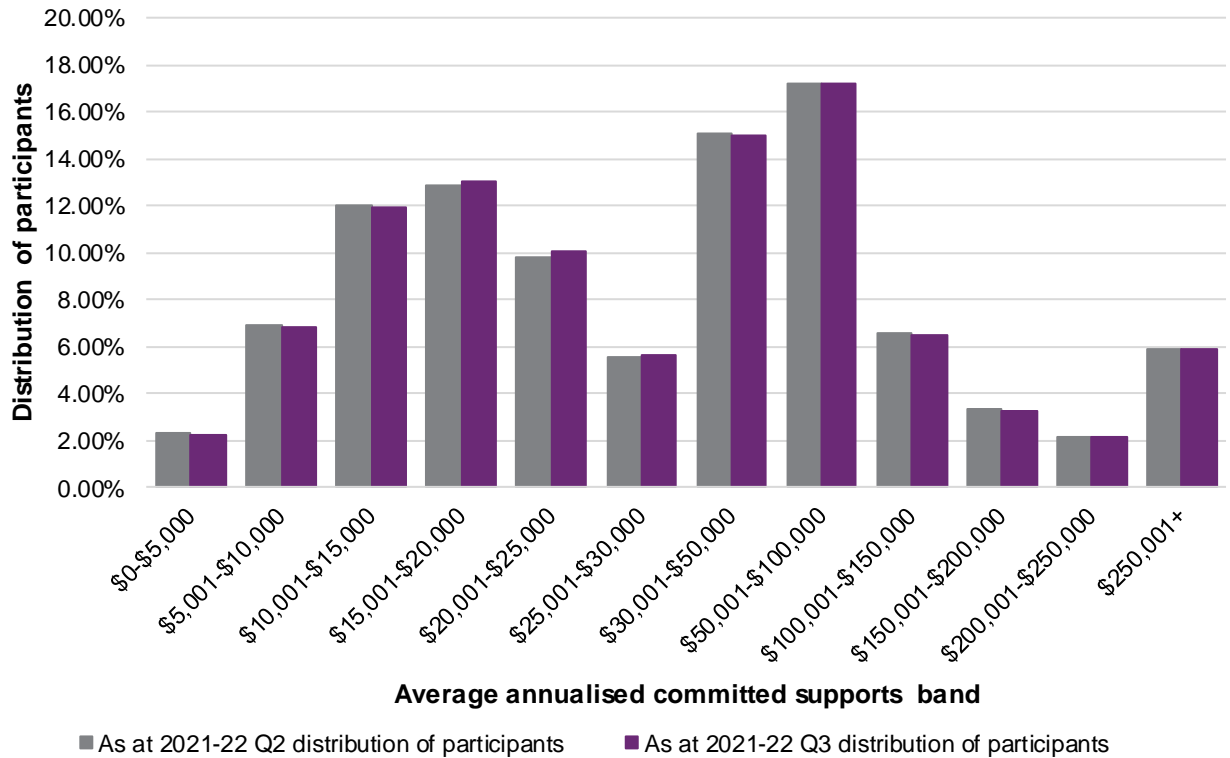


Figure E.38 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – National

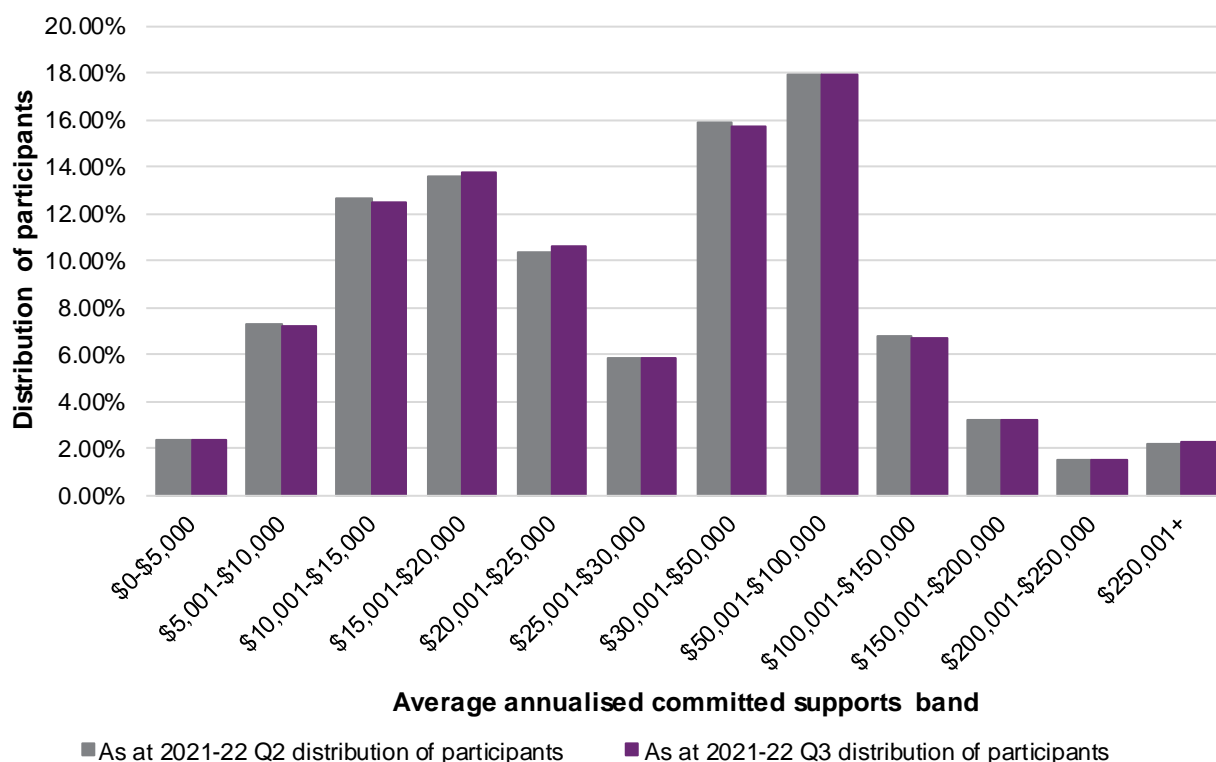
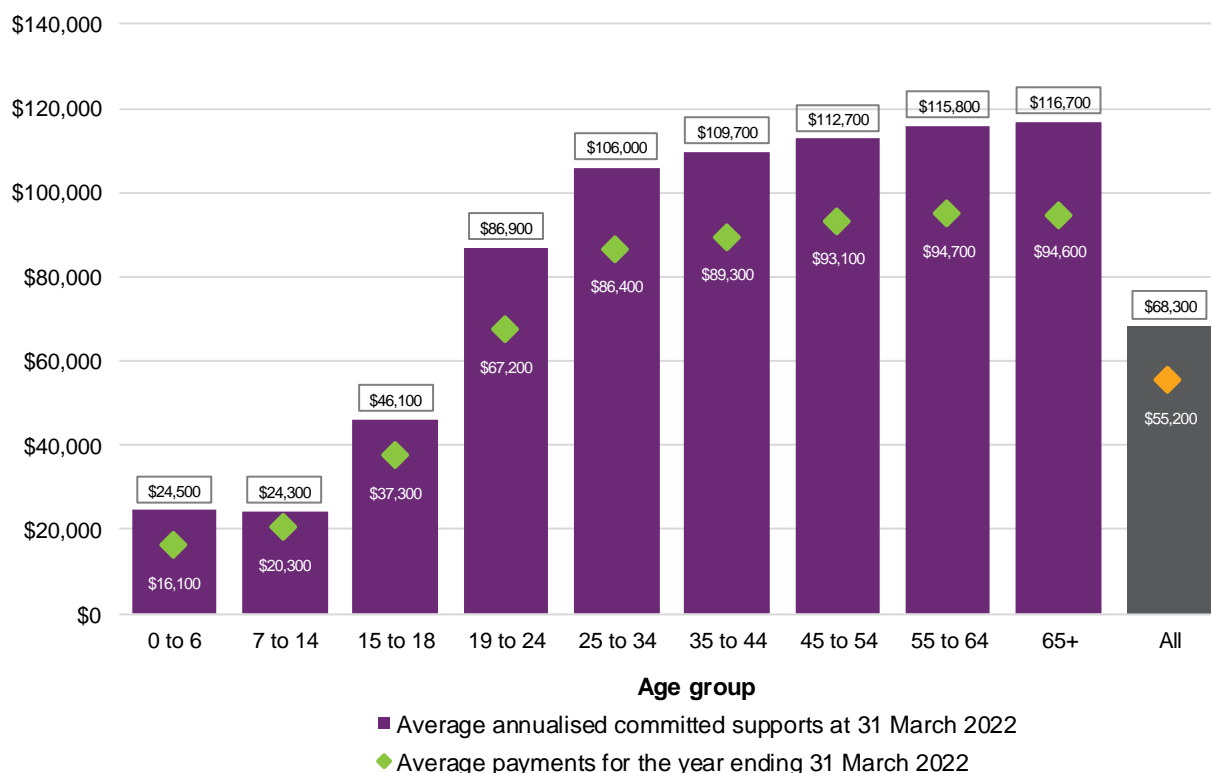


Figure E.39 Average annualised committed supports and average payments by age group as at 31 March 2022 – National ⁹⁵

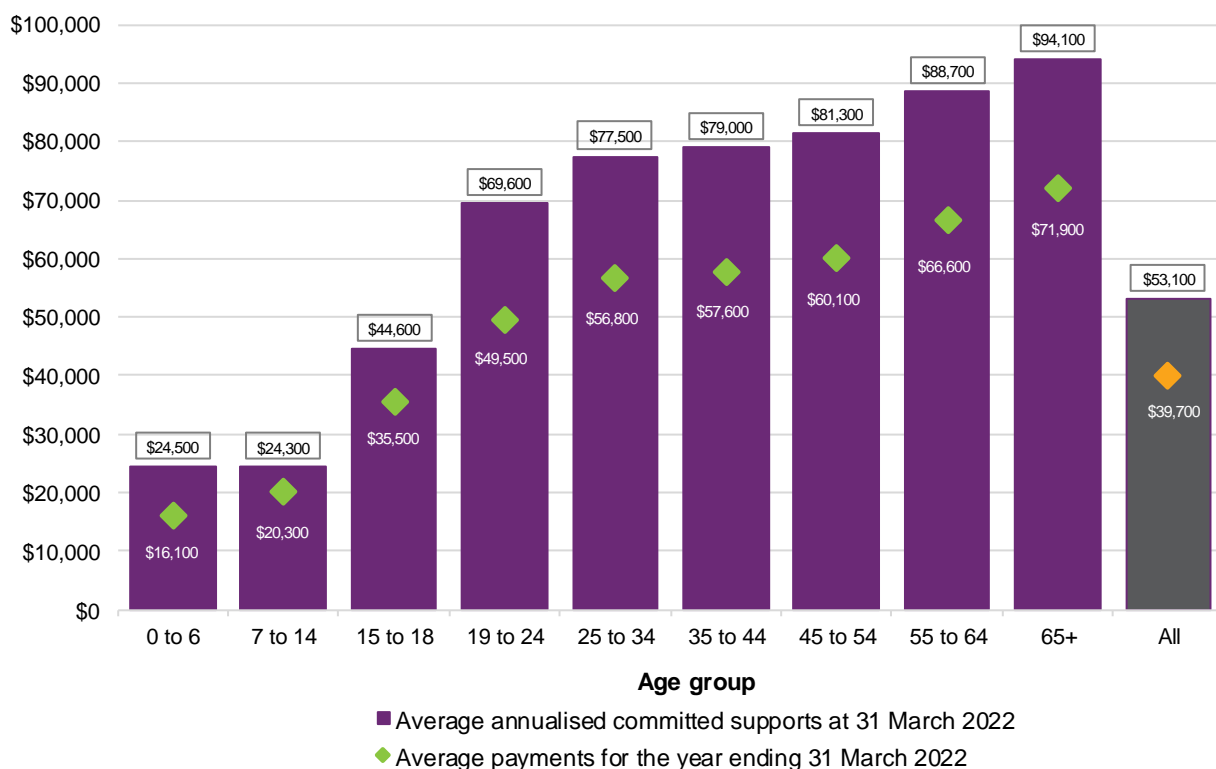


⁹⁵ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure E.40 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – National ⁹⁶



Figure E.41 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – National ⁹⁷



⁹⁶ Ibid.

⁹⁷ Ibid.

Figure E.42 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – National ⁹⁸

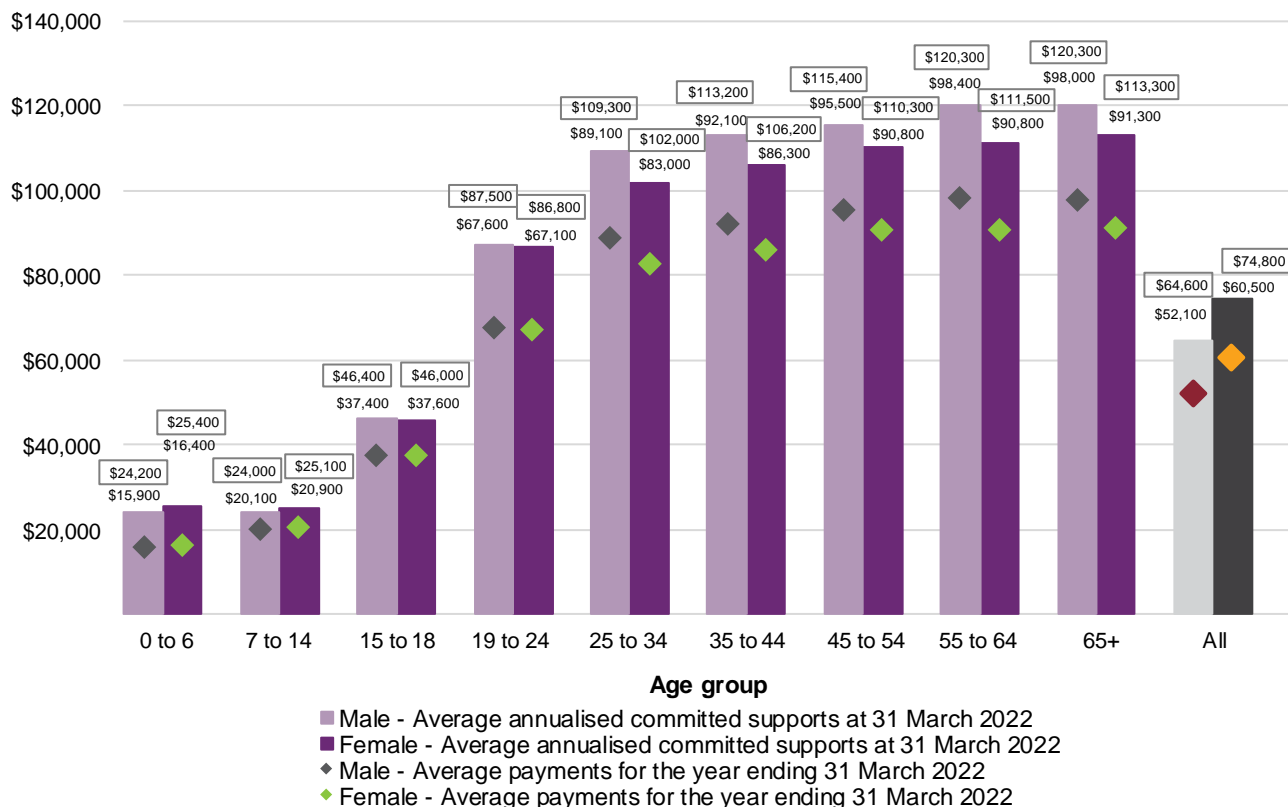
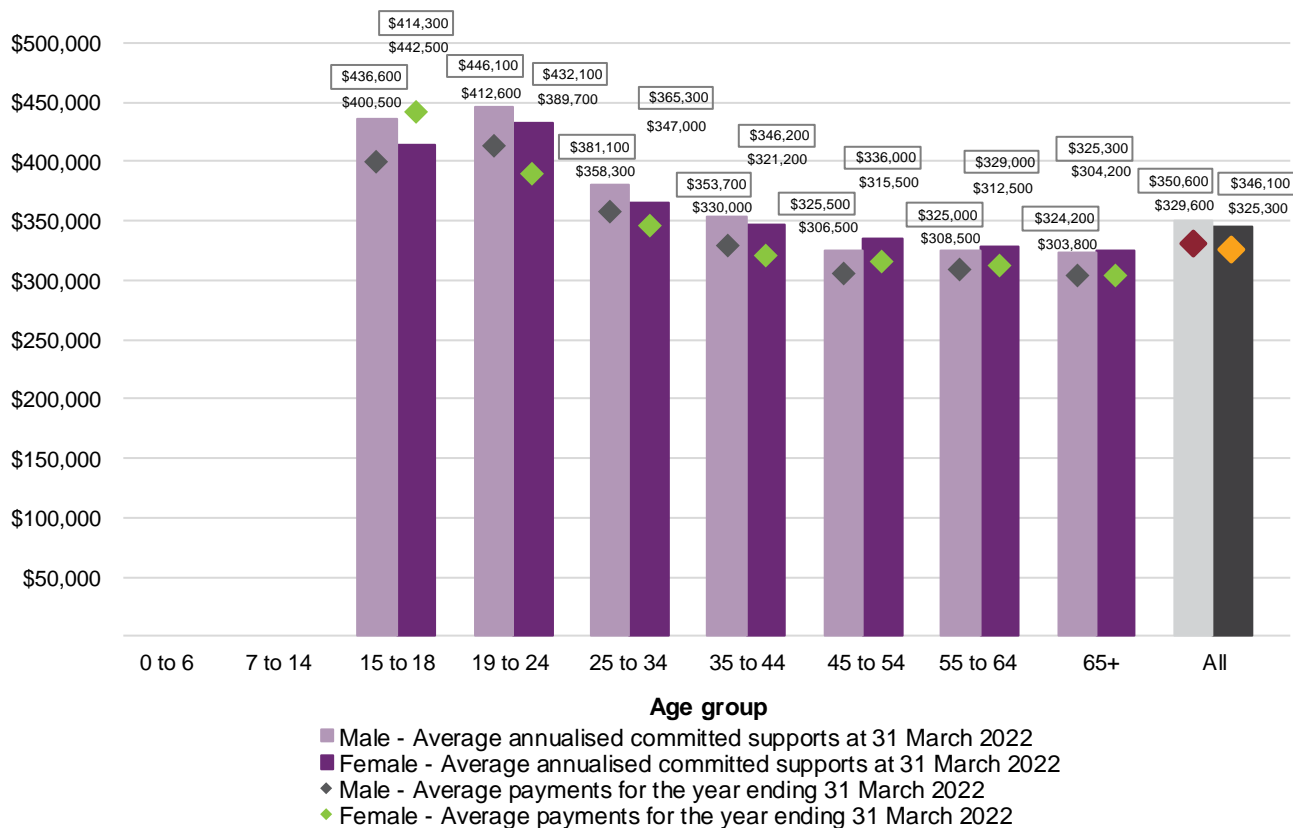


Figure E.43 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – National ⁹⁹



⁹⁸ Ibid.

⁹⁹ Ibid.

Figure E.44 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – National ¹⁰⁰

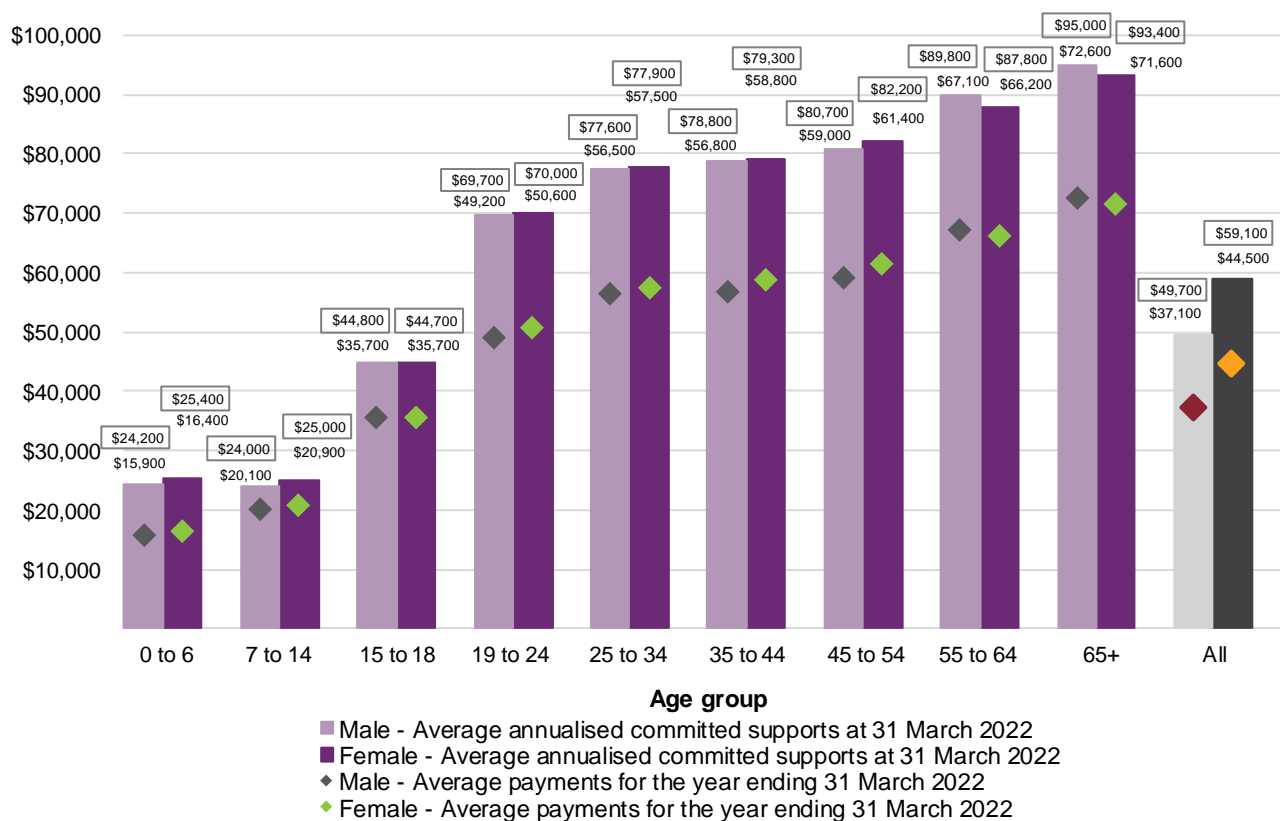
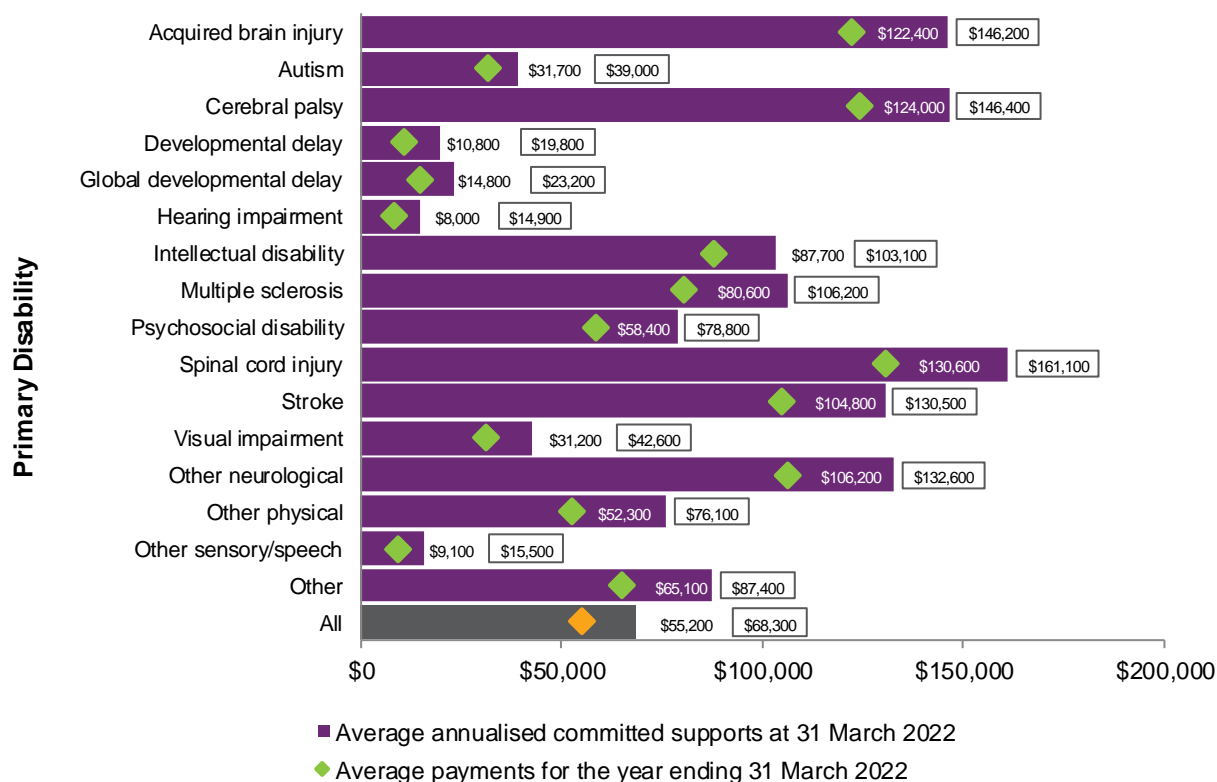


Figure E.45 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – National ¹⁰¹



¹⁰⁰ Ibid.

¹⁰¹ Ibid.

Figure E.46 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – National ¹⁰²

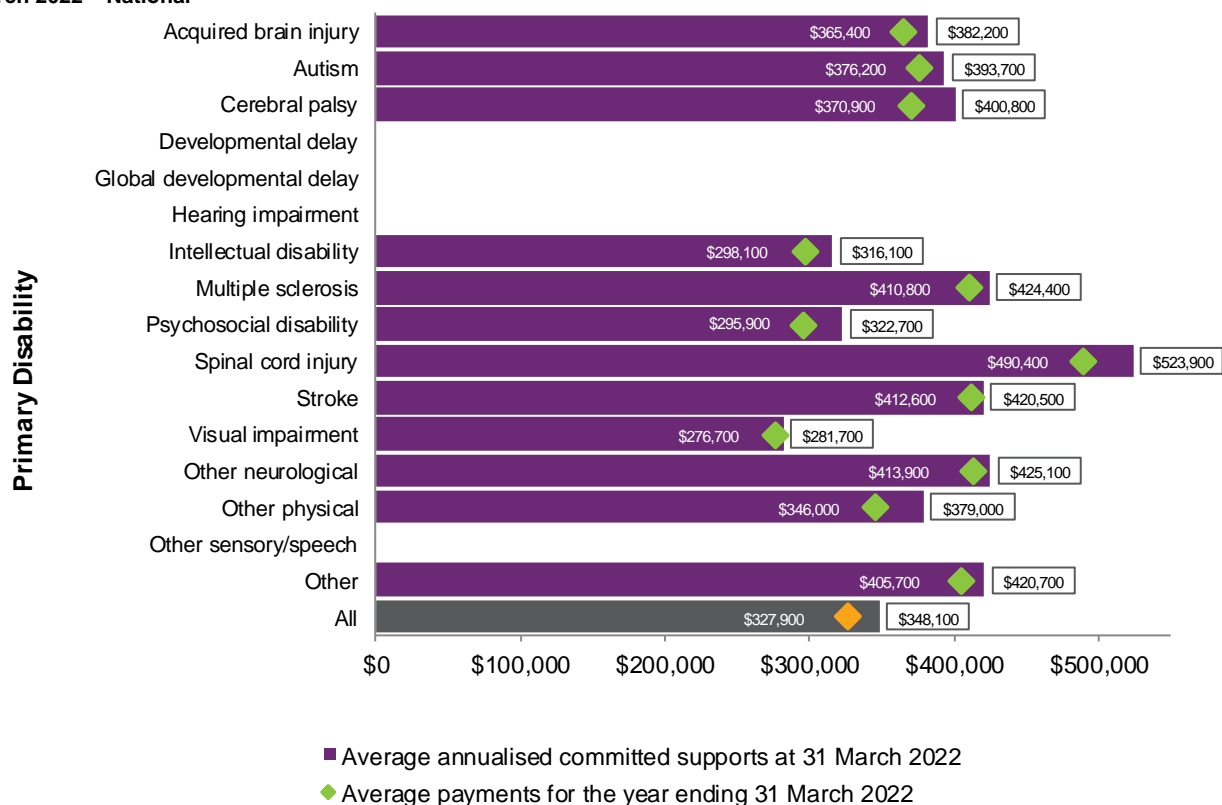
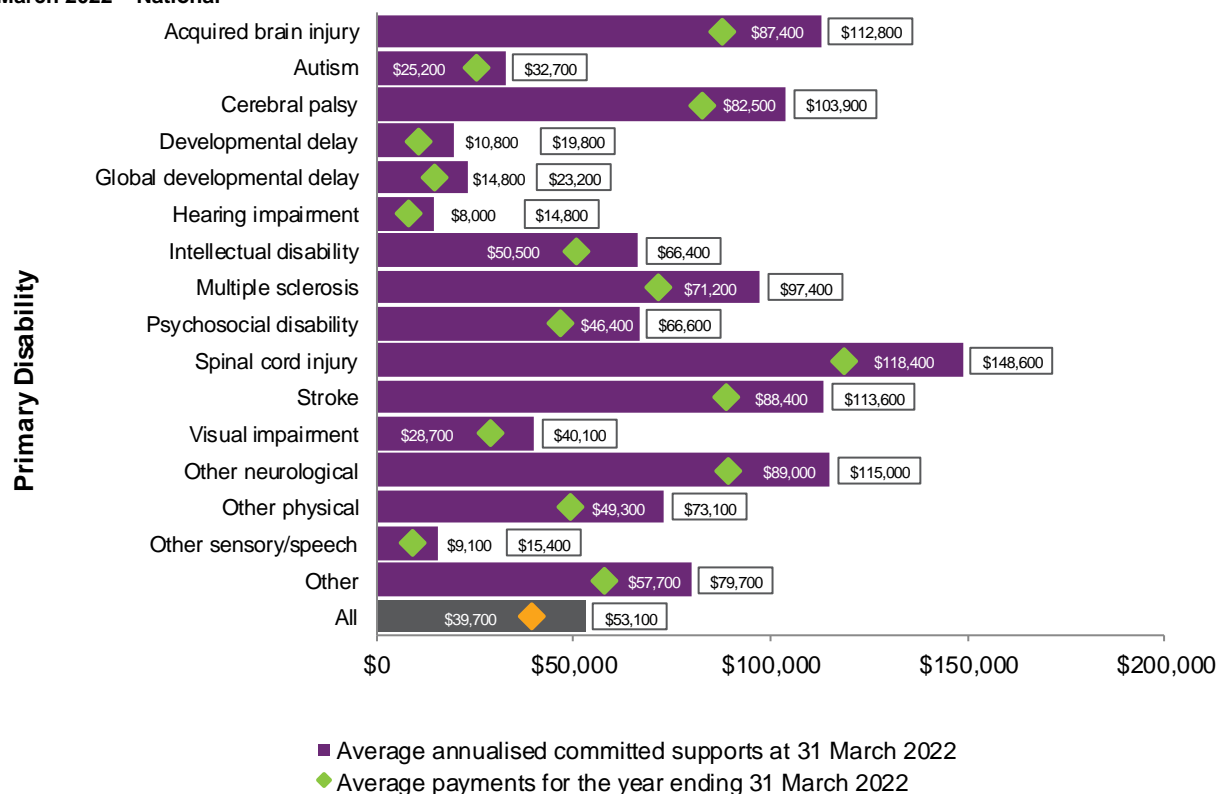


Figure E.47 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – National ¹⁰³



¹⁰² Ibid.

¹⁰³ Ibid.

Figure E.48 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – National ¹⁰⁴

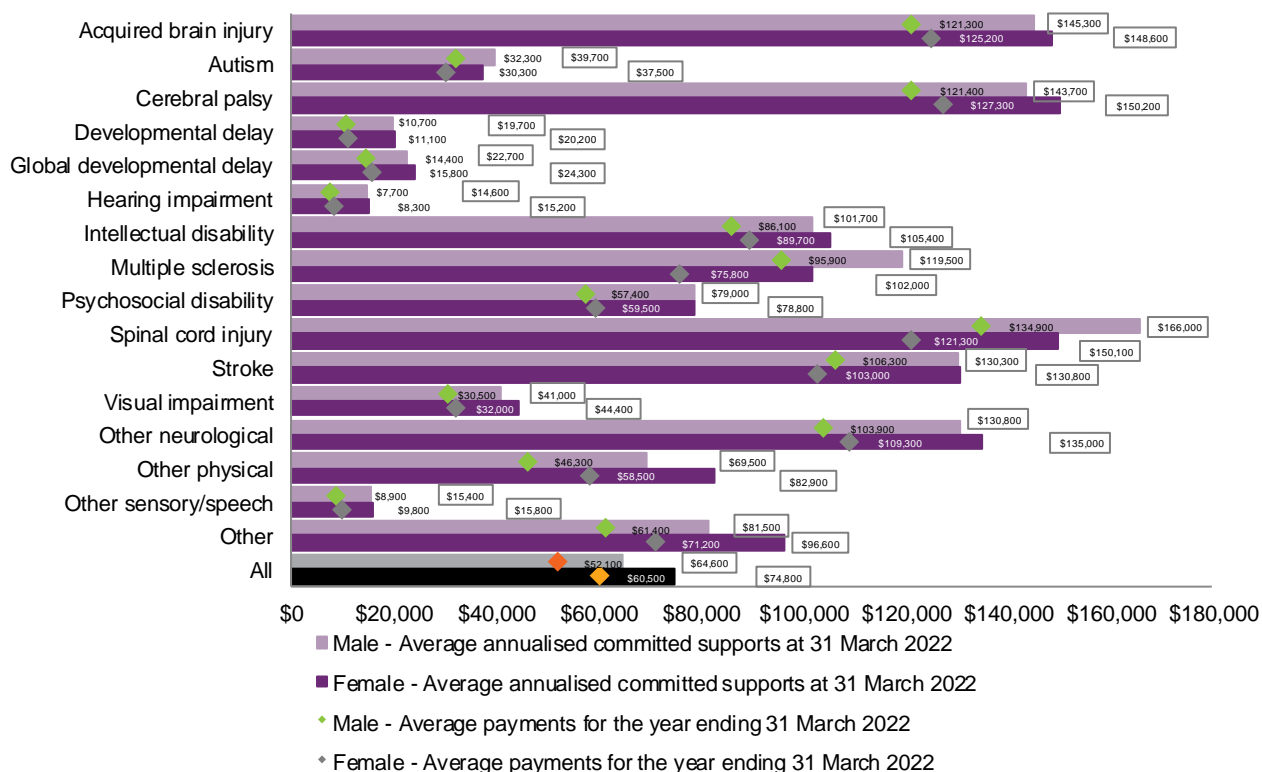
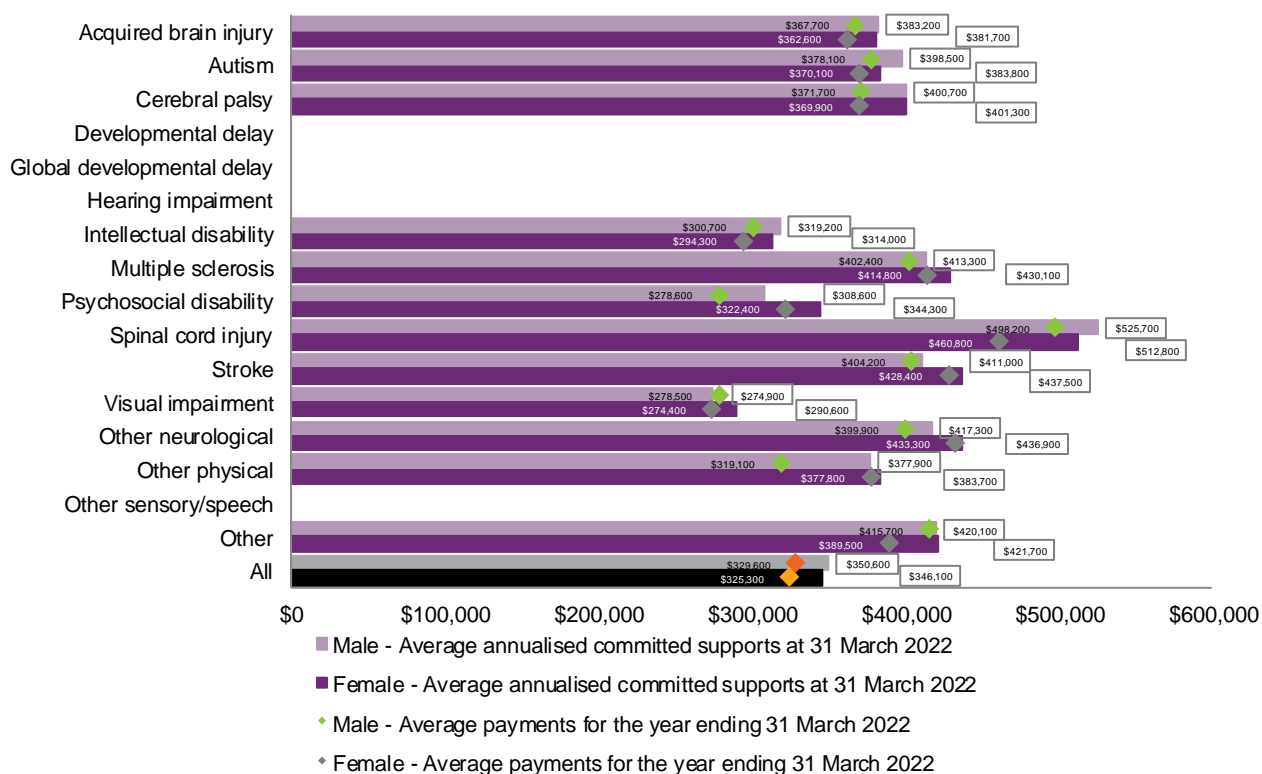


Figure E.49 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – National ¹⁰⁵



¹⁰⁴ Ibid.

¹⁰⁵ Ibid.

Figure E.50 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – National ¹⁰⁶

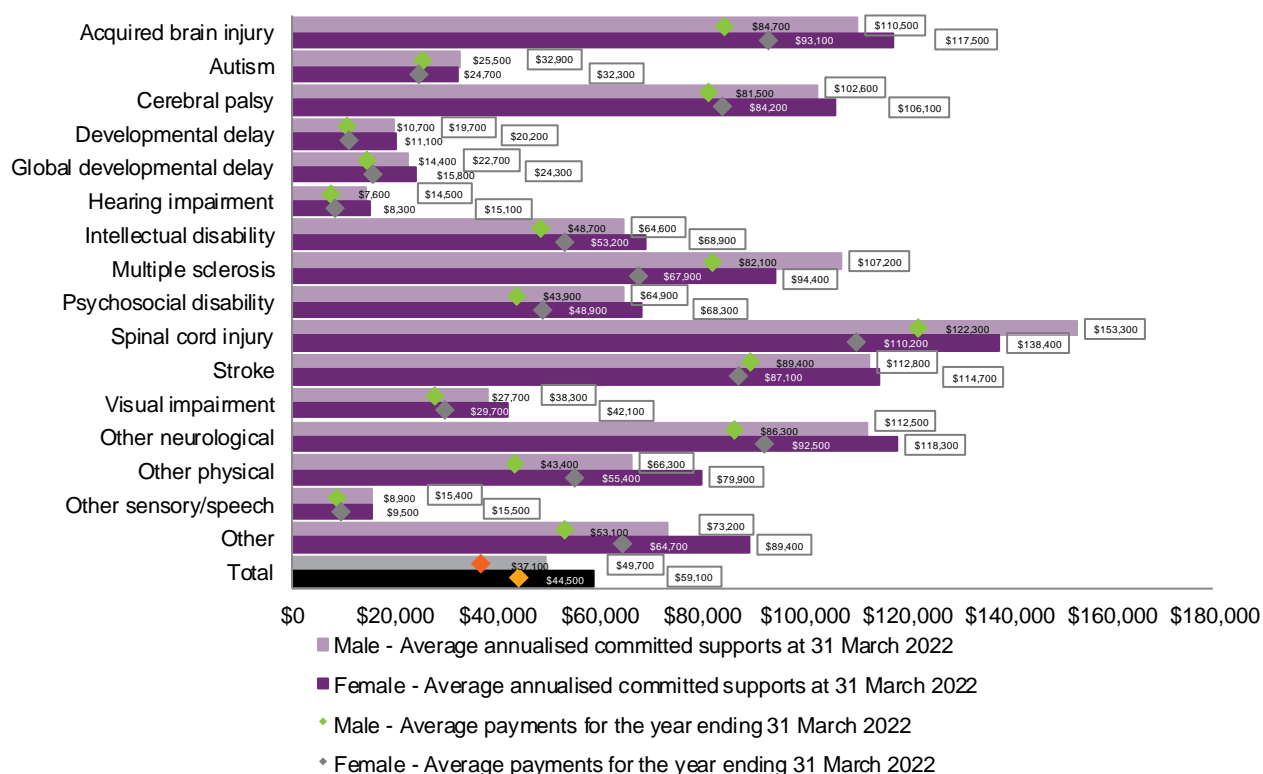
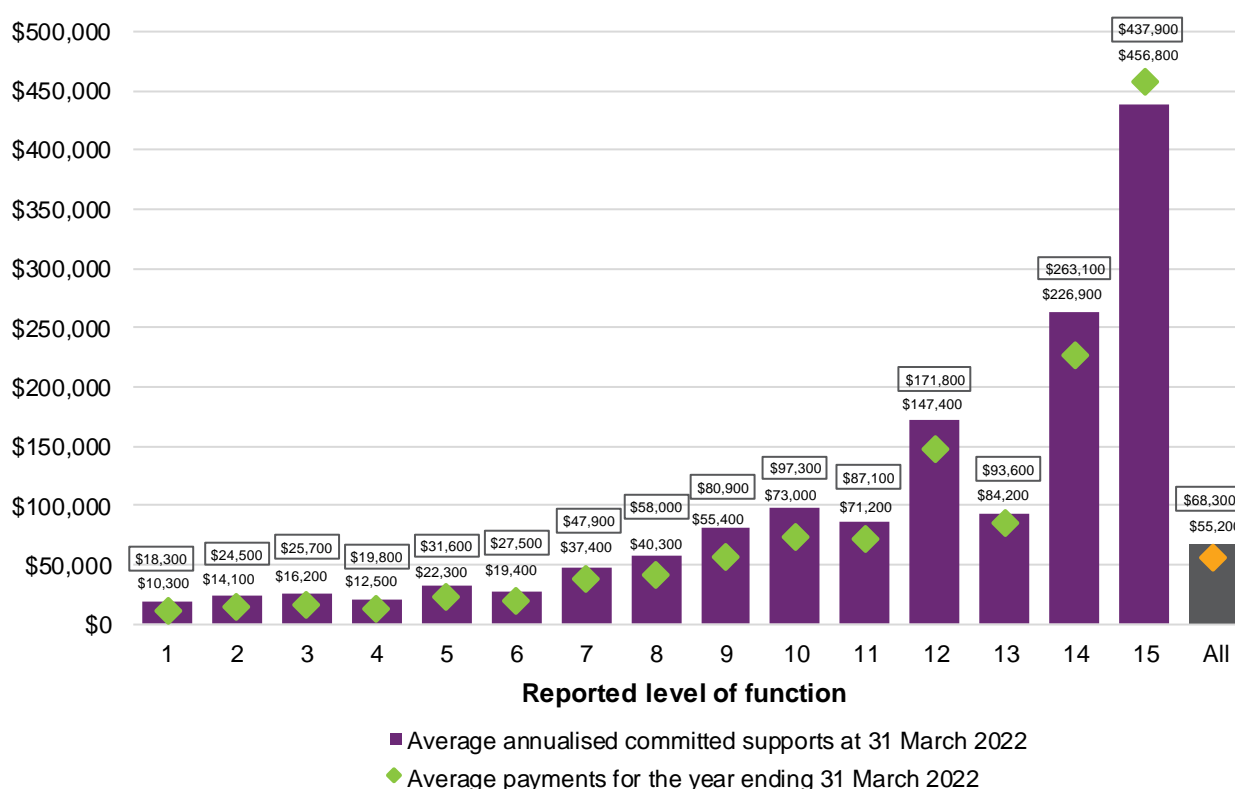


Figure E.51 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – National ¹⁰⁷



¹⁰⁶ Ibid.

¹⁰⁷ Ibid.

Figure E.52 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – National ¹⁰⁸

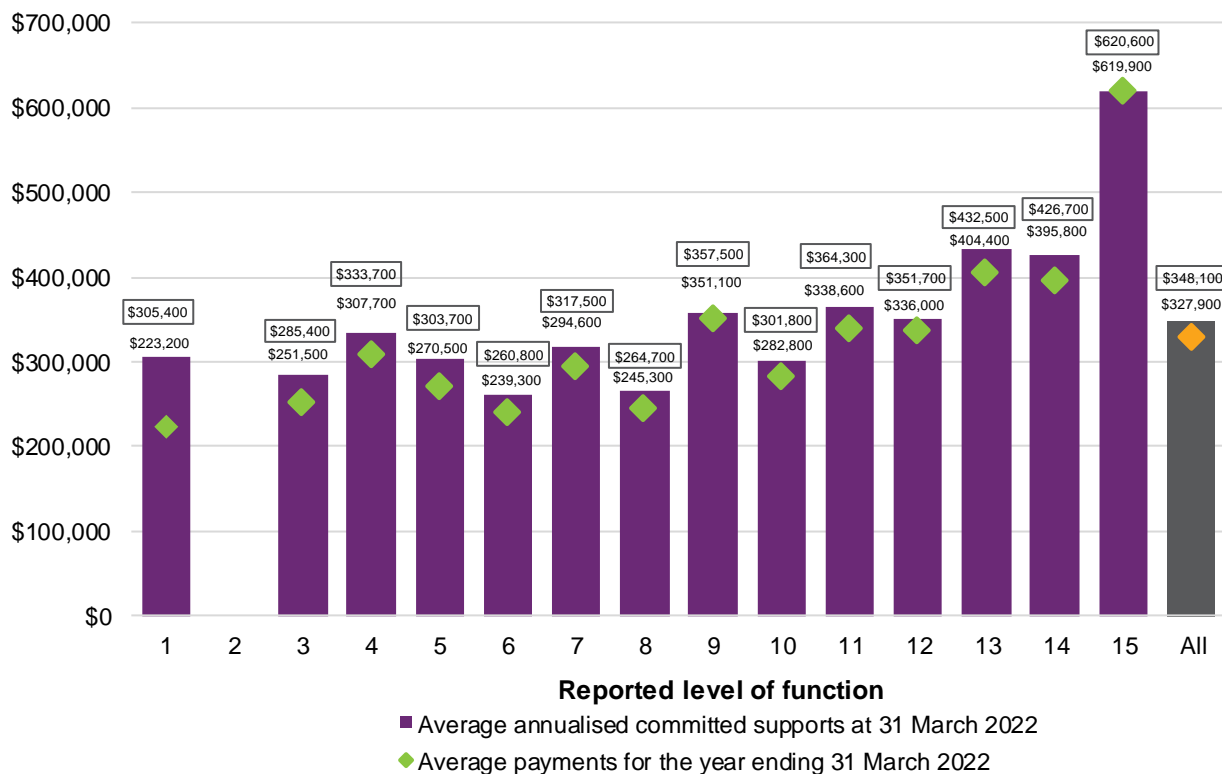
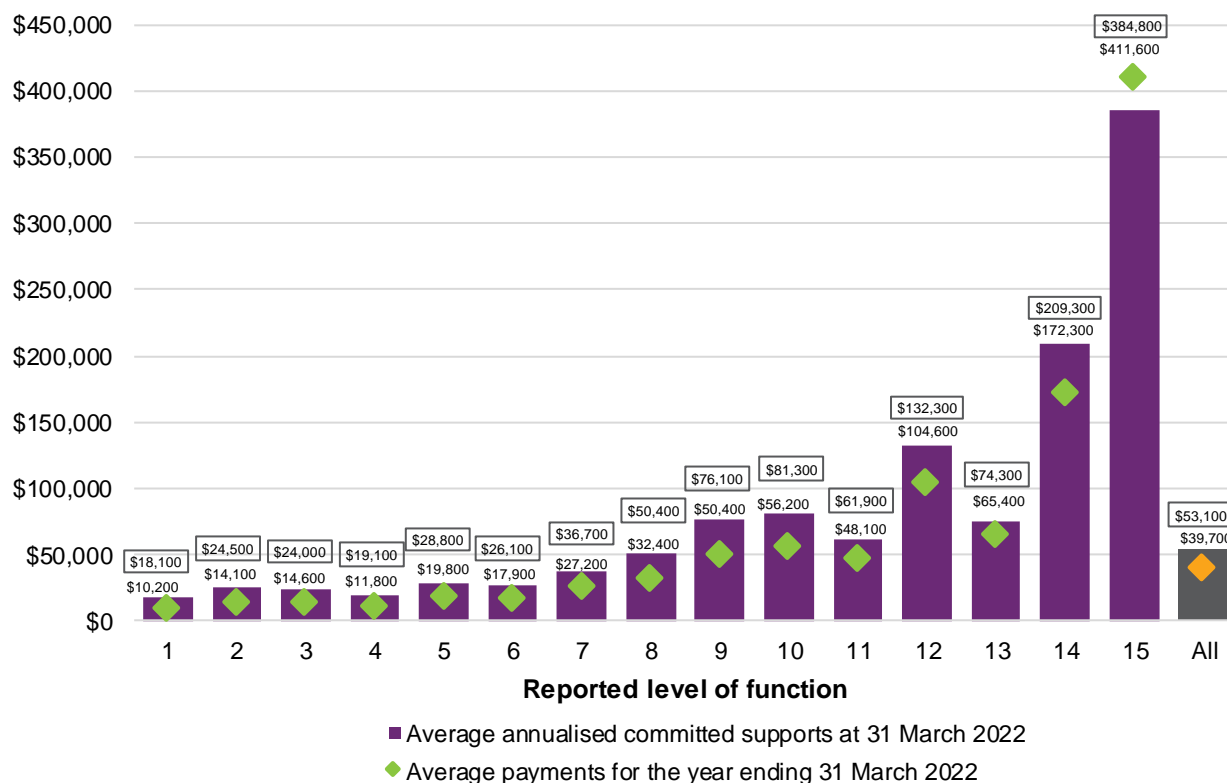


Figure E.53 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – National ¹⁰⁹

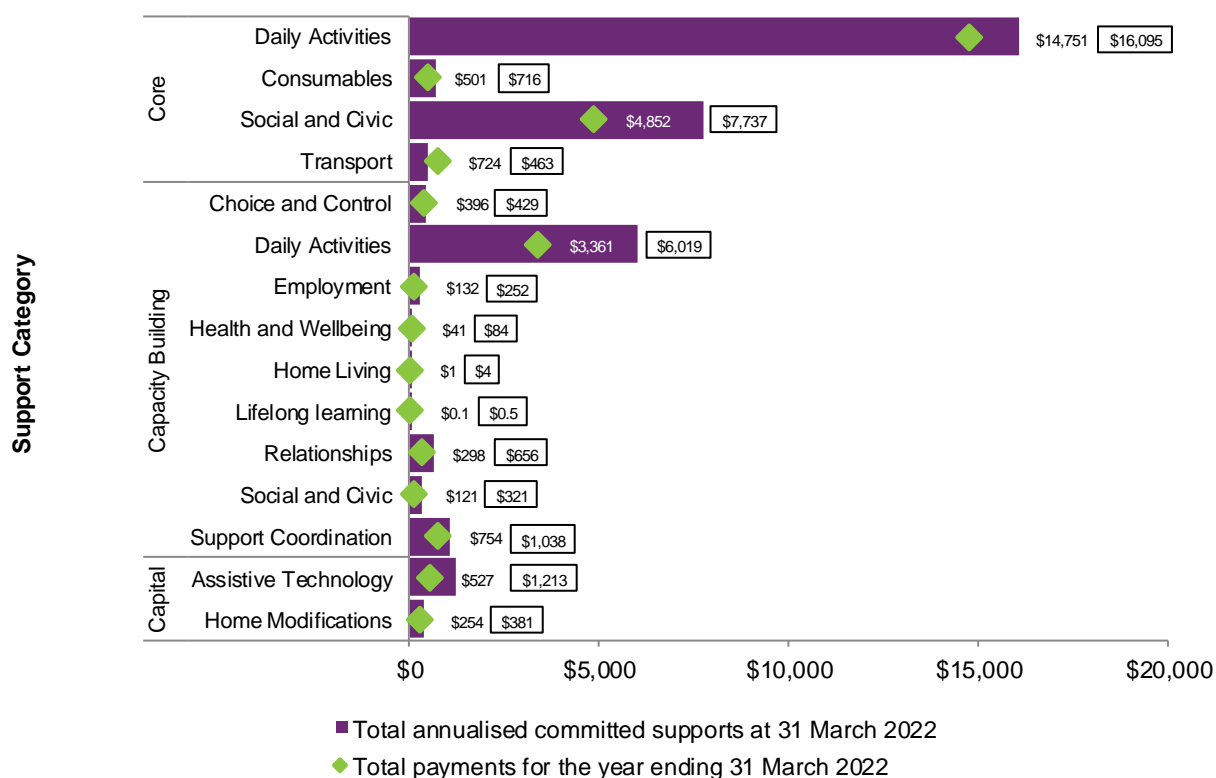


¹⁰⁸ Ibid.

¹⁰⁹ Ibid.

Figure E.54 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – National

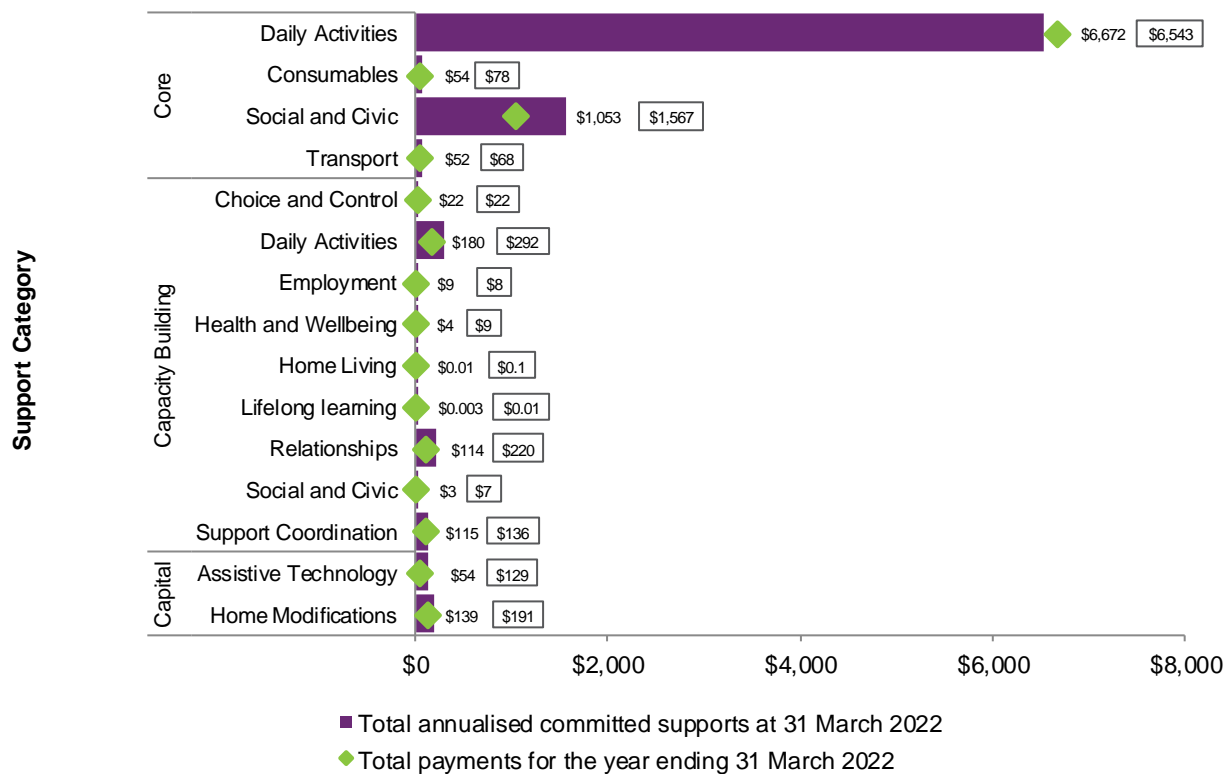
110 111



¹¹⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

¹¹¹ Total payments for home modifications were \$254m. Of which, \$159.7m (63%) has been paid for specialised disability accommodation (SDA) supports, and \$94.7m (37%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$381m. Of which, \$166m (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$215m (56%) has been allocated for non-SDA supports.

Figure E.55 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – National ^{112 113}



¹¹² 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.

¹¹³ Total payments for home modifications were \$139m. Of which, \$125m (90%) has been paid for specialised disability accommodation (SDA) supports, and \$13m (10%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$191m. Of which, \$130m (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$61m (32%) has been allocated for non-SDA supports.

Figure E.56 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – National ^{114 115}

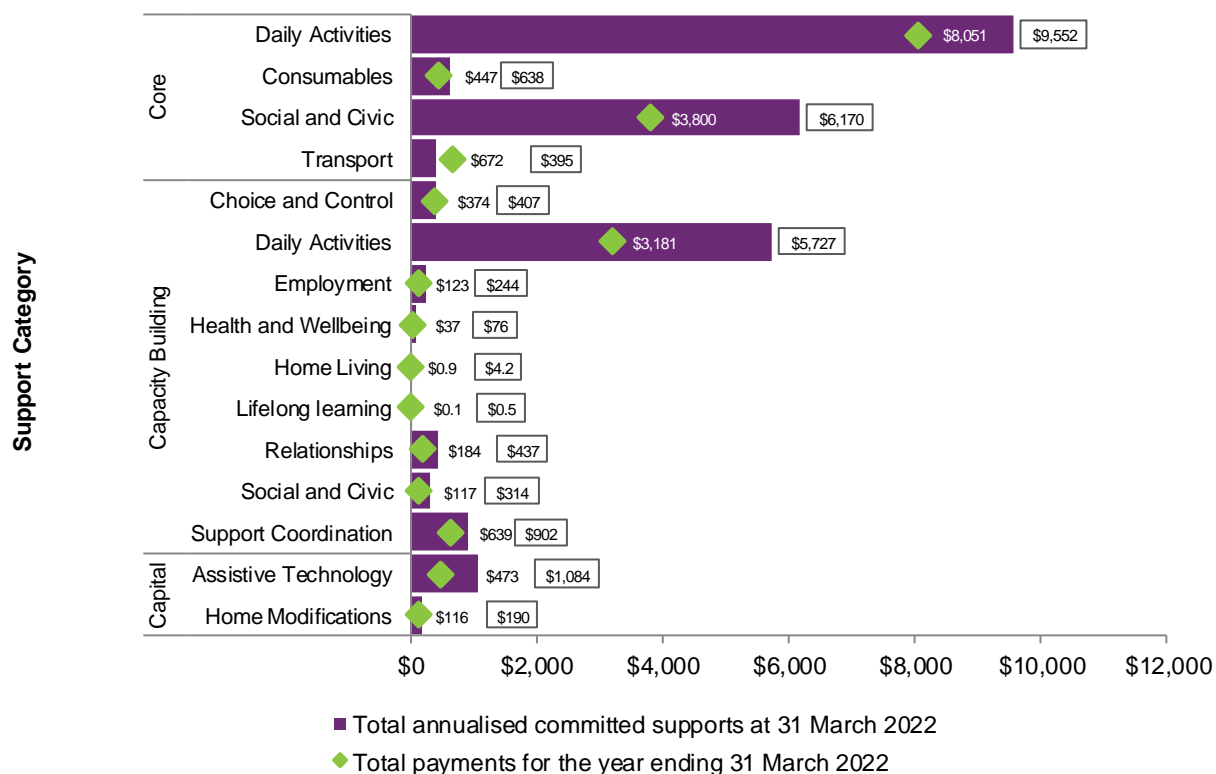


Table E.91 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ¹¹⁶

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	134.0	497.2	940.4	3,244.1	7,775.3	14,575.5	24,420.9	32,329.0	26,434.7
Total Paid	85.8	370.9	704.2	2,187.1	5,440.9	10,402.8	17,308.8	23,474.9	18,853.6
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	71%

¹¹⁴ 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.

¹¹⁵ Total payments for home modifications were \$115.6m. Of which, \$27.2m (24%) has been paid for specialised disability accommodation (SDA) supports, and \$88.4m (76%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$190m. Of which, \$35m (19%) has been allocated for specialised disability accommodation (SDA) supports, and \$154m (81%) has been allocated for non-SDA supports.

¹¹⁶ The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure E.57 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – National

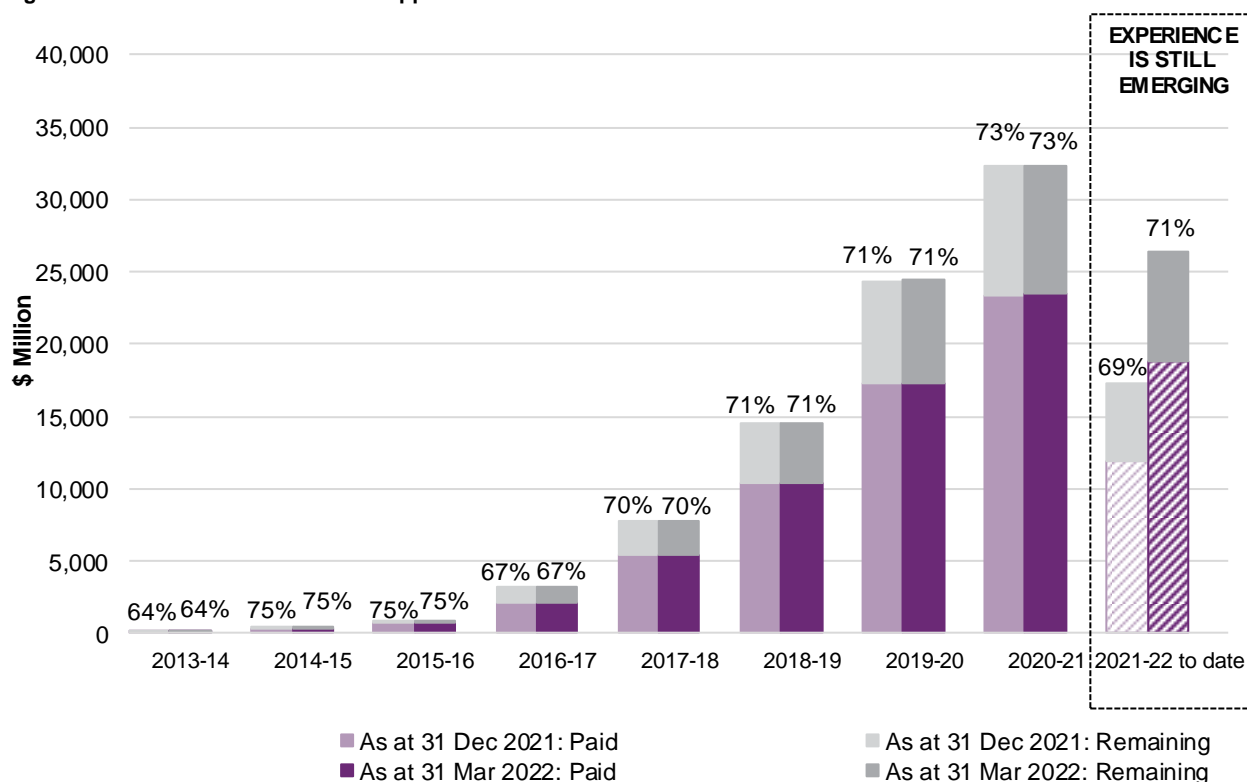
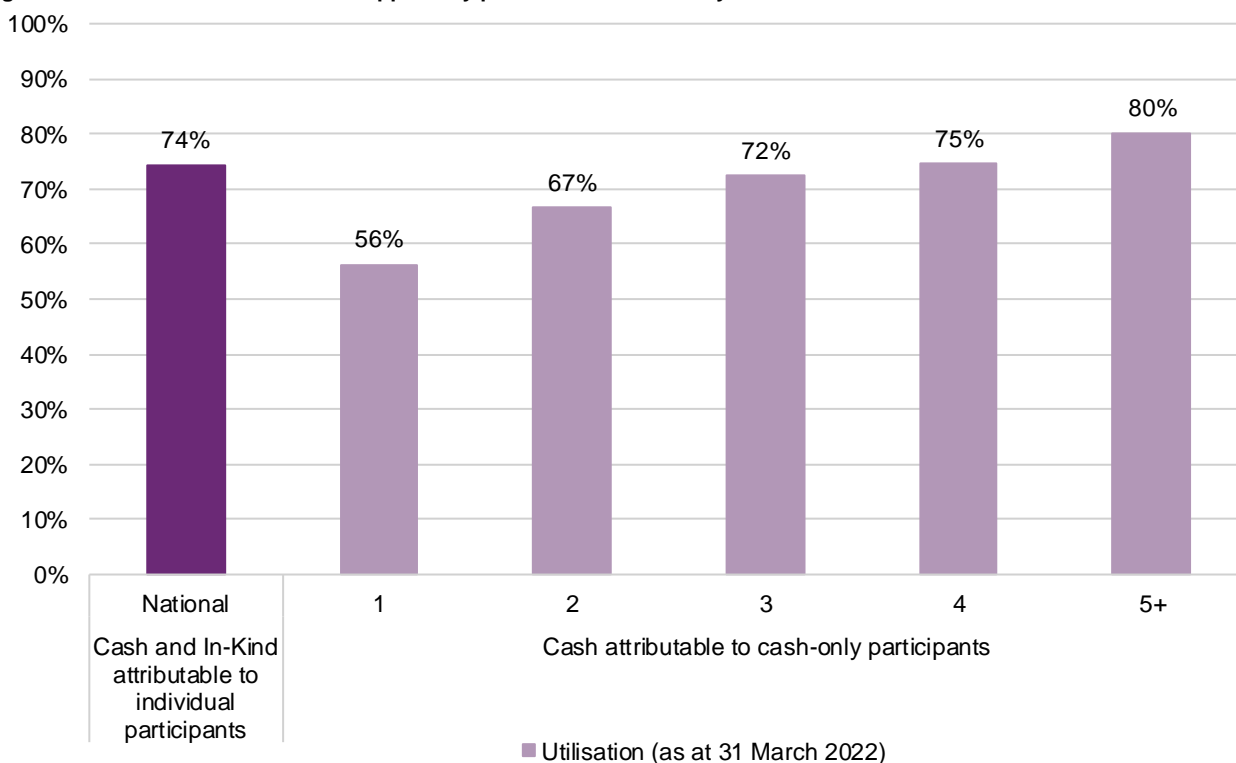


Figure E.58 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – National ¹¹⁷



¹¹⁷ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure E.59 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – National ¹¹⁸

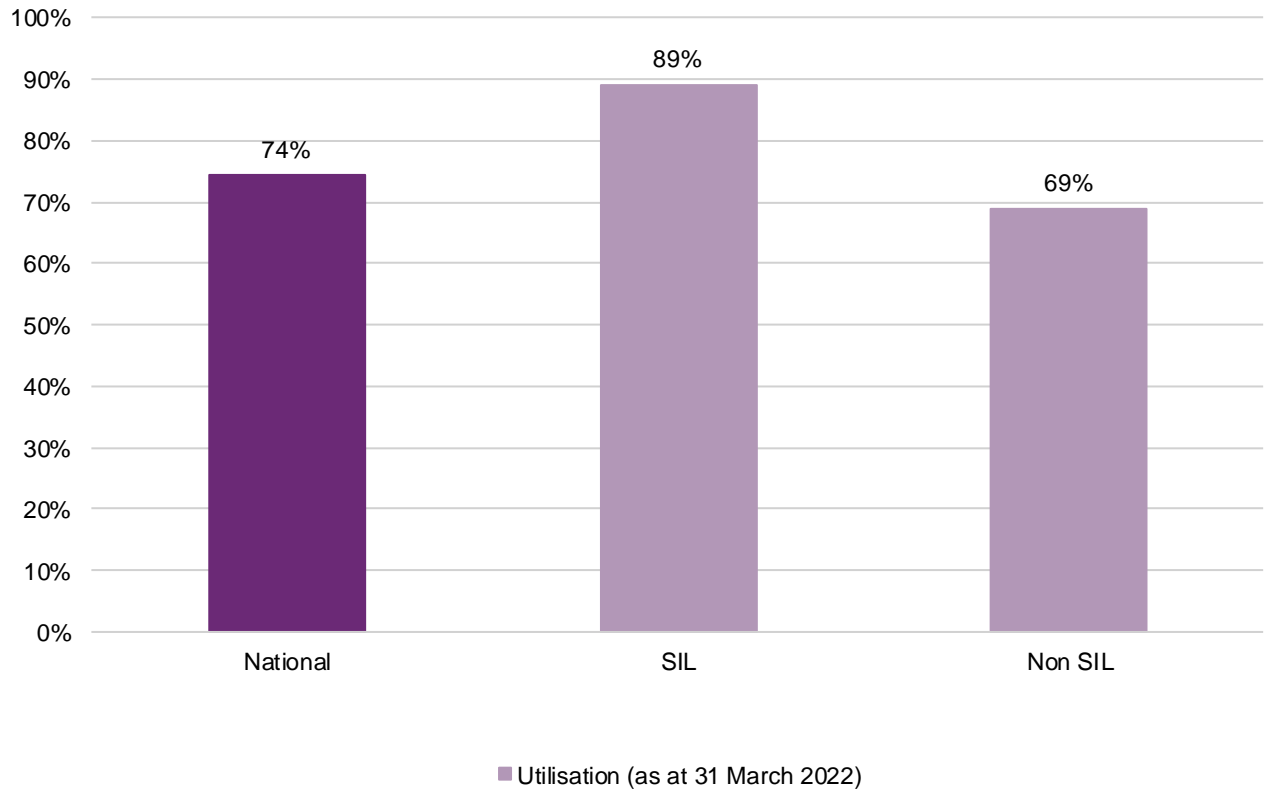
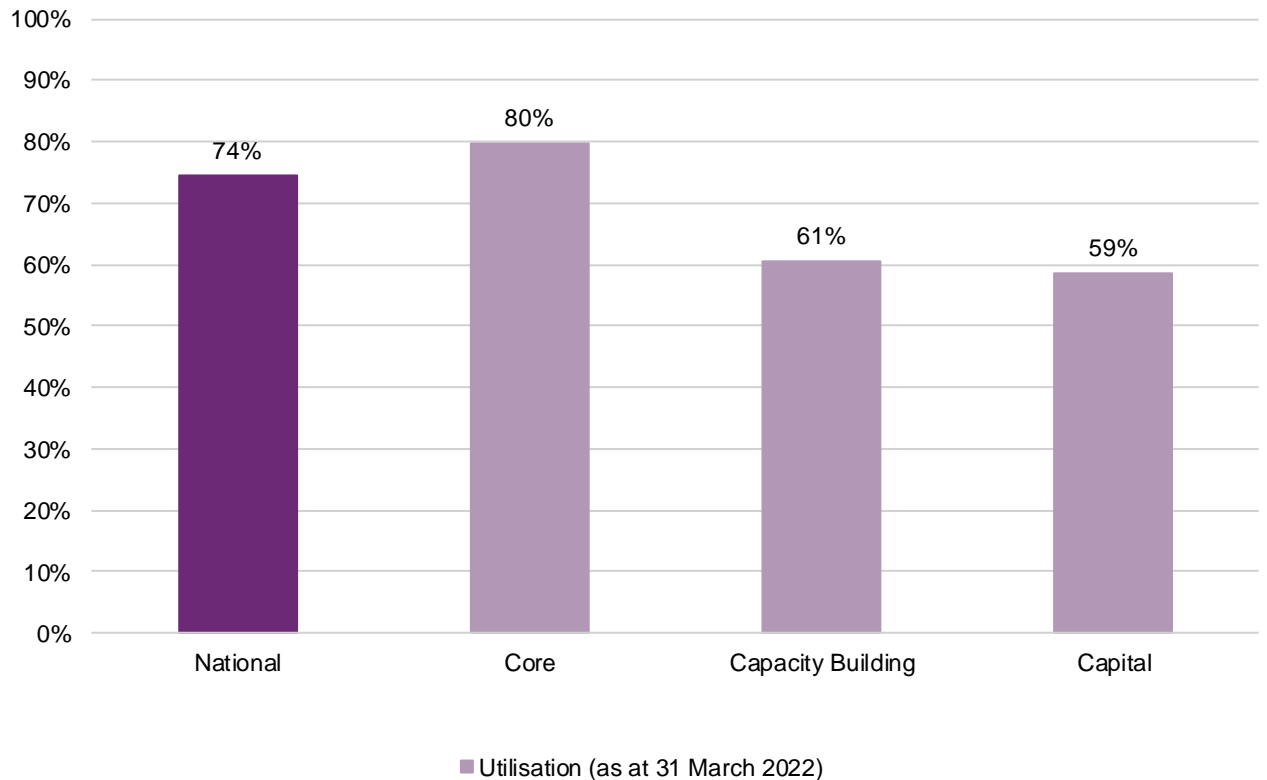


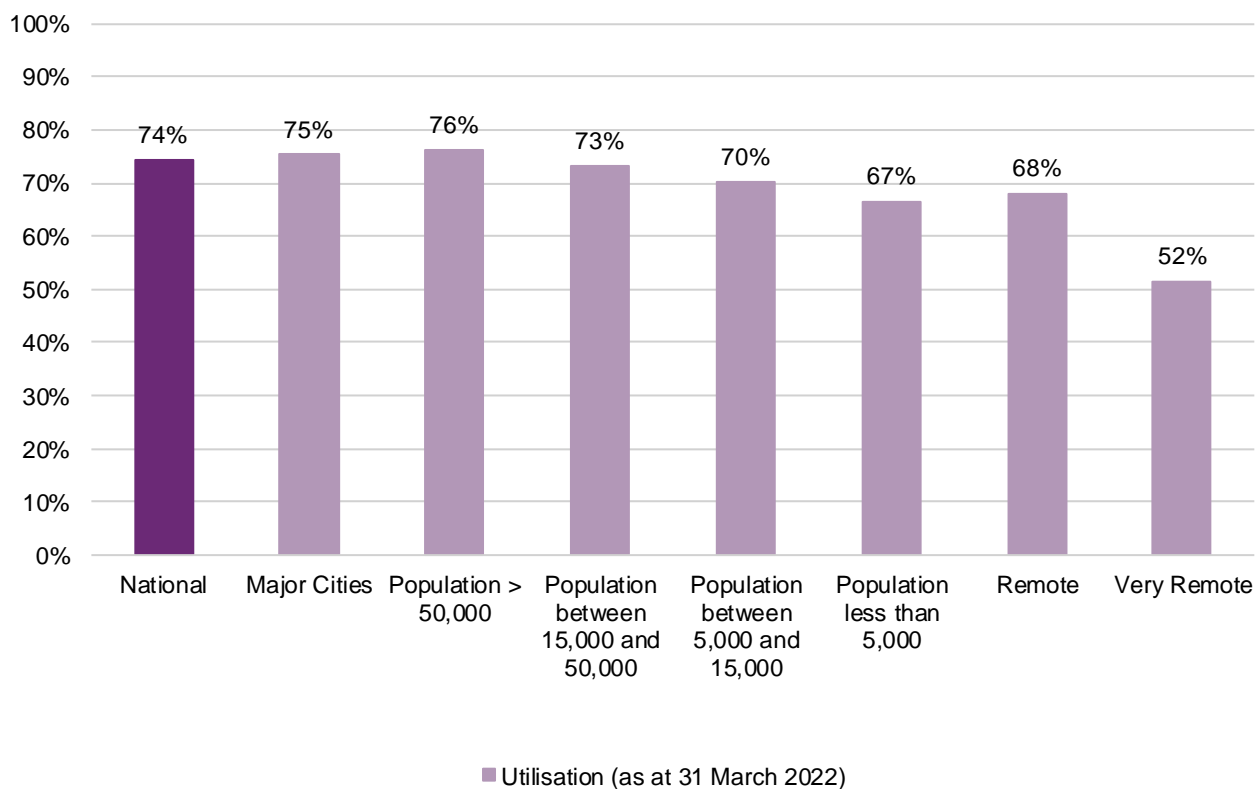
Figure E.60 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – National ¹¹⁹



¹¹⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

¹¹⁹ Ibid.

Figure E.61 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – National ¹²⁰



¹²⁰ Ibid.

Appendix F: New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ¹²¹

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
New South Wales	152,138	4,854	156,992	4,487	161,479

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales ¹²²

	Prior Quarters	2021-22 Q3	Total
Access decisions	199,661	6,373	206,034
Active Eligible	155,230	4,706	159,936
<i>New</i>	89,522	4,567	94,089
<i>State</i>	52,024	70	52,094
<i>Commonwealth</i>	13,684	69	13,753
Active Participant Plans (excl ECA)	152,138	4,854	156,992
<i>New</i>	87,068	4,692	91,760
<i>State</i>	51,502	75	51,577
<i>Commonwealth</i>	13,568	87	13,655
Active Participant Plans	156,195	9,341	161,479
<i>Early Intervention (s25)</i>	40,224	2,537	42,761
<i>Permanent Disability (s24)</i>	111,914	2,317	114,231
<i>ECA</i>	4,057	4,487	4,487

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – New South Wales

Exits	Total
Total participant exits	9,560
<i>Early Intervention participants</i>	2,052
<i>Permanent disability participants</i>	7,508

¹²¹ 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.

¹²² 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 ¹²³

	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
End of 2021-22 Q3	51,577	13,655	91,760	4,487	161,479

Table F.5 Cumulative numbers of active participants by entry criteria into the Scheme – New South Wales ^{124 125 126}

	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
End of 2021-22 Q3	42,761	114,231	4,487	161,479

¹²³ This table shows the total numbers of active participants at the end of each period.

¹²⁴ Ibid.

¹²⁵ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹²⁶ 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 ¹²⁷

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	48,534	97%	2,197	96%	50,731	97%
7 to 14	29,736	85%	736	79%	30,472	85%
15 to 18	11,928	89%	229	79%	12,157	89%
19 to 24	9,889	89%	134	66%	10,023	89%
25 to 34	12,456	85%	231	66%	12,687	84%
35 to 44	13,638	81%	265	59%	13,903	80%
45 to 54	17,619	76%	380	54%	17,999	75%
55 to 64	22,800	69%	550	50%	23,350	69%
65+	1,278	54%	13	24%	1,291	53%
Missing	<11		<11		<11	
Total	167,879	84%	4,735	74%	172,614	84%

Table F.7 Assessment of access by age group and gender – New South Wales

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	35,923	97%	14,312	97%	496	95%	50,731	97%
7 to 14	20,765	85%	9,271	85%	436	76%	30,472	85%
15 to 18	7,768	90%	4,241	88%	148	79%	12,157	89%
19 to 24	6,173	91%	3,757	86%	93	76%	10,023	89%
25 to 34	7,218	88%	5,342	80%	127	75%	12,687	84%
35 to 44	7,615	85%	6,145	76%	143	61%	13,903	80%
45 to 54	9,602	81%	8,219	69%	178	56%	17,999	75%
55 to 64	12,393	75%	10,736	62%	221	54%	23,350	69%
65+	722	59%	559	47%	<11		1,291	53%
Missing	<11		<11		<11		<11	
Total	108,179	88%	62,582	78%	1,853	72%	172,614	84%

¹²⁷ 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.

Table F.8 Assessment of access by disability – New South Wales ¹²⁸

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	5,074	92%	99	80%	5,173	92%
Autism	52,196	97%	1,324	97%	53,520	97%
Cerebral palsy	5,694	97%	47	89%	5,741	97%
Developmental delay	13,176	96%	1,215	98%	14,391	96%
Global developmental delay	3,846	99%	388	99%	4,234	99%
Hearing impairment	7,837	87%	161	87%	7,998	87%
Intellectual disability	32,065	95%	292	87%	32,357	95%
Multiple sclerosis	2,720	88%	49	67%	2,769	87%
Psychosocial disability	16,955	68%	534	54%	17,489	68%
Spinal cord injury	1,933	94%	32	89%	1,965	94%
Stroke	3,037	86%	107	82%	3,144	86%
Visual impairment	3,272	88%	49	58%	3,321	87%
Other neurological	8,118	77%	170	67%	8,288	77%
Other physical	7,012	42%	115	22%	7,127	42%
Other sensory/speech	1,361	49%	<11		1,368	48%
Other	2,047	40%	146	28%	2,193	39%
Missing	1,536	92%	<11		1,536	92%
Total	167,879	84%	4,735	74%	172,614	84%

Table F.9 Assessment of access by disability and gender – New South Wales

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	3,450	93%	1,694	91%	29	73%	5,173	92%
Autism	39,711	97%	12,993	97%	816	92%	53,520	97%
Cerebral palsy	3,184	97%	2,525	96%	32	97%	5,741	97%
Developmental delay	10,123	96%	4,185	97%	83	94%	14,391	96%
Global developmental delay	3,027	99%	1,181	99%	26	96%	4,234	99%
Hearing impairment	3,880	89%	3,995	85%	123	85%	7,998	87%
Intellectual disability	18,345	95%	13,813	95%	199	85%	32,357	95%
Multiple sclerosis	758	89%	1,986	87%	25	60%	2,769	87%
Psychosocial disability	9,419	73%	7,867	63%	203	55%	17,489	68%
Spinal cord injury	1,398	95%	543	92%	24	89%	1,965	94%
Stroke	1,815	87%	1,300	84%	29	83%	3,144	86%
Visual impairment	1,717	88%	1,571	87%	33	67%	3,321	87%
Other neurological	4,602	78%	3,607	76%	79	68%	8,288	77%
Other physical	3,675	51%	3,371	35%	81	27%	7,127	42%
Other sensory/speech	956	50%	398	47%	14	28%	1,368	48%
Other	1,309	45%	859	32%	25	28%	2,193	39%
Missing	810	90%	694	93%	32	100%	1,536	92%
Total	108,179	88%	62,582	78%	1,853	72%	172,614	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.

¹²⁸ Ibid.

Table F.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	12,020	7.9%	466	9.6%	12,486	8.0%
Not Aboriginal and Torres Strait Islander	103,214	67.8%	3,797	78.2%	107,011	68.2%
Not Stated	36,904	24.3%	591	12.2%	37,495	23.9%
Total	152,138	100.0%	4,854	100.0%	156,992	100.0%

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales¹²⁹

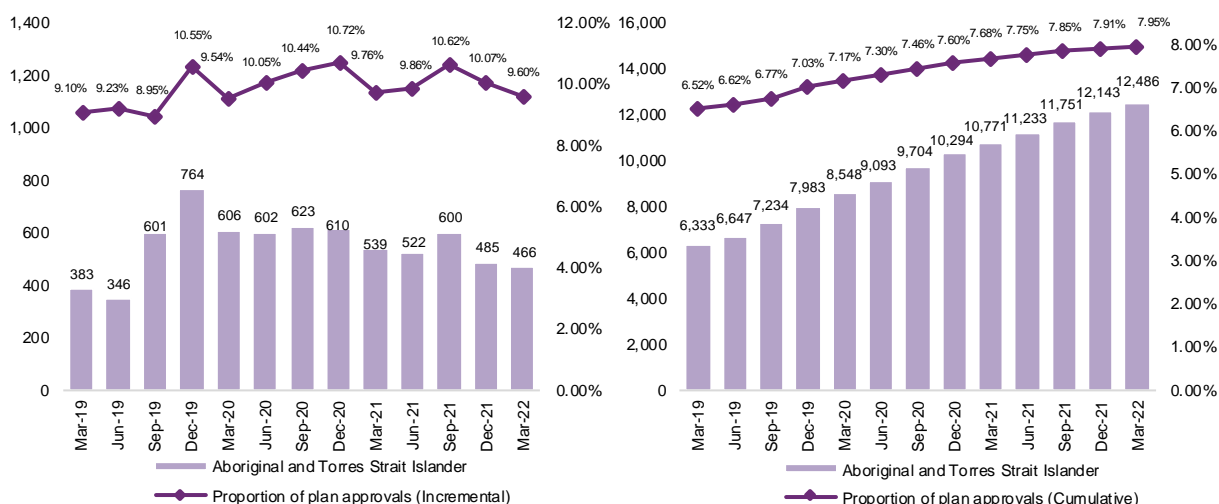


Table F.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales¹³⁰

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	16,455	10.8%	586	12.1%	17,041	10.9%
Not culturally and linguistically diverse	135,480	89.1%	4,268	87.9%	139,748	89.0%
Not stated	203	0.1%	<11		203	0.1%
Total	152,138	100.0%	4,854	100.0%	156,992	100.0%

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.

¹³⁰ 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 F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales ^{131 132}

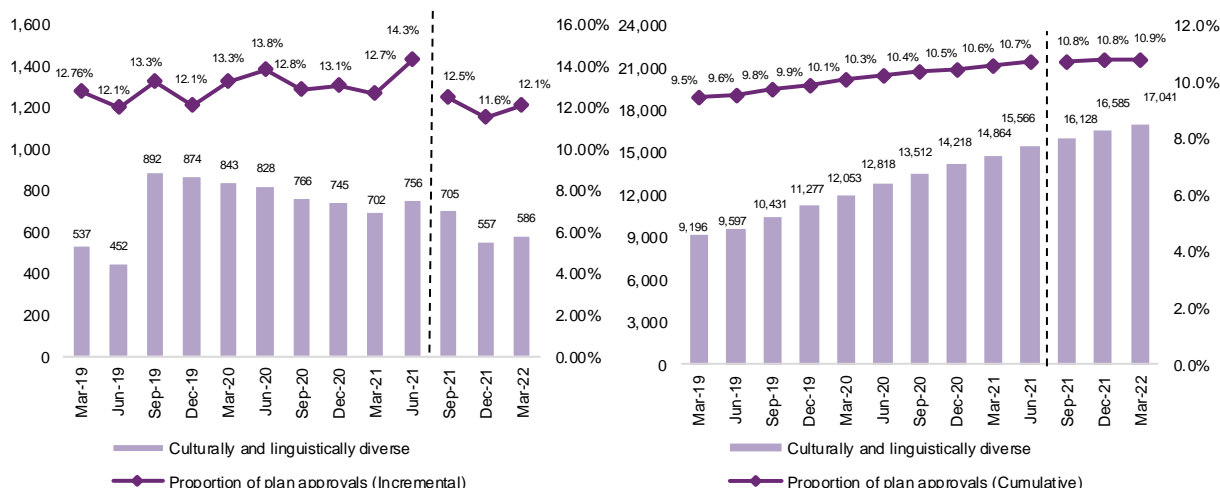
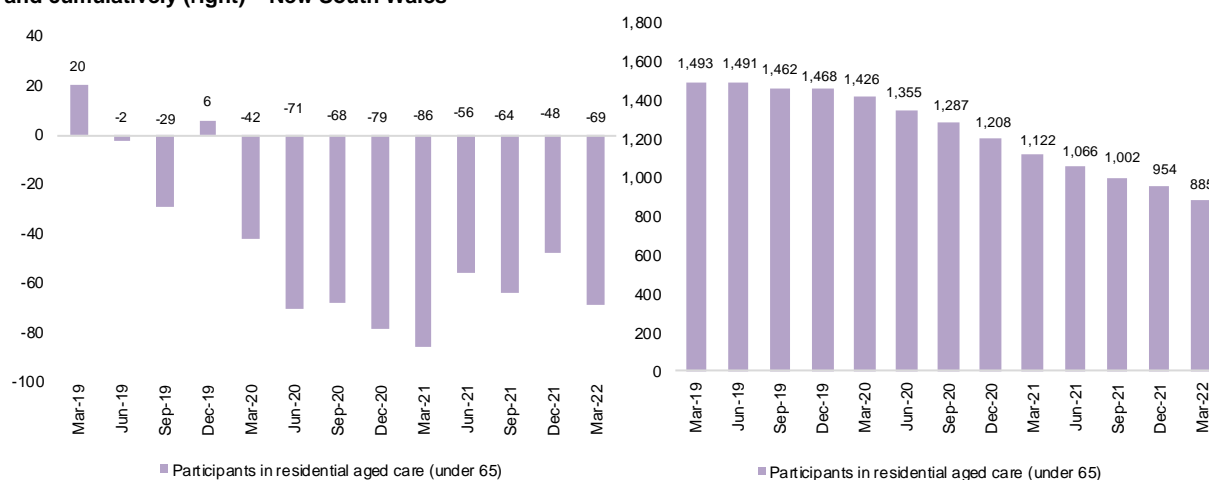


Table F.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – New South Wales ¹³³

	Total
Age group	N
Under 45	22
45 to 54	145
55 to 64	718
Total YPIRAC (under 65)	885

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 ¹³⁴



¹³¹ 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.

¹³² 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.

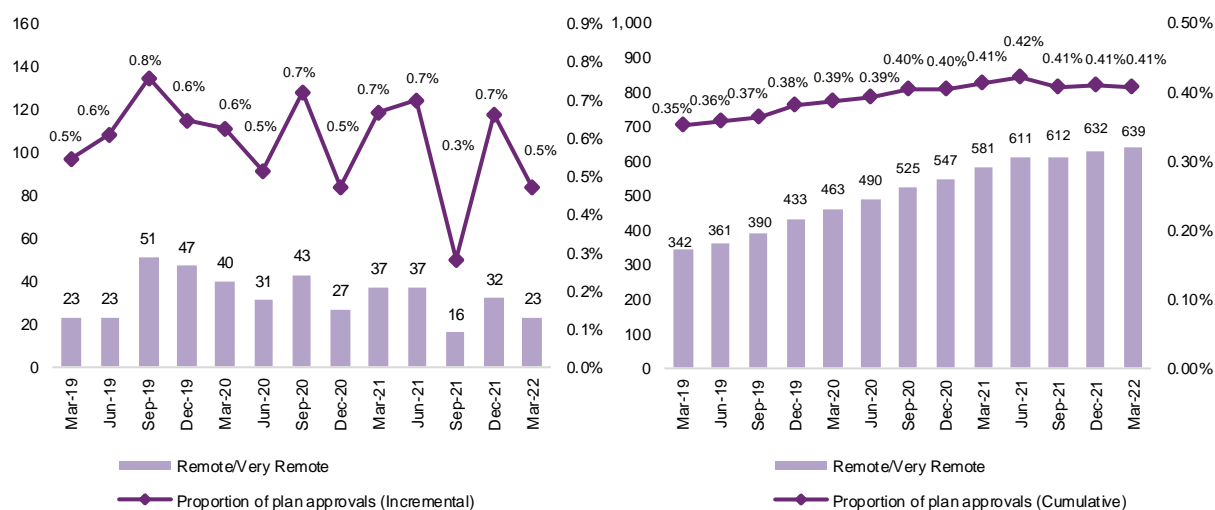
¹³³ There are a further 725 active participants aged 65 years or over who are currently in residential aged care.

¹³⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table F.13 Participant profile per quarter by remoteness – New South Wales ^{135 136}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	106,436	70.0%	3,385	69.8%	109,821	70.0%
Population > 50,000	4,408	2.9%	139	2.9%	4,547	2.9%
Population between 15,000 and 50,000	20,900	13.7%	640	13.2%	21,540	13.7%
Population between 5,000 and 15,000	9,229	6.1%	296	6.1%	9,525	6.1%
Population less than 5,000	10,545	6.9%	370	7.6%	10,915	7.0%
Remote	539	0.4%	23	0.5%	562	0.4%
Very Remote	77	0.1%	<11		77	0.0%
Missing	<11		<11		<11	
Total	152,138	100.0%	4,854	100.0%	156,992	100.0%

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales ^{137 138}



¹³⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

¹³⁶ This table is based on the Modified Monash Model (MMM) measure of remoteness.

¹³⁷ Ibid.

¹³⁸ 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.14 Participant profile per quarter by primary disability group – New South Wales ^{139 140 141}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	50,749	33%	1,384	29%	52,133	33%
Intellectual disability	30,010	20%	322	7%	30,332	19%
Psychosocial disability	15,579	10%	553	11%	16,132	10%
Developmental delay	10,587	7%	1,244	26%	11,831	8%
Hearing impairment	7,485	5%	148	3%	7,633	5%
Other neurological	6,388	4%	170	4%	6,558	4%
Other physical	5,584	4%	105	2%	5,689	4%
Cerebral palsy	5,447	4%	41	1%	5,488	3%
Acquired brain injury	4,448	3%	112	2%	4,560	3%
Global developmental delay	3,397	2%	364	7%	3,761	2%
Visual impairment	2,985	2%	51	1%	3,036	2%
Multiple sclerosis	2,539	2%	54	1%	2,593	2%
Stroke	2,637	2%	99	2%	2,736	2%
Spinal cord injury	1,737	1%	37	1%	1,774	1%
Other	1,689	1%	162	3%	1,851	1%
Other sensory/speech	877	1%	<11		885	1%
Total	152,138	100%	4,854	100%	156,992	100%

Table F.15 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{142 143}

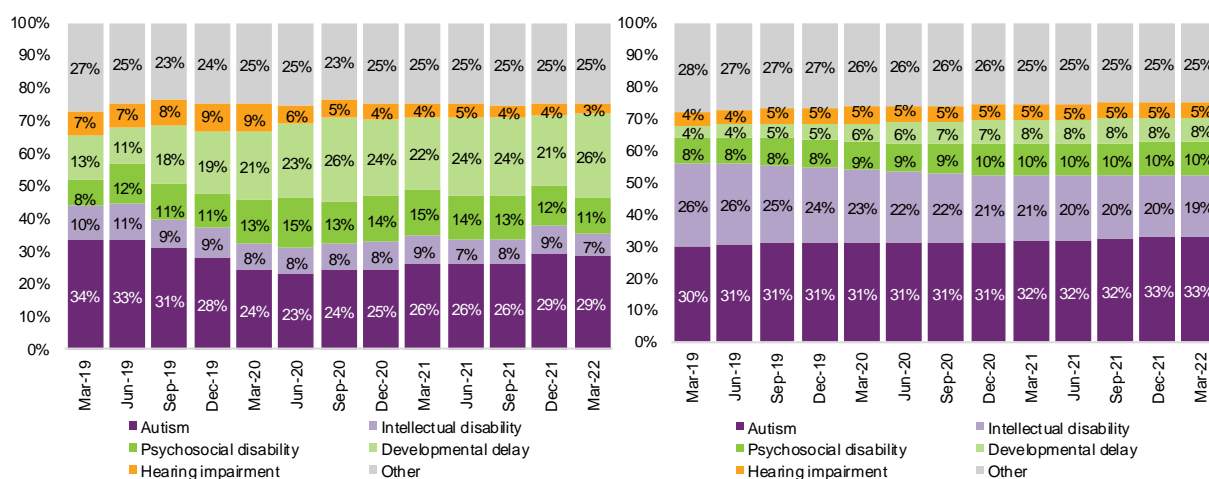
Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	997	11%	<11		997	11%
Intellectual disability	4,813	51%	<11		4,815	51%
Psychosocial disability	1,417	15%	<11		1,417	15%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	374	4%	<11		374	4%
Other physical	59	1%	<11		59	1%
Cerebral palsy	778	8%	<11		778	8%
Acquired brain injury	581	6%	<11		581	6%
Global developmental delay	<11		<11		<11	
Visual impairment	27	0%	<11		27	0%
Multiple sclerosis	50	1%	<11		50	1%
Stroke	156	2%	<11		157	2%
Spinal cord injury	58	1%	<11		58	1%
Other	53	1%	<11		54	1%
Other sensory/speech	<11		<11		<11	
Total	9,365	100%	<11		9,369	100%

¹³⁹ Table order based on national proportions in Table E.14 (highest to lowest).¹⁴⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.¹⁴¹ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in New South Wales (3,741).¹⁴² 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.¹⁴³ Down syndrome is included in intellectual disability, representing 7% of participants in SIL (648).

Table F.16 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ¹⁴⁴

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	49,752	35%	1,384	29%	51,136	35%
Intellectual disability	25,197	18%	320	7%	25,517	17%
Psychosocial disability	14,162	10%	553	11%	14,715	10%
Developmental delay	10,587	7%	1,244	26%	11,831	8%
Hearing impairment	7,483	5%	148	3%	7,631	5%
Other neurological	6,014	4%	170	4%	6,184	4%
Other physical	5,525	4%	105	2%	5,630	4%
Cerebral palsy	4,669	3%	41	1%	4,710	3%
Acquired brain injury	3,867	3%	112	2%	3,979	3%
Global developmental delay	3,397	2%	364	8%	3,761	3%
Visual impairment	2,958	2%	51	1%	3,009	2%
Multiple sclerosis	2,489	2%	54	1%	2,543	2%
Stroke	2,481	2%	98	2%	2,579	2%
Spinal cord injury	1,679	1%	37	1%	1,716	1%
Other	1,636	1%	161	3%	1,797	1%
Other sensory/speech	877	1%	<11		885	1%
Total	142,773	100%	4,850	100%	147,623	100%

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴⁵



¹⁴⁴ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (3,093).

¹⁴⁵ 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 by reported level of function – New South Wales ¹⁴⁶

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	13,758	9%	1,189	24%	14,947	10%
2 (High Function)	259	0%	<11		269	0%
3 (High Function)	7,313	5%	405	8%	7,718	5%
4 (High Function)	12,047	8%	276	6%	12,323	8%
5 (High Function)	10,487	7%	448	9%	10,935	7%
6 (Moderate Function)	32,810	22%	1,034	21%	33,844	22%
7 (Moderate Function)	9,567	6%	221	5%	9,788	6%
8 (Moderate Function)	8,666	6%	252	5%	8,918	6%
9 (Moderate Function)	809	1%	19	0%	828	1%
10 (Moderate Function)	15,491	10%	376	8%	15,867	10%
11 (Low Function)	5,314	3%	47	1%	5,361	3%
12 (Low Function)	22,258	15%	438	9%	22,696	14%
13 (Low Function)	10,266	7%	125	3%	10,391	7%
14 (Low Function)	2,981	2%	13	0%	2,994	2%
15 (Low Function)	47	0%	<11		48	0%
Missing	65	0%	<11		65	0%
Total	152,138	100%	4,854	100%	156,992	100%

Figure F.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴⁷

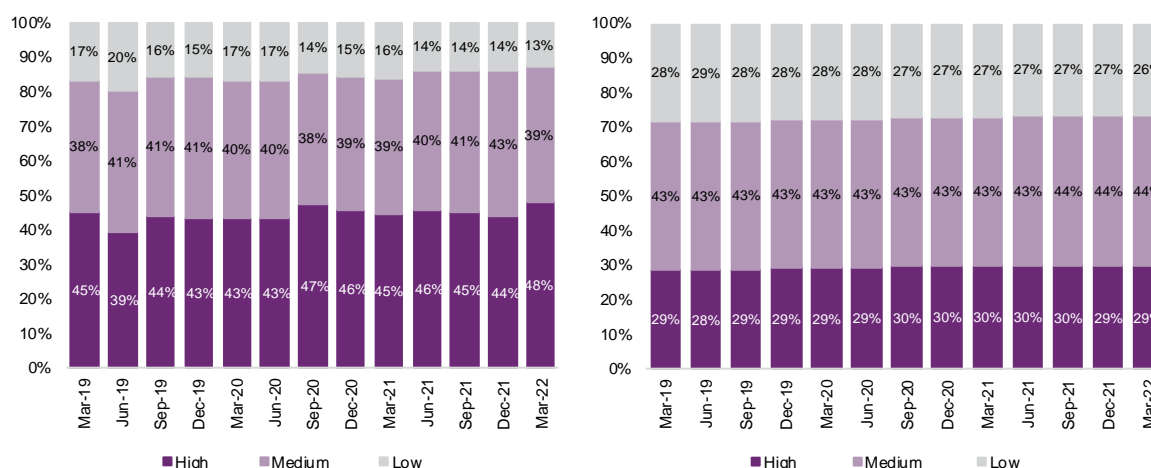


Table F.18 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	22,006	14%	2,218	46%	24,224	15%
7 to 14	39,221	26%	772	16%	39,993	25%
15 to 18	11,904	8%	261	5%	12,165	8%
19 to 24	13,872	9%	143	3%	14,015	9%
25 to 34	13,679	9%	245	5%	13,924	9%
35 to 44	12,089	8%	277	6%	12,366	8%
45 to 54	14,511	10%	376	8%	14,887	9%
55 to 64	17,872	12%	531	11%	18,403	12%
65+	6,984	5%	31	1%	7,015	4%
Total	152,138	100%	4,854	100%	156,992	100%

¹⁴⁶ The distributions are calculated excluding participants with a missing reported level of function.

¹⁴⁷ 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.

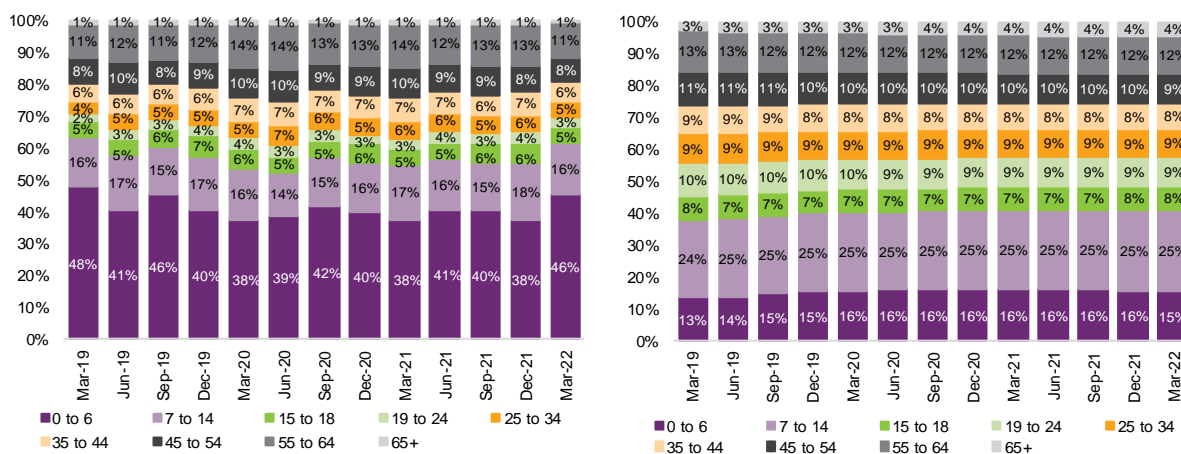
Table F.19 Participant profile per quarter (participants in SIL) by age group – New South Wales ¹⁴⁸

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	60	1%	<11		60	1%
19 to 24	735	8%	<11		735	8%
25 to 34	1,457	16%	<11		1,458	16%
35 to 44	1,627	17%	<11		1,627	17%
45 to 54	2,226	24%	<11		2,226	24%
55 to 64	2,416	26%	<11		2,419	26%
65+	840	9%	<11		840	9%
Total	9,365	100%	<11		9,369	100%

Table F.20 Participant profile per quarter (participants not in SIL) by age group – New South Wales

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	22,006	15%	2,218	46%	24,224	16%
7 to 14	39,217	27%	772	16%	39,989	27%
15 to 18	11,844	8%	261	5%	12,105	8%
19 to 24	13,137	9%	143	3%	13,280	9%
25 to 34	12,222	9%	244	5%	12,466	8%
35 to 44	10,462	7%	277	6%	10,739	7%
45 to 54	12,285	9%	376	8%	12,661	9%
55 to 64	15,456	11%	528	11%	15,984	11%
65+	6,144	4%	31	1%	6,175	4%
Total	142,773	100%	4,850	100%	147,623	100%

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴⁹



¹⁴⁸ 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.

¹⁴⁹ 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.21 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	95,463	63%	3,058	63%	98,521	63%
Female	55,032	36%	1,728	36%	56,760	36%
Other	1,643	1%	68	1%	1,711	1%
Total	152,138	100%	4,854	100%	156,992	100%

Table F.22 Participant profile per quarter (participants in SIL) by gender – New South Wales

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	5,656	60%	<11		5,658	60%
Female	3,683	39%	<11		3,685	39%
Other	26	0%	<11		26	0%
Total	9,365	100%	<11		9,369	100%

Table F.23 Participant profile per quarter (participants not in SIL) by gender – New South Wales

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	89,807	63%	3,056	63%	92,863	63%
Female	51,349	36%	1,726	36%	53,075	36%
Other	1,617	1%	68	1%	1,685	1%
Total	142,773	100%	4,850	100%	147,623	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ¹⁵⁰

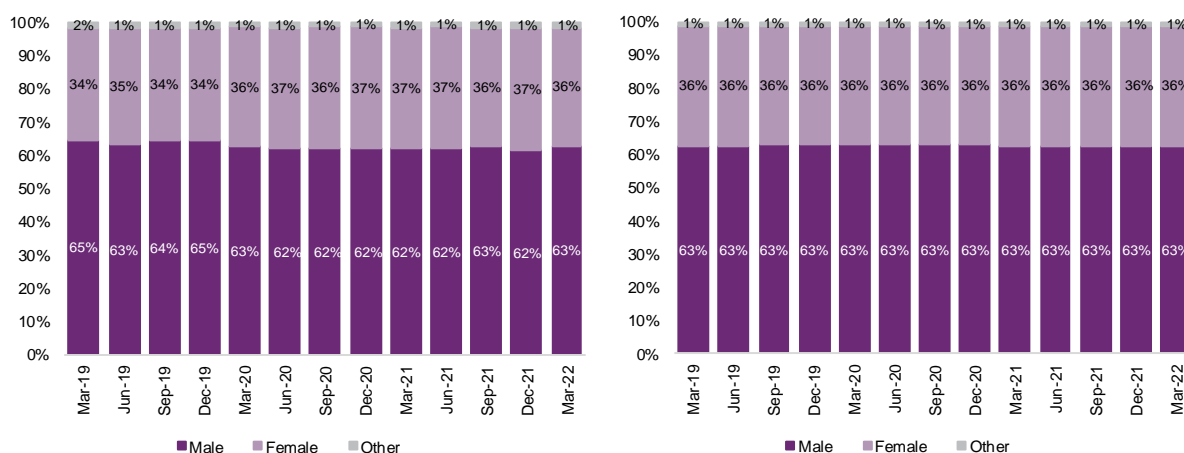


Table F.24 Participation rates by age group and gender at 31 March 2022 – New South Wales ¹⁵¹

Age group	Participation Rate		
	Male	Female	Total
0-6	4.6%	2.0%	3.4%
7-14	6.6%	2.9%	4.9%
15-18	4.1%	2.0%	3.1%
19-24	2.7%	1.6%	2.2%
25-44	1.3%	0.9%	1.1%
45-64	1.8%	1.5%	1.7%
Total (aged 0-64)	2.7%	1.5%	2.2%

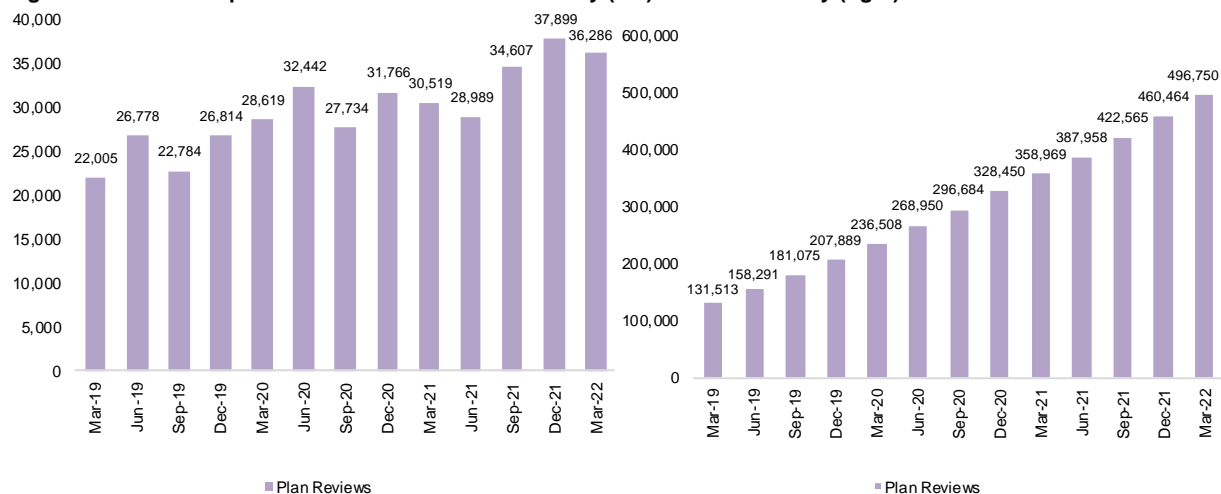
¹⁵⁰ Ibid.

¹⁵¹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Table F.25 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales ¹⁵²

	Prior Quarters	2021-22 Q3	Total
Total plan reviews	460,464	36,286	496,750
<i>Early intervention plans</i>	86,024	9,246	95,270
<i>Permanent disability plans</i>	374,440	27,040	401,480

Figure F.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – New South Wales



¹⁵² 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.

Part Two: Participant experience and outcomes

Table F.26 Number of baseline questionnaires completed by SFOF version – New South Wales ¹⁵³

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	2,829	5,467	5,429	8,408	7,383	5,462	34,978
Participant school to 14	7,448	10,630	4,837	5,677	4,930	3,360	36,882
Participant 15 to 24	5,852	5,859	1,449	2,297	1,849	1,338	18,644
Participant 25 and over	13,918	15,978	5,218	8,384	7,519	5,000	56,017
Total Participant	30,047	37,934	16,933	24,766	21,681	15,160	146,521
Family 0 to 14	9,559	15,661	10,112	13,868	12,108	8,640	69,948
Family 15 to 24	1,367	3,761	1,064	1,606	1,303	960	10,061
Family 25 and over	359	4,250	1,671	2,370	1,934	1,333	11,917
Total Family	11,285	23,672	12,847	17,844	15,345	10,933	91,926
Total	41,332	61,606	29,780	42,610	37,026	26,093	238,447

Table F.27 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			37%	61%
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%

¹⁵³ 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.28 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.29 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%	68%
HW	% who rate their health as good, very good or excellent			67%	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			10%	10%

Table F.30 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%	20%
% receiving Carer Allowance	36%	41%	27%
% 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%	55%
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%	29%	19%
% 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			30%
% who rate their health as good, very good or excellent	77%	64%	61%

Table F.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=6,763) - participants who entered from 1 July 2016 and 31 March 2021 – New South Wales ¹⁵⁴

Question	% Yes
DL Has the NDIS improved your child's development?	94%
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?	88%
REL Has the NDIS improved how your child fits into family life?	85%
S/CP Has the NDIS improved how your child fits into community life?	72%

¹⁵⁴ Results in Tables F.31 to F.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table F.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=8,420) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	58%
S/CP	Has the NDIS improved your child's social and recreational life?	50%

Table F.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,466) and ‘Participant 25 and over’ (n=12,337) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	62%	75%
DL	Has the NDIS helped you with daily living activities?	60%	76%
REL	Has the NDIS helped you to meet more people?	47%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	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?	52%	60%

Table F.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,483); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,725) - participants who entered between 1 July 2016 and 31 March 2021 – 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%	52%
Has the NDIS improved the level of support for your family?	75%	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?	78%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	54%	36%

Table F.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=4,282) - participants who entered between 1 July 2016 and 31 March 2020 – New South Wales ¹⁵⁵

	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%	85%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	67%	72%	+5%

Table F.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=7,355) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	52%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	60%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	+6%

¹⁵⁵ Results in Tables F.35 to F.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table F.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,165) and ‘Participant 25 and over’ (n=8,491) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	61%	66%	+5%	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?	22%	20%	-2%	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	46%	+4%	50%	56%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	36%	0%	28%	29%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	-1%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	52%	56%	+4%	57%	64%	+7%

Table F.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=11,888); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,535) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	70%	+5%	47%	57%	+10%
	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?	72%	77%	+5%	58%	67%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	+4%			
	Has the NDIS improved your health and wellbeing?	48%	50%	+2%	32%	37%	+5%

Table F.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=3,037) - participants who entered between 1 July 2016 and 31 March 2019 – New South Wales ¹⁵⁶

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	95%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	92%	95%	95%	+3%
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%	81%	82%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	65%	68%	69%	+4%

Table F.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=7,962) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	68%	72%	+12%
LL	Has the NDIS improved your child's access to education?	40%	46%	50%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	55%	59%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	50%	+8%

¹⁵⁶ Results in Tables F.39 to F.45 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table F.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,629) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	19%	-2%
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%	35%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	17%	-1%
Has the NDIS helped you be more involved?	53%	58%	61%	+8%

Table F.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=8,534) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	68%	75%	78%	+10%
Has the NDIS helped you with daily living activities?	71%	79%	83%	+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%	33%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	50%	57%	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.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=8,121) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	63%	67%	+7%
Has the NDIS improved the level of support for your family?	64%	70%	73%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	67%	73%	76%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	78%	80%	+6%
Has the NDIS improved your health and wellbeing?	42%	44%	45%	+3%

Table F.44 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=1,736) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	51%	57%	+12%
Has the NDIS improved the level of support for your family?	60%	65%	72%	+12%
Has the NDIS helped you to access services, programs and activities in the community?	57%	64%	69%	+12%
Has the NDIS improved your health and wellbeing?	32%	34%	37%	+5%

Table F.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,194) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	97%	95%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	88%	90%	90%	+4%
REL	Has the NDIS improved how your child fits into family life?	75%	78%	81%	84%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	71%	76%	+13%

Table F.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=6,483) - participants who entered between 1 July 2016 and 31 March 2018 – New South Wales¹⁵⁷

	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%	68%	71%	+16%
LL	Has the NDIS improved your child's access to education?	34%	38%	41%	45%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	50%	53%	56%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	44%	47%	50%	+10%

¹⁵⁷ Results in Tables F.46 to F.50 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table F.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,535) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	60%	66%	69%	71%	+11%
DL	Has the NDIS helped you with daily living activities?	57%	65%	70%	74%	+17%
REL	Has the NDIS helped you to meet more people?	51%	55%	56%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	17%	18%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	47%	51%	+11%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	37%	35%	38%	+3%
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%

Table F.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=6,851) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	77%	80%	+15%
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?	52%	59%	61%	65%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	29%	32%	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%	33%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	20%	20%	22%	0%
S/CP	Has the NDIS helped you be more involved?	58%	64%	69%	72%	+14%

Table F.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=3,908) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	53%	58%	61%	64%	+11%
Has the NDIS improved the level of support for your family?	57%	64%	66%	71%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	62%	69%	71%	74%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	74%	75%	79%	+12%
Has the NDIS improved your health and wellbeing?	35%	38%	38%	40%	+5%

Table F.50 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=1,003) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	42%	49%	56%	61%	+19%
Has the NDIS improved the level of support for your family?	58%	69%	70%	73%	+15%
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?	32%	31%	35%	38%	+6%

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 F.51 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=2,419) - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales¹⁵⁸

	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?	52%	62%	66%	66%	69%	+17%
LL	Has the NDIS improved your child's access to education?	35%	36%	37%	37%	41%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	47%	51%	51%	53%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	44%	46%	45%	47%	+6%

Table F.52 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=1,676) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	61%	63%	67%	66%	69%	+8%
DL	Has the NDIS helped you with daily living activities?	58%	65%	69%	72%	75%	+17%
REL	Has the NDIS helped you to meet more people?	53%	54%	55%	55%	57%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	21%	17%	18%	18%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	45%	47%	48%	49%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	40%	39%	34%	37%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	18%	16%	14%	16%	-5%
S/CP	Has the NDIS helped you be more involved?	55%	60%	62%	61%	64%	+9%

¹⁵⁸ Results in Tables F.51 to F.55 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table F.53 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=2,738) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	67%	74%	77%	78%	82%	+15%
DL	Has the NDIS helped you with daily living activities?	69%	77%	81%	84%	87%	+18%
REL	Has the NDIS helped you to meet more people?	53%	60%	63%	63%	69%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	32%	32%	33%	38%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	56%	58%	60%	64%	+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?	32%	32%	30%	30%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%	21%	20%	23%	0%
S/CP	Has the NDIS helped you be more involved?	60%	66%	69%	70%	76%	+16%

Table F.54 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=1,060) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	47%	51%	54%	57%	62%	+15%
Has the NDIS improved the level of support for your family?	54%	63%	63%	65%	69%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	57%	64%	68%	71%	72%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	70%	72%	74%	75%	+12%
Has the NDIS improved your health and wellbeing?	33%	35%	35%	37%	37%	+4%

Table F.55 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=215) - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales

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?	49%	43%	53%	56%	61%	+12%
Has the NDIS improved the level of support for your family?	59%	58%	64%	63%	71%	+12%
Has the NDIS helped you to access services, programs and activities in the community?	63%	59%	65%	63%	70%	+7%
Has the NDIS improved your health and wellbeing?	36%	35%	31%	32%	36%	0%

Table F.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,939), 'participant social and community engagement rate' (n=14,089), 'parent and carer employment rate' (n=15,327) and 'participant choice and control' (n=10,550) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – New South Wales ¹⁵⁹

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	11%	14%	18%	24%
Aged 25 to 34 years	31%	31%	32%	
Aged 35 to 44 years	30%	29%	29%	
Aged 45 to 54 years	25%	25%	24%	
Aged 55 to 64 years	18%	17%	15%	
Aged 65+ years	13%	12%	10%	
Aged 25+	24%	24%	23%	
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%	40%	48%
Aged 25 to 34 years	31%	42%	45%	
Aged 35 to 44 years	33%	38%	42%	
Aged 45 to 54 years	32%	38%	40%	
Aged 55 to 64 years	35%	40%	41%	
Aged 65+ years	34%	36%	39%	
Aged 25+	33%	39%	42%	
Aged 15+	33%	39%	41%	
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%	52%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		61%	66%	75%
Aged 25+		68%	76%	
Aged 15+		66%	73%	

¹⁵⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table F.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,376), 'participant social and community engagement rate' (n=13,497) and 'parent and carer employment rate' (n=9,660) and 'participant choice and control' (n=11,076) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – New South Wales ¹⁶⁰

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	10%	14%	16%	21%	24%
Aged 25 to 34 years	32%	33%	26%	31%	
Aged 35 to 44 years	34%	36%	32%	34%	
Aged 45 to 54 years	29%	30%	23%	27%	
Aged 55 to 64 years	20%	19%	16%	17%	
Aged 65+ years	14%	13%	9%	11%	
Aged 25+	27%	27%	22%	25%	
Aged 15+	22%	23%	20%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	35%	41%	44%	46%	48%
Aged 25 to 34 years	34%	43%	47%	50%	
Aged 35 to 44 years	37%	43%	48%	50%	
Aged 45 to 54 years	35%	41%	45%	46%	
Aged 55 to 64 years	34%	38%	40%	43%	
Aged 65+ years	35%	38%	41%	42%	
Aged 25+	35%	41%	44%	46%	
Aged 15+	35%	41%	44%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	48%	50%	52%	53%	49%
Aged 15+	50%	54%	54%	52%	
All ages	49%	51%	52%	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+		68%	75%	78%	
Aged 15+		65%	72%	76%	

¹⁶⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table F.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,937), 'participant social and community engagement rate' (n=11,117), 'parent and carer employment rate' (n=5,084) and 'participant choice and control' (n=9,470) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – New South Wales ¹⁶¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	11%	14%	19%	22%	27%	24%
Aged 25 to 34 years	31%	32%	31%	28%	31%	
Aged 35 to 44 years	35%	36%	34%	30%	32%	
Aged 45 to 54 years	35%	35%	34%	28%	30%	
Aged 55 to 64 years	25%	26%	22%	19%	20%	
Aged 65+ years	15%	15%	11%	9%	10%	
Aged 25+	30%	30%	28%	24%	26%	
Aged 15+	26%	27%	26%	23%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	33%	40%	46%	48%	47%	48%
Aged 25 to 34 years	36%	46%	54%	53%	55%	
Aged 35 to 44 years	37%	41%	47%	50%	51%	
Aged 45 to 54 years	37%	44%	48%	52%	52%	
Aged 55 to 64 years	35%	39%	43%	43%	46%	
Aged 65+ years	35%	41%	43%	44%	45%	
Aged 25+	36%	43%	47%	49%	50%	
Aged 15+	35%	42%	47%	49%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	49%	51%	53%	54%	56%	49%
Aged 15+	51%	54%	55%	56%	54%	
All ages	50%	52%	54%	55%	55%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		60%	66%	69%	71%	75%
Aged 25+		65%	73%	77%	80%	
Aged 15+		63%	71%	74%	77%	

¹⁶¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table F.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,678), 'participant social and community engagement rate' (n=4,833), 'parent and carer employment rate' (n=1,260) and 'participant choice and control' (n=3,971) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales ¹⁶²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	14%	19%	26%	28%	30%	24%
Aged 25 to 34 years	26%	28%	29%	30%	26%	28%	
Aged 35 to 44 years	32%	32%	28%	29%	24%	28%	
Aged 45 to 54 years	35%	36%	31%	35%	29%	30%	
Aged 55 to 64 years	27%	26%	22%	22%	17%	19%	
Aged 65+ years	20%	20%	15%	15%	12%	12%	
Aged 25+	29%	29%	26%	28%	23%	25%	
Aged 15+	25%	26%	25%	27%	24%	26%	
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%	37%	43%	46%	49%	49%	48%
Aged 25 to 34 years	33%	41%	49%	53%	54%	55%	
Aged 35 to 44 years	34%	41%	48%	49%	50%	55%	
Aged 45 to 54 years	35%	39%	47%	50%	49%	54%	
Aged 55 to 64 years	37%	39%	46%	47%	49%	51%	
Aged 65+ years	39%	37%	44%	45%	45%	49%	
Aged 25+	35%	40%	47%	50%	50%	53%	
Aged 15+	34%	39%	46%	49%	50%	52%	
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%	50%	51%	51%	52%	57%	49%
Aged 15+	48%	51%	54%	58%	56%	57%	
All ages	47%	51%	53%	54%	54%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		61%	63%	67%	66%	69%	75%
Aged 25+		67%	74%	77%	78%	82%	
Aged 15+		64%	69%	73%	72%	77%	

¹⁶² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table F.60 Number of active plans by goal type and primary disability – New South Wales ¹⁶³

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	1,108	3,422	2,470	845	1,323	3,700	1,793	1,169	4,560
Autism	7,222	45,203	16,194	20,781	23,595	36,776	3,251	8,963	52,133
Cerebral palsy	1,131	4,638	2,991	1,282	1,409	4,006	1,337	1,081	5,488
Developmental delay	808	10,980	4,189	8,026	4,874	7,926	5	7	11,831
Down syndrome	698	3,087	1,772	1,035	1,216	3,039	841	1,092	3,741
Global developmental delay	299	3,500	1,466	2,709	1,610	2,598	8	1	3,761
Hearing impairment	1,257	6,367	1,509	1,989	1,214	3,710	650	1,844	7,633
Intellectual disability	5,491	20,811	10,396	7,253	9,525	20,345	6,613	9,403	26,591
Multiple sclerosis	589	2,207	1,787	230	402	1,845	885	509	2,593
Psychosocial disability	3,394	11,661	9,404	3,605	4,389	13,243	6,056	5,290	16,132
Spinal cord injury	469	1,540	1,100	202	243	1,317	628	512	1,774
Stroke	650	2,287	1,479	372	494	2,163	1,055	508	2,736
Visual impairment	709	2,672	1,038	744	408	2,222	667	864	3,036
Other neurological	1,379	5,286	3,735	949	1,442	5,071	2,425	1,049	6,558
Other physical	1,190	4,903	3,136	758	704	3,721	1,572	1,251	5,689
Other sensory/speech	118	752	193	332	314	407	16	66	885
Other	360	1,556	905	393	408	1,326	487	363	1,851
Total	26,872	130,872	63,764	51,505	53,570	113,415	28,289	33,972	156,992

¹⁶³ 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.61 Percentage of active plans by goal type and primary disability – New South Wales ¹⁶⁴

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%	75%	54%	19%	29%	81%	39%	26%
Autism	14%	87%	31%	40%	45%	71%	6%	17%
Cerebral palsy	21%	85%	55%	23%	26%	73%	24%	20%
Developmental delay	7%	93%	35%	68%	41%	67%	0%	0%
Down syndrome	19%	83%	47%	28%	33%	81%	22%	29%
Global developmental delay	8%	93%	39%	72%	43%	69%	0%	0%
Hearing impairment	16%	83%	20%	26%	16%	49%	9%	24%
Intellectual disability	21%	78%	39%	27%	36%	77%	25%	35%
Multiple sclerosis	23%	85%	69%	9%	16%	71%	34%	20%
Psychosocial disability	21%	72%	58%	22%	27%	82%	38%	33%
Spinal cord injury	26%	87%	62%	11%	14%	74%	35%	29%
Stroke	24%	84%	54%	14%	18%	79%	39%	19%
Visual impairment	23%	88%	34%	25%	13%	73%	22%	28%
Other neurological	21%	81%	57%	14%	22%	77%	37%	16%
Other physical	21%	86%	55%	13%	12%	65%	28%	22%
Other sensory/speech	13%	85%	22%	38%	35%	46%	2%	7%
Other	19%	84%	49%	21%	22%	72%	26%	20%
Total	17%	83%	41%	33%	34%	72%	18%	22%

¹⁶⁴ The percentages of participants by goal type do not add up 100% for each disability group as participants can set more than one goal in their plans.

Table F.62 Number of goals in active plans by goal type and primary disability – New South Wales ¹⁶⁵

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	4,014	19,214	9,692	3,085	4,779	14,204	6,140	3,747	64,875
Autism	29,898	398,940	73,485	101,169	102,421	169,361	12,472	34,559	922,305
Cerebral palsy	5,274	40,446	14,657	6,124	6,125	19,991	5,716	4,436	102,769
Developmental delay	2,976	100,020	17,700	36,226	18,736	31,946	14	21	207,639
Down syndrome	2,874	23,739	7,713	4,629	5,312	14,054	3,159	4,180	65,660
Global developmental delay	1,148	33,162	6,409	12,281	6,115	10,893	36	2	70,046
Hearing impairment	4,711	40,754	5,880	8,614	4,835	15,175	2,270	6,464	88,703
Intellectual disability	21,298	139,985	43,873	31,312	38,503	89,568	24,043	33,209	421,791
Multiple sclerosis	2,300	14,156	8,044	800	1,435	7,250	3,315	1,825	39,125
Psychosocial disability	11,039	51,970	32,031	11,157	13,544	43,107	17,538	15,255	195,641
Spinal cord injury	2,142	11,064	5,038	771	922	5,836	2,551	1,973	30,297
Stroke	2,672	15,361	6,312	1,510	1,835	8,856	3,964	1,875	42,385
Visual impairment	3,055	19,583	4,327	3,244	1,587	9,908	2,539	3,289	47,532
Other neurological	5,239	35,049	16,177	3,779	5,471	20,082	8,815	3,665	98,277
Other physical	4,777	34,779	13,649	3,117	2,653	15,606	5,905	4,635	85,121
Other sensory/speech	434	5,580	736	1,378	1,125	1,548	42	224	11,067
Other	1,456	10,742	3,956	1,640	1,677	5,408	1,799	1,226	27,904
Total	105,307	994,544	269,679	230,836	217,075	482,793	100,318	120,585	2,521,137

Table F.63 Number of active plans by goal type and age group – New South Wales ¹⁶⁶

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	1,720	22,505	9,473	17,235	10,317	17,098	11	2	24,224
7 to 14	4,499	35,798	10,657	15,246	17,856	24,502	538	467	39,993
15 to 18	2,294	10,084	4,048	3,765	5,169	9,164	880	4,194	12,165
19 to 24	3,169	10,970	4,879	3,835	4,136	10,468	3,230	8,657	14,015
25 to 34	3,371	10,691	6,279	3,199	3,877	10,750	4,382	6,608	13,924
35 to 44	2,883	9,519	6,451	2,422	3,307	9,620	4,200	4,977	12,366
45 to 54	3,321	11,484	8,025	2,624	3,734	11,705	5,308	4,745	14,887
55 to 64	4,067	14,471	10,083	2,467	3,877	14,596	6,865	3,604	18,403
65+	1,548	5,350	3,869	712	1,297	5,512	2,875	718	7,015
Total	26,872	130,872	63,764	51,505	53,570	113,415	28,289	33,972	156,992

¹⁶⁵ Participants have set over seven million goals in total across Australia since July 2016. The 2,521,137 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

¹⁶⁶ 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.64 Percentage of active plans by goal type and age group – New South Wales ¹⁶⁷

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%	39%	71%	43%	71%	0%	0%
7 to 14	11%	90%	27%	38%	45%	61%	1%	1%
15 to 18	19%	83%	33%	31%	42%	75%	7%	34%
19 to 24	23%	78%	35%	27%	30%	75%	23%	62%
25 to 34	24%	77%	45%	23%	28%	77%	31%	47%
35 to 44	23%	77%	52%	20%	27%	78%	34%	40%
45 to 54	22%	77%	54%	18%	25%	79%	36%	32%
55 to 64	22%	79%	55%	13%	21%	79%	37%	20%
65+	22%	76%	55%	10%	18%	79%	41%	10%
Total	17%	83%	41%	33%	34%	72%	18%	22%

Table F.65 Number of goals in active plans by goal type and age group – New South Wales ¹⁶⁸

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	6,530	210,171	42,543	80,863	41,276	72,158	50	4	453,595
7 to 14	18,684	344,042	49,246	76,436	78,358	113,993	1,991	1,859	684,609
15 to 18	9,679	73,248	17,981	16,581	21,410	42,142	3,514	16,824	201,379
19 to 24	12,699	70,390	20,276	15,848	16,534	46,091	11,890	32,202	225,930
25 to 34	13,153	63,649	25,092	12,172	14,890	45,205	15,549	22,905	212,615
35 to 44	11,184	53,791	26,006	8,637	12,371	38,558	14,712	16,509	181,768
45 to 54	12,230	64,508	32,598	9,271	13,621	46,288	18,541	15,723	212,780
55 to 64	15,364	83,904	40,392	8,481	13,914	56,826	24,115	12,173	255,169
65+	5,784	30,841	15,545	2,547	4,701	21,532	9,956	2,386	93,292
Total	105,307	994,544	269,679	230,836	217,075	482,793	100,318	120,585	2,521,137

¹⁶⁷ 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.

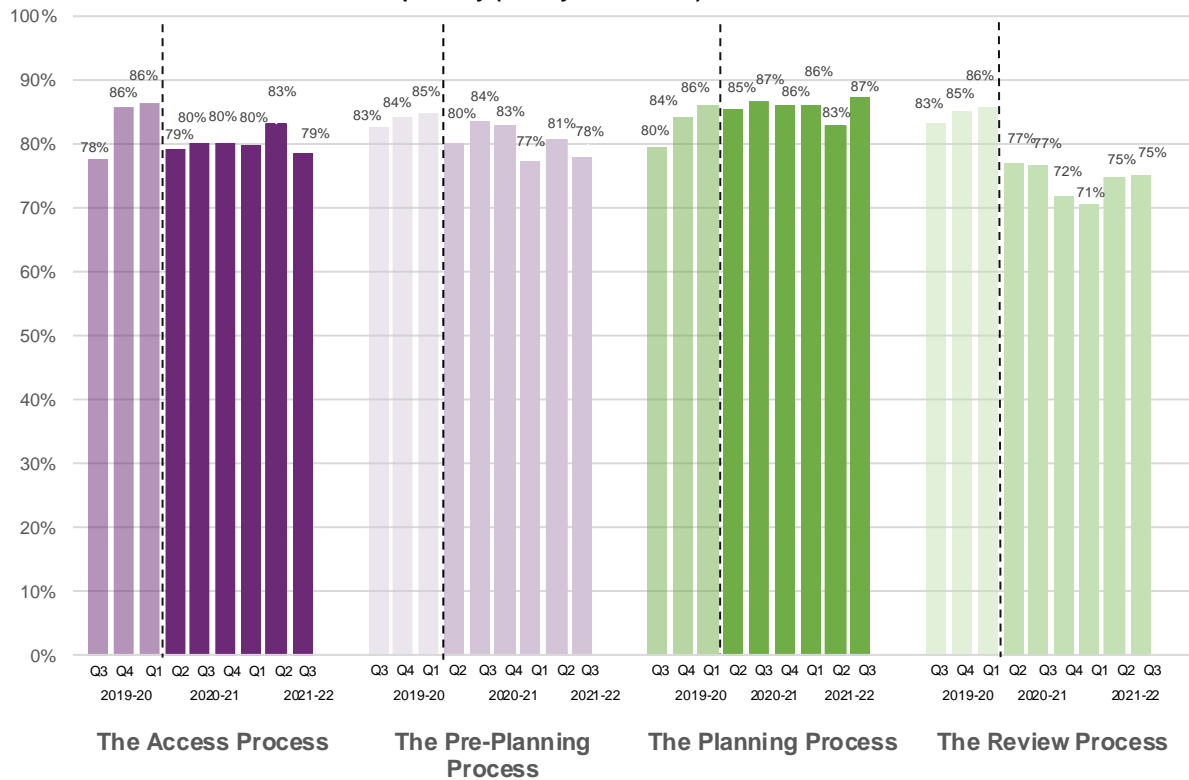
¹⁶⁸ Participants have set over seven million goals in total across Australia since July 2016. The 2,521,137 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

Table F.66 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ¹⁶⁹

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 1,343	n = 235
Are you happy with how coming into the NDIS has gone?	87%	81%
Was the person from the NDIS respectful?	98%	99%
Do you understand what will happen next with your plan?	81%	81%
% of participants rating their overall experience as Very Good or Good.	80%	79%
Pre-planning	n = 1,247	n = 237
Did the person from the NDIS understand how your disability affects your life?	87%	86%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	82%	81%
Are you clear on what happens next with your plan?	70%	67%
Do you know where to go for more help with your plan?	76%	71%
% of participants rating their overall experience as Very Good or Good.	81%	78%
Planning	n = 6,243	n = 1,216
Did the person from the NDIS understand how your disability affects your life?	91%	92%
Did you understand why you needed to give the information you did?	98%	98%
Were decisions about your plan clearly explained?	88%	90%
Are you clear on what happens next with your plan?	84%	85%
Do you know where to go for more help with your plan?	89%	90%
% of participants rating their overall experience as Very Good or Good.	86%	87%
Plan review	n = 18,964	n = 3,427
Did the person from the NDIS understand how your disability affects your life?	80%	80%
Did you feel prepared for your plan review?	86%	88%
Is your NDIS plan helping you to make progress towards your goals?	88%	88%
% of participants rating their overall experience as Very Good or Good.	74%	75%

¹⁶⁹ 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.10 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ^{170 171}



¹⁷⁰ 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.

¹⁷¹ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.67 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table F.68 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.67 Complaints by quarter – New South Wales ^{172 173 174}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	45	10	55	48
Complaint about LAC Partner	362	59	421	383
Complaints about service providers	2,093	133	2,226	1,786
Complaints about the Agency	28,472	1,961	30,433	16,702
Critical/ Reportable Incident	2,365	369	2,734	2,142
Unclassified	1,520	3	1,523	1,332
Total	34,857	2,535	37,392	19,795
% of the number of active participants	6.9%	6.5%	6.9%	

¹⁷² Note that 62% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

¹⁷³ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

¹⁷⁴ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales

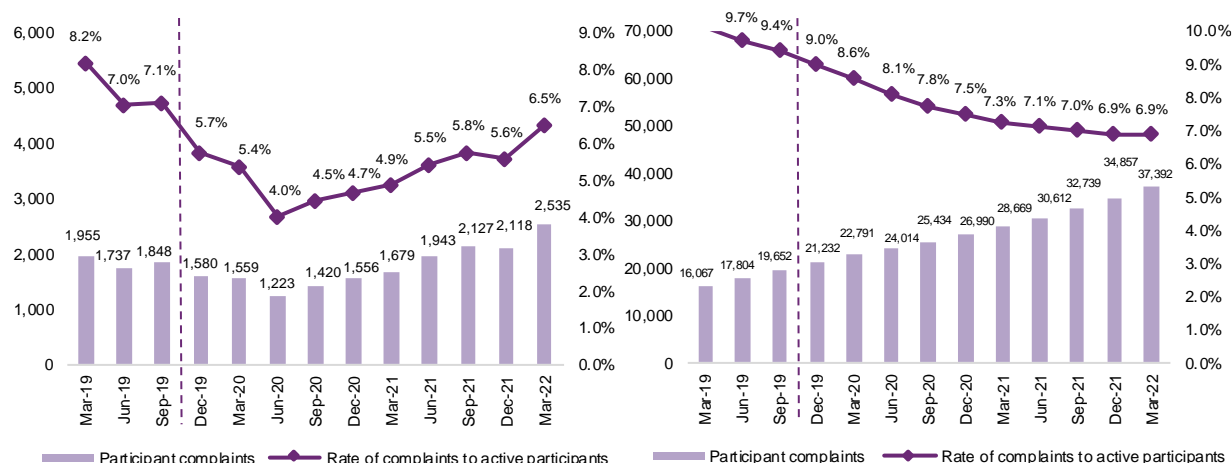


Table F.68 Participant complaints by type – New South Wales

Complaints by source, subject and type			Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request								
Complaints about the Agency								
Individual needs	2,389	(8%)	0	(0%)	2,389	(8%)		
Information unclear	737	(3%)	2	(0%)	739	(2%)		
NDIA Access	407	(1%)	51	(3%)	458	(2%)		
NDIA Engagement	10	(0%)	4	(0%)	14	(0%)		
NDIA Finance	1,048	(4%)	233	(12%)	1,281	(4%)		
NDIA Fraud and Compliance	56	(0%)	13	(1%)	69	(0%)		
NDIA Plan	3,758	(13%)	747	(38%)	4,505	(15%)		
NDIA Process	1,168	(4%)	208	(11%)	1,376	(5%)		
NDIA Resources	115	(0%)	29	(1%)	144	(0%)		
NDIA Staff	857	(3%)	146	(7%)	1,003	(3%)		
NDIA Timeliness	2,968	(10%)	480	(24%)	3,448	(11%)		
Participation, engagement and inclusion	179	(1%)	0	(0%)	179	(1%)		
Provider Portal	43	(0%)	0	(0%)	43	(0%)		
Quality & Safeguards Commission	8	(0%)	1	(0%)	9	(0%)		
Reasonable and necessary supports	2,279	(8%)	1	(0%)	2,280	(7%)		
Staff conduct - Agency	677	(2%)	3	(0%)	680	(2%)		
The way the NDIA carried out its decision making	1,241	(4%)	5	(0%)	1,246	(4%)		
Timeliness	5,952	(21%)	2	(0%)	5,954	(20%)		
Other	4,580	(16%)	36	(2%)	4,616	(15%)		
Total	28,472		1,961		30,433			
Complaint about ECA Partner								
ECA Engagement	0	(0%)	0	(0%)	0	(0%)		
ECA Fraud and Compliance	1	(2%)	0	(0%)	1	(2%)		
ECA Plan	7	(16%)	1	(10%)	8	(15%)		
ECA Process	6	(13%)	0	(0%)	6	(11%)		
ECA Resources	0	(0%)	0	(0%)	0	(0%)		
ECA Staff	23	(51%)	4	(40%)	27	(49%)		
ECA Timeliness	8	(18%)	5	(50%)	13	(24%)		
Other	0	(0%)	0	(0%)	0	(0%)		
Total	45		10		55			
Complaint about LAC Partner								
LAC Engagement	2	(1%)	1	(2%)	3	(1%)		
LAC Fraud and Compliance	4	(1%)	0	(0%)	4	(1%)		
LAC Plan	65	(18%)	12	(20%)	77	(18%)		
LAC Process	38	(10%)	7	(12%)	45	(11%)		
LAC Resources	2	(1%)	0	(0%)	2	(0%)		

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Staff	218	(60%)	36	(61%)	254	(60%)
LAC Timeliness	33	(9%)	3	(5%)	36	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	362		59		421	
<i>Complaints about service providers</i>						
Provider costs.	142	(7%)	1	(1%)	143	(6%)
Provider Finance	86	(4%)	7	(5%)	93	(4%)
Provider Fraud and Compliance	91	(4%)	17	(13%)	108	(5%)
Provider process	134	(6%)	2	(2%)	136	(6%)
Provider Service	405	(19%)	67	(50%)	472	(21%)
Provider Staff	170	(8%)	30	(23%)	200	(9%)
Service Delivery	233	(11%)	2	(2%)	235	(11%)
Staff conduct	207	(10%)	1	(1%)	208	(9%)
Supports being provided	254	(12%)	0	(0%)	254	(11%)
Other	371	(18%)	6	(5%)	377	(17%)
Total	2,093		133		2,226	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	752	(32%)	110	(30%)	862	(32%)
Allegations against Informal Supports	470	(20%)	5	(1%)	475	(17%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	368	(16%)	72	(20%)	440	(16%)
Provider reporting	772	(33%)	182	(49%)	954	(35%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	2,365		369		2,734	
<i>Unclassified</i>	1,520		3		1,523	
Participants total	34,857		2,535		37,392	

Table F.69 AAT Cases by category at 31 March 2022 – New South Wales

Category	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Access	723	26%	39	10%	762	24%
Plan	1,789	64%	327	83%	2,116	66%
Plan Review	176	6%	<11		178	6%
Other	127	5%	24	6%	151	5%
Total cases	2,815	100%	392	100%	3,207	100%
% of the number of active participants	0.56%		1.01%		0.59%	

Figure F.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales

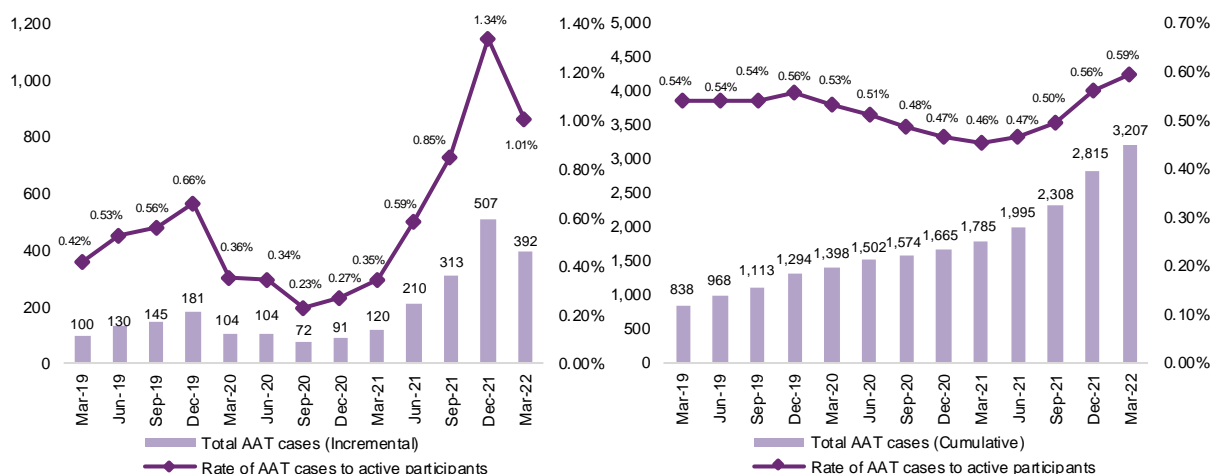


Table F.70 AAT cases by open/closed and decision – New South Wales ^{175 176}

	Number of cases	Number of unique active participants
AAT Cases	3,207	2,924
Open AAT Cases	1,084	1,070
Closed AAT Cases	2,123	1,933
<i>Resolved before hearing</i>	<i>2,049</i>	<i>1,868</i>
<i>Gone to hearing and received a substantive decision</i>	<i>74</i>	<i>65</i>

¹⁷⁵ Of the 74 cases which went to hearing and received a substantive decision: 33 affirmed the Agency's decision, 19 varied the Agency's decision and 22 set aside the Agency's decision.

¹⁷⁶ 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.

Part Four: Providers and the growing market

Table F.71 Key markets indicators by quarter – New South Wales ^{177 178}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.33	1.30
b) Number of providers delivering new types of supports	685	697
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	90%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	88%	88%
<i>Early Childhood Supports (%)</i>	88%	88%
<i>Assist Personal Activities (%)</i>	89%	89%

Table F.72 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – New South Wales ¹⁷⁹

Activity	Number of providers
Active for the first time in 2021-22 Q3	223
Active in 2021-22 Q3 and also in previous quarters	3,967
Active in 2021-22 Q3	4,190
Inactive in 2021-22 Q3	4,924
Active ever	9,114

¹⁷⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁷⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁷⁹ Active providers refer to those who have received payment for support Agency-managed participants.

Table F.73 Cumulative number of providers that have been ever active by registration group – New South Wales ¹⁸⁰

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	326	7	333	2%
Assistance Animals	132	3	135	2%
Assistance with daily life tasks in a group or shared living arrangement	1,123	72	1,195	6%
Assistance with travel/transport arrangements	938	19	957	2%
Daily Personal Activities	1,832	90	1,922	5%
Group and Centre Based Activities	1,268	56	1,324	4%
High Intensity Daily Personal Activities	1,256	40	1,296	3%
Household tasks	2,329	71	2,400	3%
Interpreting and translation	237	12	249	5%
Participation in community, social and civic activities	2,042	88	2,130	4%
Assistive Technology				
Assistive equipment for recreation	357	7	364	2%
Assistive products for household tasks	363	6	369	2%
Assistance products for personal care and safety	1,716	44	1,760	3%
Communication and information equipment	731	27	758	4%
Customised Prosthetics	801	24	825	3%
Hearing Equipment	320	9	329	3%
Hearing Services	86	6	92	7%
Personal Mobility Equipment	1,027	29	1,056	3%
Specialised Hearing Services	122	9	131	7%
Vision Equipment	292	14	306	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,964	100	2,064	5%
Behaviour Support	820	23	843	3%
Community nursing care for high needs	649	34	683	5%
Development of daily living and life skills	1,315	52	1,367	4%
Early Intervention supports for early childhood	1,562	44	1,606	3%
Exercise Physiology and Physical Wellbeing activities	1,051	37	1,088	4%
Innovative Community Participation	478	14	492	3%
Specialised Driving Training	303	9	312	3%
Therapeutic Supports	4,656	92	4,748	2%
Capital services				
Home modification design and construction	631	24	655	4%
Specialist Disability Accommodation	168	5	173	3%
Vehicle Modifications	264	8	272	3%
Choice and control support services				
Management of funding for supports in participants plan	979	42	1,021	4%
Support Coordination	475	23	498	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	519	22	541	4%
Specialised Supported Employment	433	21	454	5%
Total	8,891	223	9,114	3%

¹⁸⁰ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table F.74 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – New South Wales ¹⁸¹

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	59	274	333	18%	82%	100%
Assistance Animals	20	115	135	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	157	1,038	1,195	13%	87%	100%
Assistance with travel/transport arrangements	201	756	957	21%	79%	100%
Daily Personal Activities	258	1,664	1,922	13%	87%	100%
Group and Centre Based Activities	174	1,150	1,324	13%	87%	100%
High Intensity Daily Personal Activities	182	1,114	1,296	14%	86%	100%
Household tasks	730	1,670	2,400	30%	70%	100%
Interpreting and translation	58	191	249	23%	77%	100%
Participation in community, social and civic activities	306	1,824	2,130	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	55	309	364	15%	85%	100%
Assistive products for household tasks	63	306	369	17%	83%	100%
Assistance products for personal care and safety	304	1,456	1,760	17%	83%	100%
Communication and information equipment	155	603	758	20%	80%	100%
Customised Prosthetics	171	654	825	21%	79%	100%
Hearing Equipment	53	276	329	16%	84%	100%
Hearing Services	13	79	92	14%	86%	100%
Personal Mobility Equipment	172	884	1,056	16%	84%	100%
Specialised Hearing Services	24	107	131	18%	82%	100%
Vision Equipment	47	259	306	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	384	1,680	2,064	19%	81%	100%
Behaviour Support	202	641	843	24%	76%	100%
Community nursing care for high needs	110	573	683	16%	84%	100%
Development of daily living and life skills	200	1,167	1,367	15%	85%	100%
Early Intervention supports for early childhood	529	1,077	1,606	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	273	815	1,088	25%	75%	100%
Innovative Community Participation	133	359	492	27%	73%	100%
Specialised Driving Training	89	223	312	29%	71%	100%
Therapeutic Supports	1,977	2,771	4,748	42%	58%	100%
Capital services						
Home modification design and construction	127	528	655	19%	81%	100%
Specialist Disability Accommodation	7	166	173	4%	96%	100%
Vehicle Modifications	46	226	272	17%	83%	100%
Choice and control support services						
Management of funding for supports in participants plan	184	837	1,021	18%	82%	100%
Support Coordination	74	424	498	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	81	460	541	15%	85%	100%
Specialised Supported Employment	65	389	454	14%	86%	100%
Total	3,273	5,841	9,114	36%	64%	100%

¹⁸¹ Ibid.

Table F.75 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – New South Wales¹⁸²

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	22	7	29	24%
Assistance Animals	61	3	64	5%
Assistance with daily life tasks in a group or shared living arrangement	692	72	764	9%
Assistance with travel/transport arrangements	175	19	194	10%
Daily Personal Activities	1,123	90	1,213	7%
Group and Centre Based Activities	670	56	726	8%
High Intensity Daily Personal Activities	630	40	670	6%
Household tasks	1,039	71	1,110	6%
Interpreting and translation	64	12	76	16%
Participation in community, social and civic activities	1,256	88	1,344	7%
Assistive Technology				
Assistive equipment for recreation	35	7	42	17%
Assistive products for household tasks	43	6	49	12%
Assistance products for personal care and safety	793	44	837	5%
Communication and information equipment	301	27	328	8%
Customised Prosthetics	271	24	295	8%
Hearing Equipment	94	9	103	9%
Hearing Services	14	6	20	30%
Personal Mobility Equipment	419	29	448	6%
Specialised Hearing Services	16	9	25	36%
Vision Equipment	90	14	104	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,181	100	1,281	8%
Behaviour Support	387	23	410	6%
Community nursing care for high needs	281	34	315	11%
Development of daily living and life skills	544	52	596	9%
Early Intervention supports for early childhood	590	44	634	7%
Exercise Physiology and Physical Wellbeing activities	480	37	517	7%
Innovative Community Participation	119	14	133	11%
Specialised Driving Training	97	9	106	8%
Therapeutic Supports	1,899	92	1,991	5%
Capital services				
Home modification design and construction	167	24	191	13%
Specialist Disability Accommodation	129	5	134	4%
Vehicle Modifications	56	8	64	13%
Choice and control support services				
Management of funding for supports in participants plan	616	42	658	6%
Support Coordination	156	23	179	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	237	22	259	8%
Specialised Supported Employment	295	21	316	7%
Total	3,967	223	4,190	5%

¹⁸² Ibid.

Table F.76 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – New South Wales¹⁸³

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	4	25	29	14%	86%	100%
Assistance Animals	6	58	64	9%	91%	100%
Assistance with daily life tasks in a group or shared living arrangement	76	688	764	10%	90%	100%
Assistance with travel/transport arrangements	31	163	194	16%	84%	100%
Daily Personal Activities	141	1,072	1,213	12%	88%	100%
Group and Centre Based Activities	86	640	726	12%	88%	100%
High Intensity Daily Personal Activities	82	588	670	12%	88%	100%
Household tasks	243	867	1,110	22%	78%	100%
Interpreting and translation	12	64	76	16%	84%	100%
Participation in community, social and civic activities	162	1,182	1,344	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	5	37	42	12%	88%	100%
Assistive products for household tasks	3	46	49	6%	94%	100%
Assistance products for personal care and safety	125	712	837	15%	85%	100%
Communication and information equipment	53	275	328	16%	84%	100%
Customised Prosthetics	56	239	295	19%	81%	100%
Hearing Equipment	15	88	103	15%	85%	100%
Hearing Services	2	18	20	10%	90%	100%
Personal Mobility Equipment	66	382	448	15%	85%	100%
Specialised Hearing Services	3	22	25	12%	88%	100%
Vision Equipment	13	91	104	13%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	225	1,056	1,281	18%	82%	100%
Behaviour Support	67	343	410	16%	84%	100%
Community nursing care for high needs	43	272	315	14%	86%	100%
Development of daily living and life skills	89	507	596	15%	85%	100%
Early Intervention supports for early childhood	116	518	634	18%	82%	100%
Exercise Physiology and Physical Wellbeing activities	98	419	517	19%	81%	100%
Innovative Community Participation	32	101	133	24%	76%	100%
Specialised Driving Training	29	77	106	27%	73%	100%
Therapeutic Supports	621	1,370	1,991	31%	69%	100%
Capital services						
Home modification design and construction	21	170	191	11%	89%	100%
Specialist Disability Accommodation	3	131	134	2%	98%	100%
Vehicle Modifications	9	55	64	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	116	542	658	18%	82%	100%
Support Coordination	23	156	179	13%	87%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	33	226	259	13%	87%	100%
Specialised Supported Employment	44	272	316	14%	86%	100%
Total	1,071	3,119	4,190	26%	74%	100%

¹⁸³ Ibid.

Figure F.13 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – New South Wales ¹⁸⁴

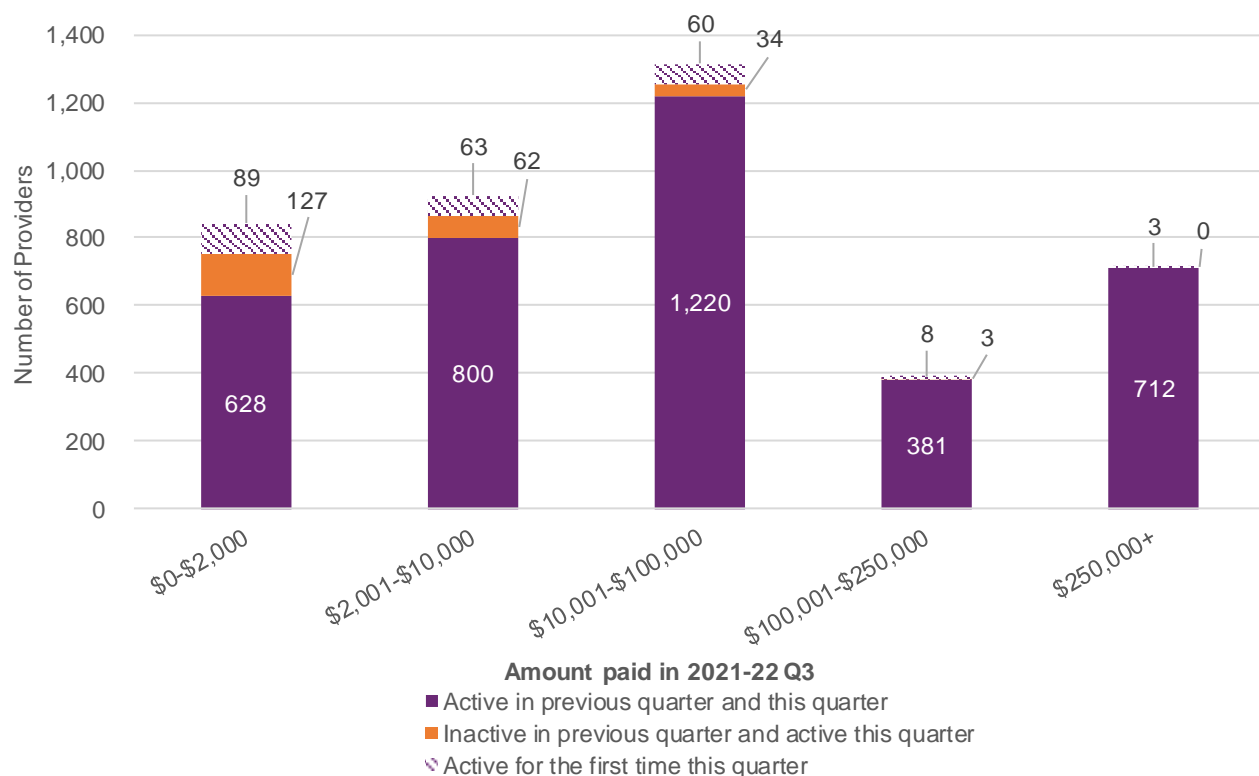
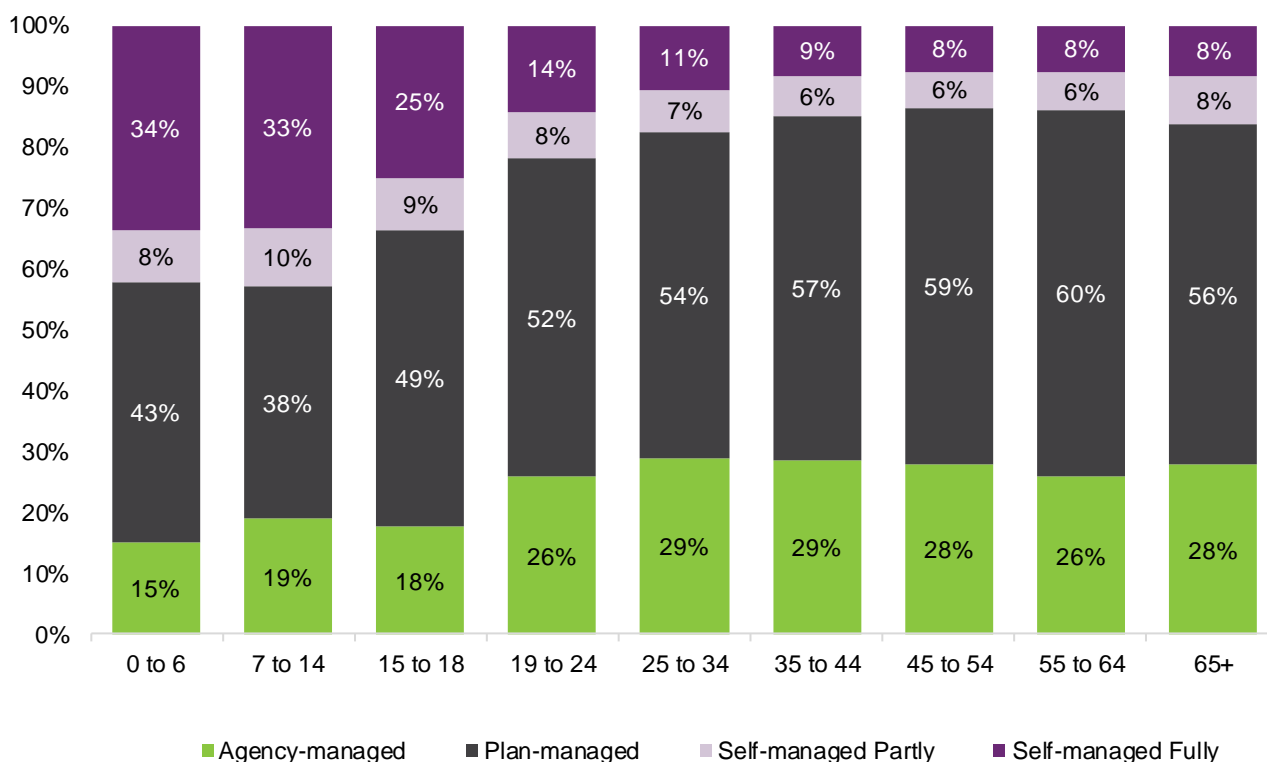


Figure F.14 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – New South Wales ^{185 186}



¹⁸⁴ 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.

¹⁸⁵ For the total number of active participants in each age group, see Table F.18.

¹⁸⁶ 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.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – New South Wales ^{187 188}

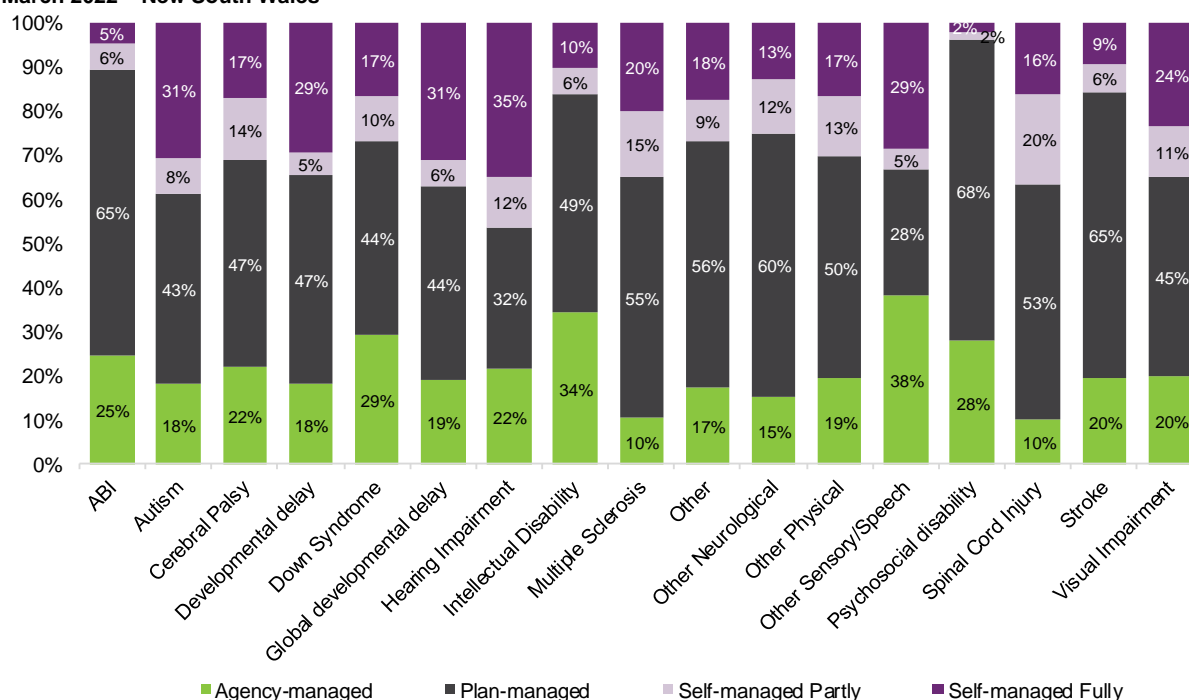
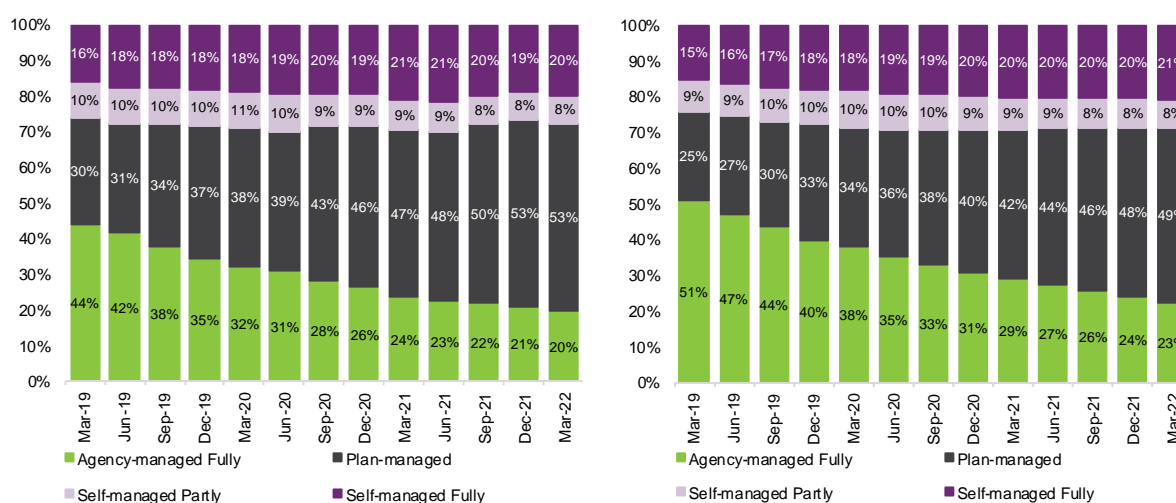


Table F.77 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ¹⁸⁹

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	21%	20%	21%
Self-managed partly	8%	8%	8%
Plan-managed	48%	53%	49%
Agency-managed	24%	20%	23%
Total	100%	100%	100%

Figure F.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹⁹⁰



¹⁸⁷ For the total number of active participants in each primary disability group, see Table F.14.

¹⁸⁸ 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.

¹⁸⁹ Ibid.

¹⁹⁰ 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.78 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales

	Prior Quarters	2021-22 Q3	Total
Self-managed	10%	12%	11%
Plan-managed	32%	48%	34%
Agency-managed	57%	40%	56%
Total	100%	100%	100%

Figure F.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales

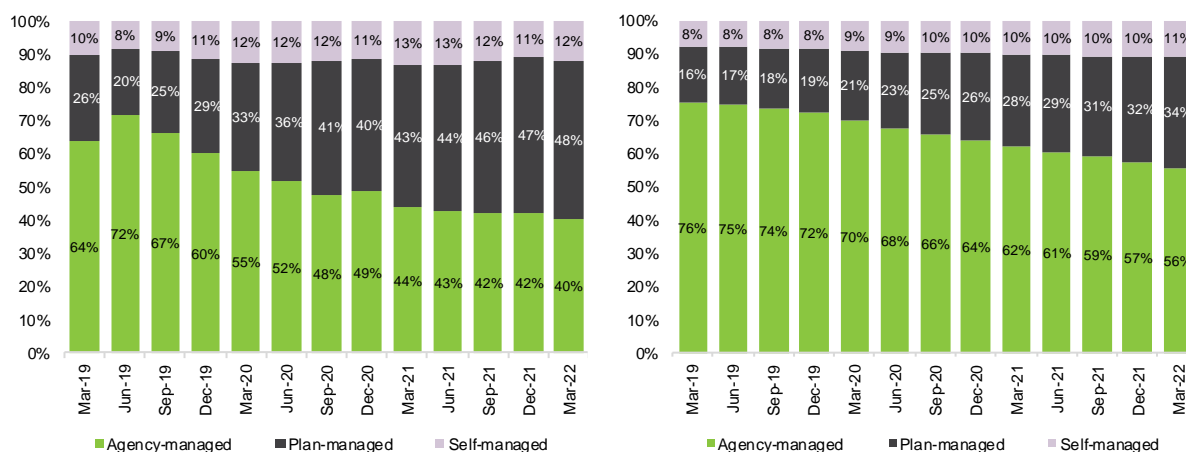


Table F.79 Distribution of active participants by support coordination and quarter of plan approval – New South Wales

	Prior Quarters	2021-22 Q3	Total
Support coordination	40%	45%	42%

Table F.80 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹⁹¹

	Prior Quarters		2021-22 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	92,336	69%	3,929	70%	96,265	69%
30 to 59 days	16,294	12%	674	12%	16,968	12%
60 to 89 days	7,175	5%	271	5%	7,446	5%
Activated within 90 days	115,805	87%	4,874	87%	120,679	87%
90 to 119 days	4,012	3%	146	3%	4,158	3%
120 days and over	11,221	8%	235	4%	11,456	8%
Activated after 90 days	15,233	11%	381	7%	15,614	11%
No payments	2,163	2%	359	6%	2,522	2%
Total plans approved	133,201	100%	5,614	100%	138,815	100%

¹⁹¹ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table F.81 Proportion of participants who have activated within 12 months at 31 March 2022 – New South Wales ¹⁹²

	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	9,994	10,433	96%
Not Aboriginal and Torres Strait Islander	88,625	90,874	98%
Not Stated	34,483	35,327	98%
Total	133,102	136,634	97%
by Culturally and Linguistically Diverse status			
CALD	14,149	14,480	98%
Not CALD	118,756	121,951	97%
Not Stated	197	203	97%
Total	133,102	136,634	97%
by Remoteness			
Major Cities	93,282	95,650	98%
Regional	39,304	40,445	97%
Remote	514	536	96%
Missing	<11	<11	67%
Total	133,102	136,634	97%
by Primary Disability type			
Autism	45,455	46,354	98%
Intellectual disability (including Down syndrome)	28,128	28,780	98%
Psychosocial disability	13,234	13,538	98%
Developmental delay (including global developmental delay)	9,370	9,684	97%
Other	36,915	38,278	96%
Total	133,102	136,634	97%
by Gender			
Male	83,540	85,818	97%
Female	48,147	49,371	98%
Other	1,415	1,445	98%
Total	133,102	136,634	97%
by Age Group			
0-6	15,684	16,001	98%
7-14	35,735	36,651	98%
15-18	10,608	10,965	97%
19-24	12,619	13,292	95%
25-34	12,366	12,810	97%
35-44	10,804	11,044	98%
45-54	12,941	13,192	98%
55-64	15,710	15,944	99%
65+	6,635	6,735	99%
Missing	<11	<11	
Total	133,102	136,634	97%

¹⁹² The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
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Table F.82 Distribution of plans by utilisation – New South Wales ^{193 194}

Plan utilisation	Total
0 to 50%	28%
50% to 75%	23%
> 75%	50%
Total	100%

Table F.83 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹⁹⁵

	Prior Quarters	2021-22 Q3	Total
Daily Activities	12%	12%	12%
Health & Wellbeing	72%	74%	72%
Lifelong Learning	27%	29%	27%
Other	19%	21%	19%
Non-categorised	14%	11%	13%
Any mainstream service	96%	96%	96%

¹⁹³ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁹⁴ 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.

¹⁹⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table F.84 Committed supports by financial year (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	50.6	185.3	352.8	1,774.0	4,293.6	5,933.9	8,084.7	10,216.4	8,268.0

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – New South Wales

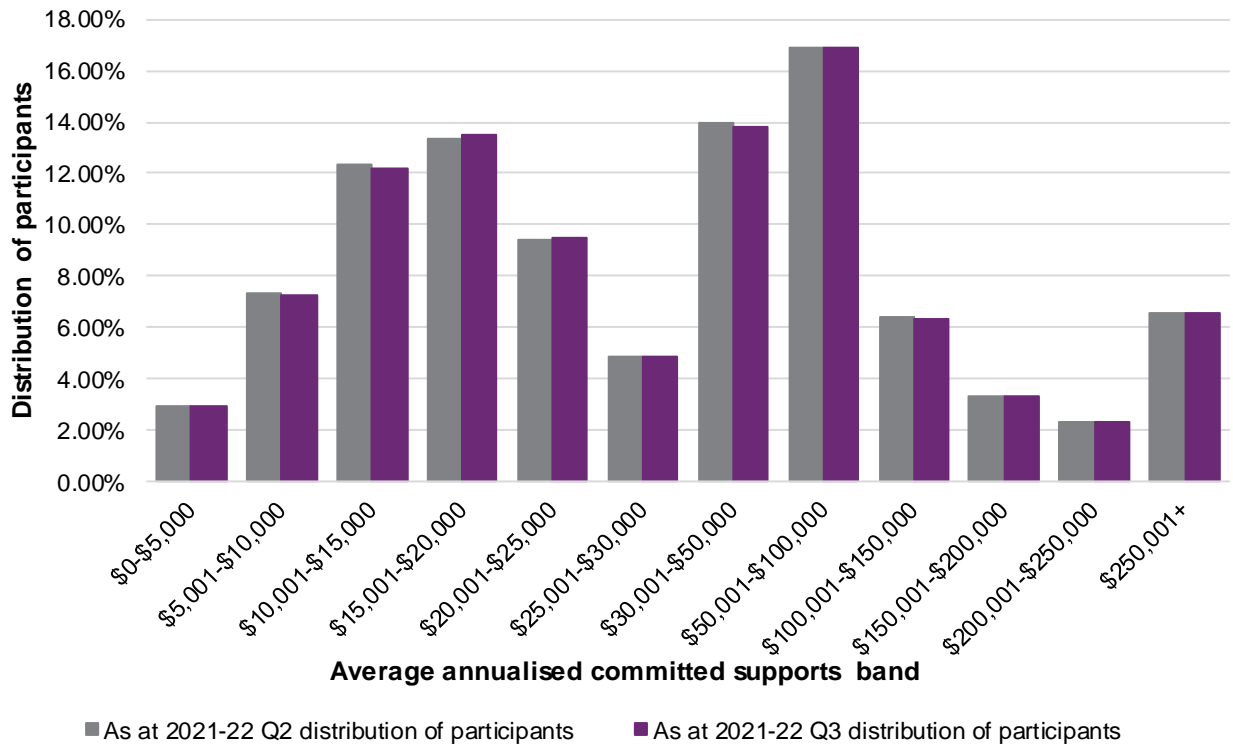


Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – New South Wales

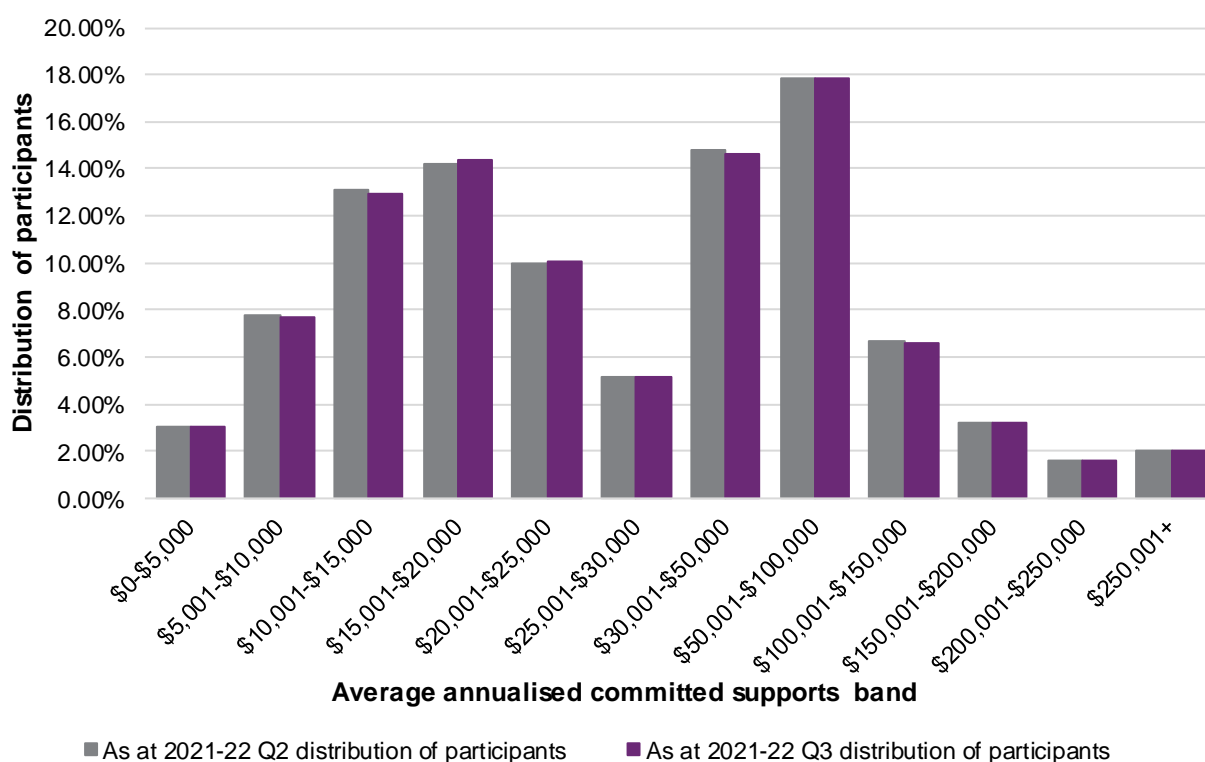
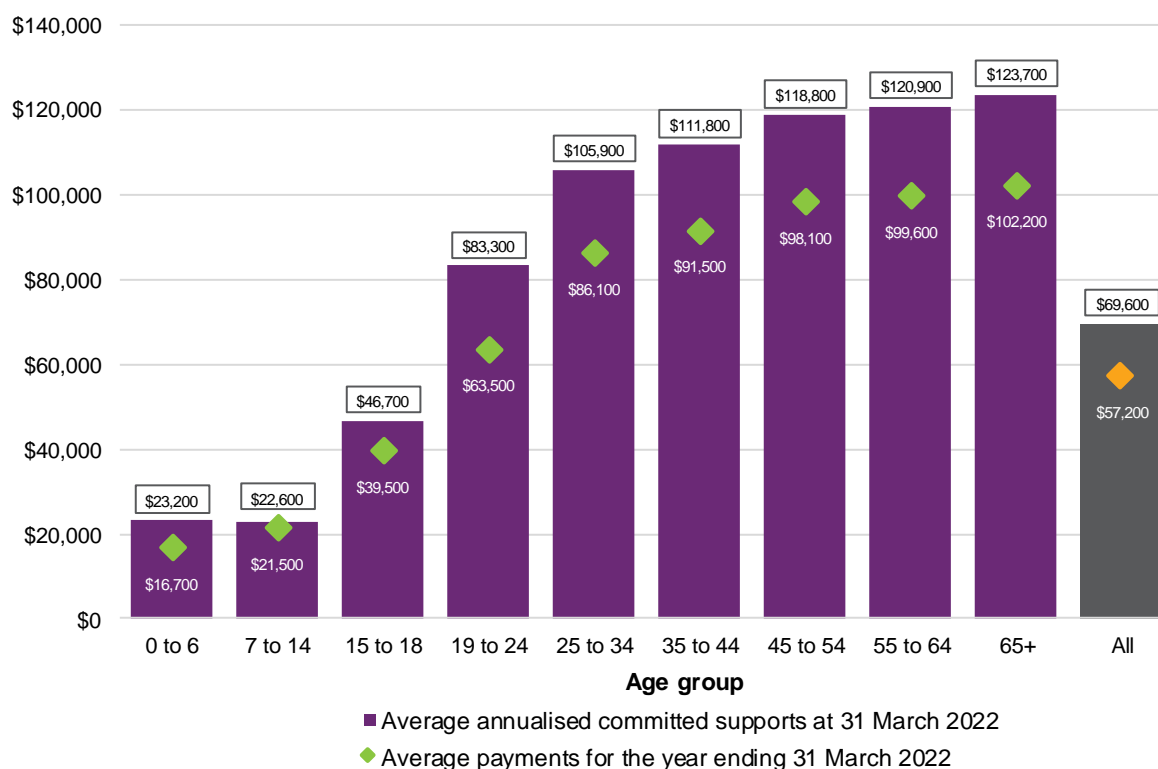


Figure F.20 Average annualised committed supports and average payments by age group as at 31 March 2022 – New South Wales¹⁹⁶



¹⁹⁶ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure F.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – New South Wales ¹⁹⁷

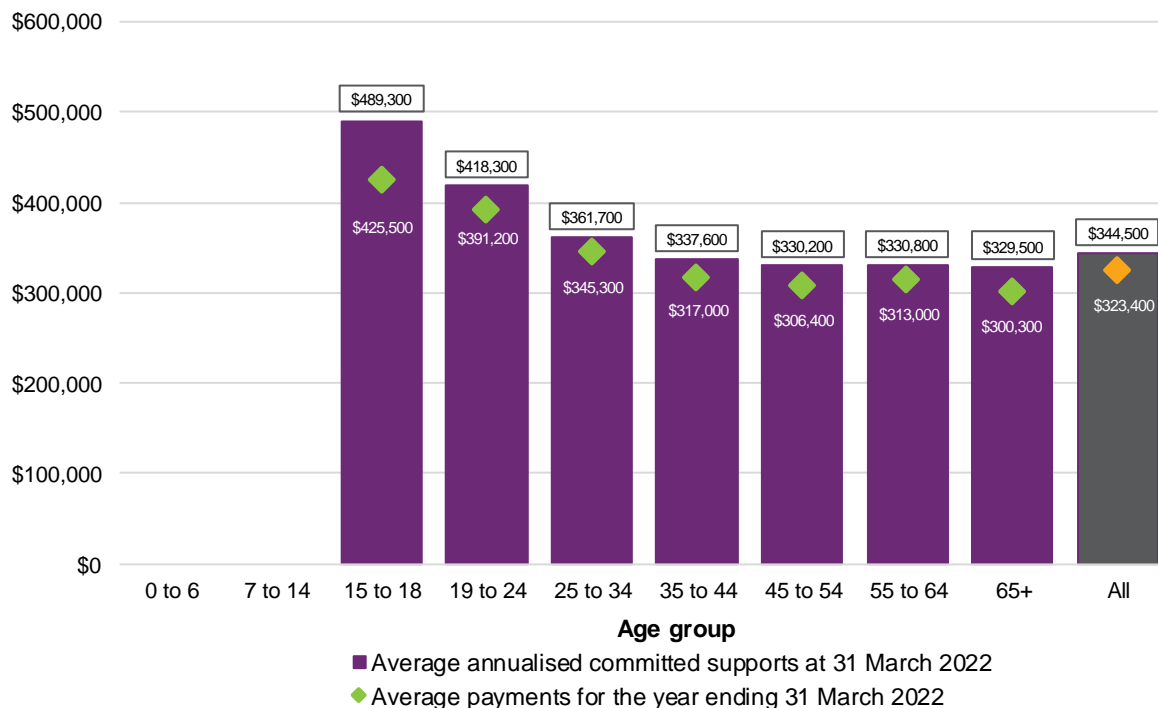
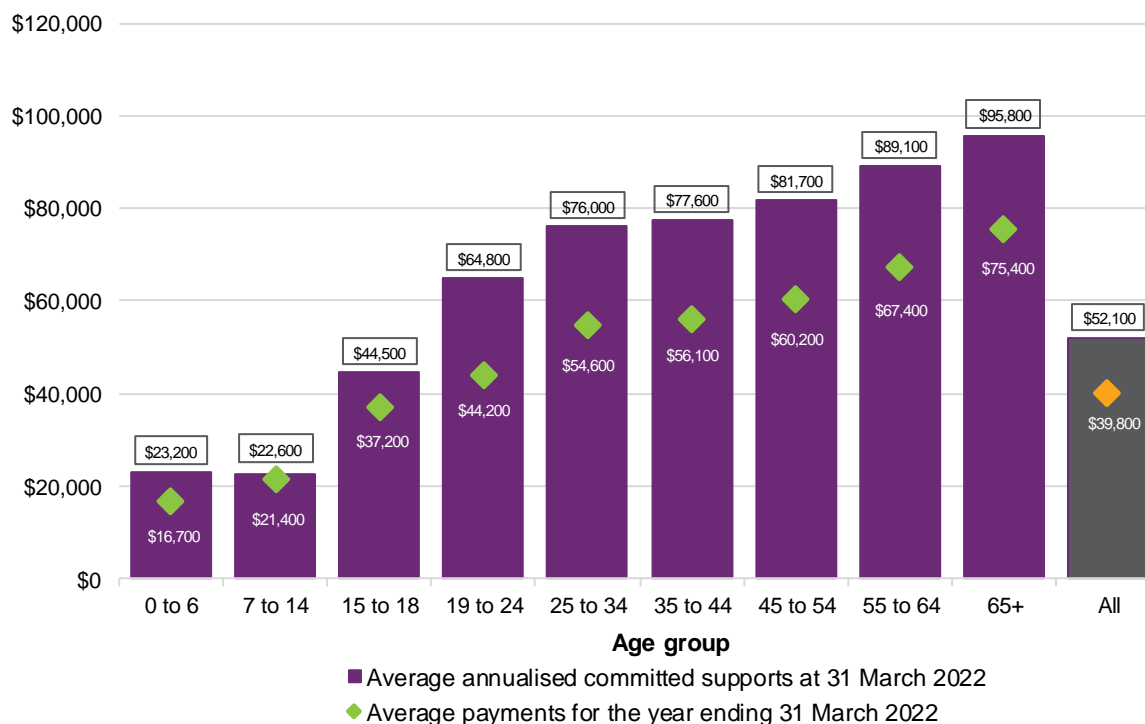


Figure F.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – New South Wales ¹⁹⁸



¹⁹⁷ Ibid.

¹⁹⁸ Ibid.

Figure F.23 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – New South Wales ¹⁹⁹

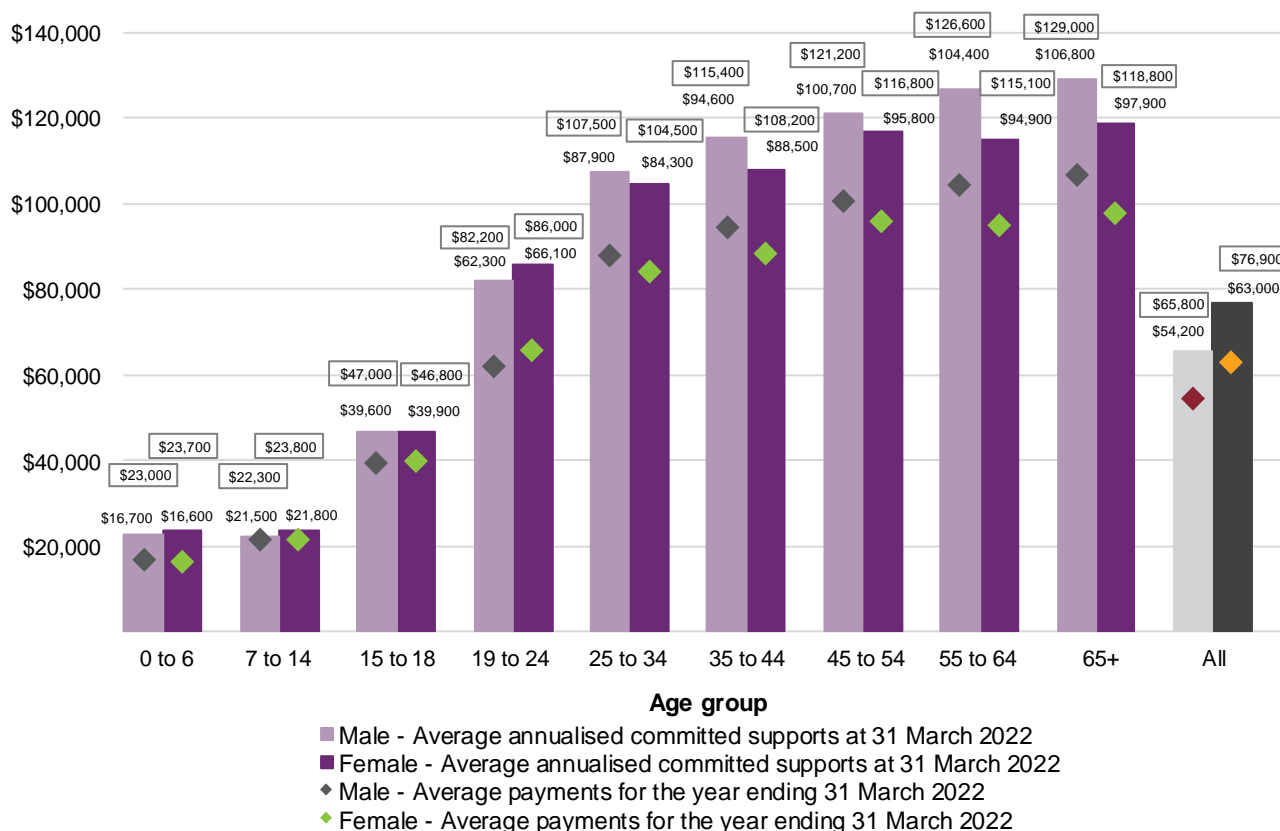
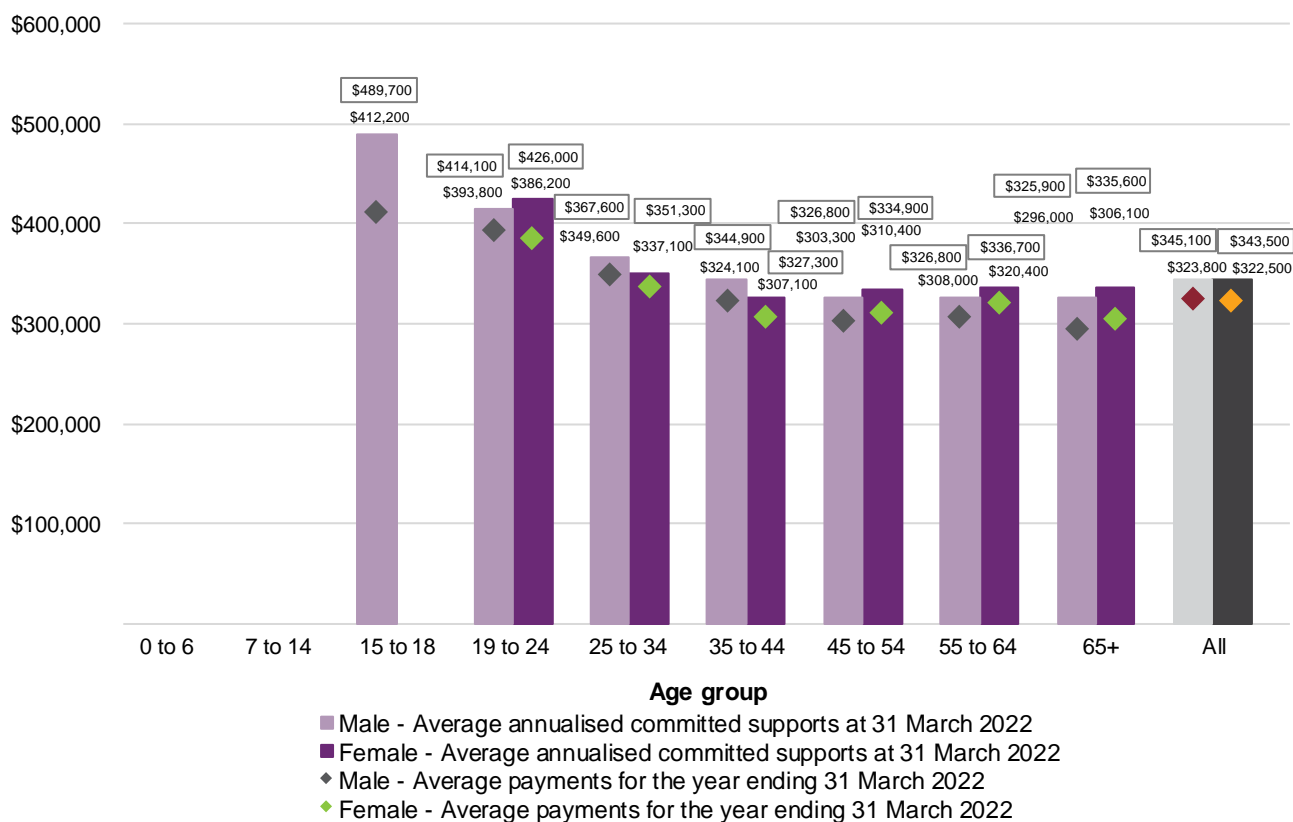


Figure F.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – New South Wales ²⁰⁰



¹⁹⁹ Ibid.

²⁰⁰ Ibid.

Figure F.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – New South Wales²⁰¹

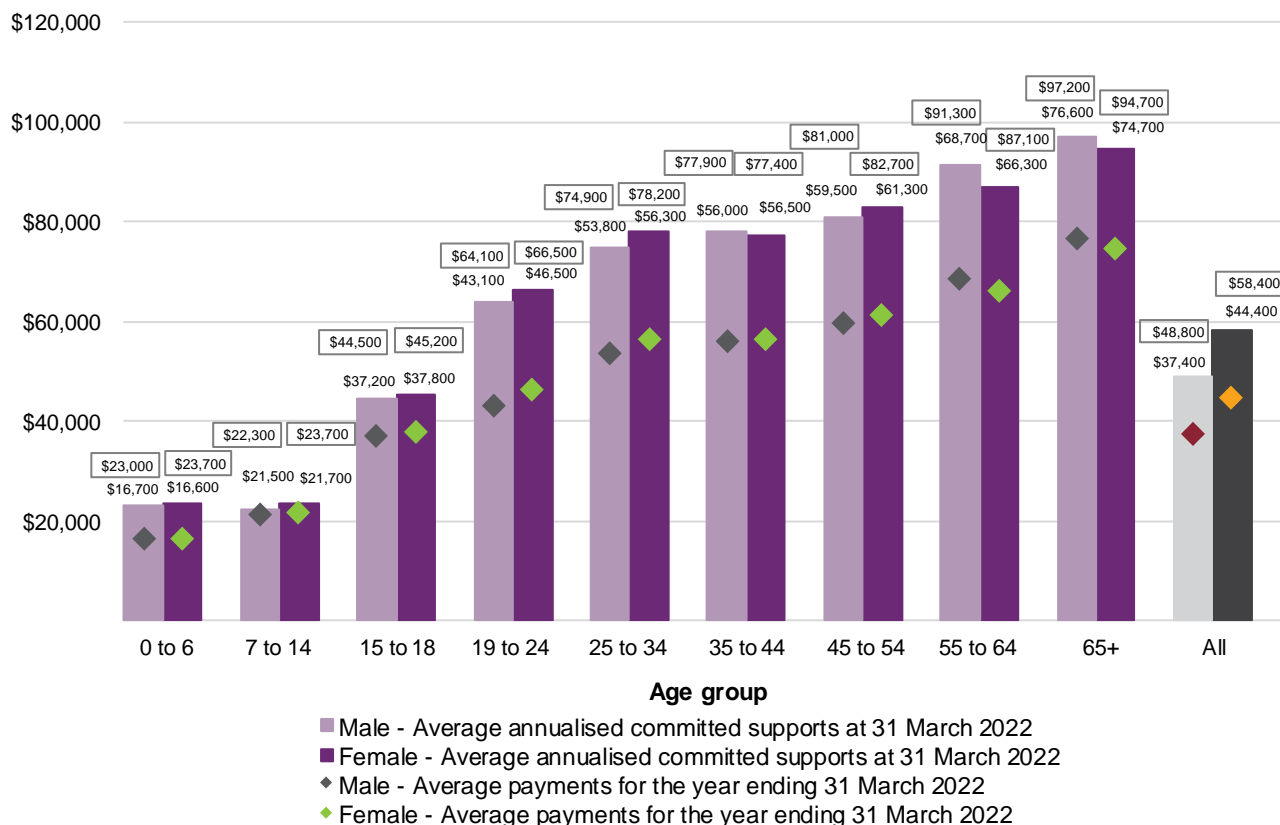
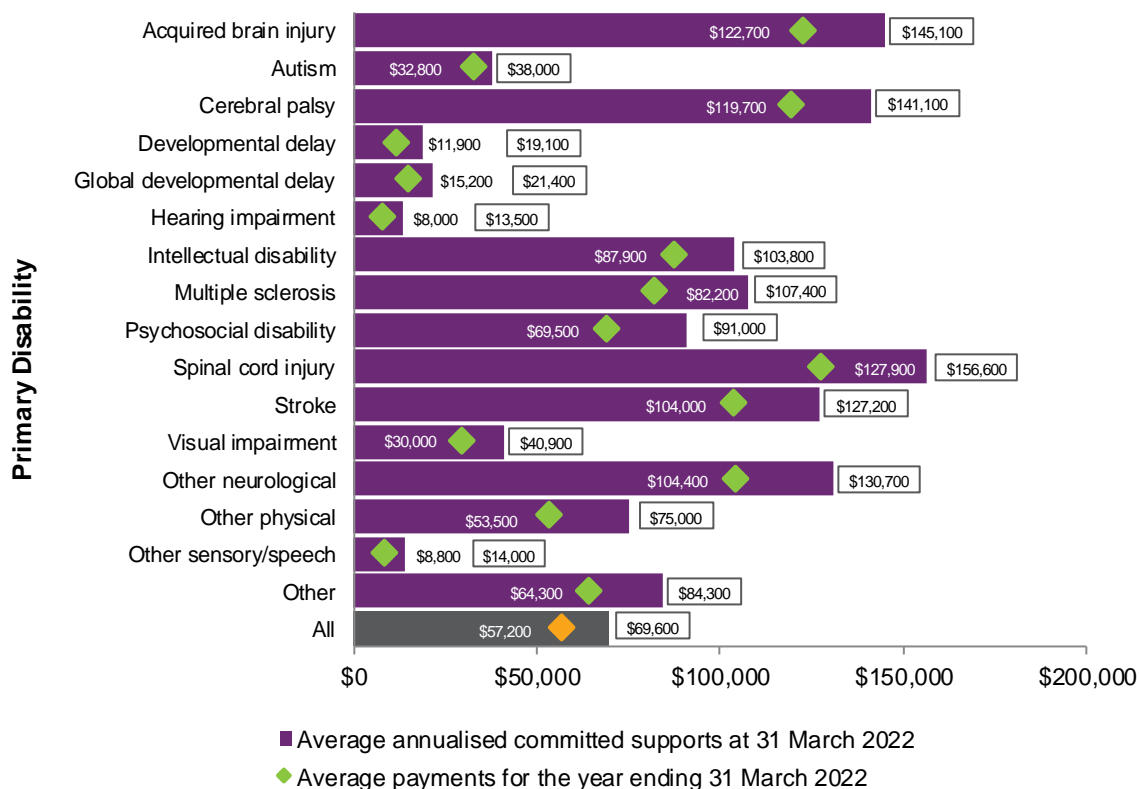


Figure F.26 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – New South Wales²⁰²



²⁰¹ Ibid.

²⁰² Ibid.

Figure F.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – New South Wales ²⁰³

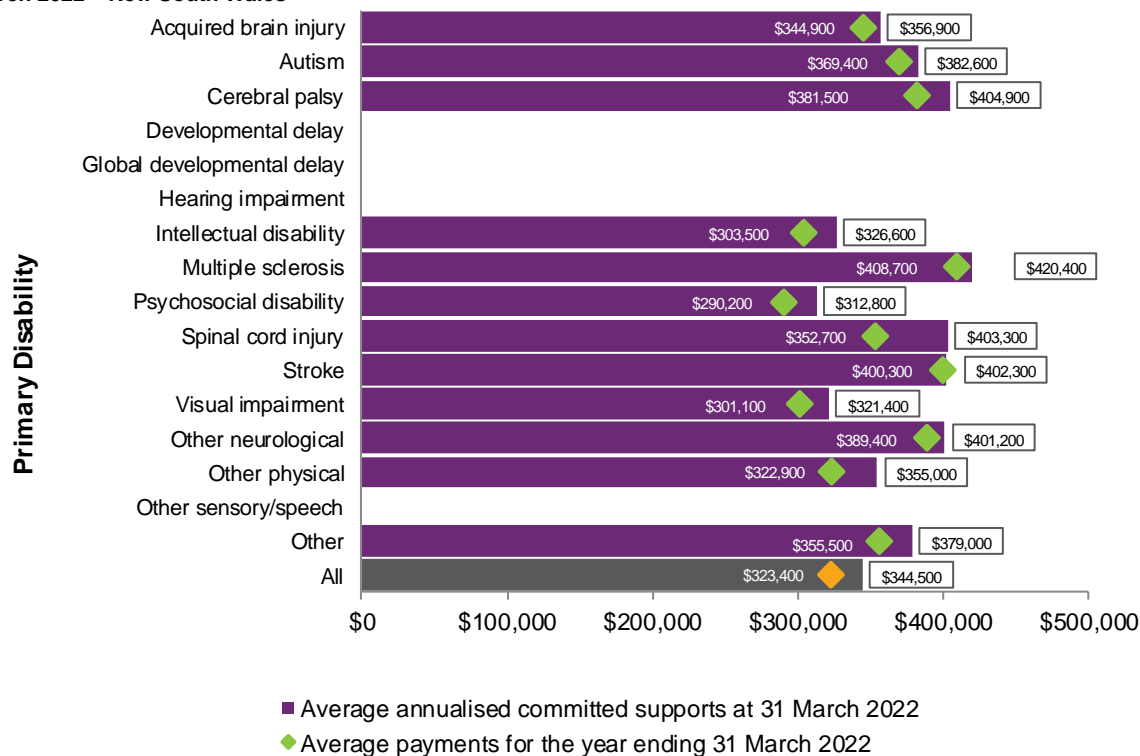
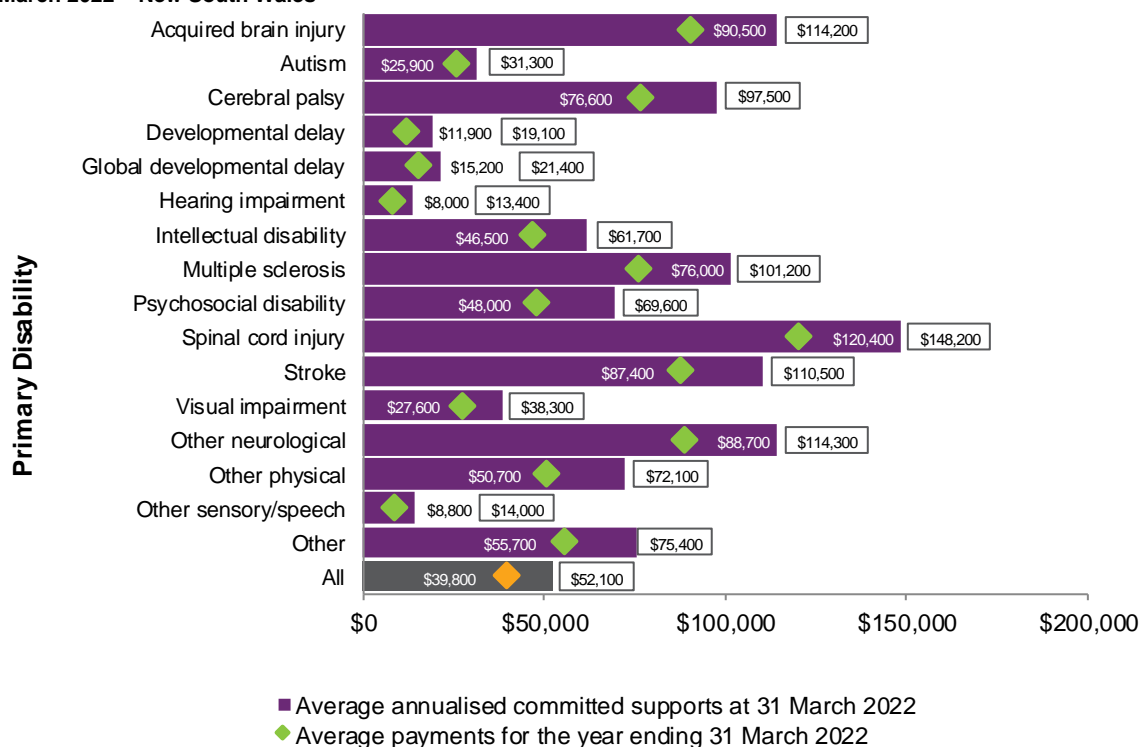


Figure F.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – New South Wales ²⁰⁴



²⁰³ Ibid.

²⁰⁴ Ibid.

Figure F.29 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – New South Wales ²⁰⁵

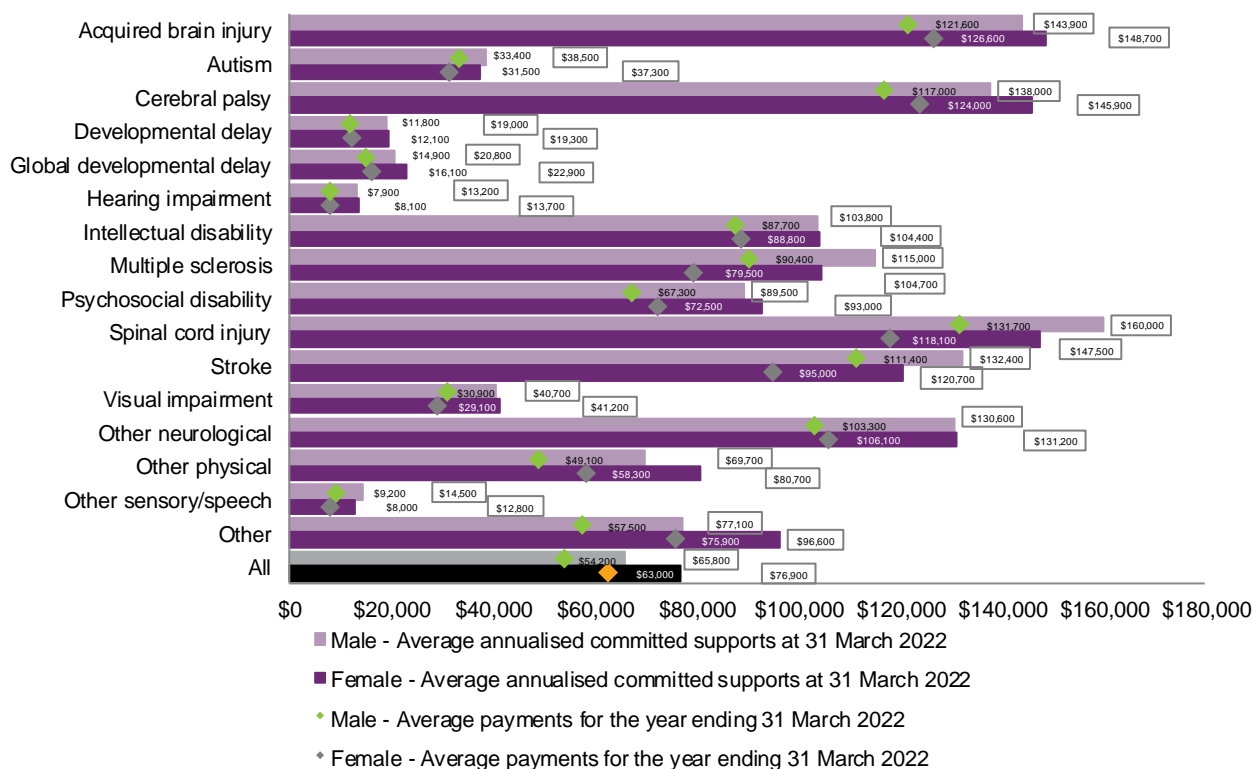
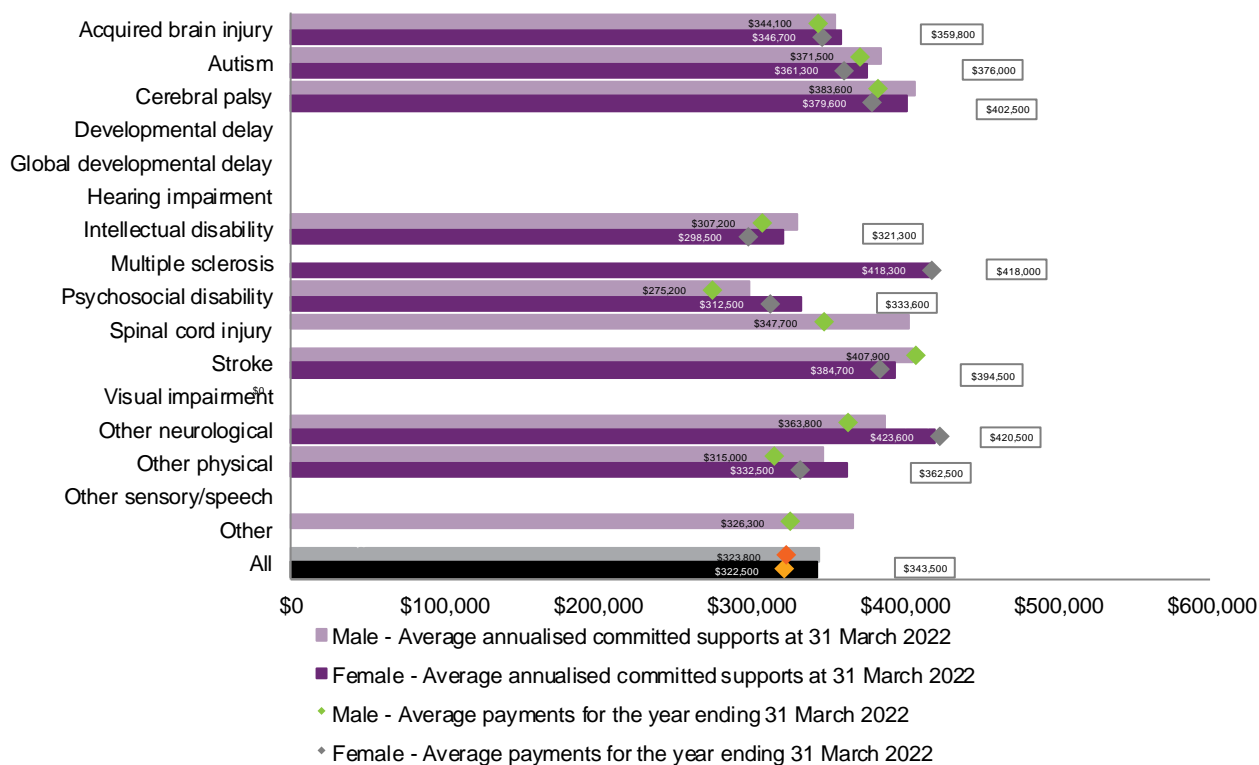


Figure F.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – New South Wales ²⁰⁶



²⁰⁵ Ibid.

²⁰⁶ Ibid.

Figure F.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – New South Wales ²⁰⁷

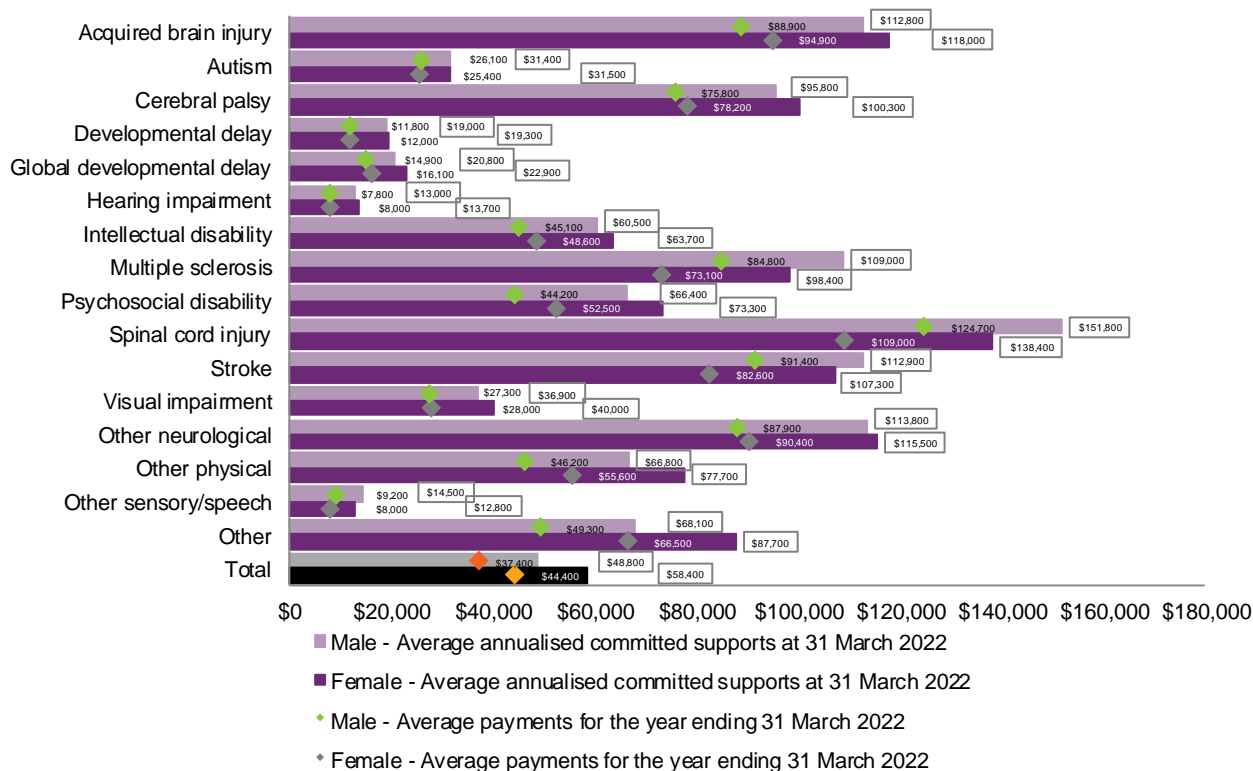
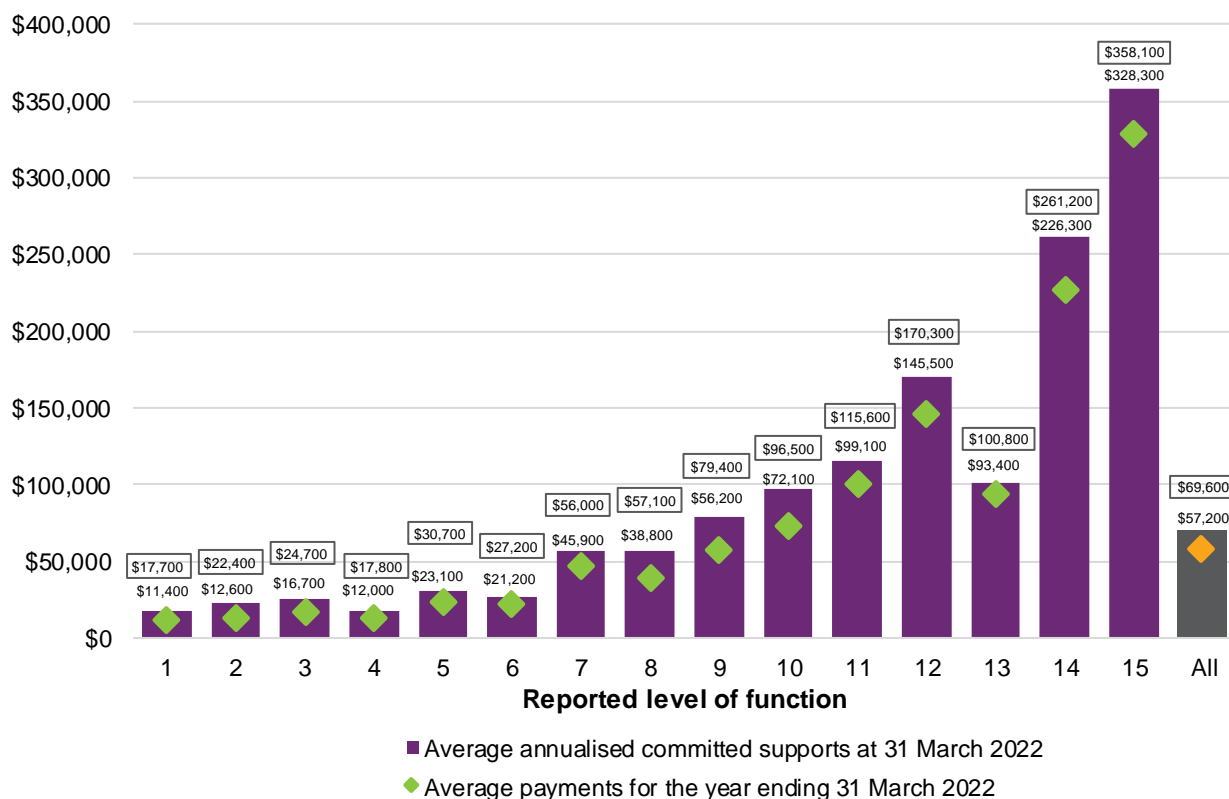


Figure F.32 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – New South Wales ²⁰⁸



²⁰⁷ Ibid.

²⁰⁸ Ibid.

Figure F.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – New South Wales ²⁰⁹

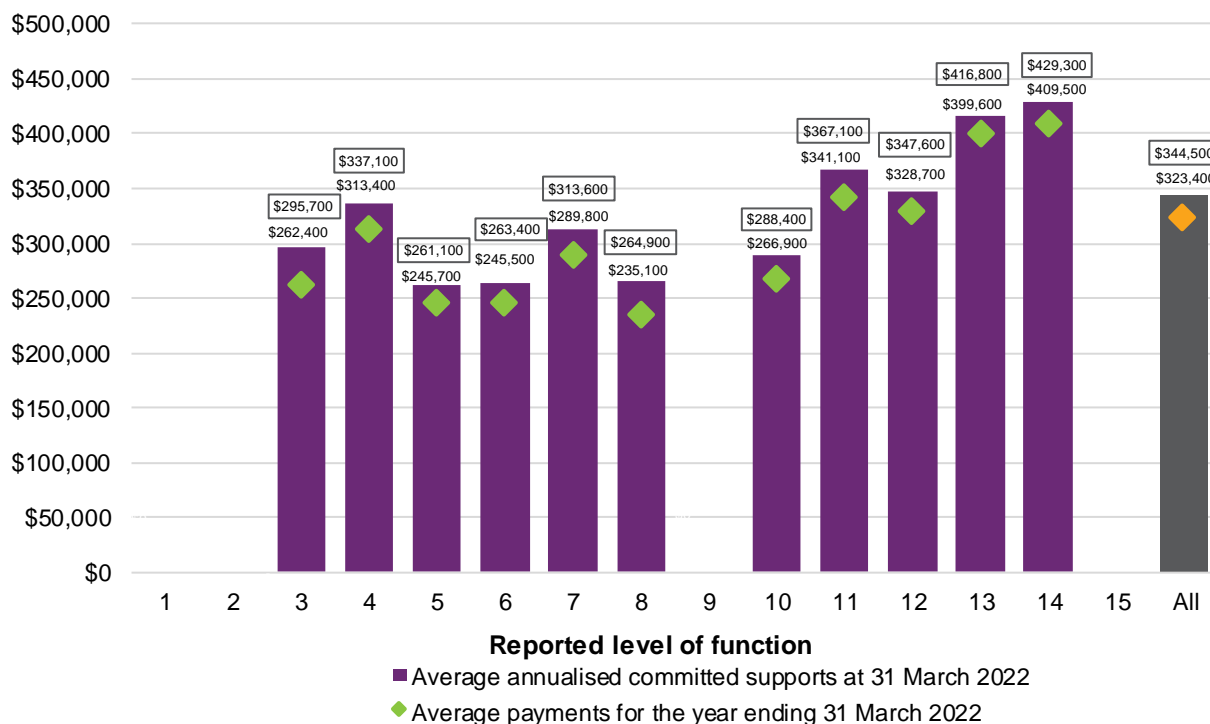
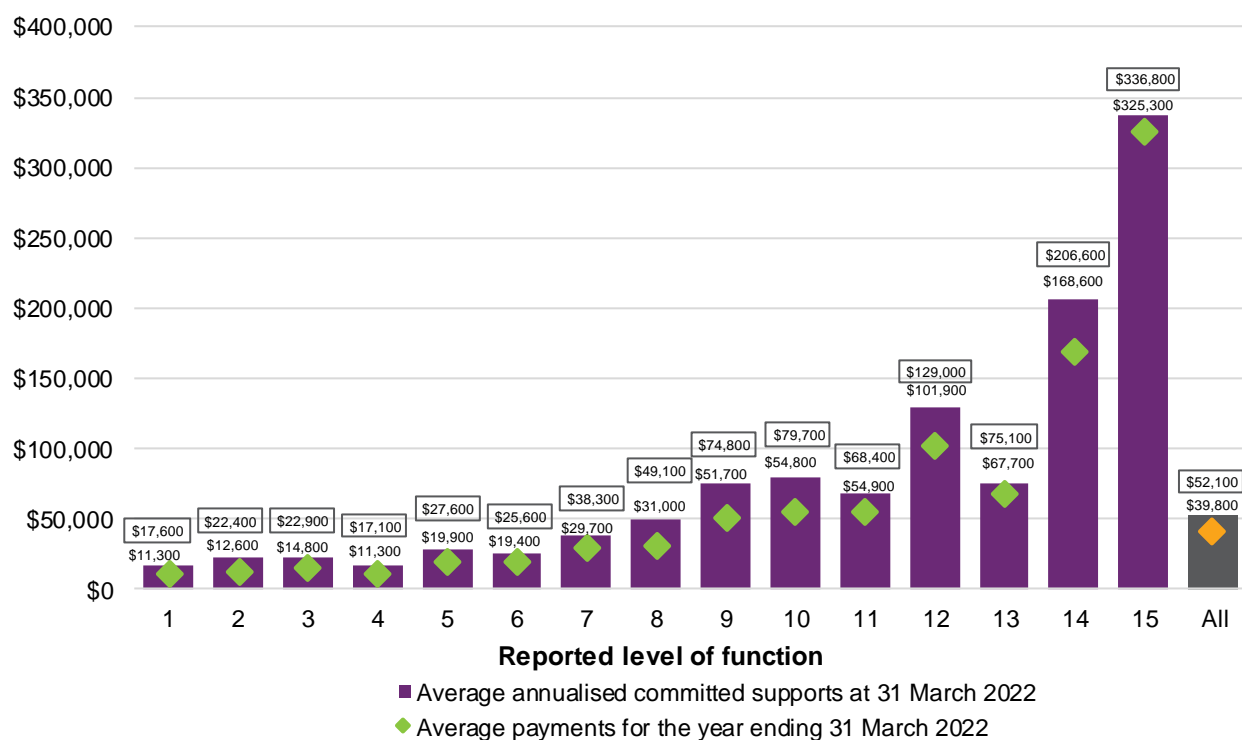


Figure F.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – New South Wales ²¹⁰



²⁰⁹ Ibid.

²¹⁰ Ibid.

Figure F.35 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – New South Wales ^{211 212}

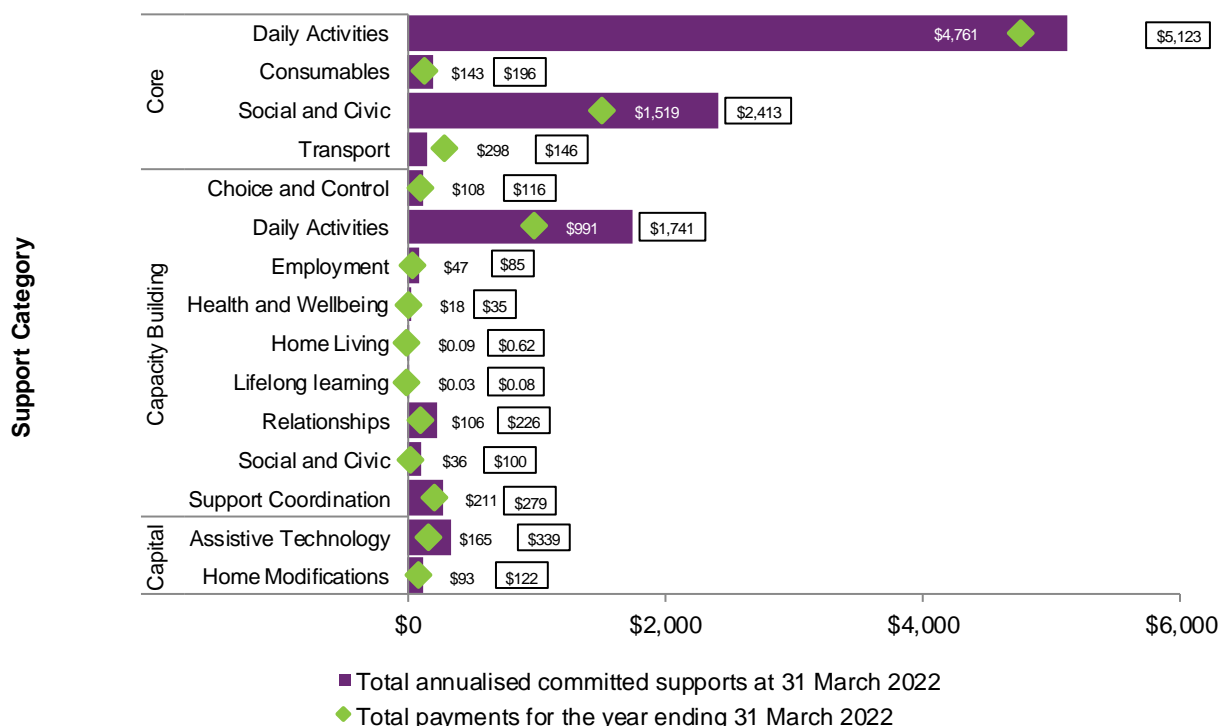
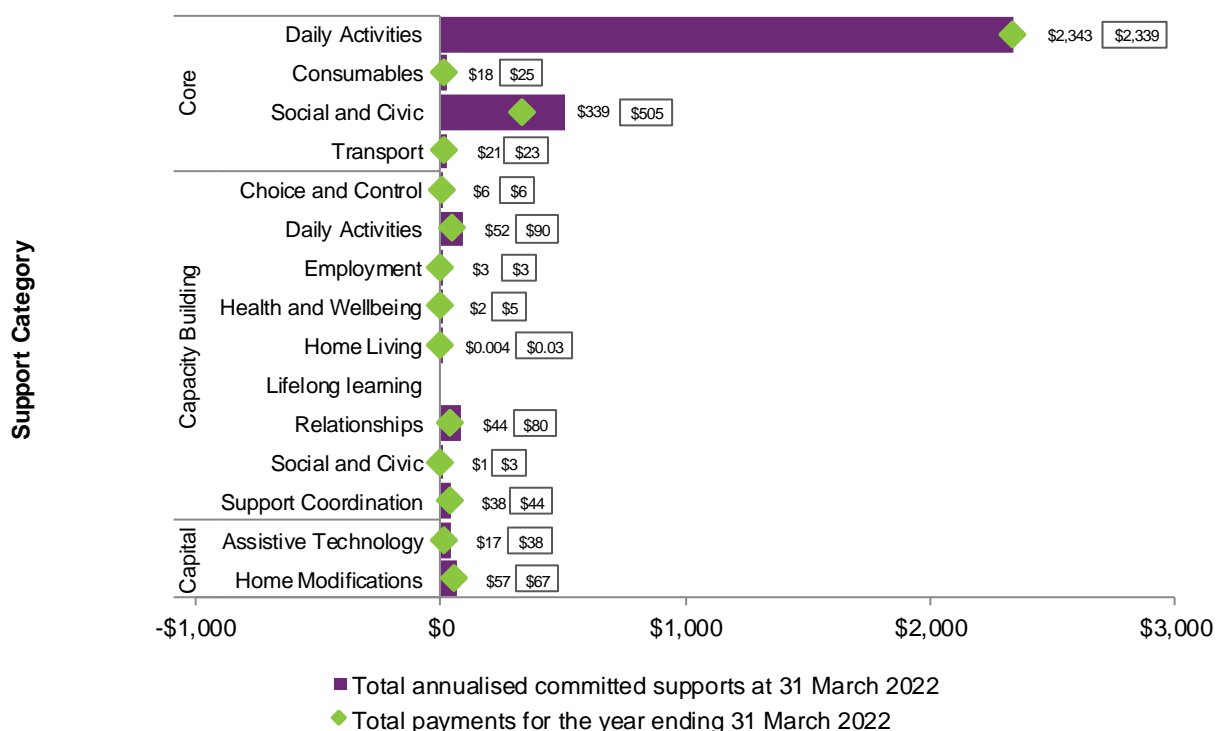


Figure F.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – New South Wales ^{213 214}



²¹¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

²¹² Total payments for home modifications in New South Wales were \$93m. Of which, \$67m (72%) has been paid for specialised disability accommodation (SDA) supports, and \$26m (28%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$122m. Of which, \$59m (48%) has been allocated for specialised disability accommodation (SDA) supports, and \$63m (52%) has been allocated for non-SDA supports.

²¹³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

²¹⁴ Total payments for home modifications in New South Wales were \$57m. Of which, \$55m (97%) has been paid for specialised disability accommodation (SDA) supports, and \$2m (3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$67m. Of which, \$46m (69%) has been allocated for specialised disability accommodation (SDA) supports, and \$21m (31%) has been allocated for non-SDA supports.

Figure F.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – New South Wales ^{215 216}

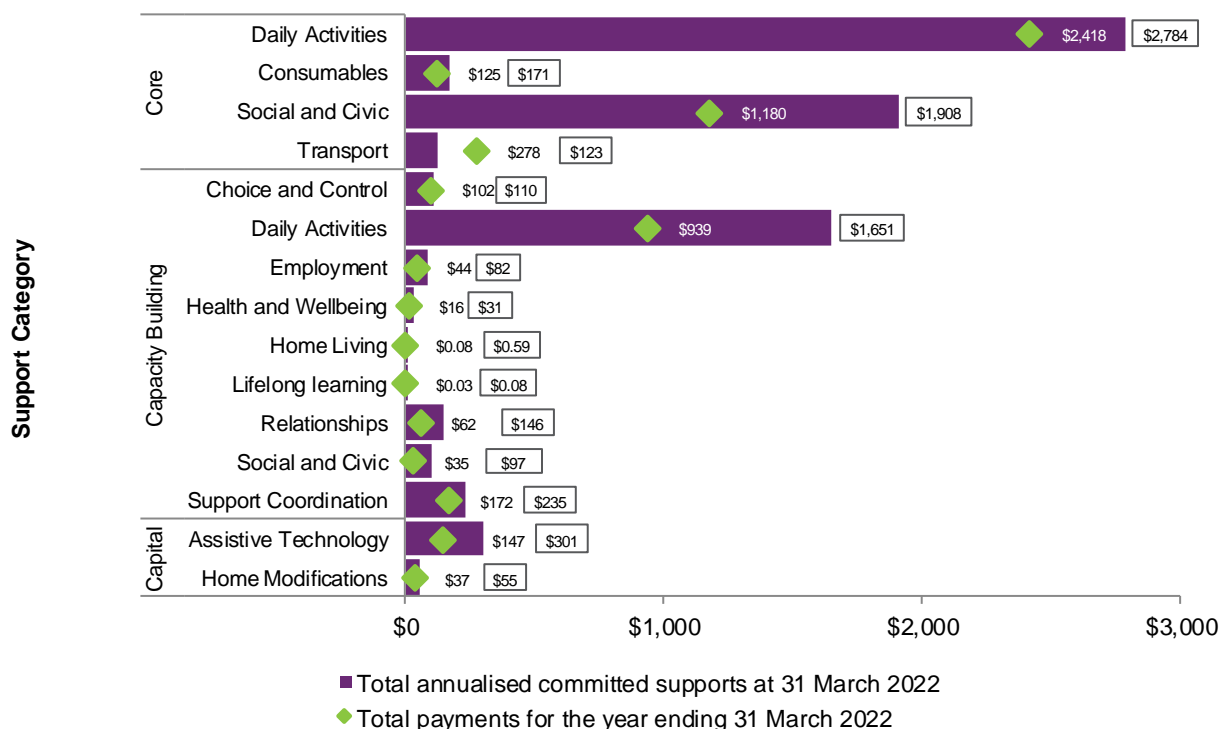


Table F.85 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ²¹⁷

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	50.6	185.3	352.8	1,774.0	4,293.6	5,933.9	8,084.7	10,216.4	8,268.0
Total Paid	37.4	141.8	260.1	1,212.8	3,113.3	4,493.1	6,010.3	7,738.0	5,951.3
% utilised to date	74%	77%	74%	68%	73%	76%	74%	76%	72%

²¹⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

²¹⁶ Total payments for home modifications in New South Wales were \$36.7m. Of which, \$10.3m (28%) has been paid for specialised disability accommodation (SDA) supports, and \$26.4m (72%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$54.5m. Of which, \$12.5m (23%) has been allocated for specialised disability accommodation (SDA) supports, and \$42.1m (77%) has been allocated for non-SDA supports.

²¹⁷ The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure F.38 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – New South Wales

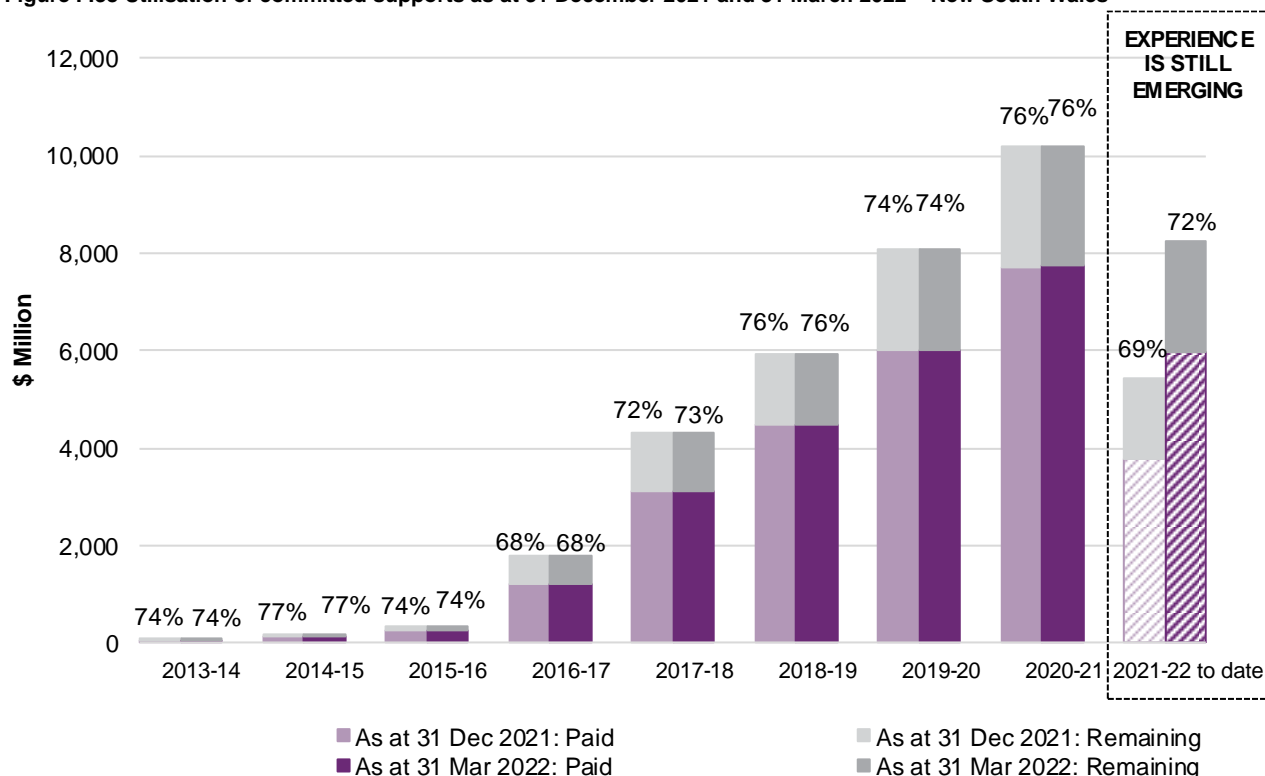
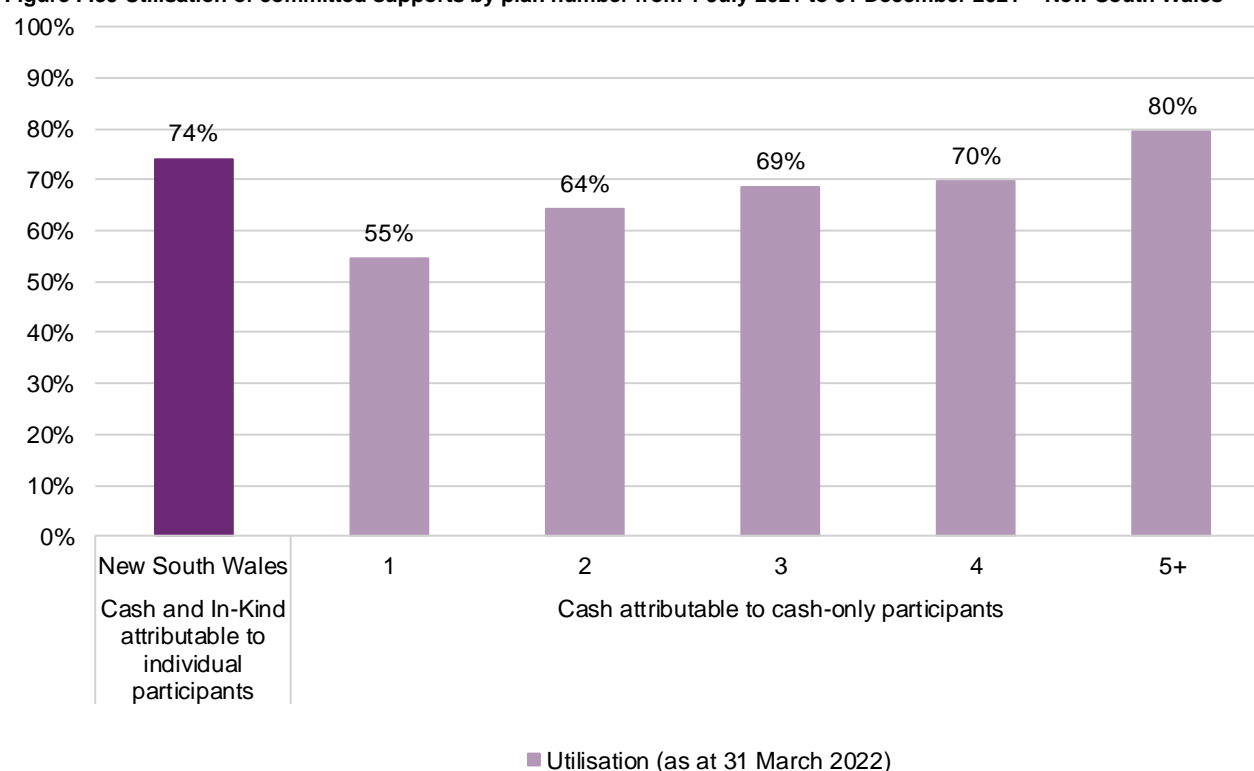


Figure F.39 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – New South Wales ²¹⁸



²¹⁸ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure F.40 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – New South Wales ²¹⁹

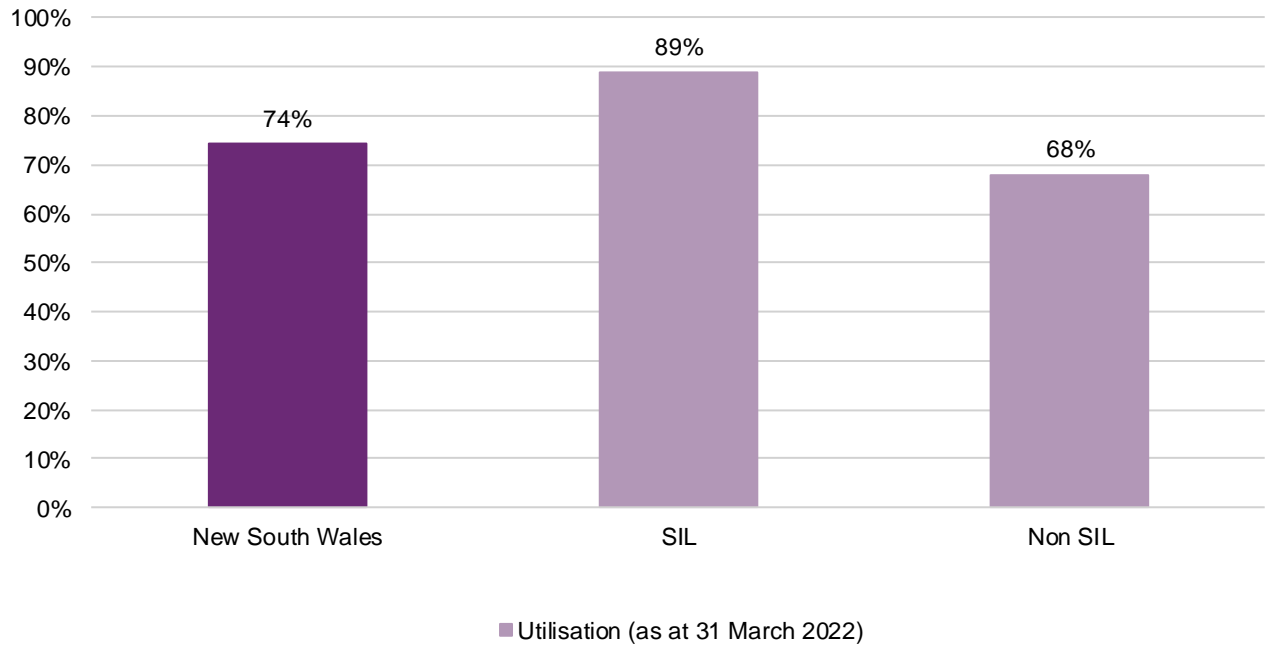
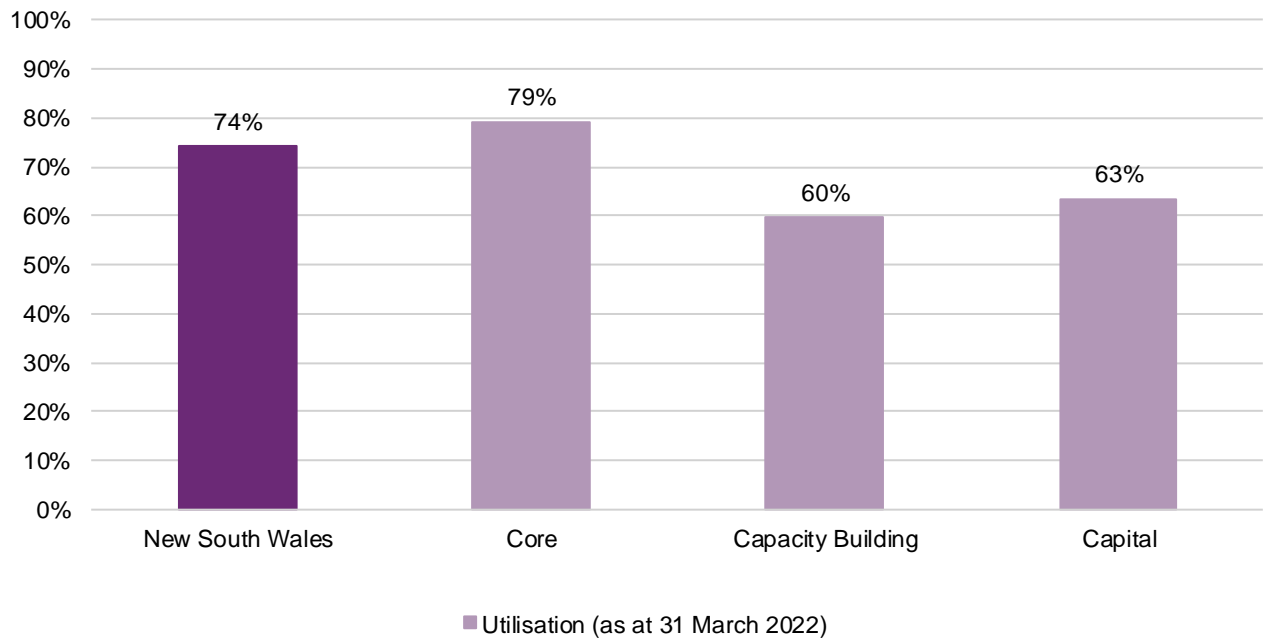


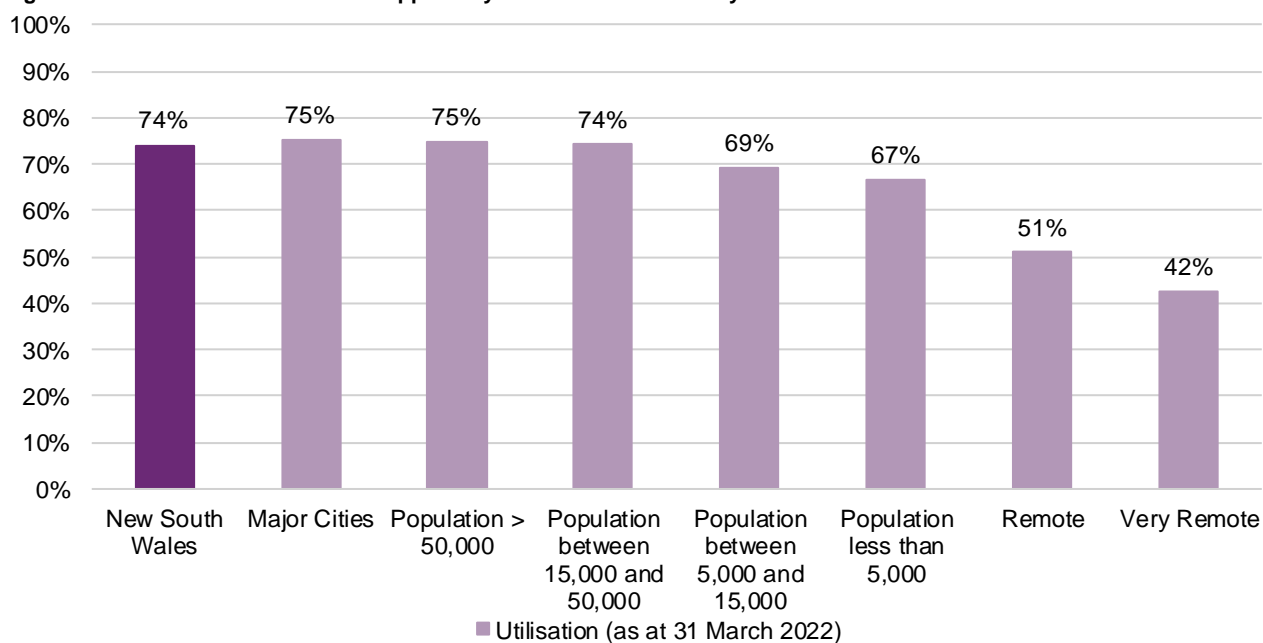
Figure F.41 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – New South Wales ²²⁰



²¹⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

²²⁰ Ibid.

Figure F.42 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – New South Wales ²²¹



²²¹ Ibid.

Appendix G: Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ²²²

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Victoria	132,715	5,176	137,891	2,930	140,821

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria ²²³

	Prior Quarters	2021-22 Q3	Total
Access decisions	169,025	6,283	175,308
Active Eligible	136,816	4,747	141,563
<i>New</i>	67,288	4,523	71,811
<i>State</i>	59,575	166	59,741
<i>Commonwealth</i>	9,953	58	10,011
Active Participant Plans (excl ECA)	132,715	5,176	137,891
<i>New</i>	64,291	4,865	69,156
<i>State</i>	58,571	228	58,799
<i>Commonwealth</i>	9,853	83	9,936
Active Participant Plans	136,095	8,106	140,821
<i>Early Intervention (s25)</i>	32,967	2,964	35,931
<i>Permanent Disability (s24)</i>	99,748	2,212	101,960
<i>ECA</i>	3,380	2,930	2,930

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – Victoria

Exits	Total
Total participant exits	7,048
<i>Early Intervention participants</i>	1,352
<i>Permanent disability participants</i>	5,696

²²² 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.

²²³ 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 ²²⁴

	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
End of 2021-22 Q3	58,799	9,936	69,156	2,930	140,821

Table G.5 Cumulative numbers of active participants by entry criteria into the Scheme – Victoria ^{225 226 227}

	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
End of 2021-22 Q3	35,931	101,960	2,930	140,821

²²⁴ This table shows the total numbers of active participants at the end of each period.²²⁵ Ibid.²²⁶ Early Intervention: Participants who met Section 25 of the NDIS Act for access.²²⁷ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table G.6 Assessment of access by age group – Victoria ²²⁸

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	42,930	98%	2,273	97%	45,203	98%
7 to 14	26,446	90%	709	81%	27,155	89%
15 to 18	8,483	91%	229	81%	8,712	91%
19 to 24	8,218	89%	136	64%	8,354	88%
25 to 34	11,865	87%	268	63%	12,133	86%
35 to 44	12,893	83%	289	59%	13,182	82%
45 to 54	16,350	78%	364	57%	16,714	78%
55 to 64	18,211	72%	483	50%	18,694	71%
65+	1,072	60%	17	39%	1,089	59%
Missing	<11		<11		<11	
Total	146,468	87%	4,768	76%	151,236	86%

Table G.7 Assessment of access by age group and gender – Victoria

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	31,334	98%	13,209	98%	660	97%	45,203	98%
7 to 14	17,938	89%	8,769	90%	448	83%	27,155	89%
15 to 18	5,467	92%	3,109	89%	136	83%	8,712	91%
19 to 24	4,933	91%	3,322	85%	99	71%	8,354	88%
25 to 34	6,645	89%	5,349	83%	139	76%	12,133	86%
35 to 44	6,707	86%	6,369	79%	106	66%	13,182	82%
45 to 54	8,149	82%	8,410	74%	155	65%	16,714	78%
55 to 64	9,301	77%	9,242	67%	151	54%	18,694	71%
65+	580	65%	501	54%	<11		1,089	59%
Missing	<11		<11		<11		<11	
Total	91,054	90%	58,280	82%	1,902	79%	151,236	86%

²²⁸ 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.

Table G.8 Assessment of access by disability – Victoria ²²⁹

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	4,565	93%	153	81%	4,718	92%
Autism	42,968	96%	1,162	95%	44,130	96%
Cerebral palsy	4,205	96%	24	77%	4,229	96%
Developmental delay	16,890	98%	1,782	99%	18,672	98%
Global developmental delay	2,340	99%	156	99%	2,496	99%
Hearing impairment	6,201	89%	128	82%	6,329	89%
Intellectual disability	26,758	96%	307	86%	27,065	96%
Multiple sclerosis	3,009	90%	57	85%	3,066	90%
Psychosocial disability	19,175	76%	505	52%	19,680	75%
Spinal cord injury	997	94%	24	96%	1,021	94%
Stroke	1,911	85%	68	80%	1,979	85%
Visual impairment	3,032	92%	45	62%	3,077	91%
Other neurological	6,074	81%	136	65%	6,210	81%
Other physical	5,032	42%	103	24%	5,135	42%
Other sensory/speech	725	54%	<11		730	53%
Other	1,367	39%	113	24%	1,480	37%
Missing	1,219	98%	<11		1,219	98%
Total	146,468	87%	4,768	76%	151,236	86%

Table G.9 Assessment of access by disability and gender – Victoria

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	3,124	93%	1,554	91%	40	89%	4,718	92%
Autism	31,077	96%	12,238	97%	815	92%	44,130	96%
Cerebral palsy	2,287	97%	1,903	96%	39	85%	4,229	96%
Developmental delay	13,007	98%	5,381	98%	284	98%	18,672	98%
Global developmental delay	1,742	99%	728	99%	26	96%	2,496	99%
Hearing impairment	3,008	90%	3,220	88%	101	85%	6,329	89%
Intellectual disability	15,787	96%	11,131	95%	147	91%	27,065	96%
Multiple sclerosis	752	91%	2,287	90%	27	82%	3,066	90%
Psychosocial disability	9,189	78%	10,280	73%	211	59%	19,680	75%
Spinal cord injury	678	95%	324	92%	19	95%	1,021	94%
Stroke	1,140	85%	822	84%	17	77%	1,979	85%
Visual impairment	1,547	92%	1,504	91%	26	84%	3,077	91%
Other neurological	3,276	82%	2,875	80%	59	66%	6,210	81%
Other physical	2,377	48%	2,700	37%	58	32%	5,135	42%
Other sensory/speech	518	56%	207	49%	<11		730	53%
Other	868	44%	590	30%	22	30%	1,480	37%
Missing	677	99%	536	98%	<11		1,219	98%
Total	91,054	90%	58,280	82%	1,902	79%	151,236	86%

²²⁹ Ibid.

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.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	4,085	3.1%	208	4.0%	4,293	3.1%
Not Aboriginal and Torres Strait Islander	105,481	79.5%	4,130	79.8%	109,611	79.5%
Not Stated	23,149	17.4%	838	16.2%	23,987	17.4%
Total	132,715	100.0%	5,176	100.0%	137,891	100.0%

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria ²³⁰

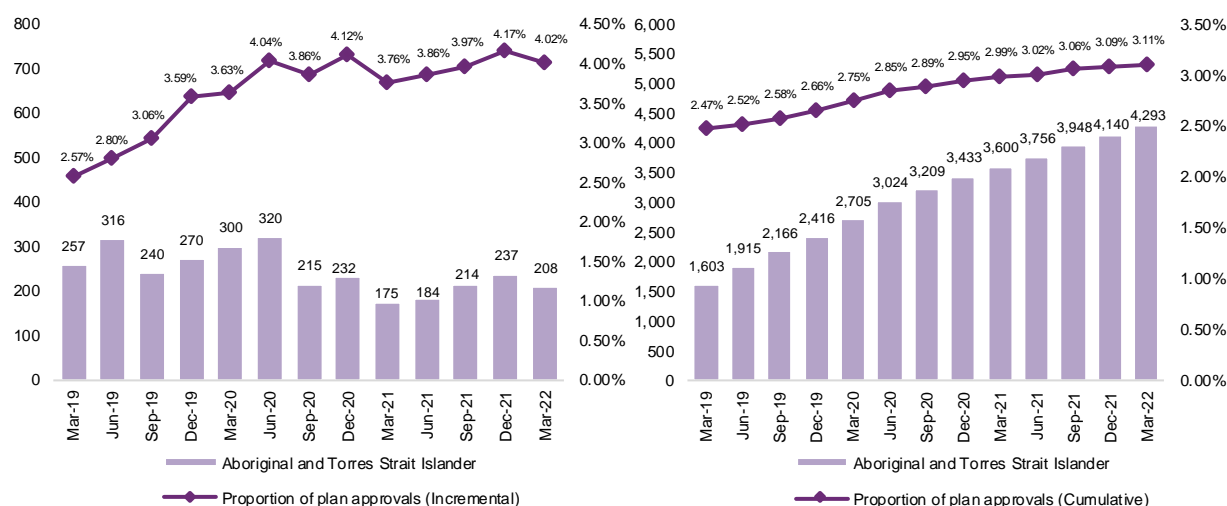


Table G.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ²³¹

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	15,606	11.8%	651	12.6%	16,257	11.8%
Not culturally and linguistically diverse	117,071	88.2%	4,525	87.4%	121,596	88.2%
Not stated	38	0.0%	<11		38	0.0%
Total	132,715	100.0%	5,176	100.0%	137,891	100.0%

²³⁰ 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.

²³¹ 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 ^{232 233}

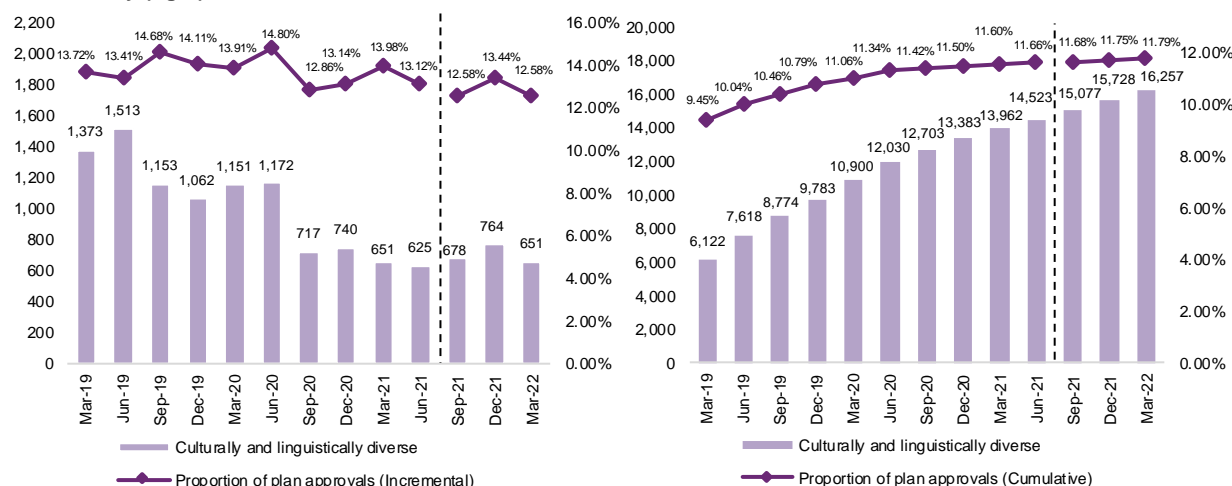
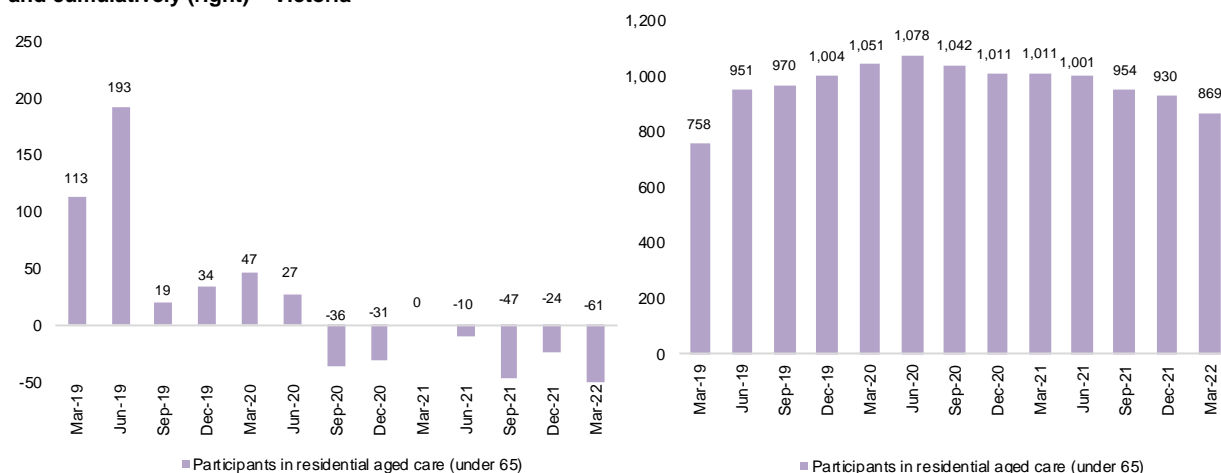


Table G.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – Victoria ²³⁴

	Total
Age group	N
Under 45	34
45 to 54	153
55 to 64	682
Total YPIRAC (under 65)	869

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 ²³⁵



²³² 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.

²³³ 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.

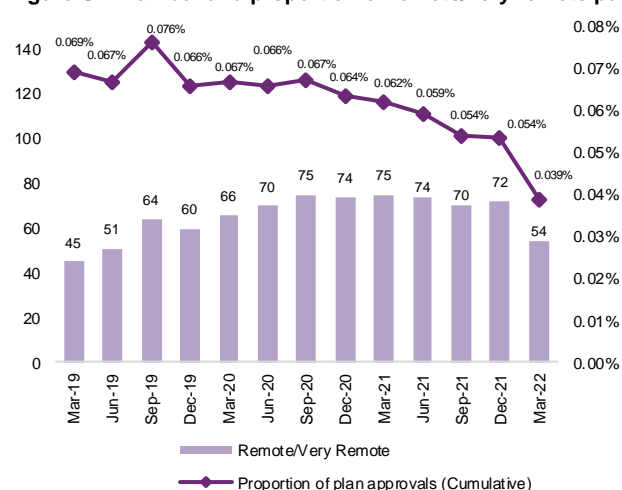
²³⁴ There are a further 508 active participants aged 65 years or over who are currently in residential aged care.

²³⁵ 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.13 Participant profile per quarter by remoteness – Victoria ^{236 237}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	96,152	72.5%	3,965	76.6%	100,117	72.6%
Population > 50,000	12,358	9.3%	435	8.4%	12,793	9.3%
Population between 15,000 and 50,000	8,757	6.6%	302	5.8%	9,059	6.6%
Population between 5,000 and 15,000	7,503	5.7%	219	4.2%	7,722	5.6%
Population less than 5,000	7,890	5.9%	255	4.9%	8,145	5.9%
Remote	54	0.0%	<11		54	0.0%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	132,715	100.0%	5,176	100.0%	137,891	100.0%

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria ^{238 239 240}



²³⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

²³⁷ This table is based on the Modified Monash Model (MMM) measure of remoteness.

²³⁸ Ibid.

²³⁹ 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.

²⁴⁰ There are insufficient numbers to show the incremental count of remote/very remote participants in Victoria over time.

Table G.14 Participant profile per quarter by primary disability group – Victoria ^{241 242 243}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	41,854	32%	1,230	24%	43,084	31%
Intellectual disability	25,250	19%	324	6%	25,574	19%
Psychosocial disability	17,329	13%	611	12%	17,940	13%
Developmental delay	13,586	10%	1,935	37%	15,521	11%
Hearing impairment	5,878	4%	147	3%	6,025	4%
Other neurological	4,867	4%	149	3%	5,016	4%
Other physical	4,163	3%	89	2%	4,252	3%
Cerebral palsy	4,028	3%	34	1%	4,062	3%
Acquired brain injury	4,000	3%	149	3%	4,149	3%
Global developmental delay	1,975	1%	205	4%	2,180	2%
Visual impairment	2,728	2%	41	1%	2,769	2%
Multiple sclerosis	2,820	2%	58	1%	2,878	2%
Stroke	1,677	1%	64	1%	1,741	1%
Spinal cord injury	889	1%	25	0%	914	1%
Other	1,151	1%	111	2%	1,262	1%
Other sensory/speech	520	0%	<11		524	0%
Total	132,715	100%	5,176	100%	137,891	100%

Table G.15 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{244 245}

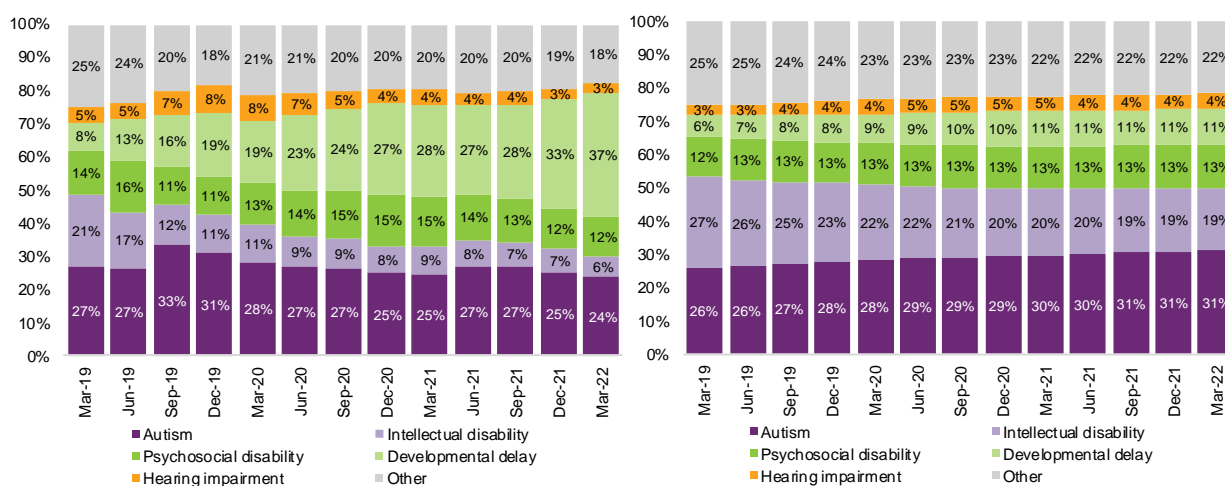
Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	597	11%	<11		597	11%
Intellectual disability	3,168	60%	<11		3,168	60%
Psychosocial disability	287	5%	<11		287	5%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	160	3%	<11		160	3%
Other physical	27	1%	<11		27	1%
Cerebral palsy	587	11%	<11		587	11%
Acquired brain injury	311	6%	<11		311	6%
Global developmental delay	<11		<11		<11	
Visual impairment	14	0%	<11		14	0%
Multiple sclerosis	78	1%	<11		78	1%
Stroke	48	1%	<11		48	1%
Spinal cord injury	22	0%	<11		22	0%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	5,313	100%	<11		5,313	100%

²⁴¹ Table order based on national proportions in Table E.14 (highest to lowest).²⁴² Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.²⁴³ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Victoria (2,833).²⁴⁴ 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.²⁴⁵ Down syndrome is included in intellectual disability, representing 9% of participants in SIL (485).

Table G.16 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ²⁴⁶

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	41,257	32%	1,230	24%	42,487	32%
Intellectual disability	22,082	17%	324	6%	22,406	17%
Psychosocial disability	17,042	13%	611	12%	17,653	13%
Developmental delay	13,586	11%	1,935	37%	15,521	12%
Hearing impairment	5,873	5%	147	3%	6,020	5%
Other neurological	4,707	4%	149	3%	4,856	4%
Other physical	4,136	3%	89	2%	4,225	3%
Cerebral palsy	3,441	3%	34	1%	3,475	3%
Acquired brain injury	3,689	3%	149	3%	3,838	3%
Global developmental delay	1,975	2%	205	4%	2,180	2%
Visual impairment	2,714	2%	41	1%	2,755	2%
Multiple sclerosis	2,742	2%	58	1%	2,800	2%
Stroke	1,629	1%	64	1%	1,693	1%
Spinal cord injury	867	1%	25	0%	892	1%
Other	1,142	1%	111	2%	1,253	1%
Other sensory/speech	520	0%	<11		524	0%
Total	127,402	100%	5,176	100%	132,578	100%

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ²⁴⁷



²⁴⁶ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,348).

²⁴⁷ 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 by reported level of function – Victoria ²⁴⁸

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	12,662	10%	1,491	29%	14,153	10%
2 (High Function)	345	0%	14	0%	359	0%
3 (High Function)	6,664	5%	435	8%	7,099	5%
4 (High Function)	7,343	6%	205	4%	7,548	5%
5 (High Function)	10,461	8%	499	10%	10,960	8%
6 (Moderate Function)	27,348	21%	939	18%	28,287	21%
7 (Moderate Function)	7,759	6%	266	5%	8,025	6%
8 (Moderate Function)	8,207	6%	242	5%	8,449	6%
9 (Moderate Function)	619	0%	24	0%	643	0%
10 (Moderate Function)	14,787	11%	427	8%	15,214	11%
11 (Low Function)	4,446	3%	59	1%	4,505	3%
12 (Low Function)	21,575	16%	457	9%	22,032	16%
13 (Low Function)	8,266	6%	107	2%	8,373	6%
14 (Low Function)	2,094	2%	<11		2,104	2%
15 (Low Function)	70	0%	<11		71	0%
Missing	69		<11		69	
Total	132,715	100%	5,176	100%	137,891	100%

Figure G.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Victoria ²⁴⁹

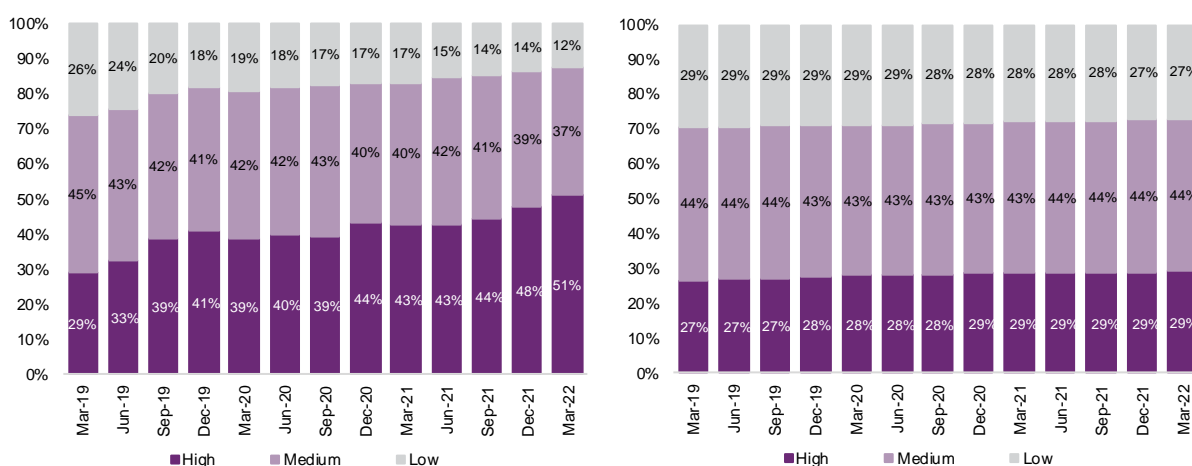


Table G.18 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	20,655	16%	2,505	48%	23,160	17%
7 to 14	34,974	26%	755	15%	35,729	26%
15 to 18	9,816	7%	238	5%	10,054	7%
19 to 24	9,882	7%	156	3%	10,038	7%
25 to 34	11,784	9%	271	5%	12,055	9%
35 to 44	11,465	9%	322	6%	11,787	9%
45 to 54	13,751	10%	413	8%	14,164	10%
55 to 64	15,273	12%	481	9%	15,754	11%
65+	5,115	4%	35	1%	5,150	4%
Total	132,715	100%	5,176	100%	137,891	100%

²⁴⁸ The distributions are calculated excluding participants with a missing reported level of function.

²⁴⁹ 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.19 Participant profile per quarter (participants in SIL) by age group – Victoria ²⁵⁰

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	11	0%	<11		11	0%
19 to 24	267	5%	<11		267	5%
25 to 34	761	14%	<11		761	14%
35 to 44	979	18%	<11		979	18%
45 to 54	1,391	26%	<11		1,391	26%
55 to 64	1,490	28%	<11		1,490	28%
65+	412	8%	<11		412	8%
Total	5,313	100%	<11		5,313	100%

Table G.20 Participant profile per quarter (participants not in SIL) by age group – Victoria

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	20,654	16%	2,505	48%	23,159	17%
7 to 14	34,973	27%	755	15%	35,728	27%
15 to 18	9,805	8%	238	5%	10,043	8%
19 to 24	9,615	8%	156	3%	9,771	7%
25 to 34	11,023	9%	271	5%	11,294	9%
35 to 44	10,486	8%	322	6%	10,808	8%
45 to 54	12,360	10%	413	8%	12,773	10%
55 to 64	13,783	11%	481	9%	14,264	11%
65+	4,703	4%	35	1%	4,738	4%
Total	127,402	100%	5,176	100%	132,578	100%

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria ²⁵¹

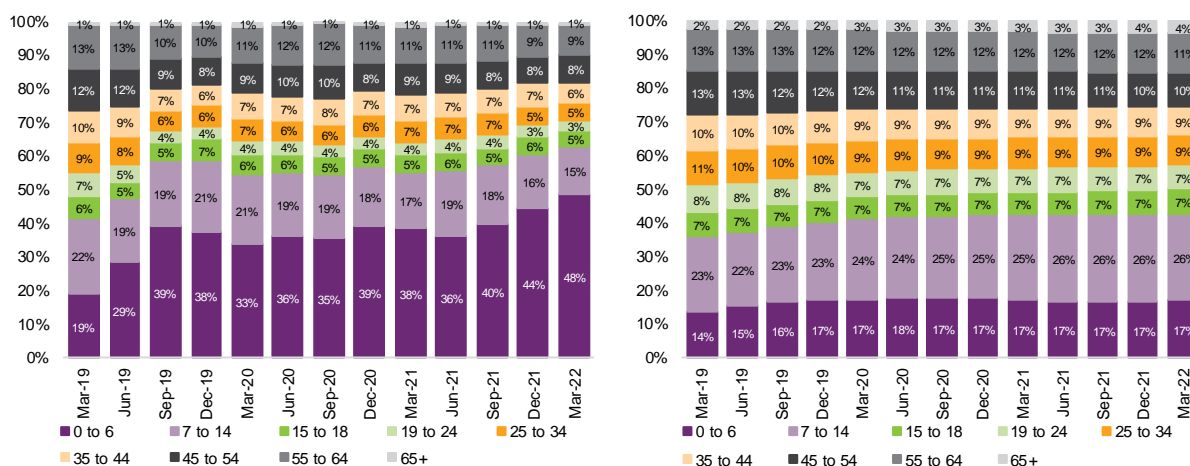


Table G.21 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	79,879	60%	3,110	60%	82,989	60%
Female	51,225	39%	1,914	37%	53,139	39%
Other	1,611	1%	152	3%	1,763	1%
Total	132,715	100%	5,176	100%	137,891	100%

²⁵⁰ 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.

²⁵¹ 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.22 Participant profile per quarter (participants in SIL) by gender – Victoria

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	3,130	59%	<11		3,130	59%
Female	2,170	41%	<11		2,170	41%
Other	13	0%	<11		13	0%
Total	5,313	100%	<11		5,313	100%

Table G.23 Participant profile per quarter (participants not in SIL) by gender – Victoria

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	76,749	60%	3,110	60%	79,859	60%
Female	49,055	39%	1,914	37%	50,969	38%
Other	1,598	1%	152	3%	1,750	1%
Total	127,402	100%	5,176	100%	132,578	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ²⁵²

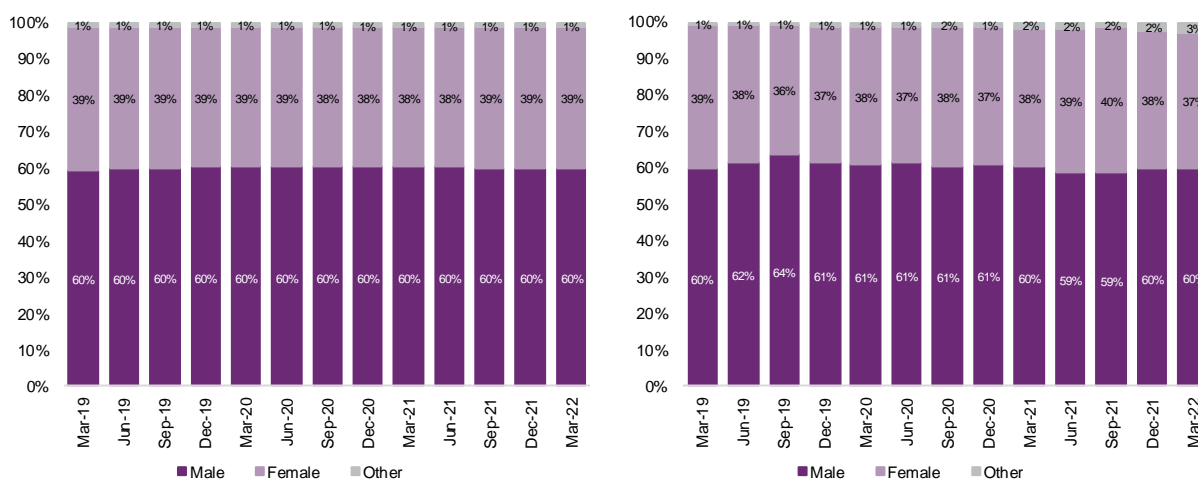


Table G.24 Participation rates by age group and gender at 31 March 2022 – Victoria ²⁵³

Age group	Participation Rate		
	Male	Female	Total
0-6	5.2%	2.4%	3.9%
7-14	7.1%	3.3%	5.3%
15-18	4.1%	2.2%	3.2%
19-24	2.2%	1.4%	1.8%
25-44	1.2%	1.0%	1.1%
45-64	1.9%	1.8%	1.9%
Total (aged 0-64)	2.8%	1.7%	2.3%

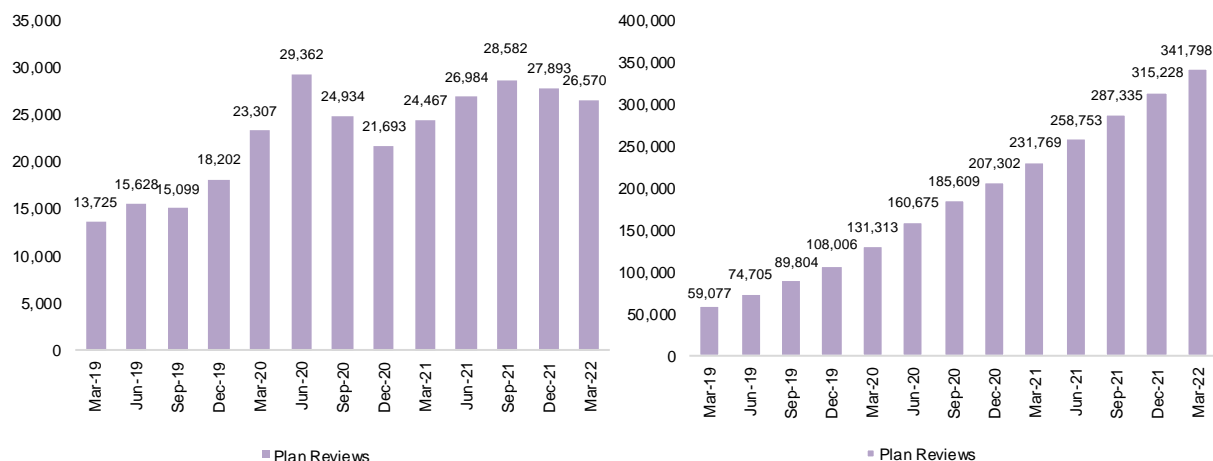
²⁵² Ibid.

²⁵³ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Table G.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria ²⁵⁴

	Prior Quarters	2021-22 Q3	Total
Total plan reviews	315,228	26,570	341,798
<i>Early intervention plans</i>	52,141	5,313	57,454
<i>Permanent disability plans</i>	263,087	21,257	284,344

Figure G.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Victoria



²⁵⁴ 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.

Part Two: Participant experience and outcomes

Table G.26 Number of baseline questionnaires completed by SFOF version – Victoria ²⁵⁵

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,776	3,126	4,815	8,364	6,460	6,214	30,755
Participant school to 14	1,911	5,080	10,197	8,545	4,854	3,597	34,184
Participant 15 to 24	1,215	3,215	4,557	2,935	1,794	1,317	15,033
Participant 25 and over	4,280	10,306	15,644	9,687	6,899	4,947	51,763
Total Participant	9,182	21,727	35,213	29,531	20,007	16,075	131,735
Family 0 to 14	3,518	7,943	14,462	16,483	11,110	9,642	63,158
Family 15 to 24	309	2,403	3,296	1,954	1,202	917	10,081
Family 25 and over	125	3,471	4,686	2,528	1,536	1,111	13,457
Total Family	3,952	13,817	22,444	20,965	13,848	11,670	86,696
Total	13,134	35,544	57,657	50,496	33,855	27,745	218,431

Table G.27 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%

²⁵⁵ 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.28 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%	34%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			29%	31%

Table G.29 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%	67%
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			42%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				49%
LL	% unable to do a course or training they wanted to do in the last 12 months				39%
WK	% who have a paid job			16%	20%
WK	% who volunteer			9%	10%

Table G.30 Selected key baseline indicators for families/carers of participants – Victoria

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	25%	22%
% receiving Carer Allowance	34%	43%	32%
% 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	80%	84%	85%
% 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%	26%	18%
% able to advocate for their child/family member	74%	62%	59%
% who have friends and family they see as often as they like	45%	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.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=5,646) - participants who entered between 1 July 2016 and 31 March 2021 – Victoria ²⁵⁶

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?	63%

²⁵⁶ Results in Tables G.31 to G.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table G.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,213) - participants who entered between 1 July 2016 and 31 March 2021 – 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%

Table G.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,953) and ‘Participant 25 and over’ (n=15,139) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	61%	74%
REL	Has the NDIS helped you to meet more people?	45%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	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?	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.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,320); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,164) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	69%	58%
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?	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?	48%	40%

Table G.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,688) - participants who entered between 1 July 2016 and 31 March 2020 – Victoria ²⁵⁷

	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?	90%	94%	+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%	82%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	63%	68%	+5%

Table G.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=8,002) - participants who entered between 1 July 2016 and 31 March 2020 – Victoria

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	62%	70%	+8%
LL	Has the NDIS improved your child's access to education?	43%	48%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	58%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	52%	+6%

²⁵⁷ Results in Tables G.35 to G.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table G.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,263) and ‘Participant 25 and over’ (n=9,707) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	44%	49%	+5%	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?	35%	38%	+3%	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?	50%	57%	+7%	55%	63%	+8%

Table G.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=8,166); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,499) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	66%	72%	+6%	52%	64%	+12%
	Has the NDIS improved the level of support for your family?	70%	76%	+6%	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%	57%	68%	+11%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	80%	+5%			
	Has the NDIS improved your health and wellbeing?	44%	48%	+4%	35%	41%	+6%

Table G.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,778) - participants who entered between 1 July 2016 and 31 March 2019 – Victoria ²⁵⁸

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	96%	93%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	96%	92%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	90%	86%	+1%
REL	Has the NDIS improved how your child fits into family life?	75%	80%	81%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	64%	68%	70%	+6%

Table G.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=5,519) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	67%	73%	+14%
LL	Has the NDIS improved your child's access to education?	38%	43%	47%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	54%	58%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	50%	53%	+8%

²⁵⁸ Results in Tables G.39 to G.44 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table G.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,742) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	68%	74%	+16%
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?	20%	19%	19%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	41%	47%	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%	41%	+5%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	14%	-1%
Has the NDIS helped you be more involved?	51%	59%	62%	+11%

Table G.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=7,551) - participants who entered between 1 July 2016 and 31 March 2019 – Victoria

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	64%	71%	78%	+14%
Has the NDIS helped you with daily living activities?	67%	76%	82%	+15%
Has the NDIS helped you to meet more people?	47%	53%	58%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	29%	31%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	58%	+13%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	30%	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.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,538) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	78%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	69%	74%	77%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	77%	80%	+7%
Has the NDIS improved your health and wellbeing?	39%	43%	46%	+7%

Table G.44 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=1,483) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	49%	57%	66%	+17%
Has the NDIS improved the level of support for your family?	60%	70%	77%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	55%	66%	70%	+15%
Has the NDIS improved your health and wellbeing?	32%	35%	41%	+9%

Table G.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=871) - participants who entered between 1 July 2016 and 31 March 2018 – Victoria ²⁵⁹

	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%	94%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	93%	94%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	89%	85%	84%	+3%
REL	Has the NDIS improved how your child fits into family life?	70%	78%	79%	83%	+13%
S/CP	Has the NDIS improved how your child fits into community life?	54%	61%	57%	65%	+11%

Table G.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=2,191) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	57%	67%	72%	74%	+17%
LL	Has the NDIS improved your child's access to education?	34%	38%	43%	44%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	52%	57%	59%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	49%	52%	54%	+11%

²⁵⁹ Results in Tables G.45 to G.50 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table G.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,155) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	70%	+16%
DL	Has the NDIS helped you with daily living activities?	54%	65%	69%	74%	+20%
REL	Has the NDIS helped you to meet more people?	46%	51%	51%	54%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	16%	17%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	44%	47%	49%	+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%	38%	36%	38%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	12%	13%	-2%
S/CP	Has the NDIS helped you be more involved?	53%	59%	63%	64%	+11%

Table G.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,863) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	64%	72%	75%	80%	+16%
DL	Has the NDIS helped you with daily living activities?	68%	77%	82%	85%	+17%
REL	Has the NDIS helped you to meet more people?	48%	54%	57%	62%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	27%	31%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	56%	58%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	34%	34%	37%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%	16%	20%	+1%
S/CP	Has the NDIS helped you be more involved?	55%	63%	66%	71%	+16%

Table G.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,610) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	65%	70%	+14%
Has the NDIS improved the level of support for your family?	65%	69%	74%	77%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	68%	71%	76%	77%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	76%	81%	83%	+9%
Has the NDIS improved your health and wellbeing?	37%	37%	42%	43%	+6%

Table G.50 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=464) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	43%	52%	56%	64%	+21%
Has the NDIS improved the level of support for your family?	57%	68%	71%	77%	+20%
Has the NDIS helped you to access services, programs and activities in the community?	59%	68%	71%	71%	+12%
Has the NDIS improved your health and wellbeing?	30%	32%	34%	39%	+9%

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.51 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=546) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria ²⁶⁰

	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?	56%	65%	70%	75%	76%	+20%
LL	Has the NDIS improved your child's access to education?	33%	34%	35%	39%	42%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	47%	49%	55%	55%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	47%	50%	49%	+5%

Table G.52 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant 15 to 24’ (n=269) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	53%	60%	60%	63%	69%	+16%
DL	Has the NDIS helped you with daily living activities?	60%	66%	69%	73%	80%	+20%
REL	Has the NDIS helped you to meet more people?	47%	47%	50%	51%	59%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	17%	15%	14%	18%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	40%	38%	40%	48%	+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%	36%	34%	34%	39%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	11%	9%	10%	11%	-2%
S/CP	Has the NDIS helped you be more involved?	49%	52%	55%	58%	66%	+17%

²⁶⁰ Results in Tables G.51 to G.55 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table G.53 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=630) - participants who entered between 1 July 2016 and 31 March 2017 – 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%	78%	80%	+16%
DL	Has the NDIS helped you with daily living activities?	68%	75%	81%	85%	86%	+18%
REL	Has the NDIS helped you to meet more people?	47%	53%	57%	63%	63%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	22%	23%	28%	29%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	50%	50%	60%	61%	+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%	38%	36%	39%	+7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	13%	15%	13%	14%	0%
S/CP	Has the NDIS helped you be more involved?	55%	60%	64%	70%	72%	+17%

Table G.54 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=368) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	59%	62%	64%	72%	72%	+13%
Has the NDIS improved the level of support for your family?	64%	74%	66%	75%	76%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	64%	74%	70%	78%	75%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	81%	80%	81%	79%	+6%
Has the NDIS improved your health and wellbeing?	36%	39%	34%	37%	42%	+6%

Table G.55 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=41) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria

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?	41%	54%	49%	67%	73%	+32%
Has the NDIS improved the level of support for your family?	53%	62%	60%	76%	78%	+25%
Has the NDIS helped you to access services, programs and activities in the community?	67%	56%	64%	82%	77%	+10%
Has the NDIS improved your health and wellbeing?	19%	28%	39%	40%	44%	+25%

Table G.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,462), 'participant social and community engagement rate' (n=15,533), 'parent and carer employment rate' (n=13,134) and 'participant choice and control' (n=11,926) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – Victoria ²⁶¹

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	11%	13%	18%	24%
Aged 25 to 34 years	24%	22%	25%	
Aged 35 to 44 years	23%	22%	24%	
Aged 45 to 54 years	20%	19%	19%	
Aged 55 to 64 years	15%	13%	13%	
Aged 65+ years	8%	7%	5%	
Aged 25+	19%	18%	19%	
Aged 15+	17%	17%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	36%	38%	48%
Aged 25 to 34 years	34%	39%	39%	
Aged 35 to 44 years	35%	37%	38%	
Aged 45 to 54 years	32%	36%	36%	
Aged 55 to 64 years	35%	37%	39%	
Aged 65+ years	40%	42%	40%	
Aged 25+	34%	37%	38%	
Aged 15+	34%	37%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	45%	46%	48%	49%
Aged 15+	45%	45%	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%	

²⁶¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table G.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,849), 'participant social and community engagement rate' (n=10,899), 'parent and carer employment rate' (n=6,457) and 'participant choice and control' (n=9,525) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – Victoria²⁶²

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 to 34 years	25%	26%	23%	27%	
Aged 35 to 44 years	27%	27%	23%	26%	
Aged 45 to 54 years	24%	25%	20%	23%	
Aged 55 to 64 years	19%	18%	15%	15%	
Aged 65+ years	11%	11%	10%	9%	
Aged 25+	23%	23%	19%	21%	
Aged 15+	20%	21%	18%	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%	39%	48%
Aged 25 to 34 years	37%	44%	46%	46%	
Aged 35 to 44 years	39%	43%	44%	45%	
Aged 45 to 54 years	35%	39%	39%	40%	
Aged 55 to 64 years	38%	40%	41%	43%	
Aged 65+ years	39%	47%	46%	48%	
Aged 25+	37%	42%	43%	43%	
Aged 15+	36%	41%	42%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	46%	50%	50%	53%	49%
Aged 15+	48%	50%	51%	48%	
All ages	47%	50%	50%	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+		64%	71%	78%	
Aged 15+		62%	69%	76%	

²⁶² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table G.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,170), 'participant social and community engagement rate' (n=4,203), 'parent and carer employment rate' (n=2,167) and 'participant choice and control' (n=3,616) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – Victoria ²⁶³

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	13%	16%	17%	21%	21%	24%
Aged 25 to 34 years	27%	27%	28%	24%	29%	
Aged 35 to 44 years	33%	31%	34%	27%	31%	
Aged 45 to 54 years	30%	30%	29%	21%	27%	
Aged 55 to 64 years	24%	23%	20%	17%	18%	
Aged 65+ years	13%	14%	13%	12%	10%	
Aged 25+	27%	27%	26%	21%	25%	
Aged 15+	25%	25%	24%	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%	36%	41%	40%	41%	48%
Aged 25 to 34 years	37%	42%	45%	44%	45%	
Aged 35 to 44 years	39%	41%	42%	44%	45%	
Aged 45 to 54 years	34%	37%	41%	40%	41%	
Aged 55 to 64 years	36%	40%	42%	43%	41%	
Aged 65+ years	37%	44%	47%	47%	47%	
Aged 25+	36%	40%	43%	43%	43%	
Aged 15+	36%	40%	42%	43%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	44%	50%	48%	50%	52%	49%
Aged 15+	46%	50%	51%	49%	48%	
All ages	45%	50%	49%	50%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		54%	63%	66%	70%	75%
Aged 25+		64%	72%	75%	80%	
Aged 15+		61%	69%	72%	77%	

²⁶³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table G.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=961), 'participant social and community engagement rate' (n=986), 'parent and carer employment rate' (n=415) and 'participant choice and control' (n=778) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Victoria ²⁶⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	9%	17%	20%	11%	17%	24%
Aged 25 to 34 years	17%	22%	28%	25%	22%	25%	
Aged 35 to 44 years	24%	23%	22%	29%	21%	26%	
Aged 45 to 54 years	23%	25%	23%	24%	27%	21%	
Aged 55 to 64 years	21%	21%	22%	19%	16%	16%	
Aged 65+ years	13%	12%	13%	8%	10%	10%	
Aged 25+	20%	22%	23%	23%	20%	21%	
Aged 15+	19%	20%	22%	22%	19%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	29%	30%	39%	36%	45%	39%	48%
Aged 25 to 34 years	34%	37%	40%	47%	47%	39%	
Aged 35 to 44 years	30%	37%	36%	39%	36%	34%	
Aged 45 to 54 years	35%	41%	39%	44%	48%	43%	
Aged 55 to 64 years	35%	37%	38%	45%	36%	44%	
Aged 65+ years	41%	44%	54%	42%	57%	46%	
Aged 25+	34%	39%	40%	44%	43%	41%	
Aged 15+	34%	38%	40%	43%	43%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	44%	45%	51%	59%	49%	53%	49%
Aged 15+	41%	47%	51%	43%	43%	55%	
All ages	43%	46%	51%	54%	47%	54%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		53%	60%	60%	63%	69%	75%
Aged 25+		64%	71%	74%	78%	80%	
Aged 15+		61%	67%	69%	72%	77%	

²⁶⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table G.60 Number of active plans by goal type and primary disability – Victoria ²⁶⁵

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	1,048	2,872	2,369	796	1,097	3,382	1,835	1,092	4,149
Autism	7,281	37,344	15,834	16,931	20,694	28,385	3,017	5,543	43,084
Cerebral palsy	993	3,226	2,311	992	1,121	3,015	1,265	666	4,062
Developmental delay	747	14,495	5,565	9,108	6,107	8,945	35	3	15,521
Down syndrome	617	2,173	1,396	788	882	2,289	912	603	2,833
Global developmental delay	111	2,072	797	1,297	857	1,273	10	1	2,180
Hearing impairment	1,118	4,738	1,405	1,754	1,121	3,014	782	1,309	6,025
Intellectual disability	5,225	16,968	9,466	6,595	7,658	17,368	6,817	7,192	22,741
Multiple sclerosis	785	2,151	2,081	262	470	2,021	1,098	784	2,878
Psychosocial disability	4,225	12,240	11,906	4,191	4,080	14,355	6,276	6,226	17,940
Spinal cord injury	322	678	583	127	128	684	356	295	914
Stroke	520	1,374	1,031	196	349	1,364	635	387	1,741
Visual impairment	745	2,268	1,098	679	344	1,956	597	870	2,769
Other neurological	1,258	3,825	2,976	780	1,116	3,760	1,862	831	5,016
Other physical	1,119	3,436	2,446	582	556	2,796	1,142	918	4,252
Other sensory/speech	64	431	131	218	180	218	17	28	524
Other	296	996	648	251	304	872	365	240	1,262
Total	26,474	111,287	62,043	45,547	47,064	95,697	27,021	26,988	137,891

Table G.61 Percentage of active plans by goal type and primary disability – Victoria ²⁶⁶

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%	82%	44%	26%
Autism	17%	87%	37%	39%	48%	66%	7%	13%
Cerebral palsy	24%	79%	57%	24%	28%	74%	31%	16%
Developmental delay	5%	93%	36%	59%	39%	58%	0%	0%
Down syndrome	22%	77%	49%	28%	31%	81%	32%	21%
Global developmental delay	5%	95%	37%	59%	39%	58%	0%	0%
Hearing impairment	19%	79%	23%	29%	19%	50%	13%	22%
Intellectual disability	23%	75%	42%	29%	34%	76%	30%	32%
Multiple sclerosis	27%	75%	72%	9%	16%	70%	38%	27%
Psychosocial disability	24%	68%	66%	23%	23%	80%	35%	35%
Spinal cord injury	35%	74%	64%	14%	14%	75%	39%	32%
Stroke	30%	79%	59%	11%	20%	78%	36%	22%
Visual impairment	27%	82%	40%	25%	12%	71%	22%	31%
Other neurological	25%	76%	59%	16%	22%	75%	37%	17%
Other physical	26%	81%	58%	14%	13%	66%	27%	22%
Other sensory/speech	12%	82%	25%	42%	34%	42%	3%	5%
Other	23%	79%	51%	20%	24%	69%	29%	19%
Total	19%	81%	45%	33%	34%	69%	20%	20%

²⁶⁵ 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.

²⁶⁶ The percentages of participants by goal type do not add up 100% for each disability group as participants can set more than one goal in their plans.

Table G.62 Number of goals in active plans by goal type and primary disability – Victoria ²⁶⁷

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	3,530	13,033	8,210	2,590	3,606	11,971	5,887	3,106	51,933
Autism	31,268	309,504	69,909	82,259	91,099	122,627	11,308	21,110	739,084
Cerebral palsy	4,437	24,121	10,743	4,505	4,790	14,381	5,015	2,649	70,641
Developmental delay	2,258	118,900	21,982	37,292	21,772	32,843	96	10	235,153
Down syndrome	2,514	14,452	5,606	3,393	3,719	10,677	3,378	2,247	45,986
Global developmental delay	337	18,748	3,307	5,581	3,108	5,049	37	4	36,171
Hearing impairment	4,414	26,853	5,400	7,068	4,230	11,887	2,565	4,453	66,870
Intellectual disability	20,569	103,570	37,269	27,661	30,021	73,163	23,244	25,355	340,852
Multiple sclerosis	2,943	10,912	8,878	907	1,581	7,762	3,951	2,610	39,544
Psychosocial disability	14,316	48,763	40,947	13,060	12,186	46,417	17,945	18,189	211,823
Spinal cord injury	1,267	3,248	2,379	438	491	2,654	1,398	996	12,871
Stroke	2,077	7,799	4,171	715	1,243	5,414	2,330	1,406	25,155
Visual impairment	2,816	13,605	4,310	2,768	1,247	8,102	2,237	3,048	38,133
Other neurological	4,987	22,126	12,054	3,349	4,090	14,752	6,550	2,863	70,771
Other physical	4,632	20,880	10,618	2,280	2,144	11,499	4,229	3,264	59,546
Other sensory/speech	286	3,683	525	1,064	664	926	73	103	7,324
Other	1,187	6,312	2,720	1,139	1,238	3,445	1,287	886	18,214
Total	103,838	766,509	249,028	196,069	187,229	383,569	91,530	92,299	2,070,071

Table G.63 Number of active plans by goal type and age group – Victoria ²⁶⁸

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	1,081	21,769	8,704	13,933	9,183	13,925	56	0	23,160
7 to 14	4,799	31,902	11,632	13,762	17,256	20,784	676	261	35,729
15 to 18	2,455	8,283	3,883	3,667	4,491	7,566	813	2,547	10,054
19 to 24	2,879	7,634	4,000	3,299	2,872	7,421	2,639	5,403	10,038
25 to 34	3,334	8,641	5,987	3,070	2,968	9,036	4,528	5,673	12,055
35 to 44	3,022	8,378	6,817	2,461	2,990	9,089	4,503	4,811	11,787
45 to 54	3,511	10,043	8,524	2,530	3,196	11,121	5,392	4,602	14,164
55 to 64	4,005	11,124	9,397	2,229	3,159	12,600	6,287	3,117	15,754
65+	1,388	3,513	3,099	596	949	4,155	2,127	574	5,150
Total	26,474	111,287	62,043	45,547	47,064	95,697	27,021	26,988	137,891

²⁶⁷ Participants have set over seven million goals in total across Australia since July 2016. The 2,070,071 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

²⁶⁸ 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.64 Percentage of active plans by goal type and age group – Victoria ²⁶⁹

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%	94%	38%	60%	40%	60%	0%	0%
7 to 14	13%	89%	33%	39%	48%	58%	2%	1%
15 to 18	24%	82%	39%	36%	45%	75%	8%	25%
19 to 24	29%	76%	40%	33%	29%	74%	26%	54%
25 to 34	28%	72%	50%	25%	25%	75%	38%	47%
35 to 44	26%	71%	58%	21%	25%	77%	38%	41%
45 to 54	25%	71%	60%	18%	23%	79%	38%	32%
55 to 64	25%	71%	60%	14%	20%	80%	40%	20%
65+	27%	68%	60%	12%	18%	81%	41%	11%
Total	19%	81%	45%	33%	34%	69%	20%	20%

Table G.65 Number of goals in active plans by goal type and age group – Victoria ²⁷⁰

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	3,459	184,834	36,252	59,898	33,743	53,400	184	0	371,770
7 to 14	20,824	292,773	52,623	69,610	78,107	91,496	2,427	979	608,839
15 to 18	10,855	51,422	16,283	15,867	18,575	32,304	3,153	9,836	158,295
19 to 24	12,188	41,508	16,234	13,163	11,304	31,199	9,435	20,041	155,072
25 to 34	12,964	41,643	22,769	11,055	10,767	35,557	15,367	19,351	169,473
35 to 44	11,203	39,142	25,556	8,538	10,225	34,351	15,113	15,708	159,836
45 to 54	12,601	46,593	31,989	8,324	10,873	41,438	17,778	14,601	184,197
55 to 64	14,678	51,971	35,396	7,539	10,383	47,801	20,969	9,982	198,719
65+	5,066	16,623	11,926	2,075	3,252	16,023	7,104	1,801	63,870
Total	103,838	766,509	249,028	196,069	187,229	383,569	91,530	92,299	2,070,071

²⁶⁹ 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.

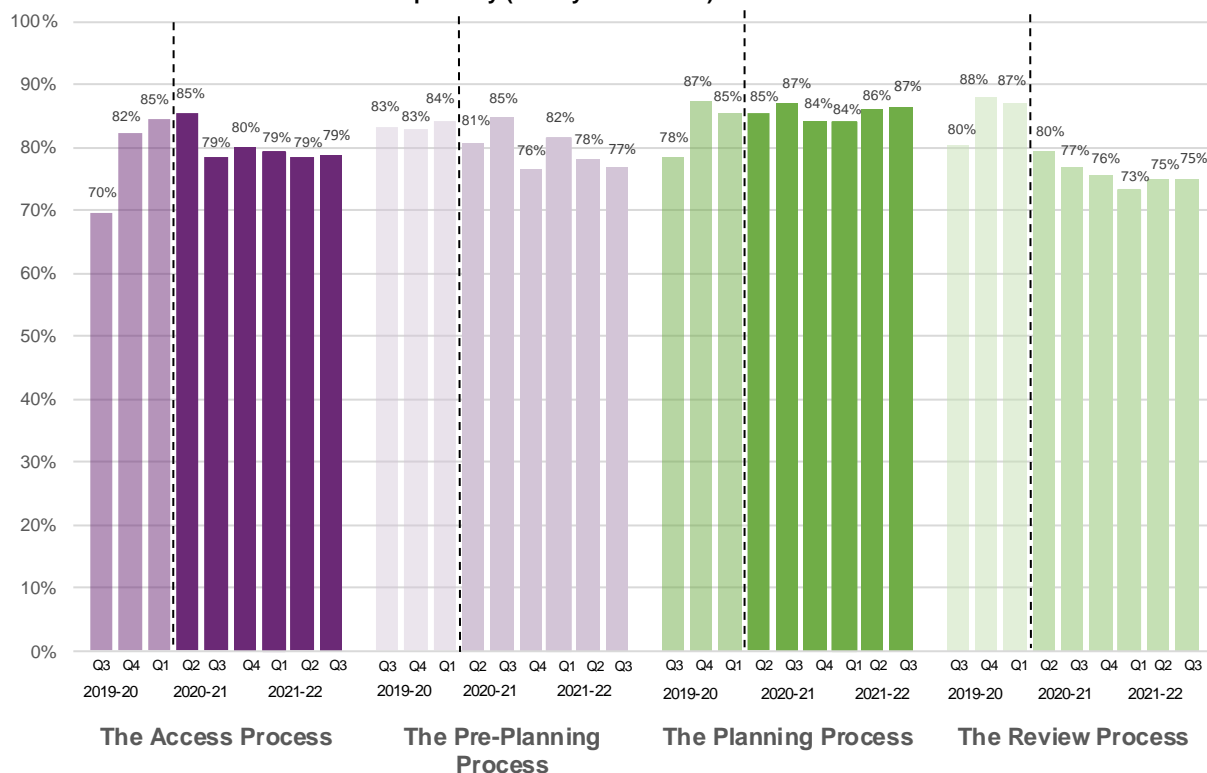
²⁷⁰ Participants have set over seven million goals in total across Australia since July 2016. The 2,070,071 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.66 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria ²⁷¹

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 1,259	n = 288
Are you happy with how coming into the NDIS has gone?	86%	86%
Was the person from the NDIS respectful?	97%	97%
Do you understand what will happen next with your plan?	76%	80%
% of participants rating their overall experience as Very Good or Good.	80%	79%
Pre-planning	n = 1,181	n = 256
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?	95%	96%
Were decisions about your plan clearly explained?	79%	79%
Are you clear on what happens next with your plan?	69%	65%
Do you know where to go for more help with your plan?	74%	70%
% of participants rating their overall experience as Very Good or Good.	80%	77%
Planning	n = 5,322	n = 1,288
Did the person from the NDIS understand how your disability affects your life?	91%	92%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	89%	89%
Are you clear on what happens next with your plan?	83%	85%
Do you know where to go for more help with your plan?	88%	89%
% of participants rating their overall experience as Very Good or Good.	85%	87%
Plan review	n = 13,341	n = 2,239
Did the person from the NDIS understand how your disability affects your life?	82%	81%
Did you feel prepared for your plan review?	86%	88%
Is your NDIS plan helping you to make progress towards your goals?	88%	86%
% of participants rating their overall experience as Very Good or Good.	76%	75%

²⁷¹ 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.10 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ^{272 273}



²⁷² 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.

²⁷³ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.67 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table G.68 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.67 Complaints by quarter – Victoria ^{274 275 276}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	102	9	111	106
Complaint about LAC Partner	329	43	372	342
Complaints about service providers	1,436	141	1,577	1,304
Complaints about the Agency	22,008	1,704	23,712	13,108
Critical/ Reportable Incident	2,399	445	2,844	2,244
Unclassified	633	3	636	589
Total	26,907	2,345	29,252	15,841
% of the number of active participants	7.4%	6.9%	7.4%	

²⁷⁴ Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

²⁷⁵ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

²⁷⁶ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria

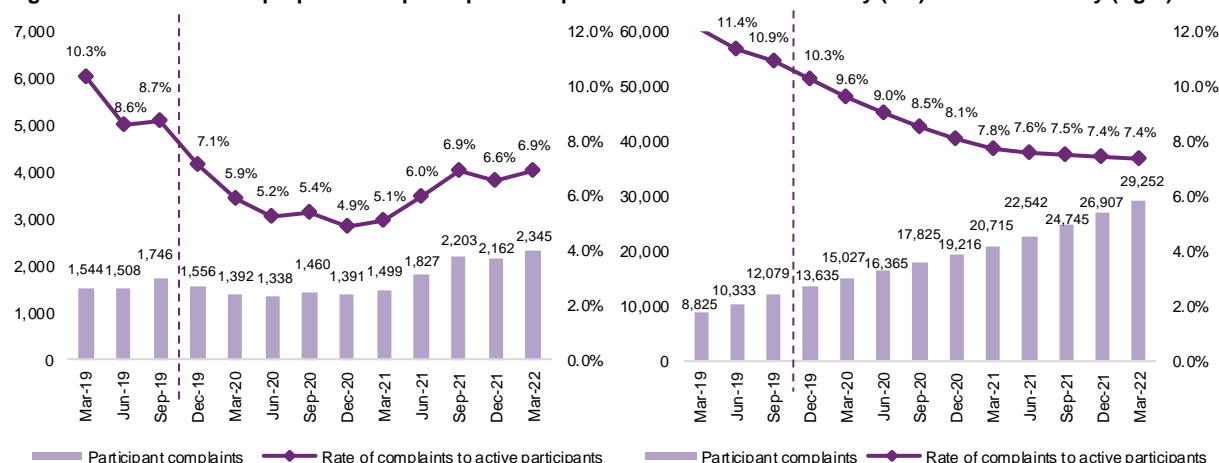


Table G.68 Participant complaints by type – Victoria

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	1,124	(5%)	1	(0%)	1,125	(5%)
Information unclear	478	(2%)	0	(0%)	478	(2%)
NDIA Access	415	(2%)	40	(2%)	455	(2%)
NDIA Engagement	8	(0%)	4	(0%)	12	(0%)
NDIA Finance	1,069	(5%)	241	(14%)	1,310	(6%)
NDIA Fraud and Compliance	42	(0%)	15	(1%)	57	(0%)
NDIA Plan	3,297	(15%)	576	(34%)	3,873	(16%)
NDIA Process	1,132	(5%)	193	(11%)	1,325	(6%)
NDIA Resources	86	(0%)	20	(1%)	106	(0%)
NDIA Staff	892	(4%)	109	(6%)	1,001	(4%)
NDIA Timeliness	3,044	(14%)	470	(28%)	3,514	(15%)
Participation, engagement and inclusion	98	(0%)	0	(0%)	98	(0%)
Provider Portal	28	(0%)	0	(0%)	28	(0%)
Quality & Safeguards Commission	9	(0%)	2	(0%)	11	(0%)
Reasonable and necessary supports	1,559	(7%)	0	(0%)	1,559	(7%)
Staff conduct - Agency	440	(2%)	0	(0%)	440	(2%)
The way the NDIA carried out its decision making	737	(3%)	9	(1%)	746	(3%)
Timeliness	4,475	(20%)	3	(0%)	4,478	(19%)
Other	3,075	(14%)	21	(1%)	3,096	(13%)
Total	22,008		1,704		23,712	
Complaint about ECA Partner						
ECA Engagement	1	(1%)	0	(0%)	1	(1%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	6	(6%)	3	(33%)	9	(8%)
ECA Process	7	(7%)	0	(0%)	7	(6%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	23	(23%)	4	(44%)	27	(24%)
ECA Timeliness	65	(64%)	2	(22%)	67	(60%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	102		9		111	
Complaint about LAC Partner						
LAC Engagement	2	(1%)	1	(2%)	3	(1%)
LAC Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
LAC Plan	53	(16%)	5	(12%)	58	(16%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Process	36	(11%)	6	(14%)	42	(11%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	208	(63%)	26	(60%)	234	(63%)
LAC Timeliness	29	(9%)	5	(12%)	34	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	329		43		372	
<i>Complaints about service providers</i>						
Provider costs.	48	(3%)	1	(1%)	49	(3%)
Provider Finance	47	(3%)	12	(9%)	59	(4%)
Provider Fraud and Compliance	89	(6%)	24	(17%)	113	(7%)
Provider process	83	(6%)	1	(1%)	84	(5%)
Provider Service	440	(31%)	66	(47%)	506	(32%)
Provider Staff	177	(12%)	28	(20%)	205	(13%)
Service Delivery	117	(8%)	1	(1%)	118	(7%)
Staff conduct	112	(8%)	1	(1%)	113	(7%)
Supports being provided	125	(9%)	1	(1%)	126	(8%)
Other	198	(14%)	6	(4%)	204	(13%)
Total	1,436		141		1,577	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	627	(26%)	105	(24%)	732	(26%)
Allegations against Informal Supports	352	(15%)	14	(3%)	366	(13%)
Allegations against NDIA Staff/Partners	5	(0%)	0	(0%)	5	(0%)
Participant threat	483	(20%)	94	(21%)	577	(20%)
Provider reporting	932	(39%)	232	(52%)	1,164	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	2,399		445		2,844	
<i>Unclassified</i>	633		3		636	
Participants total	26,907		2,345		29,252	

Table G.69 AAT Cases by category at 31 March 2022 – Victoria

Category	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Access	497	22%	48	11%	545	20%
Plan	1,522	68%	350	82%	1,872	70%
Plan Review	79	4%	<11		88	3%
Other	144	6%	21	5%	165	6%
Total cases	2,242	100%	428	100%	2,670	100%
% of the number of active participants	0.62%		1.26%		0.67%	

Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

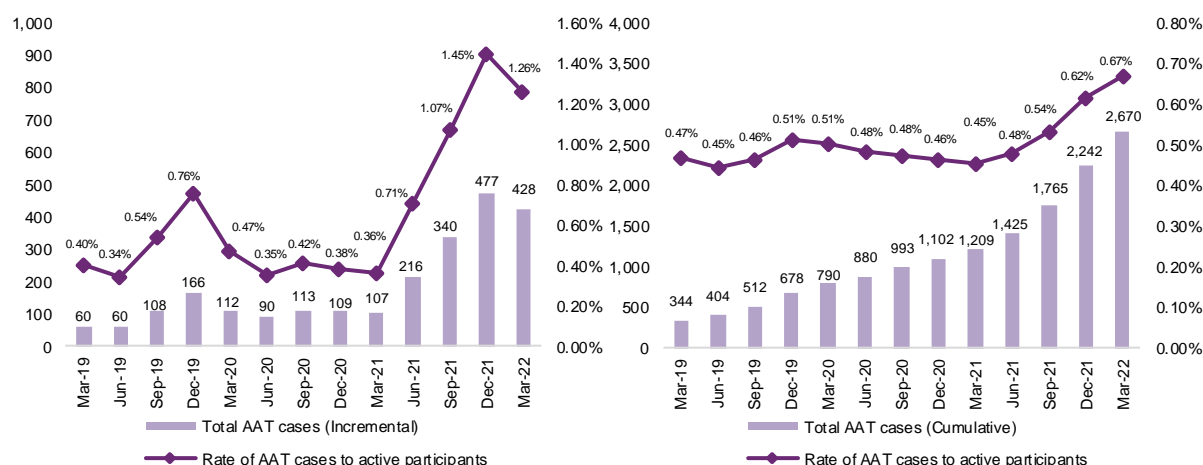


Table G.70 AAT cases by open/closed and decision – Victoria ²⁷⁷ ²⁷⁸

	Number of cases	Number of unique active participants
AAT Cases	2,670	2,429
Open AAT Cases	1,144	1,127
Closed AAT Cases	1,526	1,394
<i>Resolved before hearing</i>	<i>1,479</i>	<i>1,353</i>
<i>Gone to hearing and received a substantive decision</i>	<i>47</i>	<i>41</i>

²⁷⁷ Of the 47 cases which went to hearing and received a substantive decision: 14 affirmed the Agency's decision, 9 varied the Agency's decision and 24 set aside the Agency's decision.

²⁷⁸ 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.

Part Four: Providers and the growing market

Table G.71 Key markets indicators by quarter – Victoria ^{279 280}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.14	1.12
b) Number of providers delivering new types of supports	482	469
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	93%	93%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	94%	94%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	95%	95%

Table G.72 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – Victoria ²⁸¹

Activity	Number of providers
Active for the first time in 2021-22 Q3	163
Active in 2021-22 Q3 and also in previous quarters	2,474
Active in 2021-22 Q3	2,637
Inactive in 2021-22 Q3	3,911
Active ever	6,548

²⁷⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁸⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁸¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table G.73 Cumulative number of providers that have been ever active by registration group – Victoria ²⁸²

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	175	4	179	2%
Assistance Animals	77	5	82	6%
Assistance with daily life tasks in a group or shared living arrangement	624	43	667	7%
Assistance with travel/transport arrangements	725	25	750	3%
Daily Personal Activities	1,237	65	1,302	5%
Group and Centre Based Activities	773	39	812	5%
High Intensity Daily Personal Activities	806	23	829	3%
Household tasks	1,566	37	1,603	2%
Interpreting and translation	172	2	174	1%
Participation in community, social and civic activities	1,344	65	1,409	5%
Assistive Technology				
Assistive equipment for recreation	185	8	193	4%
Assistive products for household tasks	194	5	199	3%
Assistance products for personal care and safety	1,141	31	1,172	3%
Communication and information equipment	443	20	463	5%
Customised Prosthetics	455	15	470	3%
Hearing Equipment	208	4	212	2%
Hearing Services	60	2	62	3%
Personal Mobility Equipment	618	23	641	4%
Specialised Hearing Services	85	7	92	8%
Vision Equipment	167	9	176	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,396	91	1,487	7%
Behaviour Support	492	19	511	4%
Community nursing care for high needs	441	19	460	4%
Development of daily living and life skills	816	27	843	3%
Early Intervention supports for early childhood	938	27	965	3%
Exercise Physiology and Physical Wellbeing activities	471	18	489	4%
Innovative Community Participation	272	8	280	3%
Specialised Driving Training	163	9	172	6%
Therapeutic Supports	3,239	54	3,293	2%
Capital services				
Home modification design and construction	365	12	377	3%
Specialist Disability Accommodation	105	5	110	5%
Vehicle Modifications	147	8	155	5%
Choice and control support services				
Management of funding for supports in participants plan	661	31	692	5%
Support Coordination	360	20	380	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	258	20	278	8%
Specialised Supported Employment	269	11	280	4%
Total	6,385	163	6,548	3%

²⁸² 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.74 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – Victoria ²⁸³

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	35	144	179	20%	80%	100%
Assistance Animals	15	67	82	18%	82%	100%
Assistance with daily life tasks in a group or shared living arrangement	83	584	667	12%	88%	100%
Assistance with travel/transport arrangements	128	622	750	17%	83%	100%
Daily Personal Activities	153	1,149	1,302	12%	88%	100%
Group and Centre Based Activities	92	720	812	11%	89%	100%
High Intensity Daily Personal Activities	100	729	829	12%	88%	100%
Household tasks	482	1,121	1,603	30%	70%	100%
Interpreting and translation	30	144	174	17%	83%	100%
Participation in community, social and civic activities	171	1,238	1,409	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	21	172	193	11%	89%	100%
Assistive products for household tasks	27	172	199	14%	86%	100%
Assistance products for personal care and safety	172	1,000	1,172	15%	85%	100%
Communication and information equipment	102	361	463	22%	78%	100%
Customised Prosthetics	73	397	470	16%	84%	100%
Hearing Equipment	31	181	212	15%	85%	100%
Hearing Services	8	54	62	13%	87%	100%
Personal Mobility Equipment	95	546	641	15%	85%	100%
Specialised Hearing Services	15	77	92	16%	84%	100%
Vision Equipment	28	148	176	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	251	1,236	1,487	17%	83%	100%
Behaviour Support	107	404	511	21%	79%	100%
Community nursing care for high needs	71	389	460	15%	85%	100%
Development of daily living and life skills	114	729	843	14%	86%	100%
Early Intervention supports for early childhood	309	656	965	32%	68%	100%
Exercise Physiology and Physical Wellbeing activities	105	384	489	21%	79%	100%
Innovative Community Participation	70	210	280	25%	75%	100%
Specialised Driving Training	48	124	172	28%	72%	100%
Therapeutic Supports	1,358	1,935	3,293	41%	59%	100%
Capital services						
Home modification design and construction	71	306	377	19%	81%	100%
Specialist Disability Accommodation	4	106	110	4%	96%	100%
Vehicle Modifications	19	136	155	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	131	561	692	19%	81%	100%
Support Coordination	57	323	380	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	31	247	278	11%	89%	100%
Specialised Supported Employment	40	240	280	14%	86%	100%
Total	2,219	4,329	6,548	34%	66%	100%

²⁸³ Ibid.

Table G.75 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – Victoria

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Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	18	4	22	18%
Assistance Animals	43	5	48	10%
Assistance with daily life tasks in a group or shared living arrangement	367	43	410	10%
Assistance with travel/transport arrangements	223	25	248	10%
Daily Personal Activities	657	65	722	9%
Group and Centre Based Activities	375	39	414	9%
High Intensity Daily Personal Activities	368	23	391	6%
Household tasks	649	37	686	5%
Interpreting and translation	56	2	58	3%
Participation in community, social and civic activities	754	65	819	8%
Assistive Technology				
Assistive equipment for recreation	33	8	41	20%
Assistive products for household tasks	33	5	38	13%
Assistance products for personal care and safety	485	31	516	6%
Communication and information equipment	201	20	221	9%
Customised Prosthetics	175	15	190	8%
Hearing Equipment	76	4	80	5%
Hearing Services	18	2	20	10%
Personal Mobility Equipment	246	23	269	9%
Specialised Hearing Services	33	7	40	18%
Vision Equipment	70	9	79	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	831	91	922	10%
Behaviour Support	265	19	284	7%
Community nursing care for high needs	190	19	209	9%
Development of daily living and life skills	322	27	349	8%
Early Intervention supports for early childhood	351	27	378	7%
Exercise Physiology and Physical Wellbeing activities	197	18	215	8%
Innovative Community Participation	65	8	73	11%
Specialised Driving Training	65	9	74	12%
Therapeutic Supports	1,058	54	1,112	5%
Capital services				
Home modification design and construction	107	12	119	10%
Specialist Disability Accommodation	72	5	77	6%
Vehicle Modifications	45	8	53	15%
Choice and control support services				
Management of funding for supports in participants plan	437	31	468	7%
Support Coordination	173	20	193	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	127	20	147	14%
Specialised Supported Employment	178	11	189	6%
Total	2,474	163	2,637	6%

²⁸⁴ Ibid.

Table G.76 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – Victoria ²⁸⁵

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	21	22	5%	95%	100%
Assistance Animals	10	38	48	21%	79%	100%
Assistance with daily life tasks in a group or shared living arrangement	47	363	410	11%	89%	100%
Assistance with travel/transport arrangements	37	211	248	15%	85%	100%
Daily Personal Activities	90	632	722	12%	88%	100%
Group and Centre Based Activities	51	363	414	12%	88%	100%
High Intensity Daily Personal Activities	58	333	391	15%	85%	100%
Household tasks	163	523	686	24%	76%	100%
Interpreting and translation	7	51	58	12%	88%	100%
Participation in community, social and civic activities	112	707	819	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	3	38	41	7%	93%	100%
Assistive products for household tasks	8	30	38	21%	79%	100%
Assistance products for personal care and safety	75	441	516	15%	85%	100%
Communication and information equipment	44	177	221	20%	80%	100%
Customised Prosthetics	32	158	190	17%	83%	100%
Hearing Equipment	14	66	80	18%	83%	100%
Hearing Services	3	17	20	15%	85%	100%
Personal Mobility Equipment	36	233	269	13%	87%	100%
Specialised Hearing Services	6	34	40	15%	85%	100%
Vision Equipment	12	67	79	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	158	764	922	17%	83%	100%
Behaviour Support	45	239	284	16%	84%	100%
Community nursing care for high needs	31	178	209	15%	85%	100%
Development of daily living and life skills	51	298	349	15%	85%	100%
Early Intervention supports for early childhood	69	309	378	18%	82%	100%
Exercise Physiology and Physical Wellbeing activities	34	181	215	16%	84%	100%
Innovative Community Participation	13	60	73	18%	82%	100%
Specialised Driving Training	18	56	74	24%	76%	100%
Therapeutic Supports	318	794	1,112	29%	71%	100%
Capital services						
Home modification design and construction	22	97	119	18%	82%	100%
Specialist Disability Accommodation	3	74	77	4%	96%	100%
Vehicle Modifications	4	49	53	8%	92%	100%
Choice and control support services						
Management of funding for supports in participants plan	98	370	468	21%	79%	100%
Support Coordination	29	164	193	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	20	127	147	14%	86%	100%
Specialised Supported Employment	29	160	189	15%	85%	100%
Total	595	2,042	2,637	23%	77%	100%

²⁸⁵ Ibid.

Figure G.13 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – Victoria ²⁸⁶

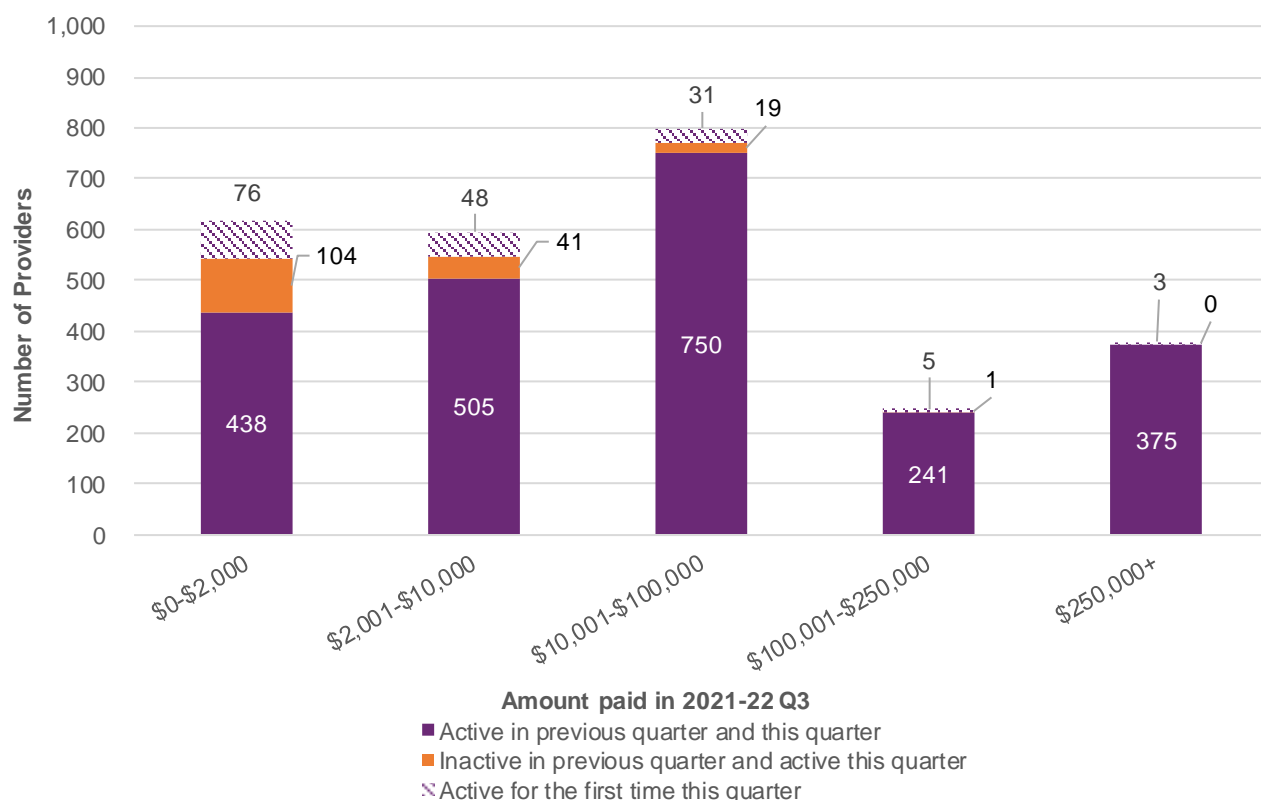
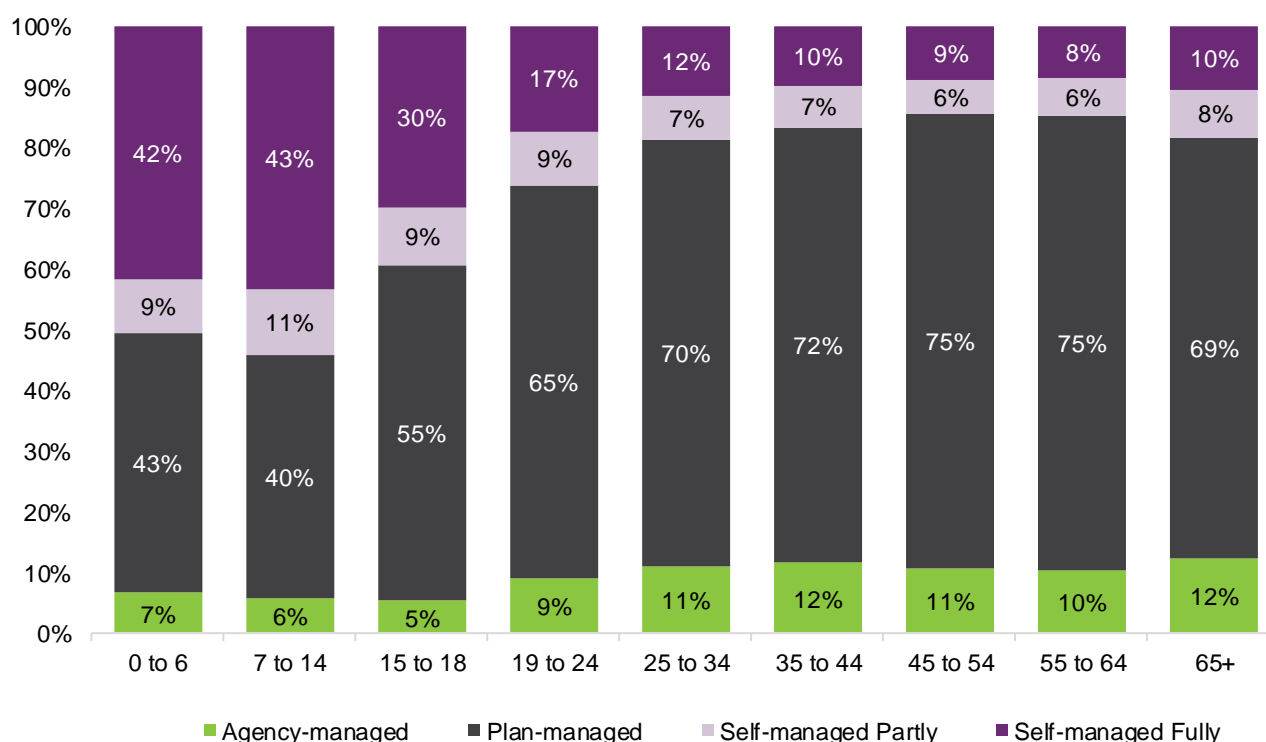


Figure G.14 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – Victoria ^{287 288}



²⁸⁶ 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.

²⁸⁷ For the total number of active participants in each age group, see Table G.18.

²⁸⁸ 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.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – Victoria ^{289 290}

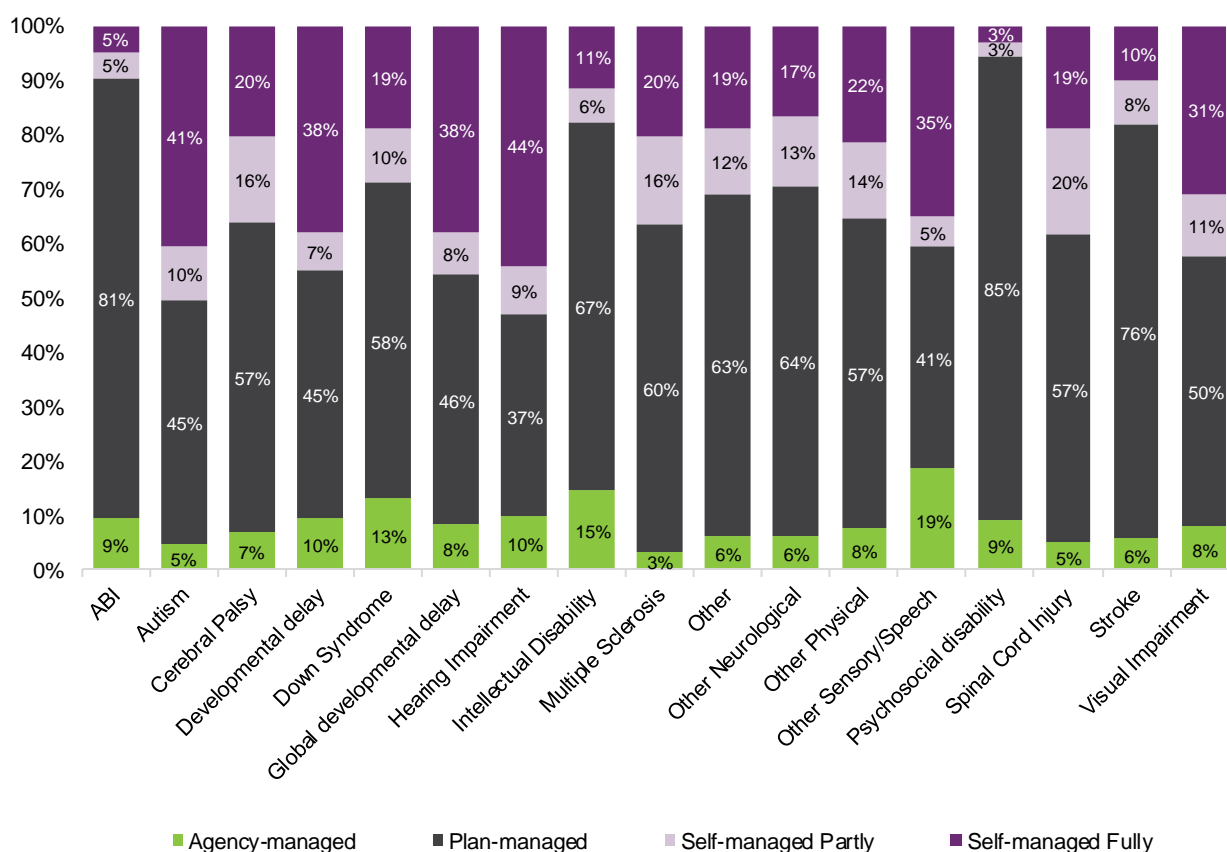


Table G.77 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria ²⁹¹

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	26%	23%	26%
Self-managed partly	9%	8%	8%
Plan-managed	56%	62%	57%
Agency-managed	9%	7%	8%
Total	100%	100%	100%

²⁸⁹ For the total number of active participants in each primary disability group, see Table G.14.

²⁹⁰ 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.

²⁹¹ Ibid.

Figure G.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria ²⁹²

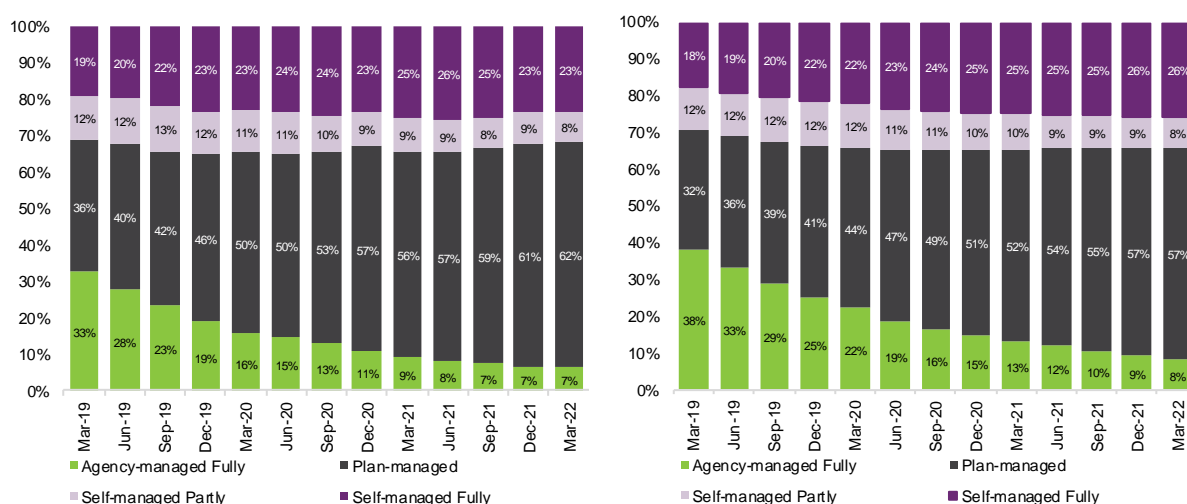


Table G.78 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria

	Prior Quarters	2021-22 Q3	Total
Self-managed	15%	14%	15%
Plan-managed	47%	59%	48%
Agency-managed	38%	27%	36%
Total	100%	100%	100%

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

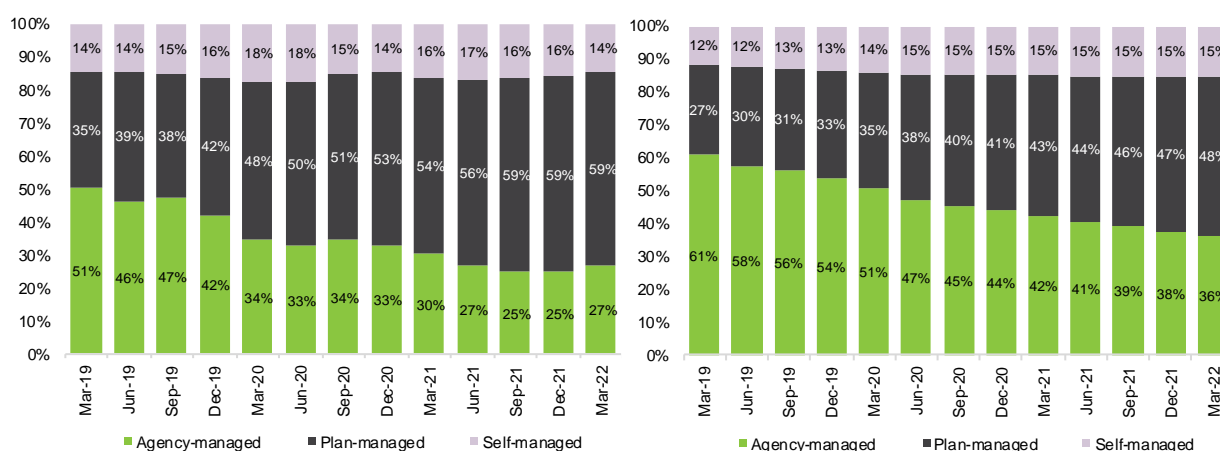


Table G.79 Distribution of active participants by support coordination and quarter of plan approval – Victoria

	Prior Quarters	2021-22 Q3	Total
Support coordination	44%	51%	46%

²⁹² 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.80 Duration to plan activation by quarter of initial plan approval for active participants – Victoria ²⁹³

Plan activation	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Less than 30 days	79,082	68%	3,547	66%	82,629	68%
30 to 59 days	14,220	12%	699	13%	14,919	12%
60 to 89 days	6,488	6%	268	5%	6,756	6%
Activated within 90 days	99,790	85%	4,514	84%	104,304	85%
90 to 119 days	3,726	3%	126	2%	3,852	3%
120 days and over	10,802	9%	244	5%	11,046	9%
Activated after 90 days	14,528	12%	370	7%	14,898	12%
No payments	2,675	2%	469	9%	3,144	3%
Total plans approved	116,993	100%	5,353	100%	122,346	100%

²⁹³ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table G.81 Proportion of participants who have activated within 12 months at 31 March 2022 – Victoria ²⁹⁴

	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	3,267	3,461	94%
Not Aboriginal and Torres Strait Islander	89,134	92,400	96%
Not Stated	20,526	21,210	97%
Total	112,927	117,071	96%
by Culturally and Linguistically Diverse status			
CALD	13,062	13,573	96%
Not CALD	99,828	103,460	96%
Not Stated	37	38	97%
Total	112,927	117,071	96%
by Remoteness			
Major Cities	81,365	84,308	97%
Regional	31,512	32,711	96%
Remote	49	51	96%
Missing	<11	<11	
Total	112,927	117,071	96%
by Primary Disability type			
Autism	36,627	37,556	98%
Intellectual disability (including Down syndrome)	23,462	24,090	97%
Psychosocial disability	14,758	15,297	96%
Developmental delay (including global developmental delay)	9,738	10,532	92%
Other	28,342	29,596	96%
Total	112,927	117,071	96%
by Gender			
Male	67,982	70,623	96%
Female	43,681	45,135	97%
Other	1,264	1,313	96%
Total	112,927	117,071	96%
by Age Group			
0-6	13,767	14,474	95%
7-14	30,940	32,187	96%
15-18	8,516	8,899	96%
19-24	8,801	9,268	95%
25-34	10,394	10,811	96%
35-44	10,111	10,381	97%
45-54	12,171	12,475	98%
55-64	13,437	13,694	98%
65+	4,790	4,882	98%
Missing	<11	<11	
Total	112,927	117,071	96%

²⁹⁴ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
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Table G.82 Distribution of plans by utilisation – Victoria ^{295 296}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	25%
> 75%	39%
Total	100%

Table G.83 Proportion of active participants with approved plans accessing mainstream supports – Victoria ²⁹⁷

	Prior Quarters	2021-22 Q3	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	56%	62%	58%
Lifelong Learning	21%	23%	21%
Other	17%	19%	17%
Non-categorised	23%	18%	22%
Any mainstream service	95%	95%	95%

²⁹⁵ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²⁹⁶ 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.

²⁹⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table G.84 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	53.8	162.2	204.1	497.5	1,440.5	3,461.0	6,037.5	7,927.6	6,563.7

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Victoria

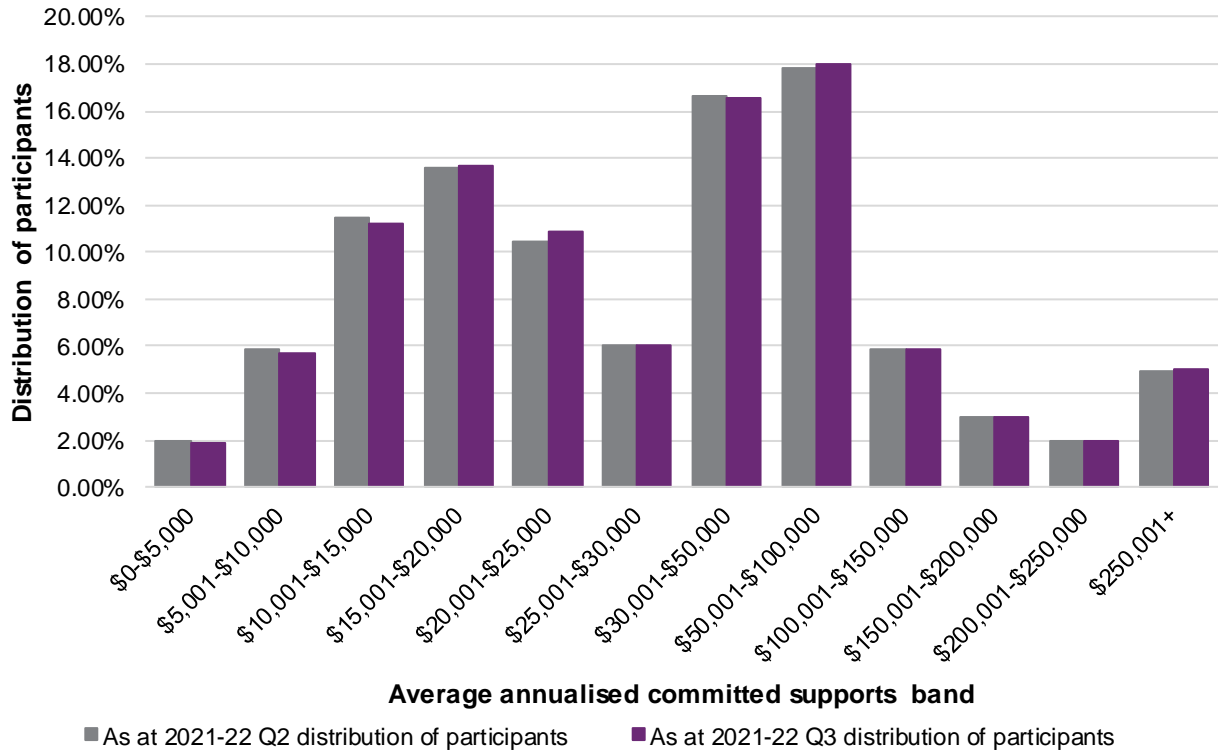


Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Victoria

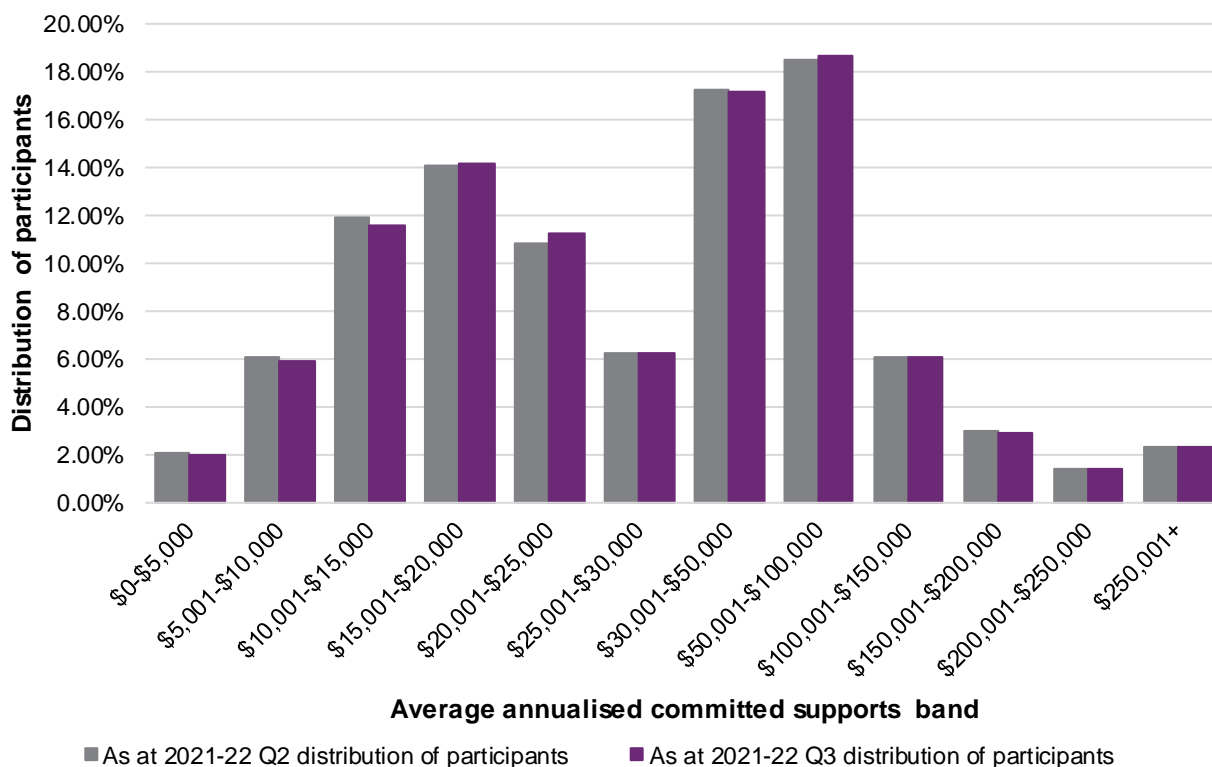


Figure G.20 Average annualised committed supports and average payments by age group as at 31 March 2022 – Victoria ²⁹⁸

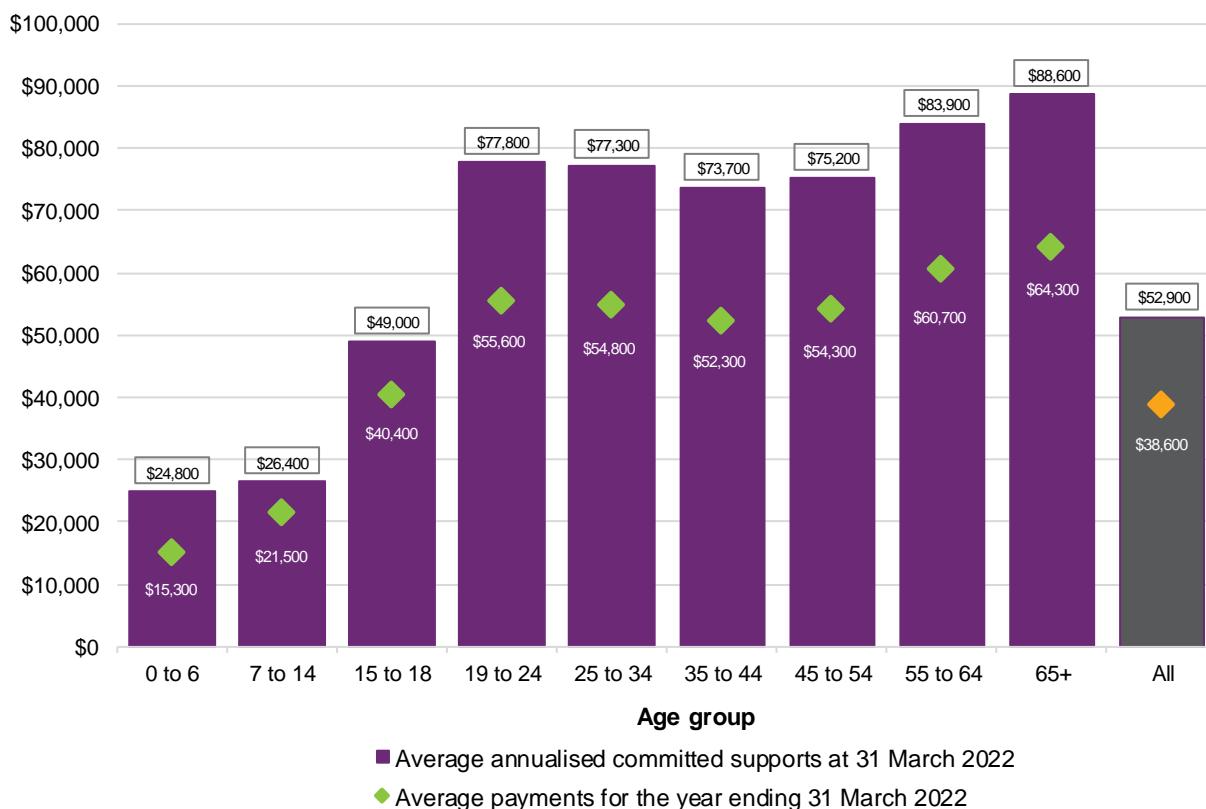


²⁹⁸ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure G.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – Victoria ²⁹⁹



Figure G.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – Victoria ³⁰⁰



²⁹⁹ Ibid.

³⁰⁰ Ibid.

Figure G.23 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – Victoria ³⁰¹

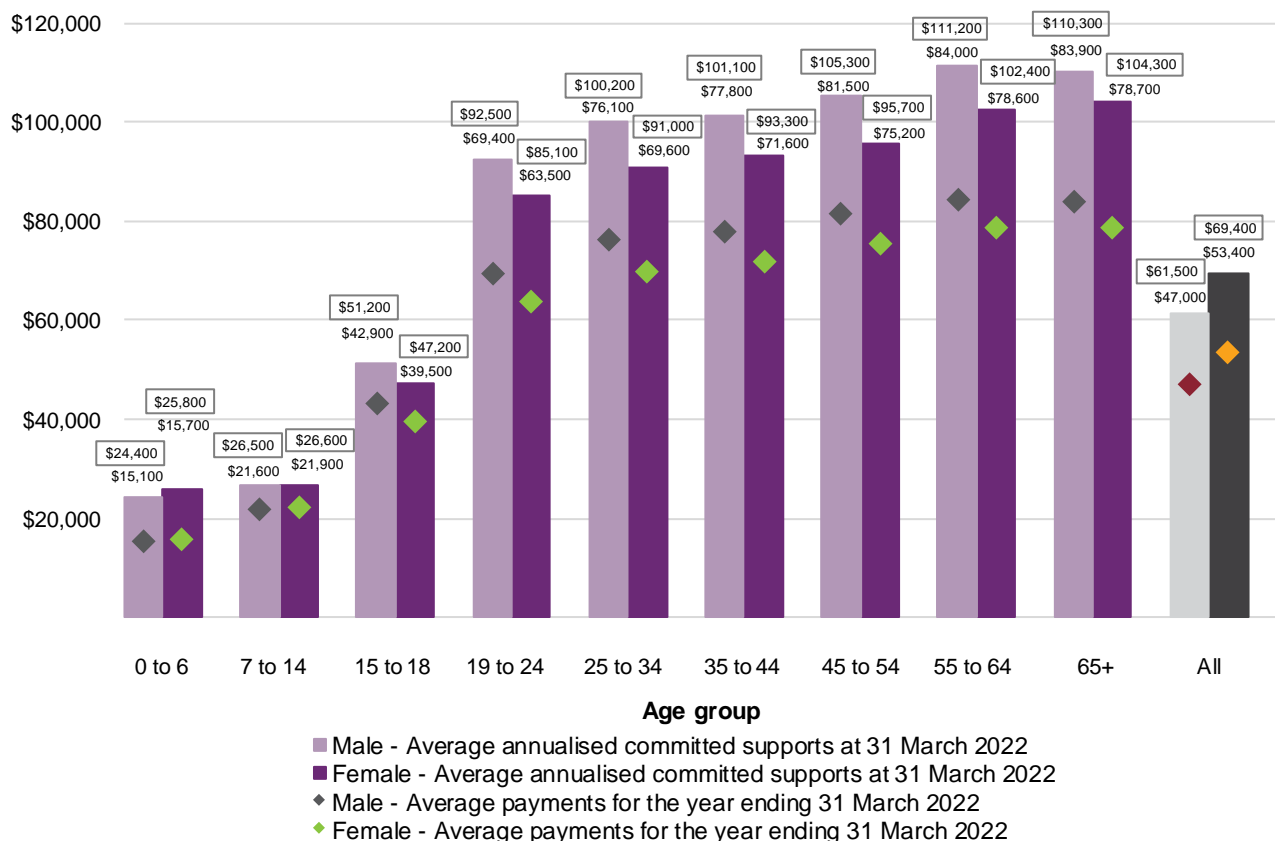
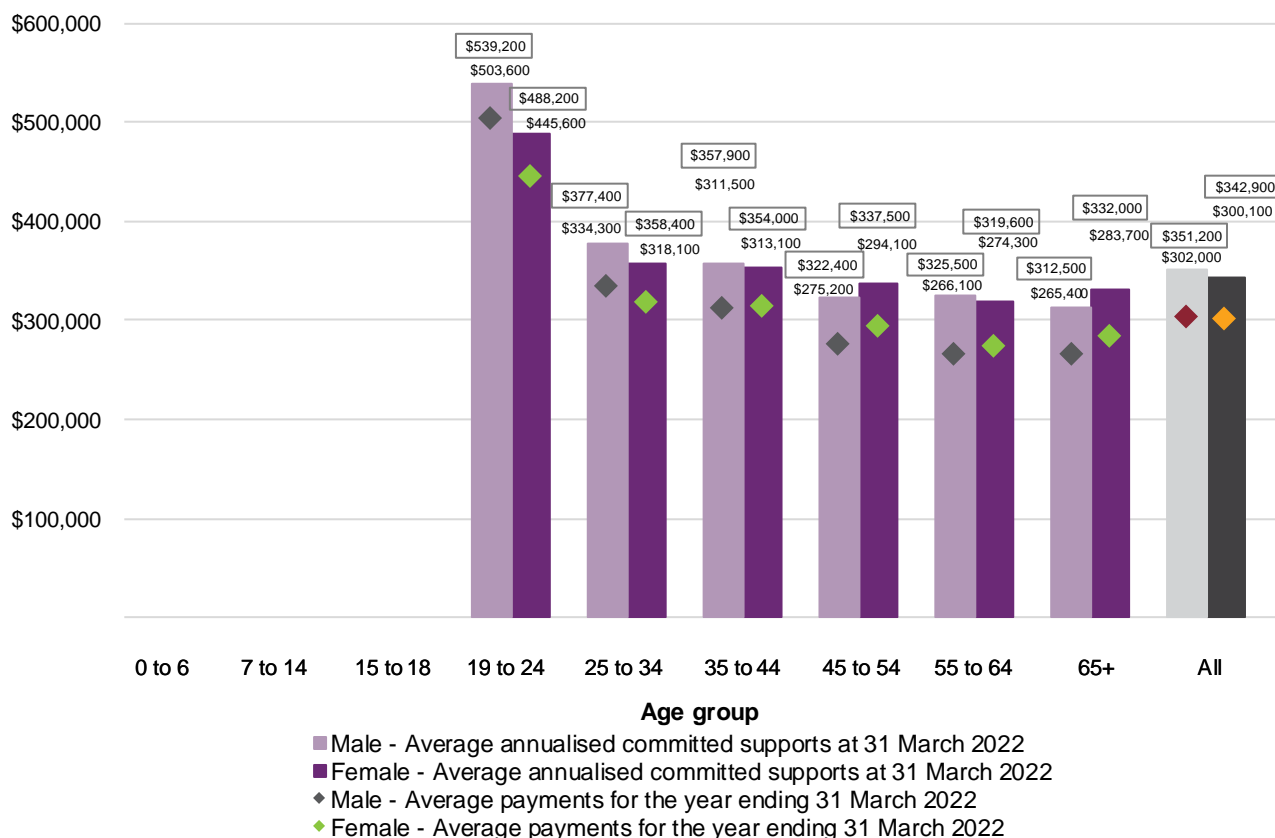


Figure G.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – Victoria ³⁰²



³⁰¹ Ibid.

³⁰² Ibid.

Figure G.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – Victoria ³⁰³

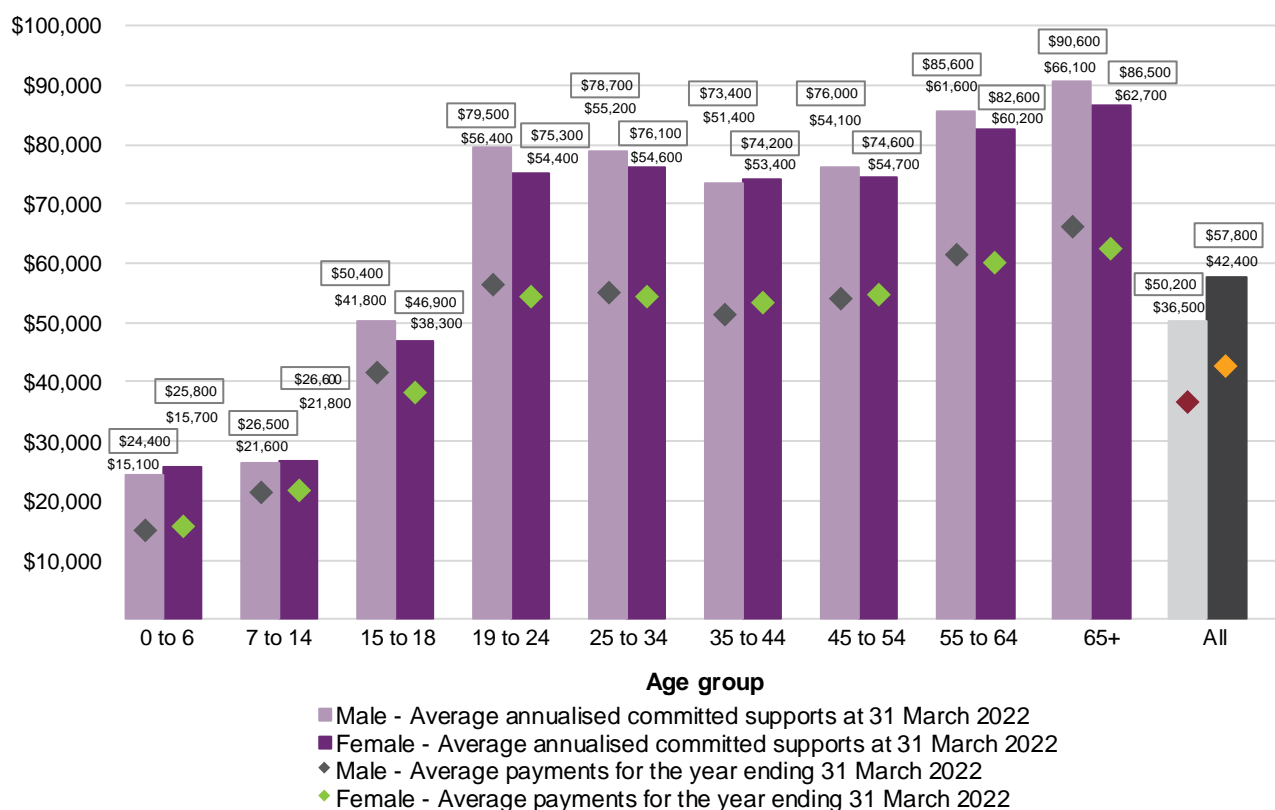
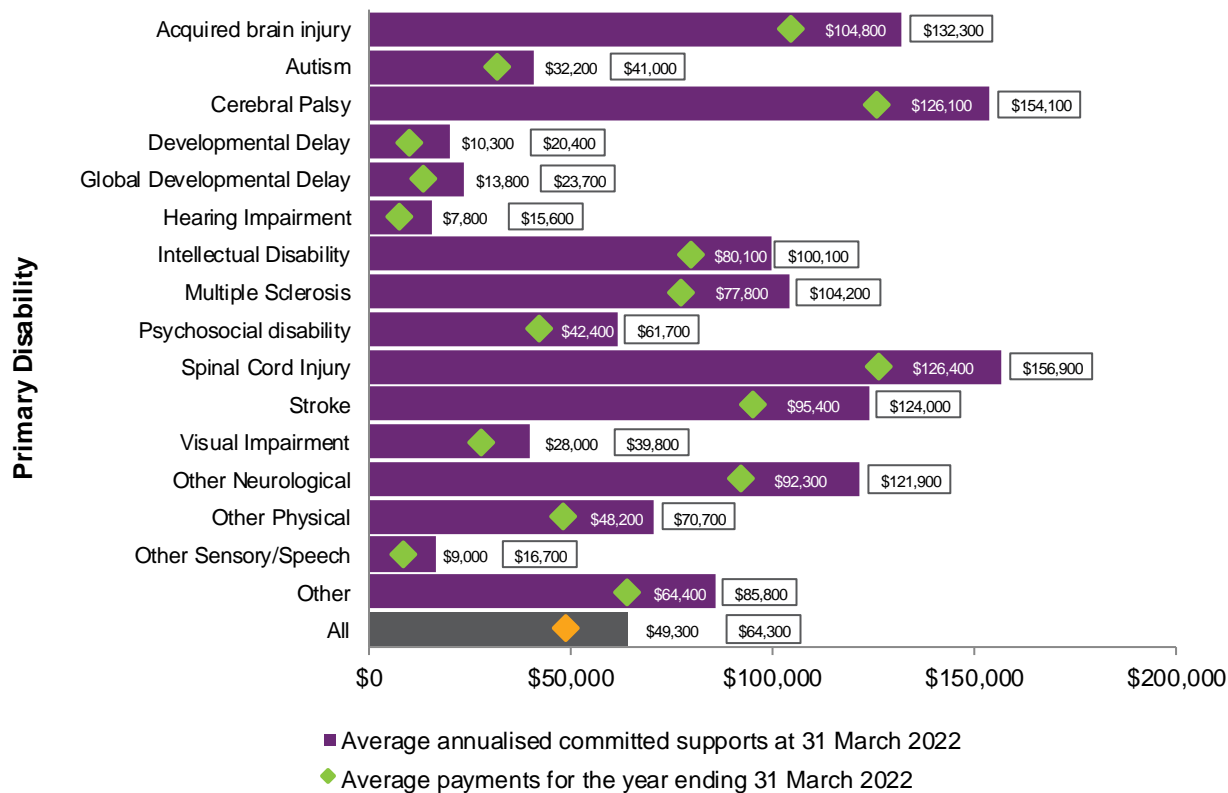


Figure G.26 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – Victoria ³⁰⁴



³⁰³ Ibid.

³⁰⁴ Ibid.

Figure G.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – Victoria ³⁰⁵

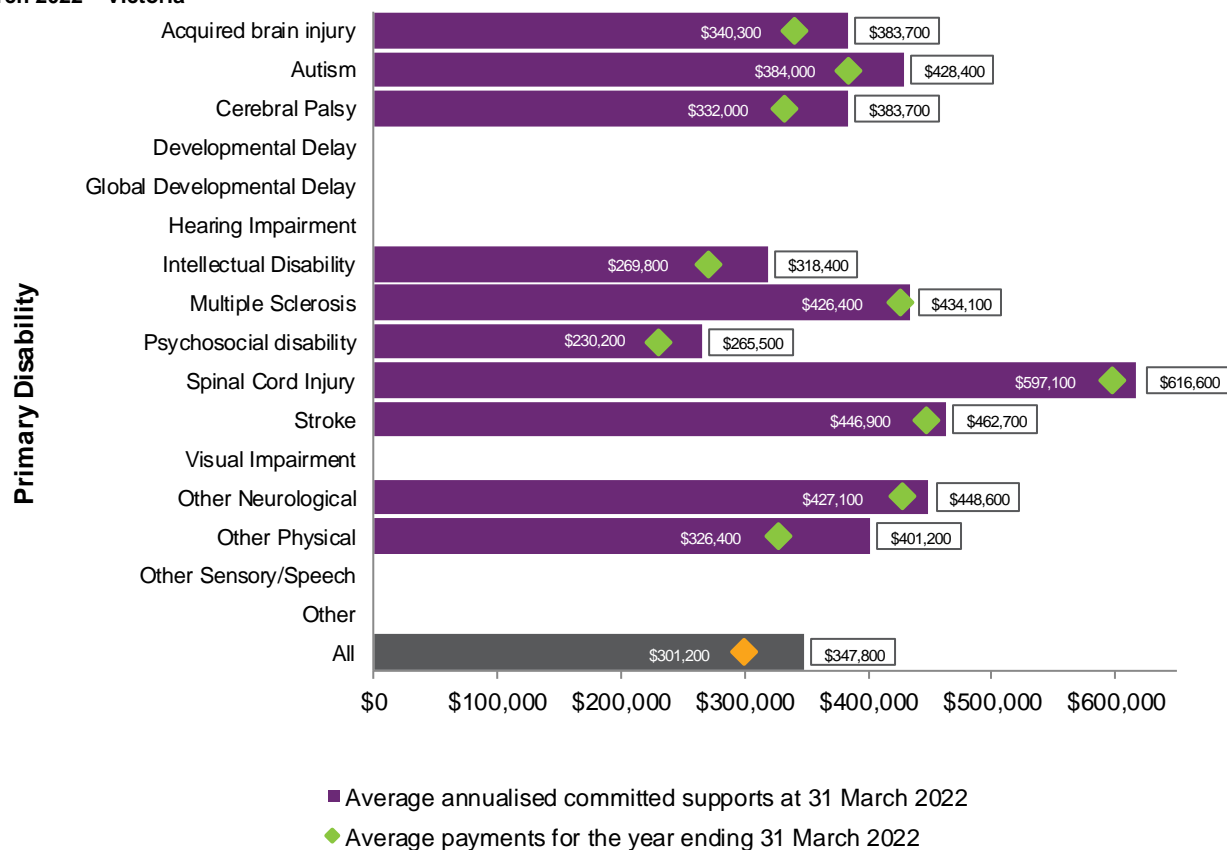
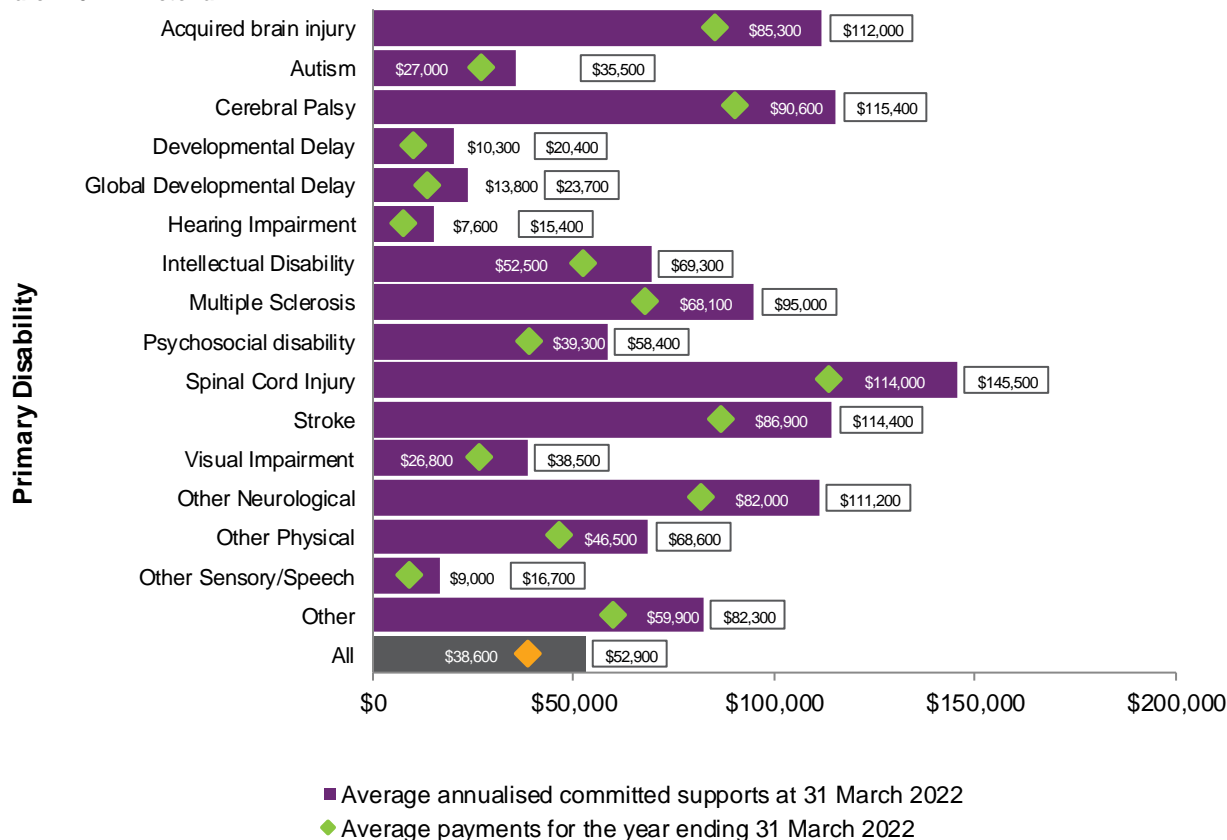


Figure G.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – Victoria ³⁰⁶



³⁰⁵ Ibid.

³⁰⁶ Ibid.

Figure G.29 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – Victoria ³⁰⁷

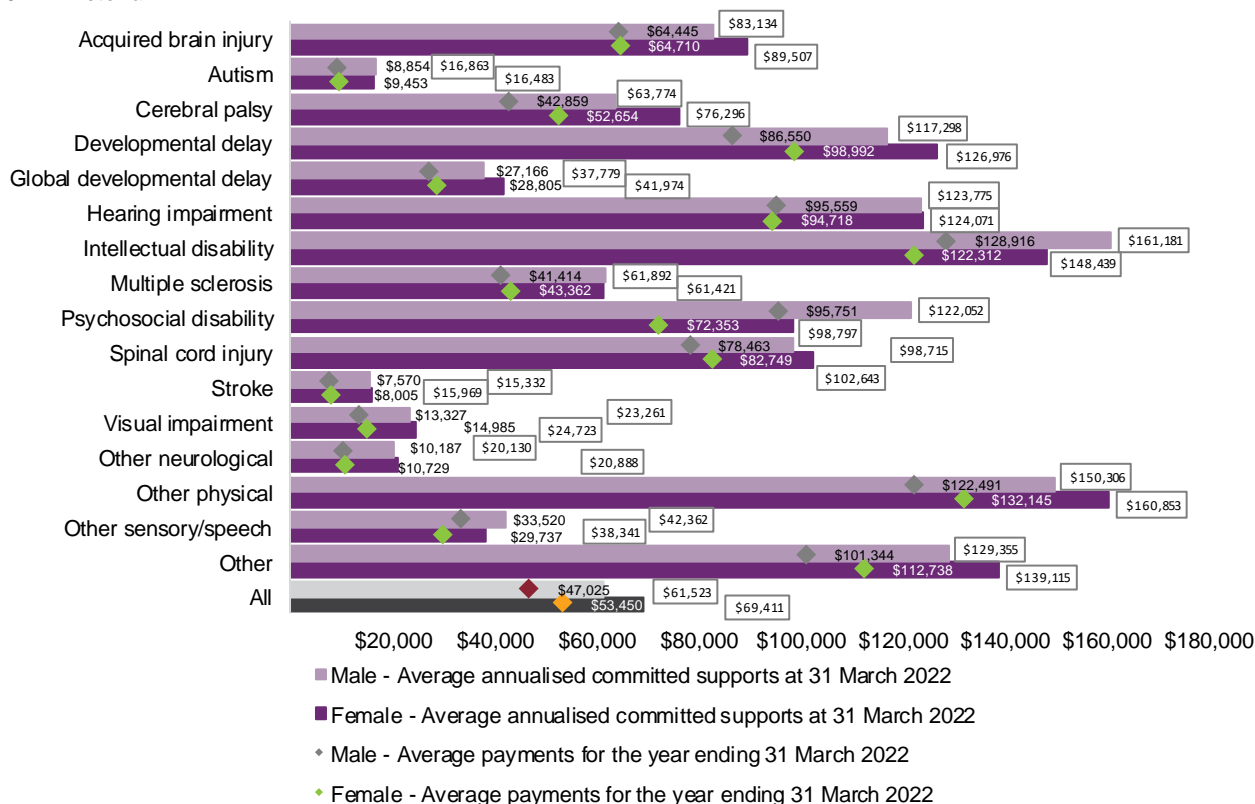
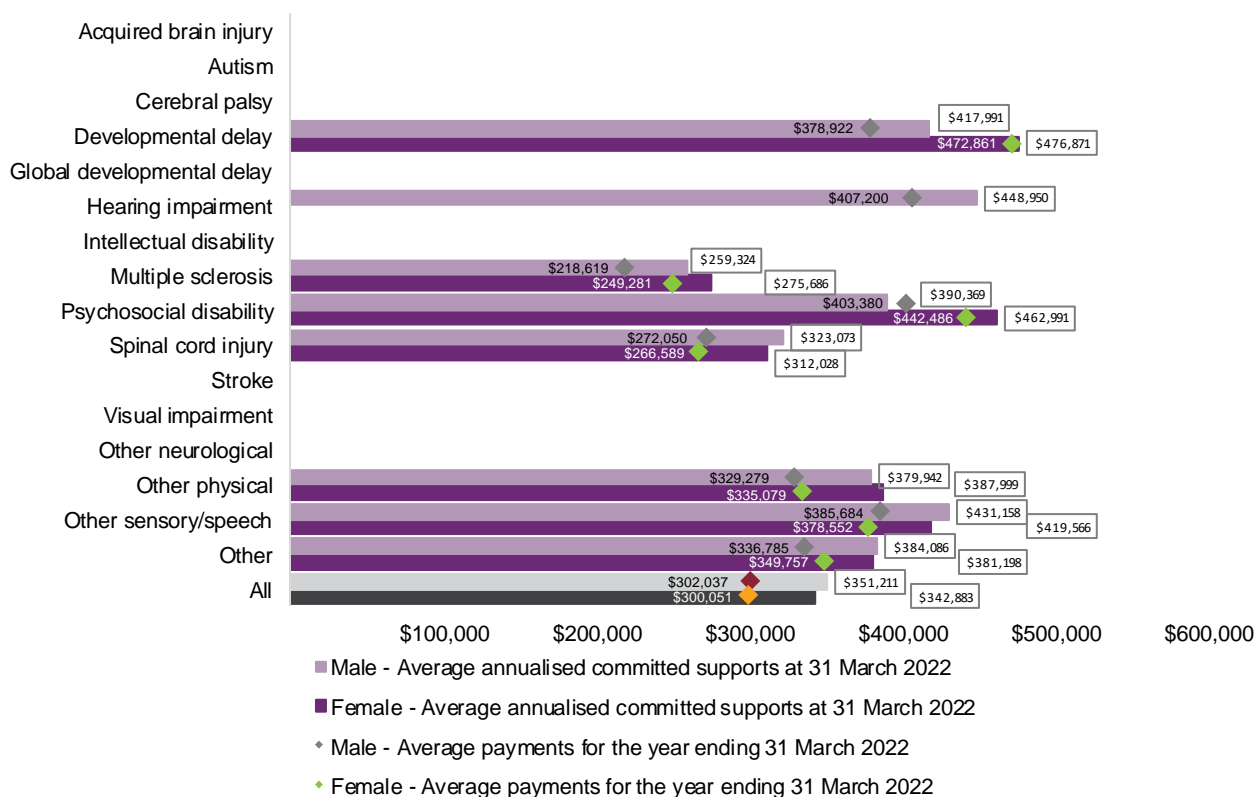


Figure G.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – Victoria ³⁰⁸



³⁰⁷ Ibid.

³⁰⁸ Ibid.

Figure G.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – Victoria ³⁰⁹

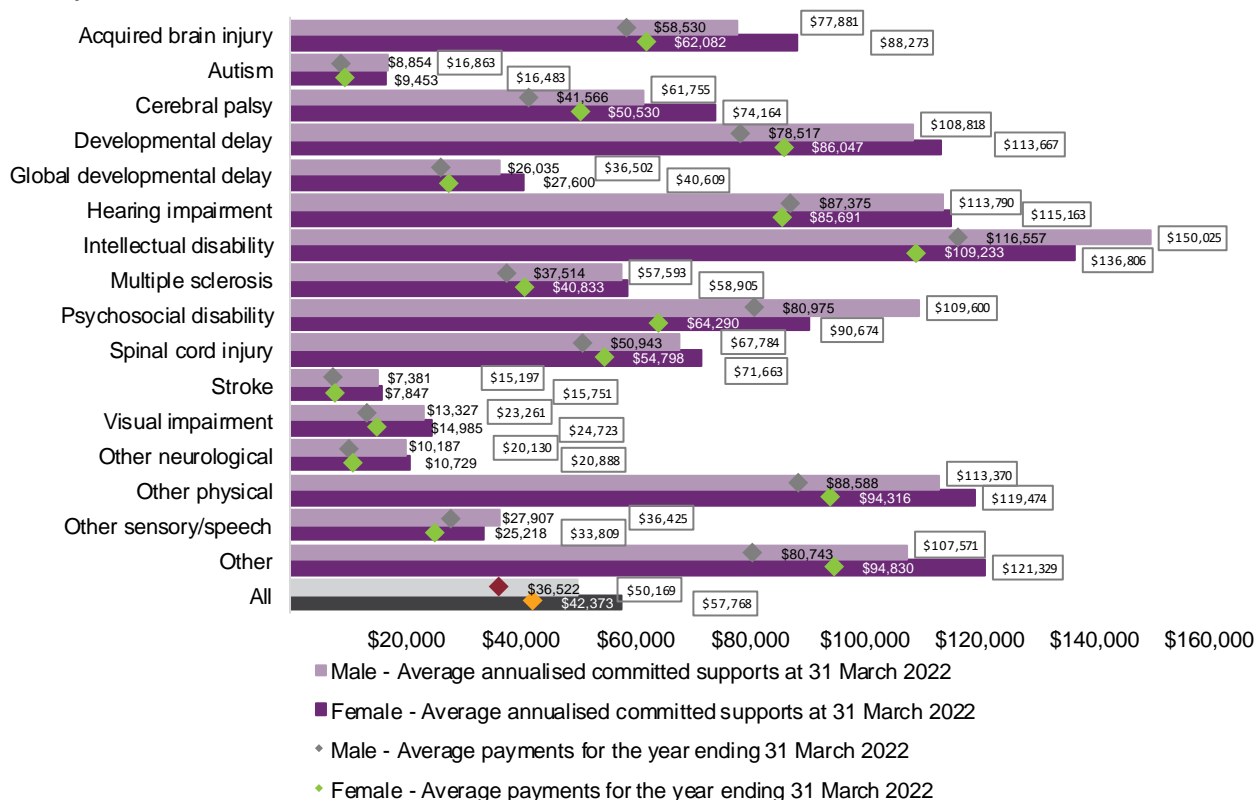
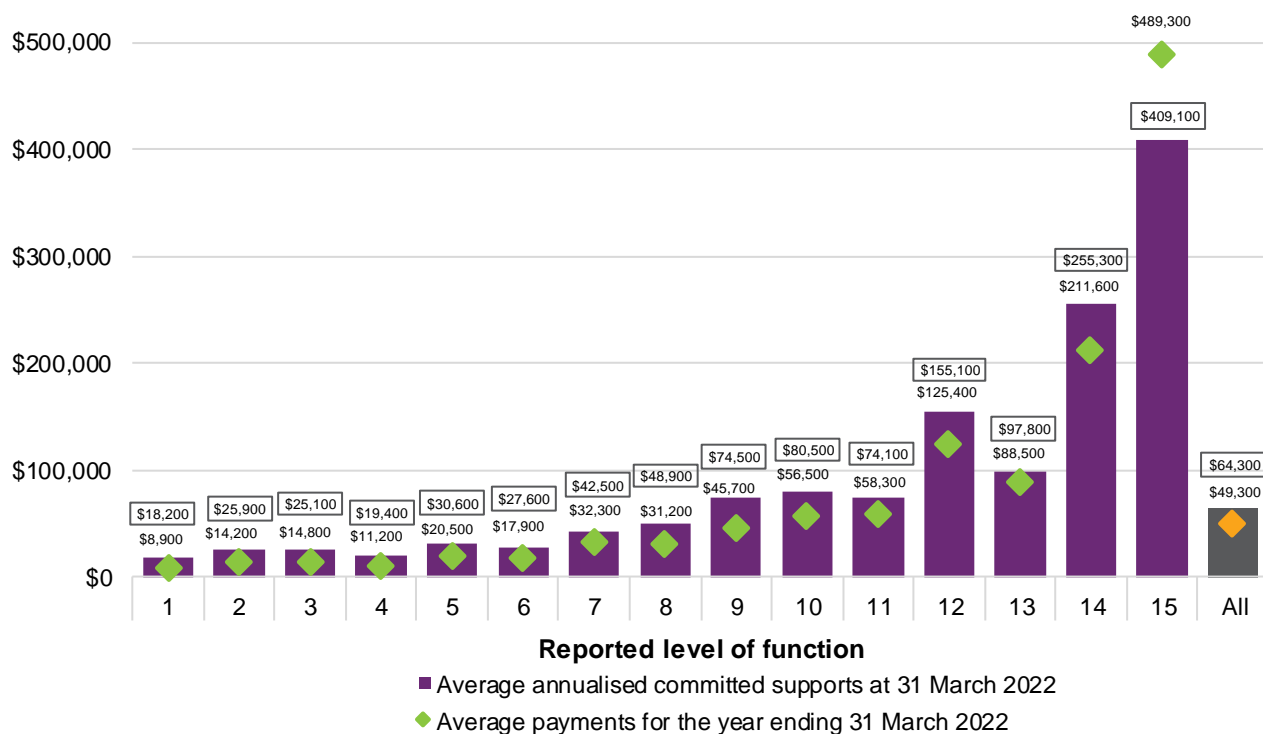


Figure G.32 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – Victoria ³¹⁰



³⁰⁹ Ibid.

³¹⁰ Ibid.

Figure G.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – Victoria ³¹¹

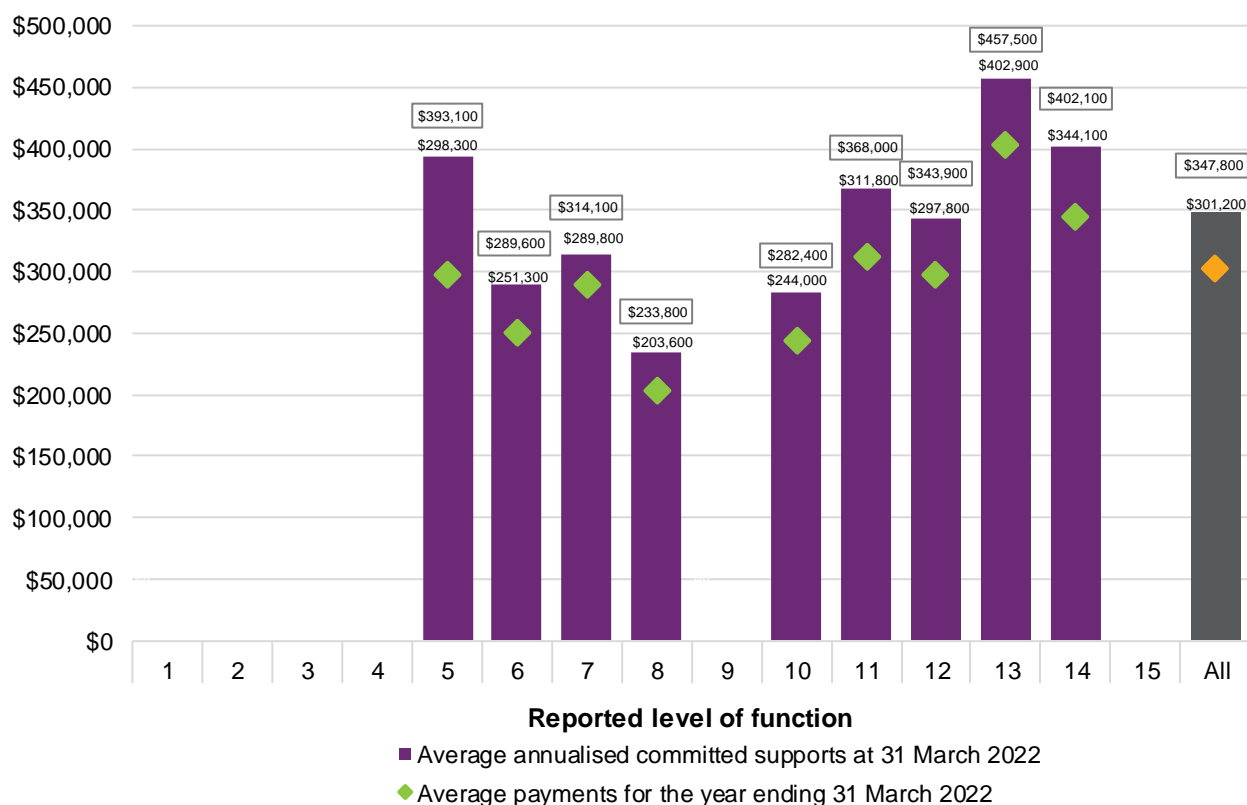
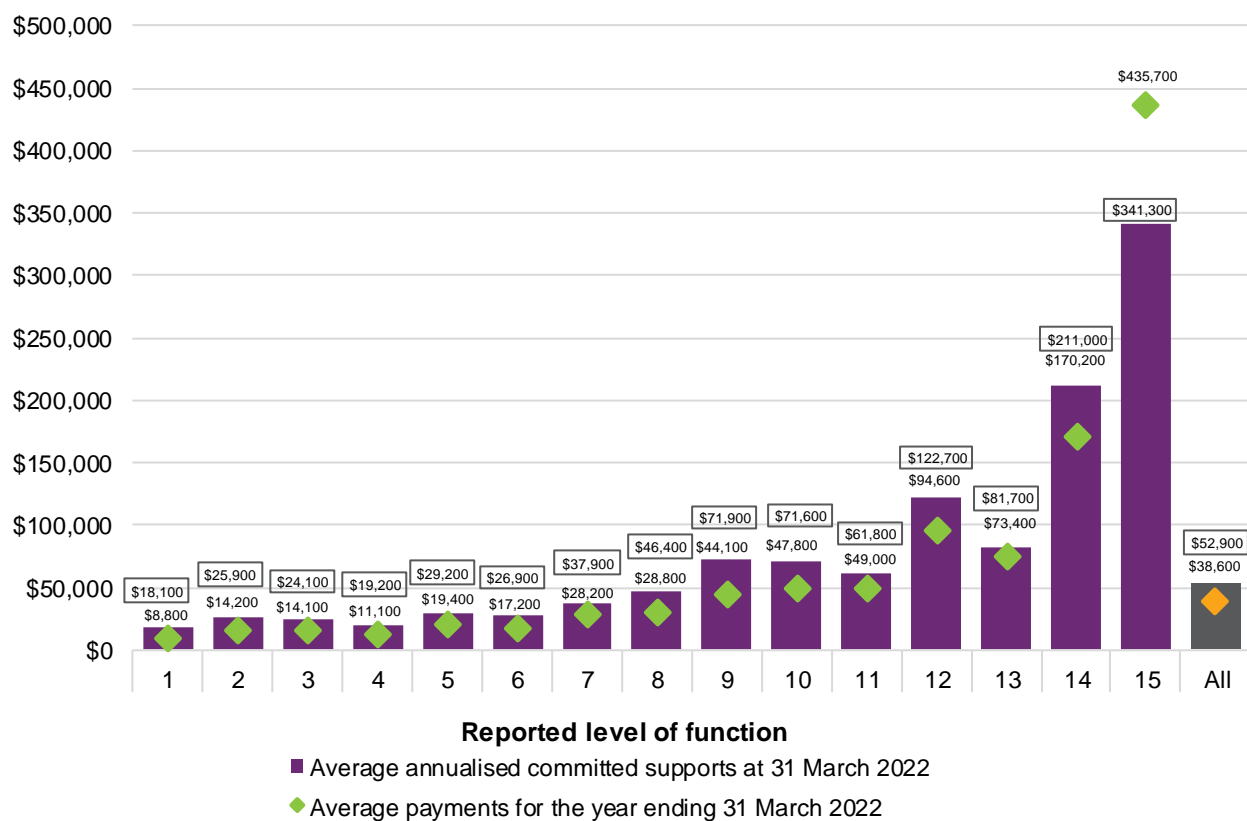


Figure G.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – Victoria ³¹²

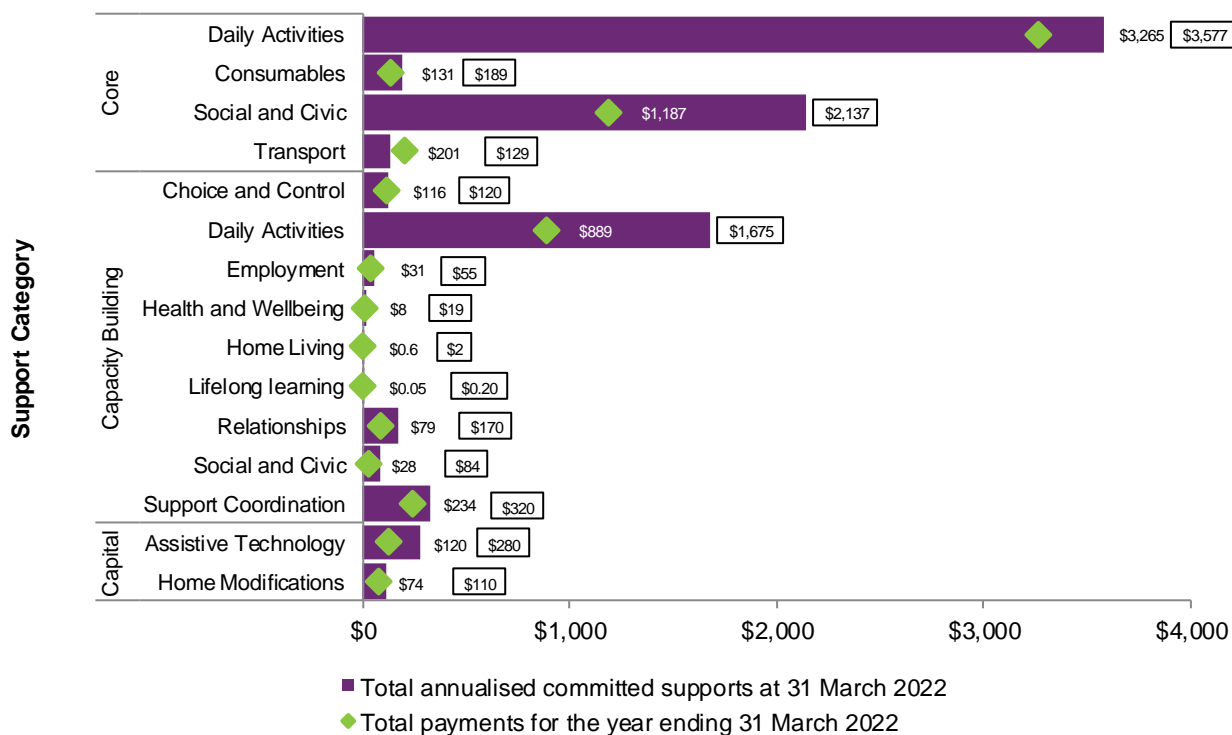


³¹¹ Ibid.

³¹² Ibid.

Figure G.35 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – Victoria

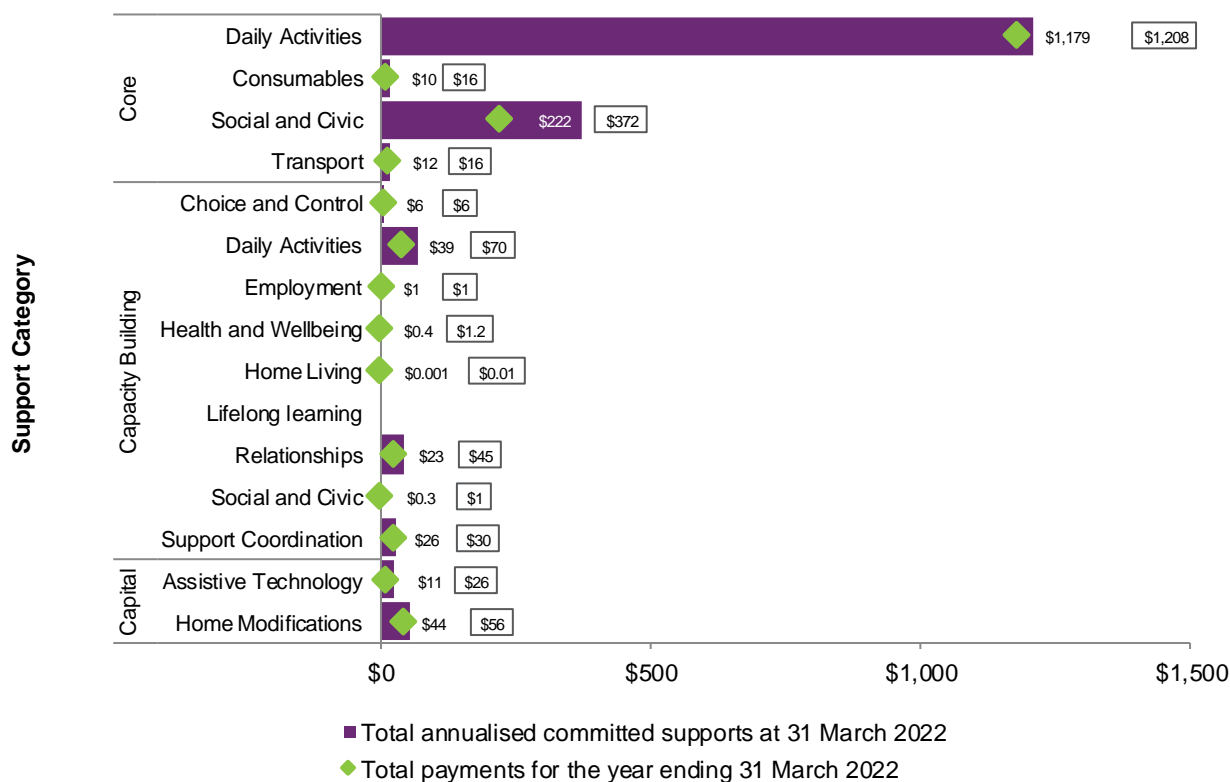
313 314



³¹³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

³¹⁴ Total payments for home modifications in Victoria were \$74m. Of which, \$46m (62%) has been paid for specialised disability accommodation (SDA) supports, and \$28m (38%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$110m. Of which, \$47m (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$63m (57%) has been allocated for non-SDA supports.

Figure G.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – Victoria ^{315 316}



³¹⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

³¹⁶ Total payments for home modifications in Victoria were \$43.7m. Of which, \$36.4m (83%) has been paid for specialised disability accommodation (SDA) supports, and \$7.3m (17%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$56m. Of which, \$37m (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$19m (34%) has been allocated for non-SDA supports.

Figure G.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – Victoria ^{317 318}

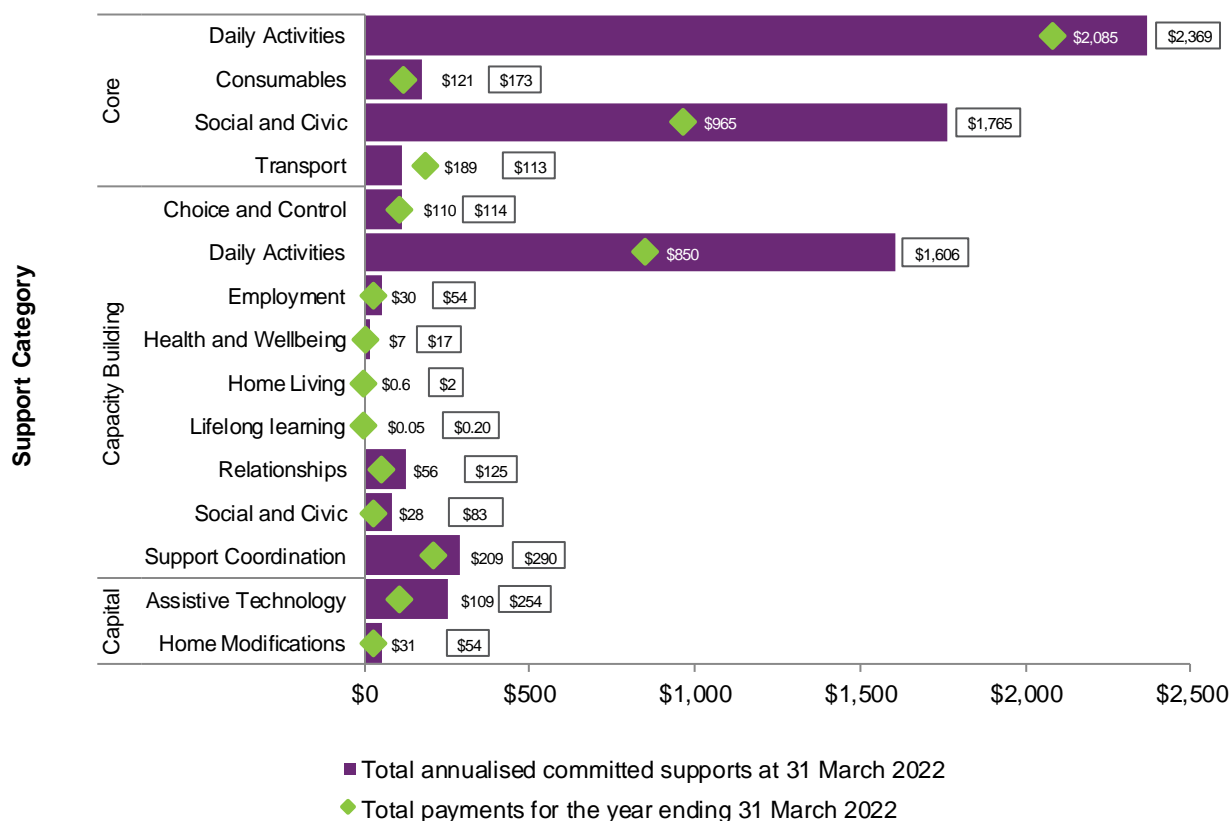


Table G.85 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ³¹⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	53.8	162.2	204.1	497.5	1,440.5	3,461.0	6,037.5	7,927.6	6,563.7
Total Paid	32.3	127.8	161.0	338.4	957.3	2,370.6	4,132.9	5,445.1	4,479.7
% utilised to date	60%	79%	79%	68%	66%	68%	68%	69%	68%

³¹⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

³¹⁸ Total payments for home modifications in Victoria were \$30.6m. Of which, \$6.5m (21%) has been paid for specialised disability accommodation (SDA) supports, and \$24.2m (79%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$54m. Of which, \$10m (19%) has been allocated for specialised disability accommodation (SDA) supports, and \$44m (81%) has been allocated for non-SDA supports.

³¹⁹ The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure G.38 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – Victoria

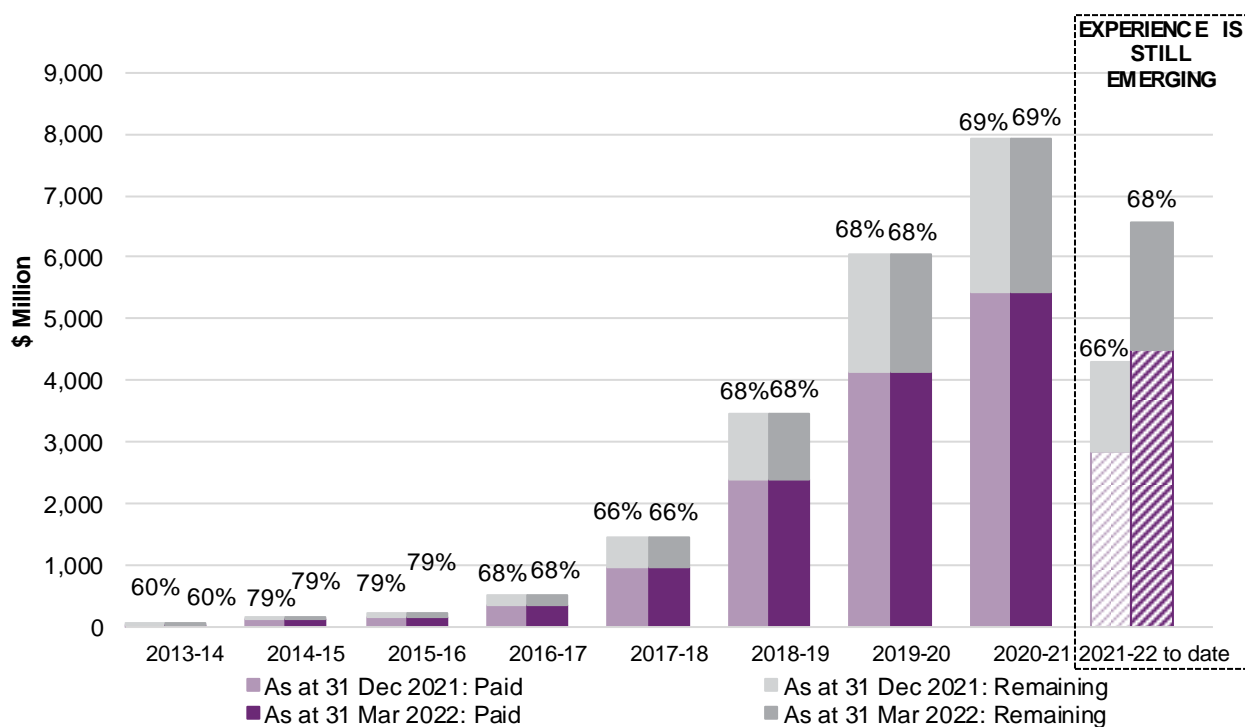
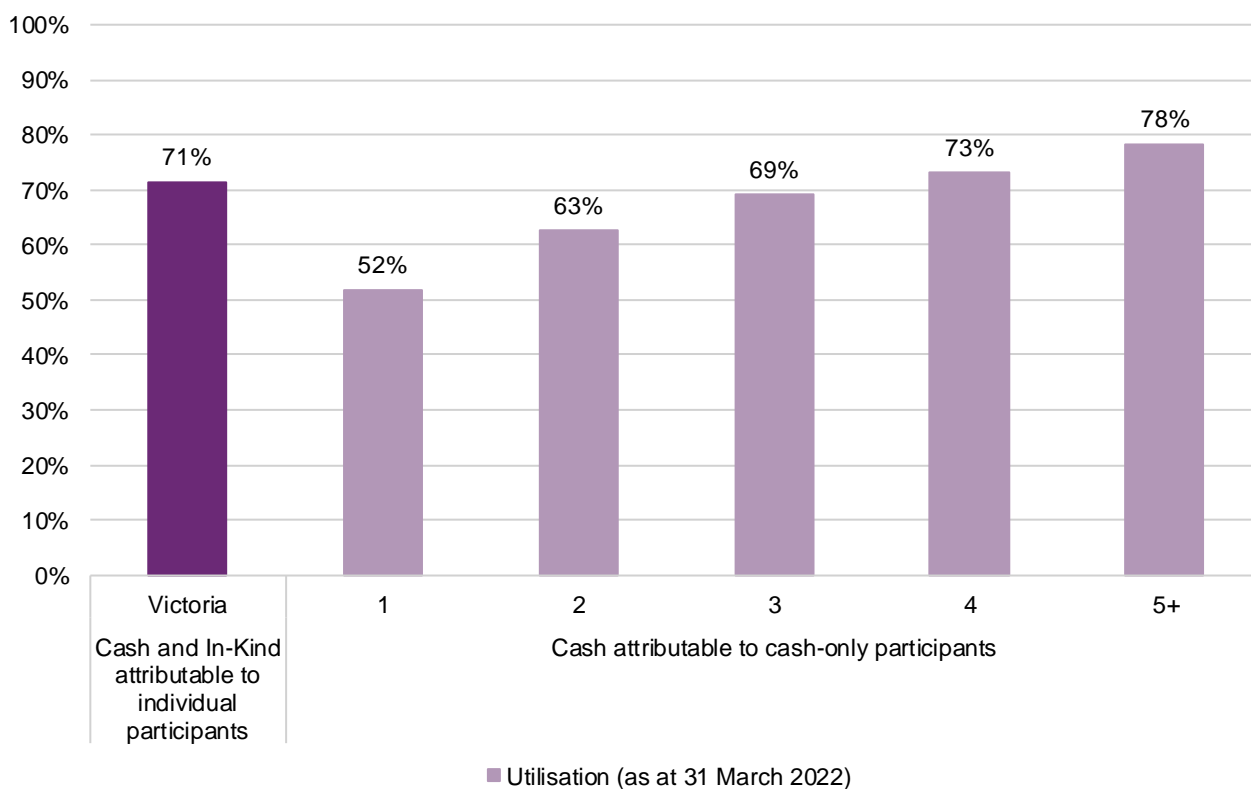


Figure G.39 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – Victoria ³²⁰



³²⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure G.40 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – Victoria ³²¹

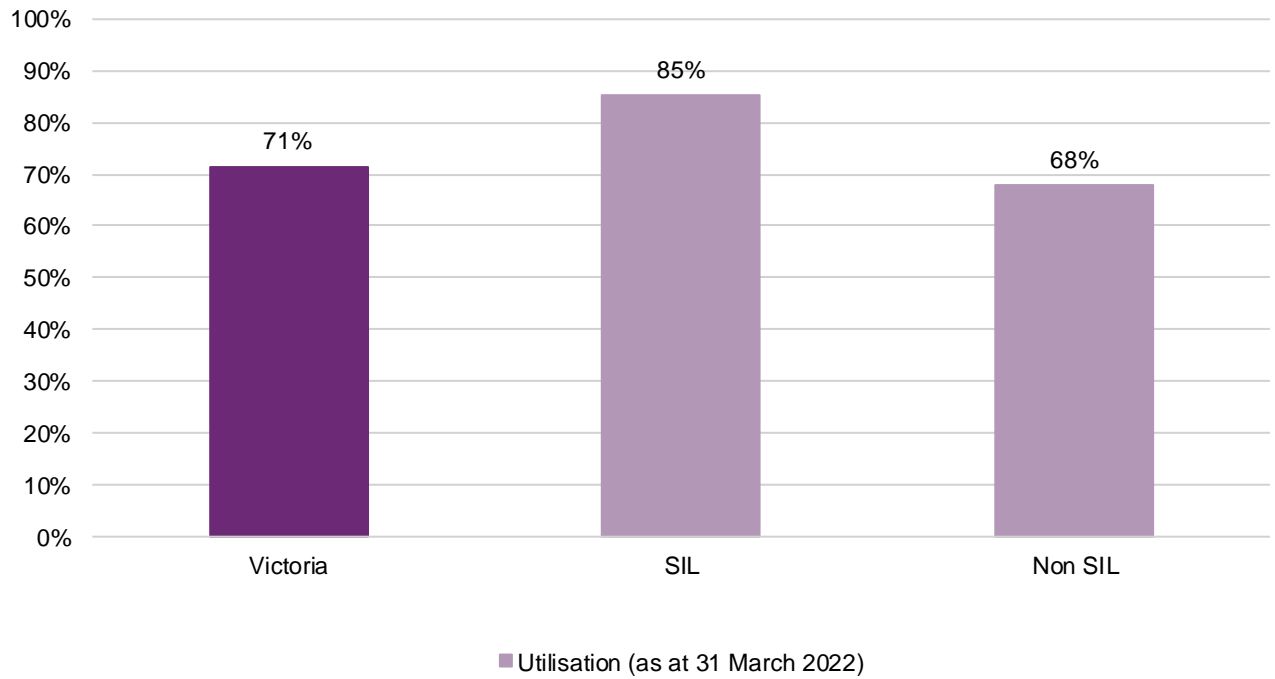
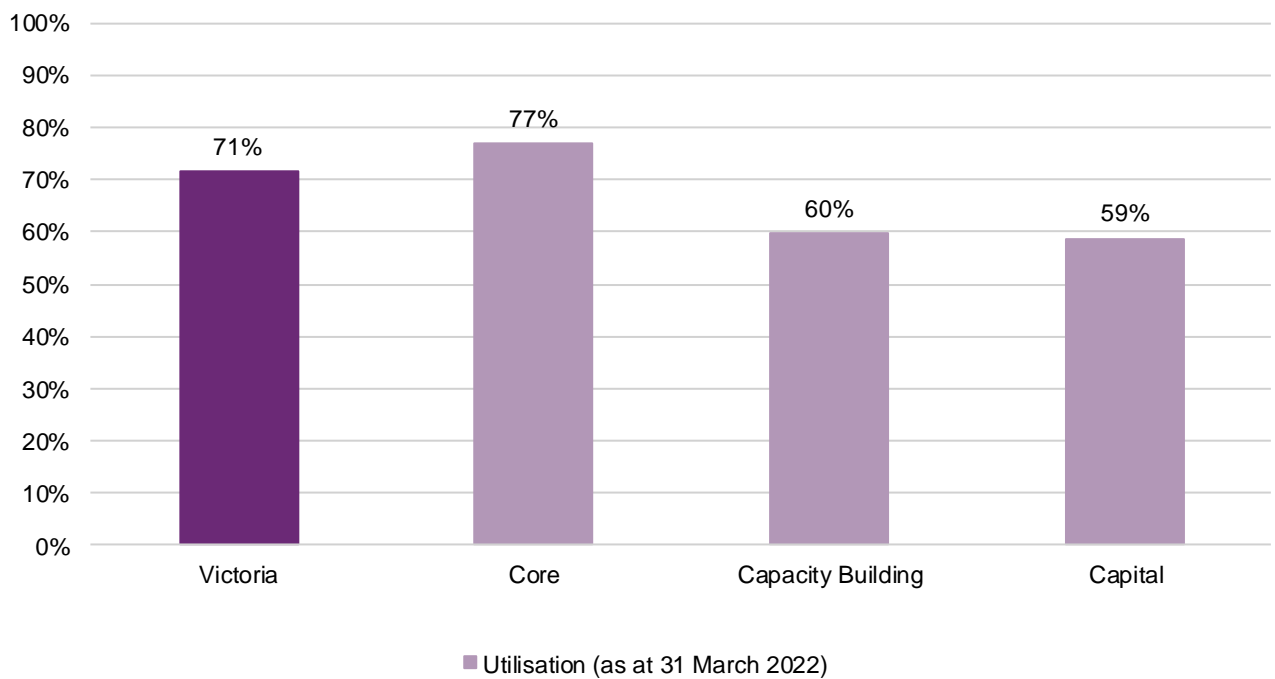


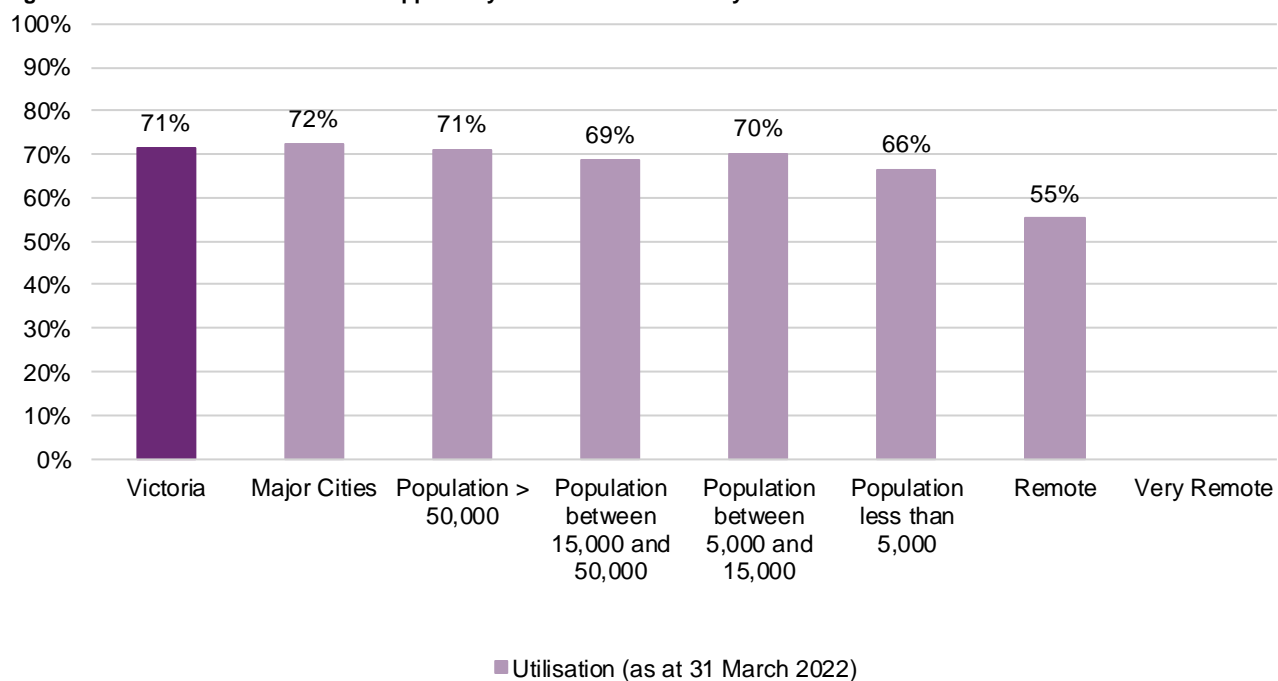
Figure G.41 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – Victoria ³²²



³²¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

³²² Ibid.

Figure G.42 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – Victoria ^{323 324}



³²³ Ibid.

³²⁴ 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 ³²⁵

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Queensland	102,314	5,321	107,635	3,368	111,003

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland ³²⁶

	Prior Quarters	2021-22 Q3	Total
Access decisions	132,134	5,558	137,692
Active Eligible	105,925	4,325	110,250
<i>New</i>	62,576	4,108	66,684
<i>State</i>	33,482	119	33,601
<i>Commonwealth</i>	9,867	98	9,965
Active Participant Plans (excl ECA)	102,314	5,321	107,635
<i>New</i>	59,261	5,043	64,304
<i>State</i>	33,284	169	33,453
<i>Commonwealth</i>	9,769	109	9,878
Active Participant Plans	105,401	8,689	111,003
<i>Early Intervention (s25)</i>	26,273	2,840	29,113
<i>Permanent Disability (s24)</i>	76,041	2,481	78,522
<i>ECA</i>	3,087	3,368	3,368

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – Queensland

Exits	Total
Total participant exits	4,729
<i>Early Intervention participants</i>	1,389
<i>Permanent disability participants</i>	3,340

³²⁵ 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.

³²⁶ 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 ³²⁷

	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
End of 2021-22 Q3	33,453	9,878	64,304	3,368	111,003

Table H.5 Cumulative numbers of active participants by entry criteria into the Scheme – Queensland ^{328 329 330}

	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
End of 2021-22 Q3	29,113	78,522	3,368	111,003

³²⁷ This table shows the total numbers of active participants at the end of each period.

³²⁸ Ibid.

³²⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³³⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table H.6 Assessment of access by age group – Queensland ³³¹

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	29,965	98%	1,720	97%	31,685	98%
7 to 14	23,529	90%	922	87%	24,451	90%
15 to 18	7,552	90%	294	89%	7,846	90%
19 to 24	6,480	89%	183	75%	6,663	89%
25 to 34	8,534	86%	218	64%	8,752	85%
35 to 44	9,067	81%	264	64%	9,331	80%
45 to 54	11,792	76%	306	54%	12,098	75%
55 to 64	14,657	68%	429	54%	15,086	67%
65+	842	59%	<11		852	58%
Missing	<11		<11		<11	
Total	112,418	85%	4,346	78%	116,764	85%

Table H.7 Assessment of access by age group and gender – Queensland

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	21,917	98%	9,632	98%	136	94%	31,685	98%
7 to 14	16,279	90%	7,918	90%	254	78%	24,451	90%
15 to 18	4,878	91%	2,853	89%	115	88%	7,846	90%
19 to 24	4,026	91%	2,557	87%	80	73%	6,663	89%
25 to 34	4,857	89%	3,790	82%	105	72%	8,752	85%
35 to 44	4,992	85%	4,265	76%	74	62%	9,331	80%
45 to 54	6,246	81%	5,757	70%	95	57%	12,098	75%
55 to 64	7,875	74%	7,083	62%	128	46%	15,086	67%
65+	462	65%	386	52%	<11		852	58%
Missing	<11		<11		<11		<11	
Total	71,532	89%	44,241	80%	991	69%	116,764	85%

³³¹ 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.

Table H.8 Assessment of access by disability – Queensland ³³²

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	3,890	93%	99	81%	3,989	92%
Autism	37,608	96%	1,467	96%	39,075	96%
Cerebral palsy	3,736	96%	34	77%	3,770	96%
Developmental delay	10,788	98%	1,192	99%	11,980	98%
Global developmental delay	2,078	98%	174	99%	2,252	98%
Hearing impairment	5,752	89%	136	84%	5,888	89%
Intellectual disability	17,929	95%	306	90%	18,235	95%
Multiple sclerosis	1,600	88%	44	80%	1,644	88%
Psychosocial disability	10,640	72%	403	56%	11,043	71%
Spinal cord injury	1,530	93%	32	89%	1,562	93%
Stroke	1,850	84%	77	82%	1,927	84%
Visual impairment	1,756	85%	31	69%	1,787	85%
Other neurological	5,089	78%	130	66%	5,219	78%
Other physical	5,251	45%	107	27%	5,358	44%
Other sensory/speech	377	37%	<11		377	37%
Other	1,422	41%	114	28%	1,536	39%
Missing	1,122	99%	<11		1,122	99%
Total	112,418	85%	4,346	78%	116,764	85%

Table H.9 Assessment of access by disability and gender – Queensland

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	2,631	93%	1,336	92%	22	81%	3,989	92%
Autism	27,656	96%	10,961	96%	458	91%	39,075	96%
Cerebral palsy	2,111	96%	1,647	95%	12	80%	3,770	96%
Developmental delay	8,416	98%	3,534	98%	30	94%	11,980	98%
Global developmental delay	1,499	98%	742	99%	11	100%	2,252	98%
Hearing impairment	2,828	90%	3,006	89%	54	77%	5,888	89%
Intellectual disability	9,885	95%	8,276	95%	74	79%	18,235	95%
Multiple sclerosis	381	88%	1,251	88%	12	86%	1,644	88%
Psychosocial disability	5,605	76%	5,270	66%	168	60%	11,043	71%
Spinal cord injury	1,111	94%	443	92%	<11		1,562	93%
Stroke	1,067	85%	845	83%	15	68%	1,927	84%
Visual impairment	909	86%	872	84%	<11		1,787	85%
Other neurological	2,849	80%	2,325	76%	45	62%	5,219	78%
Other physical	2,826	53%	2,483	37%	49	25%	5,358	44%
Other sensory/speech	280	39%	95	32%	<11		377	37%
Other	859	46%	660	33%	17	28%	1,536	39%
Missing	619	99%	495	99%	<11		1,122	99%
Total	71,532	89%	44,241	80%	991	69%	116,764	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.

³³² Ibid.

Table H.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	9,789	9.6%	633	11.9%	10,422	9.7%
Not Aboriginal and Torres Strait Islander	80,759	78.9%	4,200	78.9%	84,959	78.9%
Not Stated	11,766	11.5%	488	9.2%	12,254	11.4%
Total	102,314	100.0%	5,321	100.0%	107,635	100.0%

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland ³³³

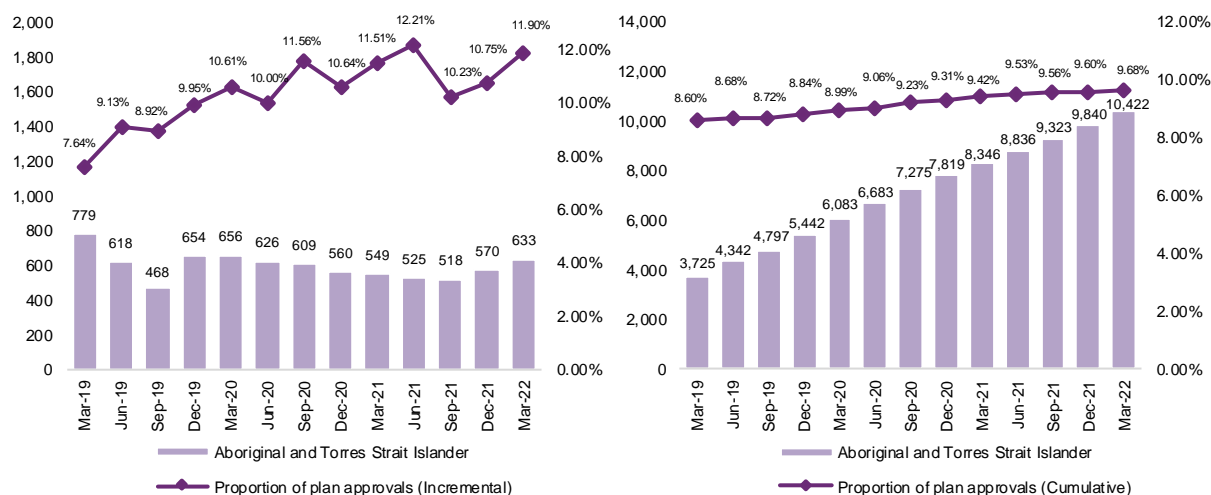
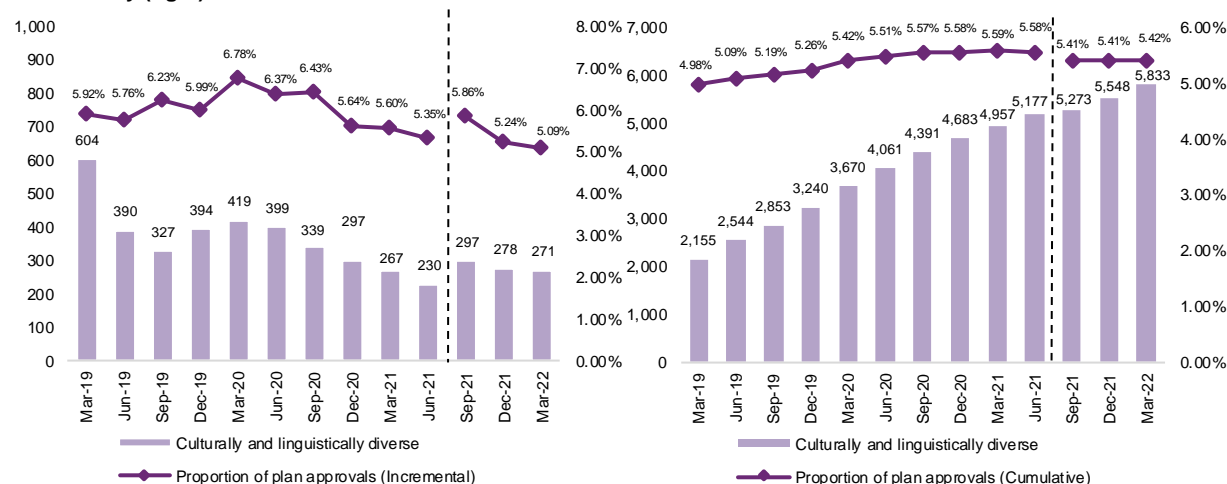


Table H.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ³³⁴

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	5,562	5.4%	271	5.1%	5,833	5.4%
Not culturally and linguistically diverse	96,721	94.5%	5,050	94.9%	101,771	94.6%
Not stated	31	0.0%	<11		31	0.0%
Total	102,314	100.0%	5,321	100.0%	107,635	100.0%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland ^{335 336}



³³³ 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.

³³⁴ 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.

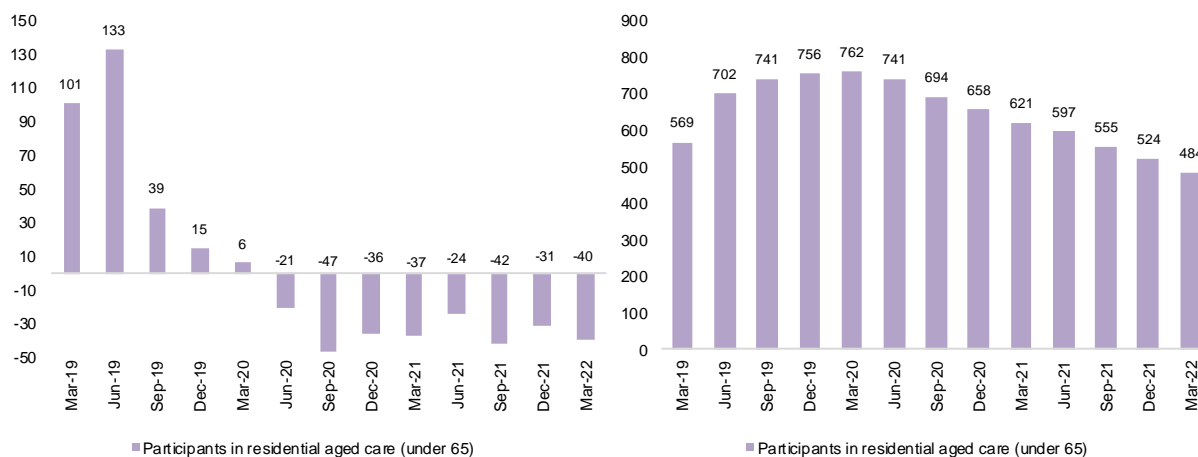
³³⁵ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³³⁶ 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 H.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – Queensland ³³⁷

	Total
Age group	N
Under 45	<11
45 to 54	68
55 to 64	407
Total YPIRAC (under 65)	484

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 ³³⁸



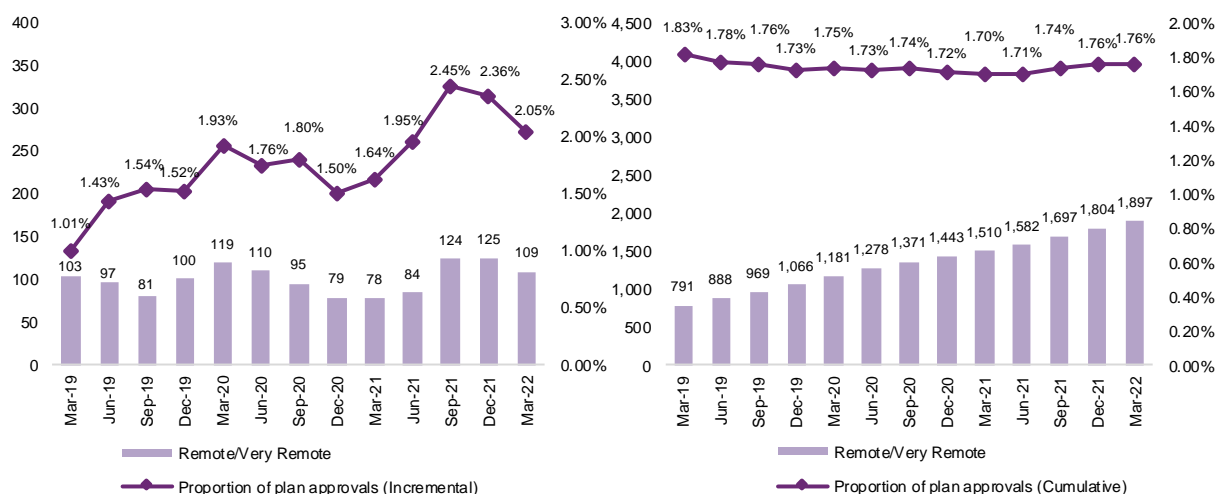
³³⁷ There are a further 397 active participants aged 65 years or over who are currently in residential aged care.

³³⁸ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table H.13 Participant profile per quarter by remoteness – Queensland ^{339 340}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	61,568	60.2%	3,369	63.3%	64,937	60.3%
Population > 50,000	23,854	23.3%	1,119	21.0%	24,973	23.2%
Population between 15,000 and 50,000	3,990	3.9%	172	3.2%	4,162	3.9%
Population between 5,000 and 15,000	4,338	4.2%	223	4.2%	4,561	4.2%
Population less than 5,000	6,763	6.6%	329	6.2%	7,092	6.6%
Remote	945	0.9%	49	0.9%	994	0.9%
Very Remote	843	0.8%	60	1.1%	903	0.8%
Missing	13		<11		13	
Total	102,314	100.0%	5,321	100.0%	107,635	100.0%

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland ^{341 342}



³³⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

³⁴⁰ This table is based on the Modified Monash Model (MMM) measure of remoteness.

³⁴¹ Ibid.

³⁴² 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.14 Participant profile per quarter by primary disability group – Queensland ^{343 344 345}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	36,299	35%	1,709	32%	38,008	35%
Intellectual disability	17,052	17%	338	6%	17,390	16%
Psychosocial disability	9,880	10%	445	8%	10,325	10%
Developmental delay	8,278	8%	1,725	32%	10,003	9%
Hearing impairment	5,480	5%	156	3%	5,636	5%
Other neurological	4,214	4%	153	3%	4,367	4%
Other physical	4,521	4%	117	2%	4,638	4%
Cerebral palsy	3,598	4%	35	1%	3,633	3%
Acquired brain injury	3,506	3%	115	2%	3,621	3%
Global developmental delay	1,847	2%	201	4%	2,048	2%
Visual impairment	1,627	2%	49	1%	1,676	2%
Multiple sclerosis	1,507	1%	51	1%	1,558	1%
Stroke	1,655	2%	73	1%	1,728	2%
Spinal cord injury	1,407	1%	36	1%	1,443	1%
Other	1,187	1%	113	2%	1,300	1%
Other sensory/speech	256	0%	<11		261	0%
Total	102,314	100%	5,321	100%	107,635	100%

Table H.15 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{346 347}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	582	11%	<11		582	11%
Intellectual disability	2,633	50%	<11		2,633	50%
Psychosocial disability	450	9%	<11		450	9%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	292	6%	<11		292	6%
Other physical	49	1%	<11		49	1%
Cerebral palsy	467	9%	<11		467	9%
Acquired brain injury	476	9%	<11		477	9%
Global developmental delay	<11		<11		<11	
Visual impairment	23	0%	<11		23	0%
Multiple sclerosis	49	1%	<11		49	1%
Stroke	115	2%	<11		115	2%
Spinal cord injury	38	1%	<11		38	1%
Other	39	1%	<11		39	1%
Other sensory/speech	<11		<11		<11	
Total	5,217	100%	<11		5,218	100%

³⁴³ Table order based on national proportions in Table E.14 (highest to lowest).

³⁴⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁴⁵ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Queensland (2,427).

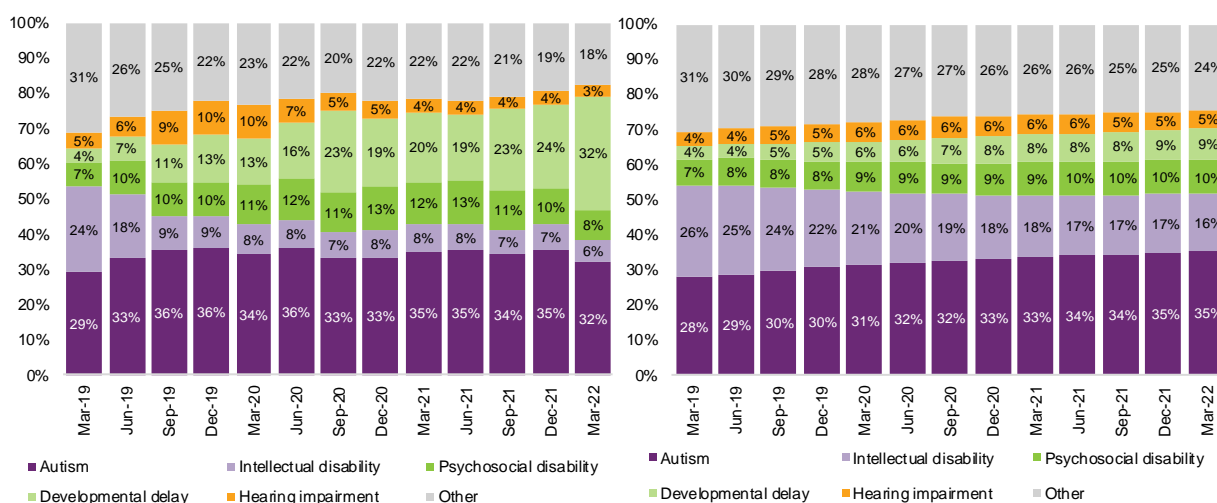
³⁴⁶ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³⁴⁷ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (414).

Table H.16 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ³⁴⁸

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	35,717	37%	1,709	32%	37,426	37%
Intellectual disability	14,419	15%	338	6%	14,757	14%
Psychosocial disability	9,430	10%	445	8%	9,875	10%
Developmental delay	8,278	9%	1,725	32%	10,003	10%
Hearing impairment	5,477	6%	156	3%	5,633	6%
Other neurological	3,922	4%	153	3%	4,075	4%
Other physical	4,472	5%	117	2%	4,589	4%
Cerebral palsy	3,131	3%	35	1%	3,166	3%
Acquired brain injury	3,030	3%	114	2%	3,144	3%
Global developmental delay	1,847	2%	201	4%	2,048	2%
Visual impairment	1,604	2%	49	1%	1,653	2%
Multiple sclerosis	1,458	2%	51	1%	1,509	1%
Stroke	1,540	2%	73	1%	1,613	2%
Spinal cord injury	1,369	1%	36	1%	1,405	1%
Other	1,148	1%	113	2%	1,261	1%
Other sensory/speech	255	0%	<11		260	0%
Total	97,097	100%	5,320	100%	102,417	100%

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ³⁴⁹



³⁴⁸ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,013).

³⁴⁹ 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 by reported level of function – Queensland ³⁵⁰

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	10,430	10%	1,568	29%	11,998	11%
2 (High Function)	114	0%	13	0%	127	0%
3 (High Function)	5,008	5%	385	7%	5,393	5%
4 (High Function)	6,564	6%	321	6%	6,885	6%
5 (High Function)	5,688	6%	397	7%	6,085	6%
6 (Moderate Function)	26,509	26%	1,359	26%	27,868	26%
7 (Moderate Function)	4,649	5%	183	3%	4,832	4%
8 (Moderate Function)	7,482	7%	276	5%	7,758	7%
9 (Moderate Function)	592	1%	27	1%	619	1%
10 (Moderate Function)	11,910	12%	339	6%	12,249	11%
11 (Low Function)	3,048	3%	59	1%	3,107	3%
12 (Low Function)	11,894	12%	291	5%	12,185	11%
13 (Low Function)	6,277	6%	94	2%	6,371	6%
14 (Low Function)	2,102	2%	<11		2,110	2%
15 (Low Function)	38	0%	<11		39	0%
Missing	<11		<11		<11	
Total	102,314	100%	5,321	100%	107,635	100%

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

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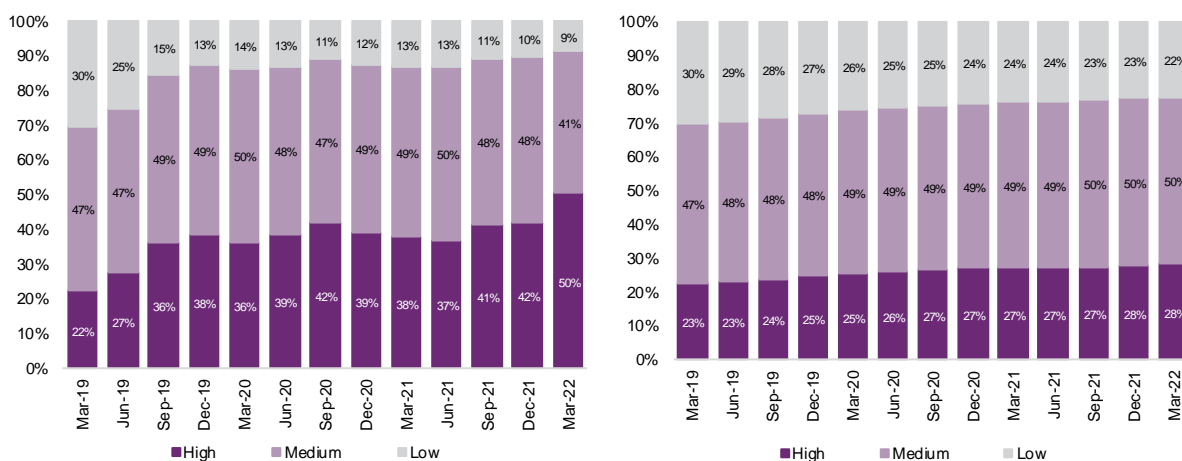


Table H.18 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	15,241	15%	2,379	45%	17,620	16%
7 to 14	27,698	27%	1,003	19%	28,701	27%
15 to 18	8,462	8%	364	7%	8,826	8%
19 to 24	8,035	8%	194	4%	8,229	8%
25 to 34	8,820	9%	243	5%	9,063	8%
35 to 44	8,349	8%	288	5%	8,637	8%
45 to 54	9,961	10%	337	6%	10,298	10%
55 to 64	11,877	12%	478	9%	12,355	11%
65+	3,871	4%	35	1%	3,906	4%
Total	102,314	100%	5,321	100%	107,635	100%

³⁵⁰ The distributions are calculated excluding participants with a missing reported level of function.

³⁵¹ 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.

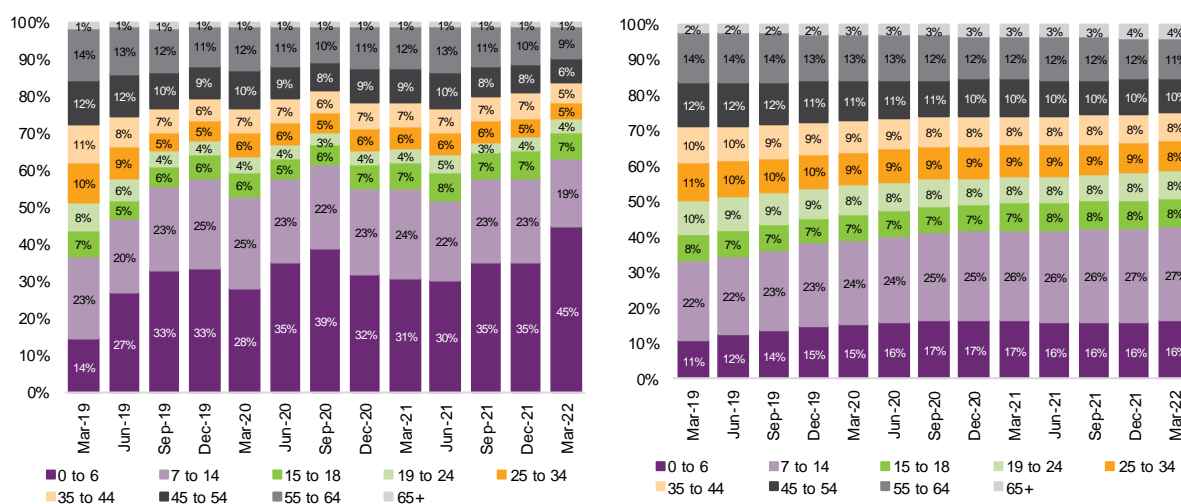
Table H.19 Participant profile per quarter (participants in SIL) by age group – Queensland ³⁵²

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	28	1%	<11		28	1%
19 to 24	462	9%	<11		462	9%
25 to 34	977	19%	<11		977	19%
35 to 44	984	19%	<11		984	19%
45 to 54	1,187	23%	<11		1,187	23%
55 to 64	1,273	24%	<11		1,274	24%
65+	302	6%	<11		302	6%
Total	5,217	100%	<11		5,218	100%

Table H.20 Participant profile per quarter (participants not in SIL) by age group – Queensland

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	15,241	16%	2,379	45%	17,620	17%
7 to 14	27,694	29%	1,003	19%	28,697	28%
15 to 18	8,434	9%	364	7%	8,798	9%
19 to 24	7,573	8%	194	4%	7,767	8%
25 to 34	7,843	8%	243	5%	8,086	8%
35 to 44	7,365	8%	288	5%	7,653	7%
45 to 54	8,774	9%	337	6%	9,111	9%
55 to 64	10,604	11%	477	9%	11,081	11%
65+	3,569	4%	35	1%	3,604	4%
Total	97,097	100%	5,320	100%	102,417	100%

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ³⁵³



³⁵² 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.

³⁵³ 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.21 Participant profile per quarter by gender – Queensland

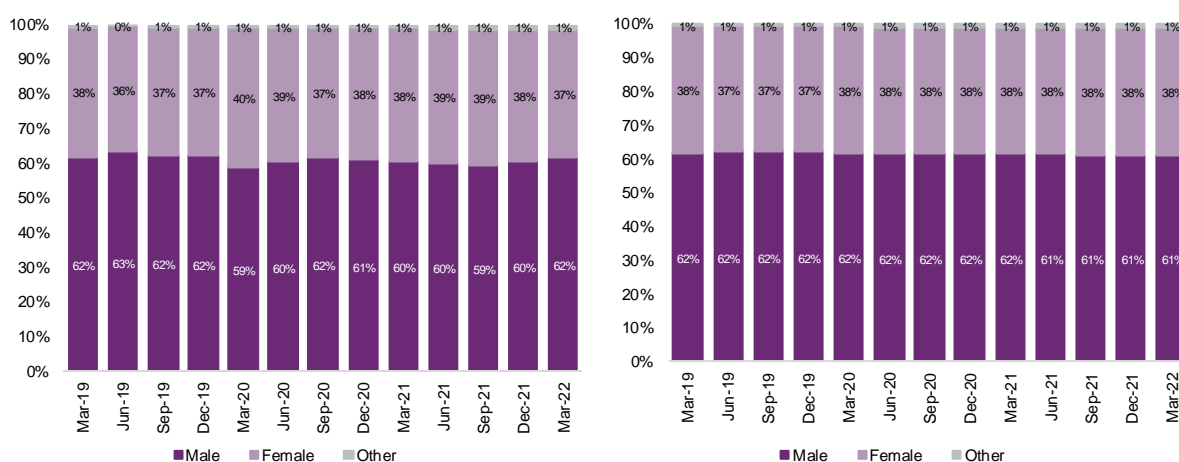
Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	62,661	61%	3,276	62%	65,937	61%
Female	38,812	38%	1,974	37%	40,786	38%
Other	841	1%	71	1%	912	1%
Total	102,314	100%	5,321	100%	107,635	100%

Table H.22 Participant profile per quarter (participants in SIL) by gender – Queensland

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	3,109	60%	<11		3,110	60%
Female	2,100	40%	<11		2,100	40%
Other	<11		<11		<11	
Total	5,217	100%	<11		5,218	100%

Table H.23 Participant profile per quarter (participants not in SIL) by gender – Queensland

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	59,552	61%	3,275	62%	62,827	61%
Female	36,712	38%	1,974	37%	38,686	38%
Other	833	1%	71	1%	904	1%
Total	97,097	100%	5,320	100%	102,417	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ³⁵⁴Table H.24 Participation rates by age group at 31 March 2022 – Queensland ³⁵⁵

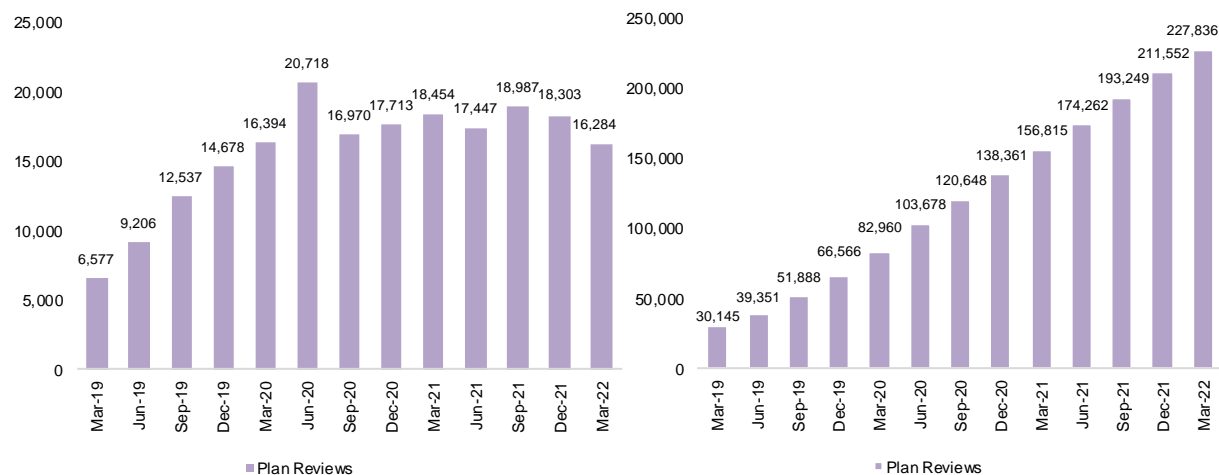
Age group	Participation Rate		
	Male	Female	Total
0-6	5.1%	2.4%	3.8%
7-14	6.8%	3.3%	5.1%
15-18	4.1%	2.4%	3.3%
19-24	2.5%	1.5%	2.0%
25-44	1.4%	1.0%	1.2%
45-64	1.8%	1.6%	1.8%
Total (aged 0-64)	2.9%	1.7%	2.3%

³⁵⁴ Ibid.³⁵⁵ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Table H.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland ³⁵⁶

	Prior Quarters	2021-22 Q3	Total
Total plan reviews	211,552	16,284	227,836
<i>Early intervention plans</i>	39,108	3,771	42,879
<i>Permanent disability plans</i>	172,444	12,513	184,957

Figure H.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Queensland



³⁵⁶ 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.

Part Two: Participant experience and outcomes

Table H.26 Number of baseline questionnaires completed by SFOF version – Queensland ³⁵⁷

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	764	1,332	3,018	5,405	4,904	4,589	20,012
Participant school to 14	1,432	2,663	9,016	8,108	6,186	4,895	32,300
Participant 15 to 24	1,079	1,448	5,036	2,313	1,960	1,572	13,408
Participant 25 and over	3,276	3,863	14,902	7,749	6,325	4,535	40,650
Total Participant	6,551	9,306	31,972	23,575	19,375	15,591	106,370
Family 0 to 14	2,046	3,832	11,065	12,942	10,659	9,215	49,759
Family 15 to 24	276	969	3,241	1,531	1,392	1,163	8,572
Family 25 and over	170	1,115	4,123	2,040	1,589	1,213	10,250
Total Family	2,492	5,916	18,429	16,513	13,640	11,591	68,581
Total	9,043	15,222	50,401	40,088	33,015	27,182	174,951

Table H.27 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	65%			
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		74%		
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			47%	70%
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%

³⁵⁷ Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table H.28 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	65%	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%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	34%

Table H.29 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		72%		
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%	60%
LL	% who currently attend or previously attended school in a mainstream class			38%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				67%
LL	% unable to do a course or training they wanted to do in the last 12 months				38%
WK	% who have a paid job			18%	18%
WK	% who volunteer			11%	11%

Table H.30 Selected key baseline indicators for families/carers of participants – Queensland

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	26%	25%
% receiving Carer Allowance	39%	48%	36%
% working in a paid job	46%	51%	37%
Of those in a paid job, % in permanent employment	78%	74%	76%
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	47%	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	35%	27%	19%
% able to advocate for their child/family member	80%	74%	70%
% 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		41%	
% 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.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=4,317) - participants who entered between 1 July 2016 and 31 March 2021 – Queensland ³⁵⁸

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?	69%

³⁵⁸ Results in Tables H.31 to H.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table H.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,344) - participants who entered between 1 July 2016 and 31 March 2021 – Queensland

	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?	60%
S/CP	Has the NDIS improved your child's social and recreational life?	54%

Table H.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,047) and ‘Participant 25 and over’ (n=12,871) - participants who entered between 1 July 2016 and 31 March 2021 – Queensland

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	70%	80%
DL	Has the NDIS helped you with daily living activities?	70%	83%
REL	Has the NDIS helped you to meet more people?	58%	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?	41%	36%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%
S/CP	Has the NDIS helped you be more involved?	65%	69%

Table H.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=14,790); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,977) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	77%	75%
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.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,979) - participants who entered between 1 July 2016 and 31 March 2020 – Queensland ³⁵⁹

	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?	83%	86%	+3%
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?	64%	70%	+6%

Table H.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=5,725) - participants who entered between 1 July 2016 and 31 March 2020 – Queensland

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	74%	+7%
LL	Has the NDIS improved your child's access to education?	46%	53%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	63%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	56%	+6%

³⁵⁹ Results in Tables H.35 to H.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table H.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,365) and ‘Participant 25 and over’ (n=6,205) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	75%	+6%	75%	82%	+7%
DL	Has the NDIS helped you with daily living activities?	69%	76%	+7%	78%	86%	+8%
REL	Has the NDIS helped you to meet more people?	58%	61%	+3%	60%	65%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	0%	35%	38%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	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.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=5,343); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,440) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	66%	73%	+7%	55%	67%	+12%
	Has the NDIS improved the level of support for your family?	71%	79%	+8%	68%	78%	+10%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	75%	82%	+7%	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.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=802) - participants who entered prior to 1 July 2016 and 31 March 2019 – Queensland ³⁶⁰

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	93%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	93%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	83%	84%	+2%
REL	Has the NDIS improved how your child fits into family life?	74%	77%	79%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	63%	71%	+13%

Table H.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=2,763) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	71%	74%	+13%
LL	Has the NDIS improved your child's access to education?	39%	47%	51%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	57%	62%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	54%	+7%

³⁶⁰ Results in Tables H.39 to H.44 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table H.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,774) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	70%	75%	+8%
Has the NDIS helped you with daily living activities?	68%	72%	78%	+10%
Has the NDIS helped you to meet more people?	57%	58%	62%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	21%	23%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	52%	51%	57%	+5%
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%	14%	16%	-3%
Has the NDIS helped you be more involved?	63%	66%	71%	+8%

Table H.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=4,261) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	75%	80%	84%	+9%
Has the NDIS helped you with daily living activities?	78%	83%	87%	+9%
Has the NDIS helped you to meet more people?	61%	64%	69%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	36%	40%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	57%	61%	67%	+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.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=2,216) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	62%	71%	+11%
Has the NDIS improved the level of support for your family?	67%	72%	77%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	71%	75%	80%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	77%	81%	+8%
Has the NDIS improved your health and wellbeing?	41%	42%	47%	+6%

Table H.44 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=781) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	59%	60%	66%	+7%
Has the NDIS improved the level of support for your family?	71%	69%	78%	+7%
Has the NDIS helped you to access services, programs and activities in the community?	71%	71%	76%	+5%
Has the NDIS improved your health and wellbeing?	43%	41%	47%	+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.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=1,191) - participants who entered between 1 July 2016 and 31 March 2018 – Queensland ³⁶¹

	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%	68%	75%	77%	+22%
LL	Has the NDIS improved your child's access to education?	34%	41%	46%	51%	+17%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	57%	60%	65%	+19%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	49%	52%	56%	+14%

Table H.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=720) - participants who entered between 1 July 2016 and 31 March 2018 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	64%	66%	68%	72%	+8%
DL	Has the NDIS helped you with daily living activities?	64%	71%	73%	76%	+12%
REL	Has the NDIS helped you to meet more people?	50%	54%	53%	57%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	16%	20%	21%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	45%	47%	53%	+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%	30%	32%	35%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	14%	16%	0%
S/CP	Has the NDIS helped you be more involved?	58%	61%	64%	67%	+9%

³⁶¹ Results in Tables H.45 to H.49 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table H.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,533) - participants who entered between 1 July 2016 and 31 March 2018 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	70%	78%	81%	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?	57%	64%	68%	70%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	30%	36%	37%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	57%	61%	64%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	30%	33%	33%	+4%
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?	64%	70%	75%	77%	+13%

Table H.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=727) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	56%	60%	62%	67%	+11%
	Has the NDIS improved the level of support for your family?	63%	70%	80%	77%	+14%
	Has the NDIS improved your access to services, programs and activities in the community?	69%	78%	82%	81%	+12%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	79%	79%	82%	+11%
	Has the NDIS improved your health and wellbeing?	38%	40%	40%	40%	+2%

Table H.49 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=196) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	49%	58%	59%	65%	+16%
Has the NDIS improved the level of support for your family?	65%	70%	77%	79%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	58%	65%	66%	76%	+18%
Has the NDIS improved your health and wellbeing?	35%	35%	25%	37%	+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 ‘Participant 0 to school’.

Table H.50 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=291) - participants who entered between 1 July 2016 and 31 March 2017 – Queensland ³⁶²

	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?	53%	65%	68%	68%	72%	+19%
LL	Has the NDIS improved your child's access to education?	28%	30%	35%	39%	44%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	40%	44%	49%	46%	54%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	42%	48%	46%	55%	+11%

³⁶² Results in Tables H.50 to H.53 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table H.51 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=187) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	69%	66%	67%	74%	76%	+7%
DL	Has the NDIS helped you with daily living activities?	77%	69%	76%	77%	81%	+4%
REL	Has the NDIS helped you to meet more people?	53%	55%	52%	57%	57%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	20%	17%	23%	23%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	54%	49%	58%	59%	+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?	44%	39%	37%	35%	37%	-7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	13%	15%	15%	19%	0%
S/CP	Has the NDIS helped you be more involved?	65%	65%	65%	70%	70%	+5%

Table H.52 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=473) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	69%	73%	79%	84%	85%	+16%
DL	Has the NDIS helped you with daily living activities?	76%	84%	88%	90%	92%	+16%
REL	Has the NDIS helped you to meet more people?	58%	59%	67%	74%	74%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	29%	29%	37%	39%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	59%	64%	69%	72%	+18%
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%	38%	37%	40%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	15%	18%	16%	20%	+1%
S/CP	Has the NDIS helped you be more involved?	65%	68%	78%	82%	82%	+17%

Table H.53 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=162) - participants who entered between 1 July 2016 and 31 March 2017 – Queensland

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS improved your capacity to advocate (stand up) for your child?	56%	60%	66%	62%	73%	+17%
Has the NDIS improved the level of support for your family?	62%	59%	67%	72%	74%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	66%	74%	78%	82%	81%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	73%	76%	82%	77%	+4%
Has the NDIS improved your health and wellbeing?	35%	33%	37%	36%	36%	+1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

Table H.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,135), 'participant social and community engagement rate' (n=10,213), 'parent and carer employment rate' (n=8,022) and 'participant choice and control' (n=7,881) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – Queensland³⁶³

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	13%	17%	19%	24%
Aged 25 to 34 years	22%	22%	23%	
Aged 35 to 44 years	24%	24%	22%	
Aged 45 to 54 years	18%	18%	17%	
Aged 55 to 64 years	15%	15%	14%	
Aged 65+ years	10%	7%	6%	
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	36%	42%	43%	48%
Aged 25 to 34 years	39%	45%	47%	
Aged 35 to 44 years	40%	47%	48%	
Aged 45 to 54 years	38%	44%	45%	
Aged 55 to 64 years	36%	40%	41%	
Aged 65+ years	33%	36%	38%	
Aged 25+	38%	43%	44%	
Aged 15+	38%	43%	44%	
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%	43%	
All ages	44%	46%	45%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		69%	75%	75%
Aged 25+		75%	82%	
Aged 15+		73%	80%	

³⁶³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table H.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,617), 'participant social and community engagement rate' (n=6,654), 'parent and carer employment rate' (n=3,230) and 'participant choice and control' (n=5,652) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – Queensland ³⁶⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	13%	17%	17%	21%	24%
Aged 25 to 34 years	22%	23%	19%	21%	
Aged 35 to 44 years	23%	22%	19%	21%	
Aged 45 to 54 years	18%	19%	16%	17%	
Aged 55 to 64 years	16%	15%	11%	13%	
Aged 65+ years	10%	10%	7%	6%	
Aged 25+	19%	19%	15%	17%	
Aged 15+	17%	18%	15%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	39%	46%	45%	47%	48%
Aged 25 to 34 years	42%	49%	48%	49%	
Aged 35 to 44 years	40%	47%	46%	49%	
Aged 45 to 54 years	39%	44%	45%	46%	
Aged 55 to 64 years	39%	44%	42%	45%	
Aged 65+ years	38%	44%	44%	42%	
Aged 25+	40%	46%	45%	47%	
Aged 15+	40%	46%	45%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	40%	43%	44%	47%	49%
Aged 15+	41%	43%	44%	41%	
All ages	40%	43%	44%	45%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		67%	70%	75%	75%
Aged 25+		75%	80%	84%	
Aged 15+		72%	77%	82%	

³⁶⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table H.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,315), 'participant social and community engagement rate' (n=2,347), 'parent and carer employment rate' (n=913) and 'participant choice and control' (n=2,104) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – Queensland ³⁶⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	17%	22%	21%	22%	24%	24%
Aged 25 to 34 years	25%	24%	26%	18%	23%	
Aged 35 to 44 years	24%	25%	24%	20%	22%	
Aged 45 to 54 years	24%	24%	24%	20%	20%	
Aged 55 to 64 years	14%	14%	12%	14%	12%	
Aged 65+ years	10%	8%	5%	3%	3%	
Aged 25+	20%	20%	20%	16%	18%	
Aged 15+	20%	21%	20%	17%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	33%	40%	41%	42%	43%	48%
Aged 25 to 34 years	41%	49%	54%	49%	50%	
Aged 35 to 44 years	38%	52%	55%	45%	51%	
Aged 45 to 54 years	43%	48%	53%	58%	55%	
Aged 55 to 64 years	33%	39%	39%	45%	42%	
Aged 65+ years	34%	39%	46%	44%	46%	
Aged 25+	38%	46%	49%	48%	49%	
Aged 15+	37%	45%	48%	47%	48%	
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%	43%	46%	49%
Aged 15+	43%	49%	50%	49%	48%	
All ages	40%	45%	46%	45%	47%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		64%	66%	68%	72%	75%
Aged 25+		70%	78%	81%	83%	
Aged 15+		68%	74%	76%	80%	

³⁶⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table H.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=704), 'participant social and community engagement rate' (n=716), 'parent and carer employment rate' (n=171) and 'participant choice and control' (n=613) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Queensland ³⁶⁶

A. Queensland							
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	14%	20%	23%	20%	12%	17%	24%
Aged 25 to 34 years	21%	25%	20%	27%	19%	23%	
Aged 35 to 44 years	20%	21%	18%	22%	16%	20%	
Aged 45 to 54 years	18%	20%	16%	26%	15%	19%	
Aged 55 to 64 years	17%	16%	12%	14%	8%	14%	
Aged 65+ years	Numbers are too small						
Aged 25+	18%	19%	15%	21%	14%	17%	
Aged 15+	17%	20%	16%	21%	14%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	38%	38%	42%	42%	44%	40%	48%
Aged 25 to 34 years	39%	44%	50%	52%	57%	48%	
Aged 35 to 44 years	43%	46%	58%	53%	43%	48%	
Aged 45 to 54 years	46%	48%	47%	57%	57%	56%	
Aged 55 to 64 years	38%	46%	54%	44%	45%	50%	
Aged 65+ years	29%	41%	42%	46%	44%	45%	
Aged 25+	40%	45%	51%	51%	50%	50%	
Aged 15+	40%	45%	50%	49%	49%	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	37%	36%	44%	45%	44%	48%	49%
Aged 15+	53%	57%	58%	58%	54%	68%	
All ages	44%	45%	50%	51%	49%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		69%	66%	67%	74%	76%	75%
Aged 25+		69%	73%	79%	84%	85%	
Aged 15+		69%	71%	74%	80%	83%	

³⁶⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table H.58 Number of active plans by goal type and primary disability – Queensland ³⁶⁷

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	662	2,839	1,803	574	650	2,868	1,195	1,016	3,621
Autism	4,297	33,491	10,370	9,909	10,819	25,389	2,308	6,480	38,008
Cerebral palsy	633	3,129	1,529	639	527	2,517	777	564	3,633
Developmental delay	193	9,454	2,251	4,552	2,631	6,662	5	4	10,003
Down syndrome	340	2,088	997	453	440	1,845	537	639	2,427
Global developmental delay	40	1,959	444	894	588	1,207	0	0	2,048
Hearing impairment	785	4,593	911	1,125	623	2,663	382	1,188	5,636
Intellectual disability	2,510	12,163	5,350	2,987	3,417	11,372	3,552	4,901	14,963
Multiple sclerosis	288	1,281	916	132	156	1,102	438	355	1,558
Psychosocial disability	1,757	7,979	5,337	1,843	1,729	8,481	3,073	3,402	10,325
Spinal cord injury	335	1,250	697	138	122	978	393	449	1,443
Stroke	340	1,443	837	164	241	1,324	545	311	1,728
Visual impairment	322	1,484	488	294	132	1,205	223	491	1,676
Other neurological	774	3,591	2,181	535	676	3,307	1,262	624	4,367
Other physical	825	3,970	2,101	456	363	2,925	856	969	4,638
Other sensory/speech	33	228	46	65	57	140	9	35	261
Other	217	1,082	596	207	175	937	316	242	1,300
Total	14,351	92,024	36,854	24,967	23,346	74,922	15,871	21,670	107,635

Table H.59 Percentage of active plans by goal type and primary disability – Queensland ³⁶⁸

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%	50%	16%	18%	79%	33%	28%
Autism	11%	88%	27%	26%	28%	67%	6%	17%
Cerebral palsy	17%	86%	42%	18%	15%	69%	21%	16%
Developmental delay	2%	95%	23%	46%	26%	67%	0%	0%
Down syndrome	14%	86%	41%	19%	18%	76%	22%	26%
Global developmental delay	2%	96%	22%	44%	29%	59%	0%	0%
Hearing impairment	14%	81%	16%	20%	11%	47%	7%	21%
Intellectual disability	17%	81%	36%	20%	23%	76%	24%	33%
Multiple sclerosis	18%	82%	59%	8%	10%	71%	28%	23%
Psychosocial disability	17%	77%	52%	18%	17%	82%	30%	33%
Spinal cord injury	23%	87%	48%	10%	8%	68%	27%	31%
Stroke	20%	84%	48%	9%	14%	77%	32%	18%
Visual impairment	19%	89%	29%	18%	8%	72%	13%	29%
Other neurological	18%	82%	50%	12%	15%	76%	29%	14%
Other physical	18%	86%	45%	10%	8%	63%	18%	21%
Other sensory/speech	13%	87%	18%	25%	22%	54%	3%	13%
Other	17%	83%	46%	16%	13%	72%	24%	19%
Total	13%	85%	34%	23%	22%	70%	15%	20%

³⁶⁷ 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.

³⁶⁸ 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 H.60 Number of goals in active plans by goal type and primary disability – Queensland ³⁶⁹

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	2,111	12,878	5,940	1,882	2,157	9,806	3,726	2,860	41,360
Autism	14,564	222,230	36,123	36,724	36,080	87,561	7,682	20,464	461,428
Cerebral palsy	2,260	21,471	5,794	2,473	1,904	9,809	2,912	1,861	48,484
Developmental delay	655	92,349	8,033	15,692	8,655	23,391	21	10	148,806
Down syndrome	1,098	12,264	3,200	1,615	1,535	6,396	1,651	1,936	29,695
Global developmental delay	132	21,561	1,716	3,478	2,076	4,289	0	0	33,252
Hearing impairment	2,181	21,337	2,758	3,415	1,876	7,589	1,020	3,057	43,233
Intellectual disability	8,143	61,243	17,375	10,396	11,505	38,698	10,986	14,636	172,982
Multiple sclerosis	961	5,946	3,224	479	457	3,791	1,404	1,126	17,388
Psychosocial disability	5,262	28,440	16,097	5,584	4,990	25,233	8,443	9,279	103,328
Spinal cord injury	1,249	6,138	2,496	538	409	3,715	1,439	1,539	17,523
Stroke	1,123	6,823	2,862	615	804	4,574	1,803	893	19,497
Visual impairment	1,037	7,070	1,545	913	451	4,016	714	1,412	17,158
Other neurological	2,724	18,247	7,646	1,874	2,192	11,857	4,181	1,952	50,673
Other physical	2,587	18,182	6,856	1,437	1,153	9,451	2,616	2,757	45,039
Other sensory/speech	111	1,239	138	231	139	445	18	109	2,430
Other	818	6,168	2,131	738	617	3,216	994	779	15,461
Total	47,016	563,586	123,934	88,084	77,000	253,837	49,610	64,670	1,267,737

Table H.61 Number of active plans by goal type and age group – Queensland ³⁷⁰

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	331	16,621	3,976	7,916	4,663	11,576	8	2	17,620
7 to 14	2,530	25,871	6,949	7,062	8,137	16,834	212	636	28,701
15 to 18	1,575	7,505	2,614	2,063	2,298	6,521	683	3,212	8,826
19 to 24	1,614	6,673	2,727	1,761	1,507	6,025	2,104	4,608	8,229
25 to 34	1,830	7,197	3,759	1,685	1,607	6,757	2,785	4,103	9,063
35 to 44	1,653	6,847	4,101	1,386	1,458	6,600	2,464	3,356	8,637
45 to 54	1,919	8,238	4,990	1,422	1,578	8,011	2,844	3,087	10,298
55 to 64	2,234	9,934	5,842	1,345	1,601	9,624	3,540	2,313	12,355
65+	665	3,138	1,896	327	497	2,974	1,231	353	3,906
Total	14,351	92,024	36,854	24,967	23,346	74,922	15,871	21,670	107,635

³⁶⁹ Participants have set over seven million goals in total across Australia since July 2016. The 1,267,737 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

³⁷⁰ 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.62 Percentage of active plans by goal type and age group – Queensland ³⁷¹

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%	94%	23%	45%	26%	66%	0%	0%
7 to 14	9%	90%	24%	25%	28%	59%	1%	2%
15 to 18	18%	85%	30%	23%	26%	74%	8%	36%
19 to 24	20%	81%	33%	21%	18%	73%	26%	56%
25 to 34	20%	79%	41%	19%	18%	75%	31%	45%
35 to 44	19%	79%	47%	16%	17%	76%	29%	39%
45 to 54	19%	80%	48%	14%	15%	78%	28%	30%
55 to 64	18%	80%	47%	11%	13%	78%	29%	19%
65+	17%	80%	49%	8%	13%	76%	32%	9%
Total	13%	85%	34%	23%	22%	70%	15%	20%

Table H.63 Number of goals in active plans by goal type and age group – Queensland ³⁷²

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,192	175,935	15,101	28,998	16,275	42,504	30	5	280,040
7 to 14	8,332	174,448	24,069	25,603	26,451	56,117	705	1,976	317,701
15 to 18	5,414	36,732	8,790	7,370	7,505	22,381	2,332	10,553	101,077
19 to 24	5,304	29,242	9,120	5,978	5,121	20,051	6,868	13,786	95,470
25 to 34	5,992	30,389	12,174	5,654	5,346	22,682	8,676	12,075	102,988
35 to 44	5,557	28,664	13,521	4,499	4,859	21,974	7,715	9,936	96,725
45 to 54	5,998	33,758	16,359	4,534	4,896	26,467	8,510	8,888	109,410
55 to 64	7,175	41,950	19,003	4,458	5,036	32,192	11,055	6,504	127,373
65+	2,052	12,468	5,797	990	1,511	9,469	3,719	947	36,953
Total	47,016	563,586	123,934	88,084	77,000	253,837	49,610	64,670	1,267,737

³⁷¹ 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.

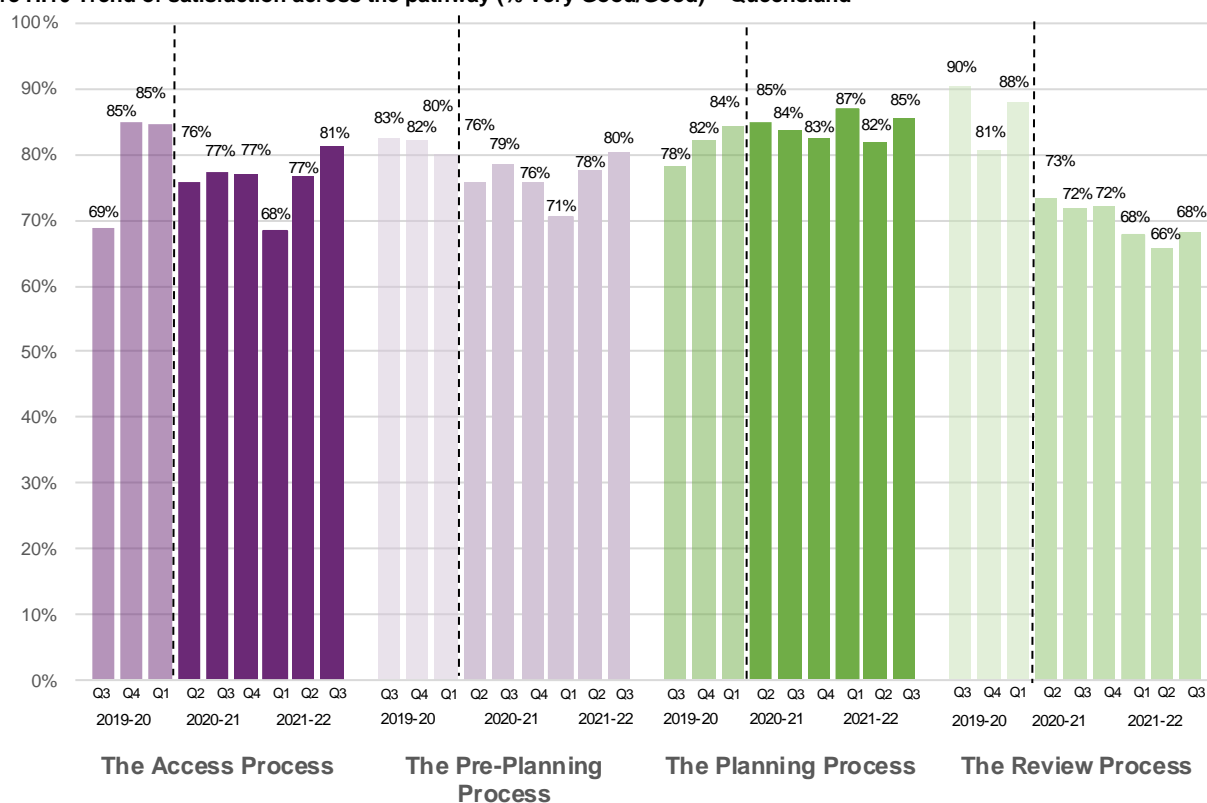
³⁷² Participants have set over seven million goals in total across Australia since July 2016. The 1,267,737 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.64 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ³⁷³

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 1,334	n = 282
Are you happy with how coming into the NDIS has gone?	83%	90%
Was the person from the NDIS respectful?	96%	97%
Do you understand what will happen next with your plan?	73%	79%
% of participants rating their overall experience as Very Good or Good.	75%	81%
Pre-planning	n = 1,093	n = 174
Did the person from the NDIS understand how your disability affects your life?	84%	87%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	75%	78%
Are you clear on what happens next with your plan?	67%	68%
Do you know where to go for more help with your plan?	69%	74%
% of participants rating their overall experience as Very Good or Good.	76%	80%
Planning	n = 4,772	n = 1,193
Did the person from the NDIS understand how your disability affects your life?	89%	92%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	87%	88%
Are you clear on what happens next with your plan?	82%	83%
Do you know where to go for more help with your plan?	87%	88%
% of participants rating their overall experience as Very Good or Good.	84%	85%
Plan review	n = 12,021	n = 2,003
Did the person from the NDIS understand how your disability affects your life?	76%	75%
Did you feel prepared for your plan review?	83%	84%
Is your NDIS plan helping you to make progress towards your goals?	86%	85%
% of participants rating their overall experience as Very Good or Good.	70%	68%

³⁷³ 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.10 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ^{374 375}



³⁷⁴ 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.

³⁷⁵ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.65 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table H.66 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.65 Complaints by quarter – Queensland ^{376 377 378}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	134	33	167	154
Complaint about LAC Partner	344	43	387	350
Complaints about service providers	1,220	113	1,333	1,034
Complaints about the Agency	13,169	1,175	14,344	8,128
Critical/ Reportable Incident	1,741	294	2,035	1,565
Unclassified	230	2	232	212
Total	16,838	1,660	18,498	10,176
% of the number of active participants	6.9%	6.3%	6.9%	

³⁷⁶ Note that 65% of all complainants made only one complaint, 19% made two complaints and 16% made three or more complaints.

³⁷⁷ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

³⁷⁸ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland

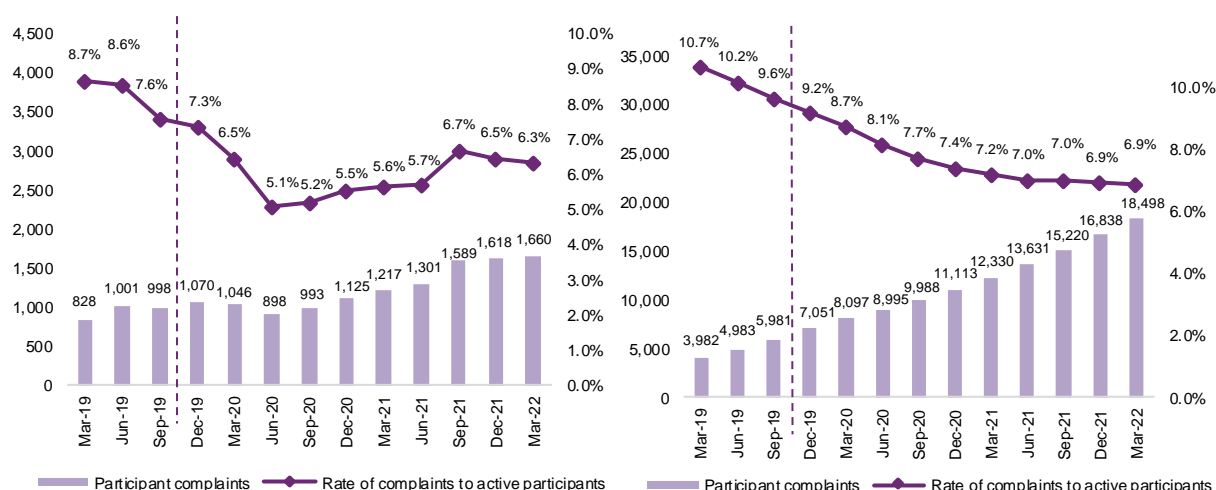


Table H.66 Participant complaints by type – Queensland

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	737	(6%)	1	(0%)	738	(5%)
Information unclear	269	(2%)	3	(0%)	272	(2%)
NDIA Access	368	(3%)	36	(3%)	404	(3%)
NDIA Engagement	3	(0%)	5	(0%)	8	(0%)
NDIA Finance	657	(5%)	121	(10%)	778	(5%)
NDIA Fraud and Compliance	27	(0%)	10	(1%)	37	(0%)
NDIA Plan	2,707	(21%)	451	(38%)	3,158	(22%)
NDIA Process	895	(7%)	109	(9%)	1,004	(7%)
NDIA Resources	68	(1%)	15	(1%)	83	(1%)
NDIA Staff	595	(5%)	78	(7%)	673	(5%)
NDIA Timeliness	1,963	(15%)	317	(27%)	2,280	(16%)
Participation, engagement and inclusion	74	(1%)	0	(0%)	74	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	7	(0%)	2	(0%)	9	(0%)
Reasonable and necessary supports	750	(6%)	2	(0%)	752	(5%)
Staff conduct - Agency	248	(2%)	1	(0%)	249	(2%)
The way the NDIA carried out its decision making	461	(4%)	5	(0%)	466	(3%)
Timeliness	1,630	(12%)	1	(0%)	1,631	(11%)
Other	1,684	(13%)	18	(2%)	1,702	(12%)
Total	13,169		1,175		14,344	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	20	(15%)	2	(6%)	22	(13%)
ECA Process	21	(16%)	5	(15%)	26	(16%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	57	(43%)	15	(45%)	72	(43%)
ECA Timeliness	36	(27%)	11	(33%)	47	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	134		33		167	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(1%)	1	(2%)	3	(1%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Plan	61	(18%)	7	(16%)	68	(18%)
LAC Process	40	(12%)	3	(7%)	43	(11%)
LAC Resources	0	(0%)	1	(2%)	1	(0%)
LAC Staff	178	(52%)	20	(47%)	198	(51%)
LAC Timeliness	63	(18%)	11	(26%)	74	(19%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	344		43		387	
<i>Complaints about service providers</i>						
Provider costs.	68	(6%)	1	(1%)	69	(5%)
Provider Finance	36	(3%)	9	(8%)	45	(3%)
Provider Fraud and Compliance	68	(6%)	7	(6%)	75	(6%)
Provider process	64	(5%)	0	(0%)	64	(5%)
Provider Service	349	(29%)	48	(42%)	397	(30%)
Provider Staff	140	(11%)	35	(31%)	175	(13%)
Service Delivery	99	(8%)	2	(2%)	101	(8%)
Staff conduct	113	(9%)	1	(1%)	114	(9%)
Supports being provided	113	(9%)	0	(0%)	113	(8%)
Other	170	(14%)	10	(9%)	180	(14%)
Total	1,220		113		1,333	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	455	(26%)	66	(22%)	521	(26%)
Allegations against Informal Supports	287	(16%)	7	(2%)	294	(14%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	292	(17%)	44	(15%)	336	(17%)
Provider reporting	704	(40%)	177	(60%)	881	(43%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,741		294		2,035	
<i>Unclassified</i>	230		2		232	
Participants total	16,838		1,660		18,498	

Table H.67 AAT Cases by category at 31 March 2022 – Queensland

Category	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Access	363	21%	42	13%	405	20%
Plan	1,225	71%	259	79%	1,484	72%
Plan Review	60	3%	<11		62	3%
Other	80	5%	23	7%	103	5%
Total cases	1,728	100%	326	100%	2,054	100%
% of the number of active participants	0.71%		1.24%		0.76%	

Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

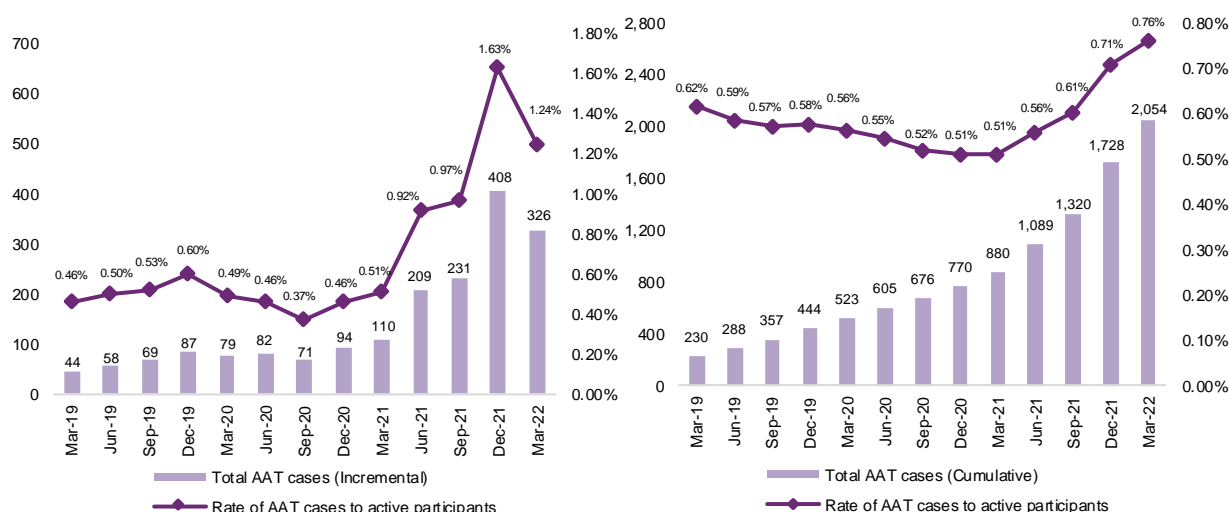


Table H.68 AAT cases by open/closed and decision – Queensland ³⁷⁹ ³⁸⁰

	Number of cases	Number of unique active participants
AAT Cases	2,054	1,901
Open AAT Cases	913	901
Closed AAT Cases	1,141	1,063
<i>Resolved before hearing</i>	<i>1,122</i>	<i>1,047</i>
<i>Gone to hearing and received a substantive decision</i>	<i>19</i>	<i>16</i>

³⁷⁹ Of the 19 cases which went to hearing and received a substantive decision: 6 affirmed the Agency's decision, 7 varied the Agency's decision and 6 set aside the Agency's decision.

³⁸⁰ 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.

Part Four: Providers and the growing market

Table H.69 Key markets indicators by quarter – Queensland ^{381 382}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.13	1.10
b) Number of providers delivering new types of supports	484	481
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	84%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	90%	91%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	90%	91%

Table H.70 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – Queensland

³⁸³

Activity	Number of providers
Active for the first time in 2021-22 Q3	144
Active in 2021-22 Q3 and also in previous quarters	2,612
Active in 2021-22 Q3	2,756
Inactive in 2021-22 Q3	4,151
Active ever	6,907

³⁸¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁸² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁸³ Active providers refer to those who have received payment for support Agency-managed participants.

Table H.71 Cumulative number of providers that have been ever active by registration group – Queensland ³⁸⁴

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	185	6	191	3%
Assistance Animals	114	2	116	2%
Assistance with daily life tasks in a group or shared living arrangement	859	54	913	6%
Assistance with travel/transport arrangements	806	27	833	3%
Daily Personal Activities	1,356	58	1,414	4%
Group and Centre Based Activities	893	32	925	4%
High Intensity Daily Personal Activities	881	35	916	4%
Household tasks	1,431	42	1,473	3%
Interpreting and translation	161	6	167	4%
Participation in community, social and civic activities	1,475	59	1,534	4%
Assistive Technology				
Assistive equipment for recreation	235	4	239	2%
Assistive products for household tasks	209	13	222	6%
Assistance products for personal care and safety	1,332	42	1,374	3%
Communication and information equipment	511	18	529	4%
Customised Prosthetics	545	13	558	2%
Hearing Equipment	231	8	239	3%
Hearing Services	68	12	80	18%
Personal Mobility Equipment	773	28	801	4%
Specialised Hearing Services	111	7	118	6%
Vision Equipment	224	2	226	1%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,560	57	1,617	4%
Behaviour Support	616	18	634	3%
Community nursing care for high needs	433	18	451	4%
Development of daily living and life skills	830	32	862	4%
Early Intervention supports for early childhood	1,266	30	1,296	2%
Exercise Physiology and Physical Wellbeing activities	700	19	719	3%
Innovative Community Participation	253	5	258	2%
Specialised Driving Training	183	5	188	3%
Therapeutic Supports	3,165	56	3,221	2%
Capital services				
Home modification design and construction	425	11	436	3%
Specialist Disability Accommodation	94	4	98	4%
Vehicle Modifications	209	5	214	2%
Choice and control support services				
Management of funding for supports in participants plan	702	29	731	4%
Support Coordination	358	13	371	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	251	12	263	5%
Specialised Supported Employment	284	15	299	5%
Total	6,763	144	6,907	2%

³⁸⁴ 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.72 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – Queensland ³⁸⁵

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	48	143	191	25%	75%	100%
Assistance Animals	15	101	116	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	114	799	913	12%	88%	100%
Assistance with travel/transport arrangements	122	711	833	15%	85%	100%
Daily Personal Activities	175	1,239	1,414	12%	88%	100%
Group and Centre Based Activities	105	820	925	11%	89%	100%
High Intensity Daily Personal Activities	116	800	916	13%	87%	100%
Household tasks	424	1,049	1,473	29%	71%	100%
Interpreting and translation	35	132	167	21%	79%	100%
Participation in community, social and civic activities	202	1,332	1,534	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	34	205	239	14%	86%	100%
Assistive products for household tasks	29	193	222	13%	87%	100%
Assistance products for personal care and safety	210	1,164	1,374	15%	85%	100%
Communication and information equipment	108	421	529	20%	80%	100%
Customised Prosthetics	99	459	558	18%	82%	100%
Hearing Equipment	38	201	239	16%	84%	100%
Hearing Services	13	67	80	16%	84%	100%
Personal Mobility Equipment	108	693	801	13%	87%	100%
Specialised Hearing Services	18	100	118	15%	85%	100%
Vision Equipment	38	188	226	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	309	1,308	1,617	19%	81%	100%
Behaviour Support	183	451	634	29%	71%	100%
Community nursing care for high needs	67	384	451	15%	85%	100%
Development of daily living and life skills	130	732	862	15%	85%	100%
Early Intervention supports for early childhood	435	861	1,296	34%	66%	100%
Exercise Physiology and Physical Wellbeing activities	174	545	719	24%	76%	100%
Innovative Community Participation	68	190	258	26%	74%	100%
Specialised Driving Training	36	152	188	19%	81%	100%
Therapeutic Supports	1,256	1,965	3,221	39%	61%	100%
Capital services						
Home modification design and construction	72	364	436	17%	83%	100%
Specialist Disability Accommodation	4	94	98	4%	96%	100%
Vehicle Modifications	24	190	214	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	135	596	731	18%	82%	100%
Support Coordination	75	296	371	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	35	228	263	13%	87%	100%
Specialised Supported Employment	45	254	299	15%	85%	100%
Total	2,207	4,700	6,907	32%	68%	100%

³⁸⁵ Ibid.

Table H.73 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – Queensland ³⁸⁶

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	26	6	32	19%
Assistance Animals	45	2	47	4%
Assistance with daily life tasks in a group or shared living arrangement	525	54	579	9%
Assistance with travel/transport arrangements	380	27	407	7%
Daily Personal Activities	732	58	790	7%
Group and Centre Based Activities	432	32	464	7%
High Intensity Daily Personal Activities	391	35	426	8%
Household tasks	575	42	617	7%
Interpreting and translation	75	6	81	7%
Participation in community, social and civic activities	818	59	877	7%
Assistive Technology				
Assistive equipment for recreation	29	4	33	12%
Assistive products for household tasks	25	13	38	34%
Assistance products for personal care and safety	572	42	614	7%
Communication and information equipment	211	18	229	8%
Customised Prosthetics	216	13	229	6%
Hearing Equipment	96	8	104	8%
Hearing Services	9	12	21	57%
Personal Mobility Equipment	313	28	341	8%
Specialised Hearing Services	31	7	38	18%
Vision Equipment	83	2	85	2%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	834	57	891	6%
Behaviour Support	233	18	251	7%
Community nursing care for high needs	212	18	230	8%
Development of daily living and life skills	322	32	354	9%
Early Intervention supports for early childhood	393	30	423	7%
Exercise Physiology and Physical Wellbeing activities	351	19	370	5%
Innovative Community Participation	61	5	66	8%
Specialised Driving Training	56	5	61	8%
Therapeutic Supports	1,116	56	1,172	5%
Capital services				
Home modification design and construction	113	11	124	9%
Specialist Disability Accommodation	62	4	66	6%
Vehicle Modifications	56	5	61	8%
Choice and control support services				
Management of funding for supports in participants plan	474	29	503	6%
Support Coordination	138	13	151	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	118	12	130	9%
Specialised Supported Employment	164	15	179	8%
Total	2,612	144	2,756	5%

³⁸⁶ Ibid.

Table H.74 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – Queensland ³⁸⁷

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	29	32	9%	91%	100%
Assistance Animals	4	43	47	9%	91%	100%
Assistance with daily life tasks in a group or shared living arrangement	50	529	579	9%	91%	100%
Assistance with travel/transport arrangements	39	368	407	10%	90%	100%
Daily Personal Activities	95	695	790	12%	88%	100%
Group and Centre Based Activities	58	406	464	13%	88%	100%
High Intensity Daily Personal Activities	55	371	426	13%	87%	100%
Household tasks	145	472	617	24%	76%	100%
Interpreting and translation	16	65	81	20%	80%	100%
Participation in community, social and civic activities	105	772	877	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	1	32	33	3%	97%	100%
Assistive products for household tasks	5	33	38	13%	87%	100%
Assistance products for personal care and safety	72	542	614	12%	88%	100%
Communication and information equipment	40	189	229	17%	83%	100%
Customised Prosthetics	39	190	229	17%	83%	100%
Hearing Equipment	16	88	104	15%	85%	100%
Hearing Services	1	20	21	5%	95%	100%
Personal Mobility Equipment	46	295	341	13%	87%	100%
Specialised Hearing Services	6	32	38	16%	84%	100%
Vision Equipment	15	70	85	18%	82%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	153	738	891	17%	83%	100%
Behaviour Support	60	191	251	24%	76%	100%
Community nursing care for high needs	28	202	230	12%	88%	100%
Development of daily living and life skills	57	297	354	16%	84%	100%
Early Intervention supports for early childhood	75	348	423	18%	82%	100%
Exercise Physiology and Physical Wellbeing activities	70	300	370	19%	81%	100%
Innovative Community Participation	12	54	66	18%	82%	100%
Specialised Driving Training	10	51	61	16%	84%	100%
Therapeutic Supports	336	836	1,172	29%	71%	100%
Capital services						
Home modification design and construction	14	110	124	11%	89%	100%
Specialist Disability Accommodation	2	64	66	3%	97%	100%
Vehicle Modifications	5	56	61	8%	92%	100%
Choice and control support services						
Management of funding for supports in participants plan	103	400	503	20%	80%	100%
Support Coordination	29	122	151	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	15	115	130	12%	88%	100%
Specialised Supported Employment	31	148	179	17%	83%	100%
Total	629	2,127	2,756	23%	77%	100%

³⁸⁷ Ibid.

Figure H.13 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – Queensland ³⁸⁸

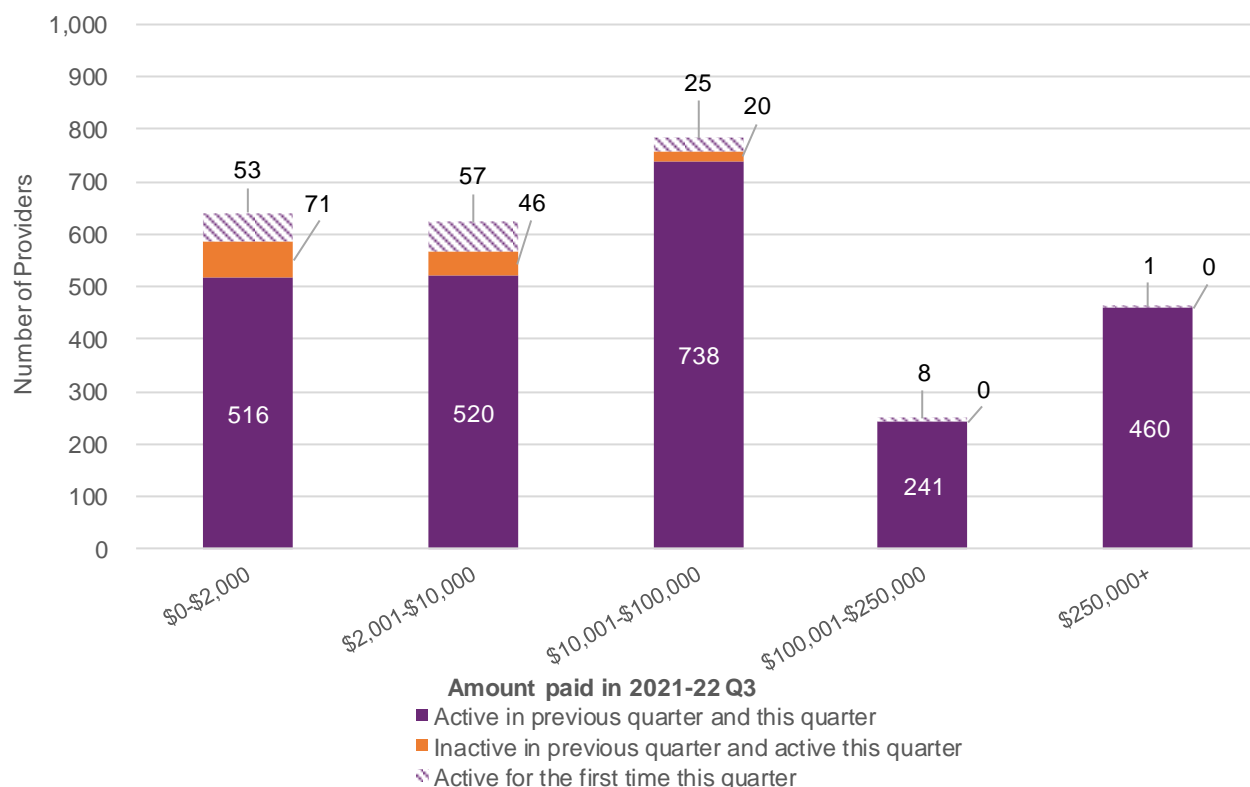
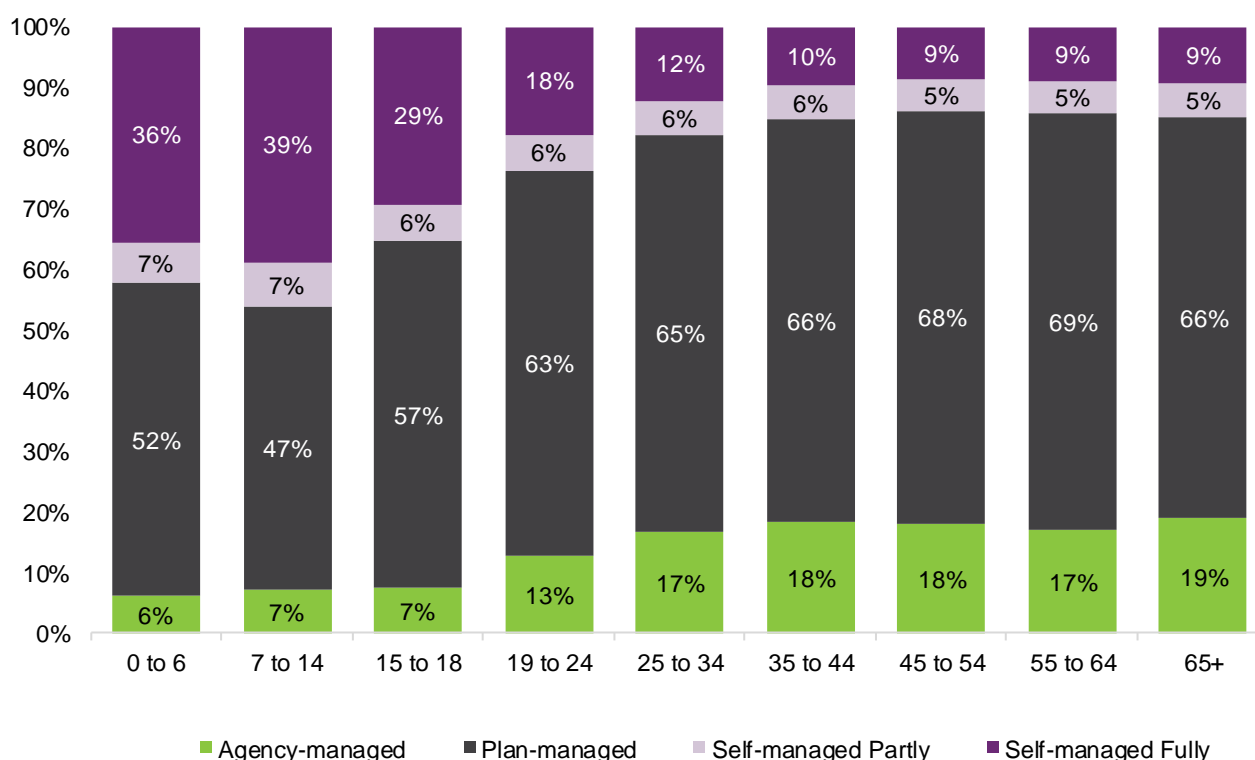


Figure H.14 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – Queensland ^{389 390}



³⁸⁸ 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.

³⁸⁹ For the total number of active participants in each age group, see Table H.18.

³⁹⁰ 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.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – Queensland ^{391 392}

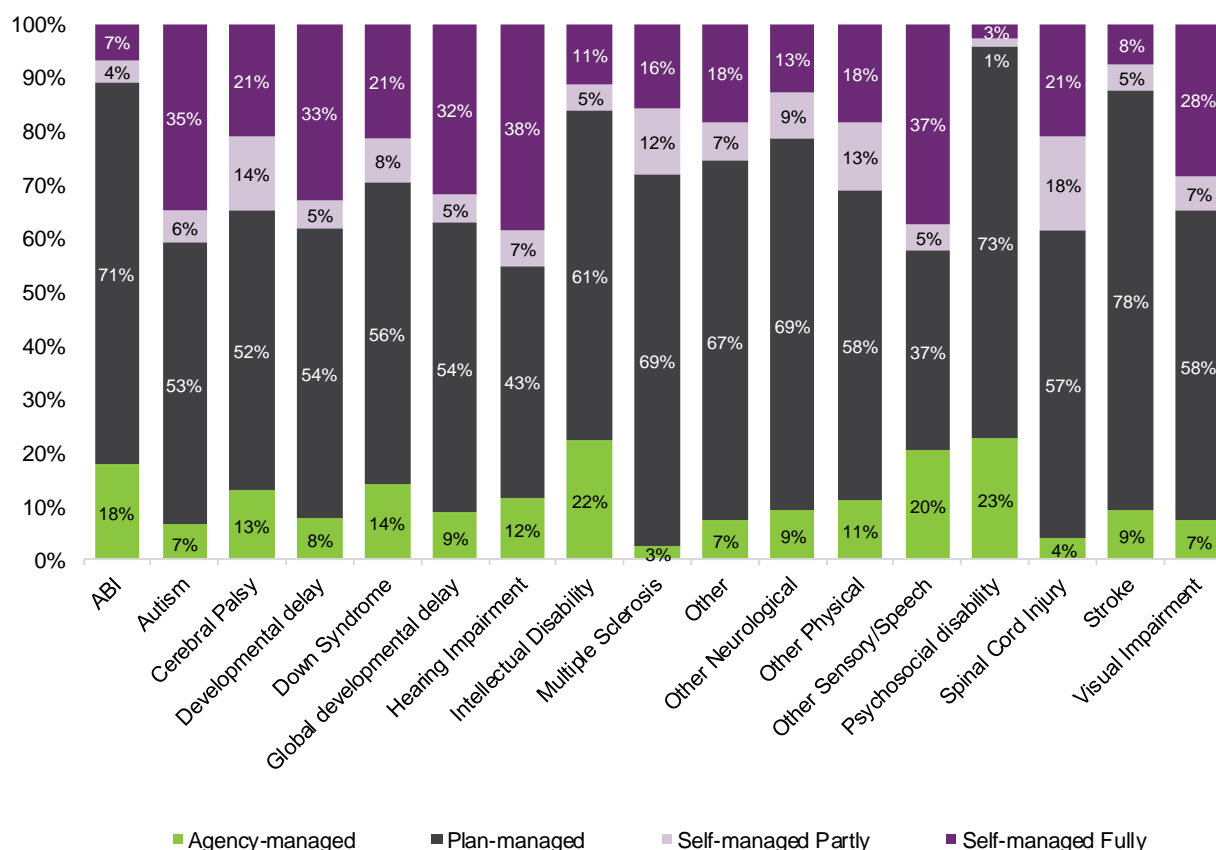


Table H.75 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ³⁹³

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	25%	18%	24%
Self-managed partly	6%	6%	6%
Plan-managed	56%	66%	58%
Agency-managed	12%	10%	12%
Total	100%	100%	100%

³⁹¹ For the total number of active participants in each primary disability group, see Table H.14.

³⁹² 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.

³⁹³ Ibid.

Figure H.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ³⁹⁴

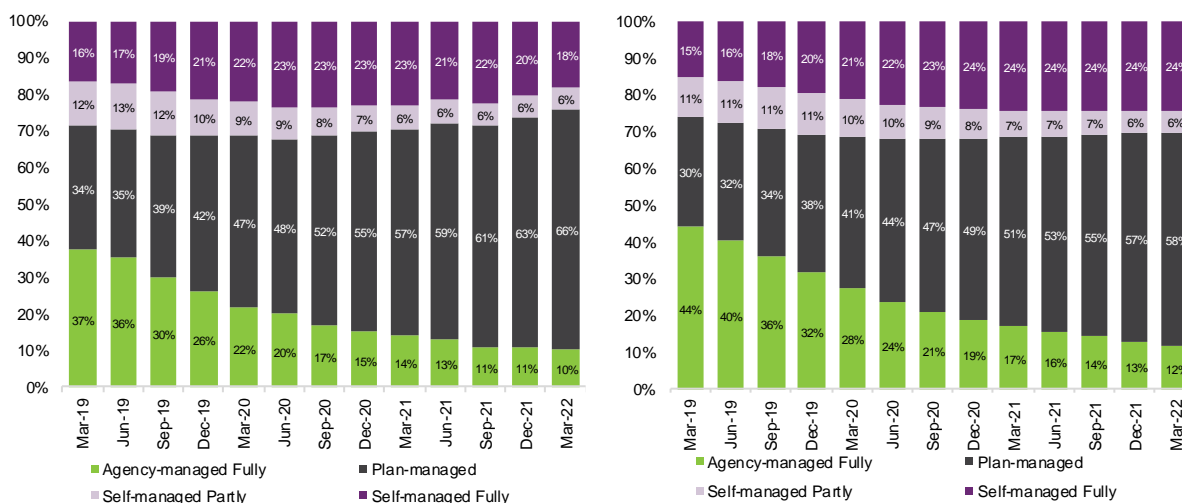


Table H.76 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland

	Prior Quarters	2021-22 Q3	Total
Self-managed	13%	11%	13%
Plan-managed	43%	56%	44%
Agency-managed	43%	33%	42%
Total	100%	100%	100%

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

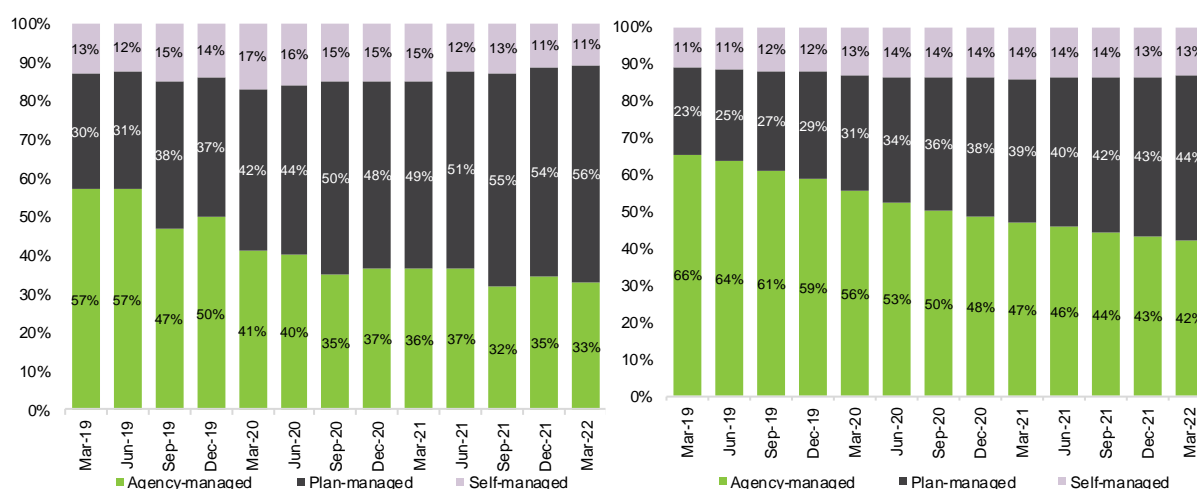


Table H.77 Distribution of active participants by support coordination and quarter of plan approval – Queensland

	Prior Quarters	2021-22 Q3	Total
Support coordination	39%	52%	41%

³⁹⁴ 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.78 Duration to plan activation by quarter of initial plan approval for active participants – Queensland ³⁹⁵

Plan activation	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Less than 30 days	63,101	69%	3,480	69%	66,581	69%
30 to 59 days	10,889	12%	588	12%	11,477	12%
60 to 89 days	4,911	5%	243	5%	5,154	5%
Activated within 90 days	78,901	87%	4,311	85%	83,212	86%
90 to 119 days	2,879	3%	110	2%	2,989	3%
120 days and over	7,494	8%	190	4%	7,684	8%
Activated after 90 days	10,373	11%	300	6%	10,673	11%
No payments	1,924	2%	435	9%	2,359	2%
Total plans approved	91,198	100%	5,046	100%	96,244	100%

³⁹⁵ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.79 Proportion of participants who have activated within 12 months at 31 March 2022 – Queensland ³⁹⁶

	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	7,788	8,184	95%
Not Aboriginal and Torres Strait Islander	67,332	69,216	97%
Not Stated	9,992	10,346	97%
Total	85,112	87,746	97%
by Culturally and Linguistically Diverse status			
CALD	4,634	4,768	97%
Not CALD	80,450	82,947	97%
Not Stated	28	31	90%
Total	85,112	87,746	97%
by Remoteness			
Major Cities	51,065	52,497	97%
Regional	32,642	33,777	97%
Remote	1,393	1,460	95%
Missing	12	12	100%
Total	85,112	87,746	97%
by Primary Disability type			
Autism	30,182	31,035	97%
Intellectual disability (including Down syndrome)	15,700	15,996	98%
Psychosocial disability	8,091	8,234	98%
Developmental delay (including global developmental delay)	6,150	6,556	94%
Other	24,989	25,925	96%
Total	85,112	87,746	97%
by Gender			
Male	52,181	53,927	97%
Female	32,303	33,166	97%
Other	628	653	96%
Total	85,112	87,746	97%
by Age Group			
0-6	10,011	10,450	96%
7-14	23,507	24,408	96%
15-18	6,961	7,301	95%
19-24	7,108	7,438	96%
25-34	7,796	8,015	97%
35-44	7,261	7,368	99%
45-54	8,649	8,785	98%
55-64	10,213	10,328	99%
65+	3,606	3,653	99%
Missing	<11	<11	
Total	85,112	87,746	97%

³⁹⁶ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
 March 2022 | NDIS Quarterly Report to disability ministers

Table H.80 Distribution of plans by utilisation – Queensland ^{397 398}

Plan utilisation	%
0 to 50%	34%
50% to 75%	25%
> 75%	40%
Total	100%

Table H.81 Proportion of active participants with approved plans accessing mainstream supports – Queensland ³⁹⁹

	Prior Quarters	2021-22 Q3	Total
Daily Activities	17%	18%	17%
Health & Wellbeing	60%	63%	61%
Lifelong Learning	22%	22%	22%
Other	16%	19%	17%
Non-categorised	22%	17%	21%
Any mainstream service	95%	93%	94%

³⁹⁷ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁹⁸ 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.

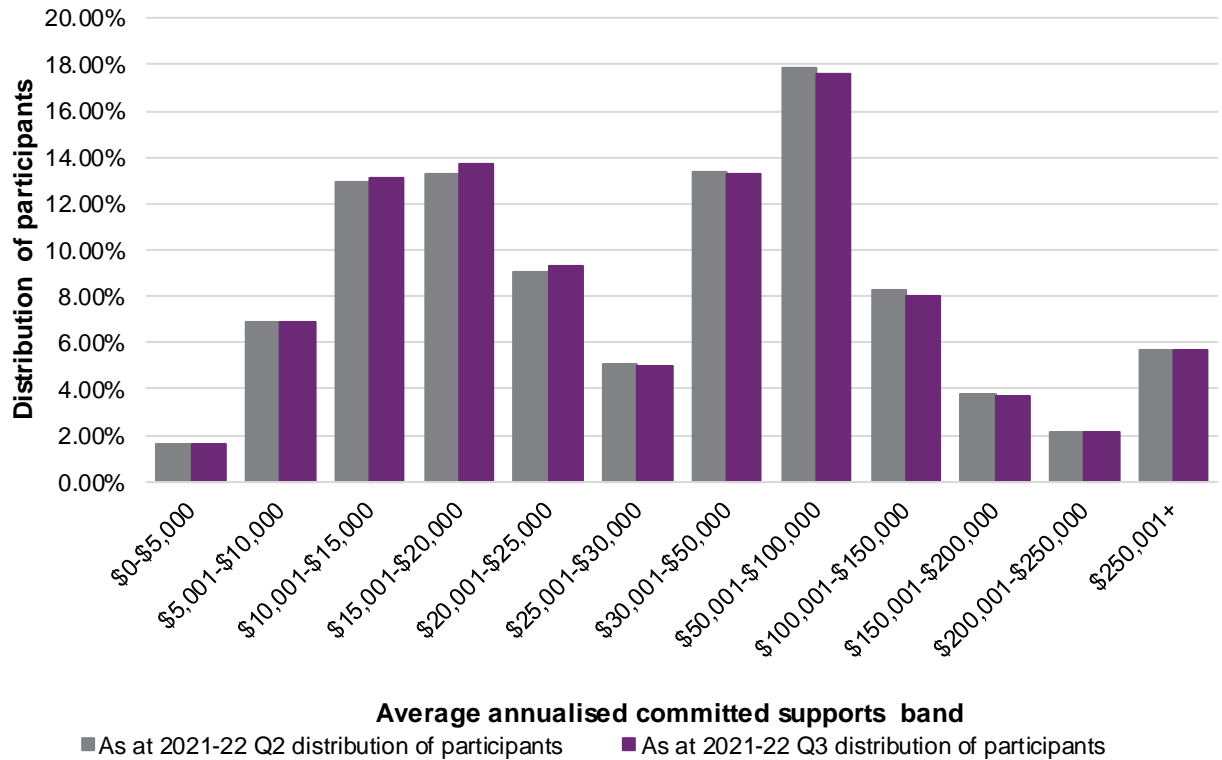
³⁹⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table H.82 Committed supports by financial year (\$m) – Queensland ⁴⁰⁰

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.2	3.8	10.8	223.7	849.9	2,504.7	5,117.8	6,762.1	5,555.5

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Queensland



⁴⁰⁰ 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.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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Queensland

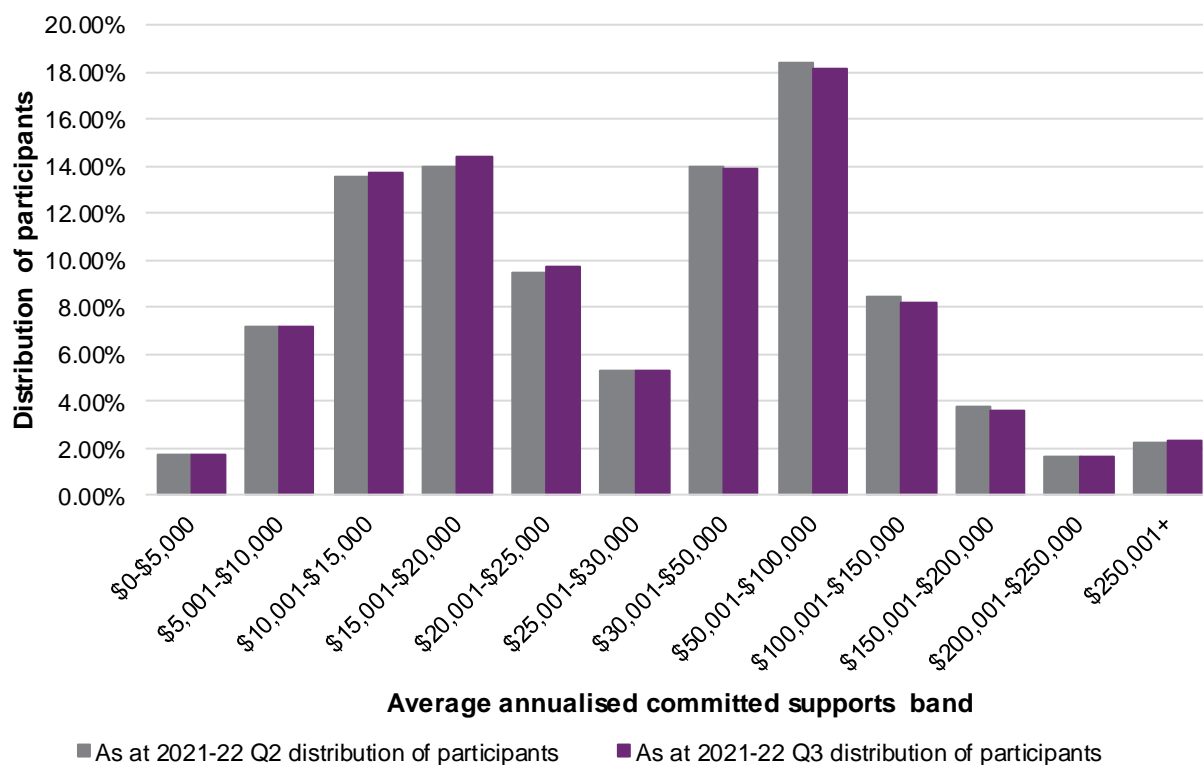
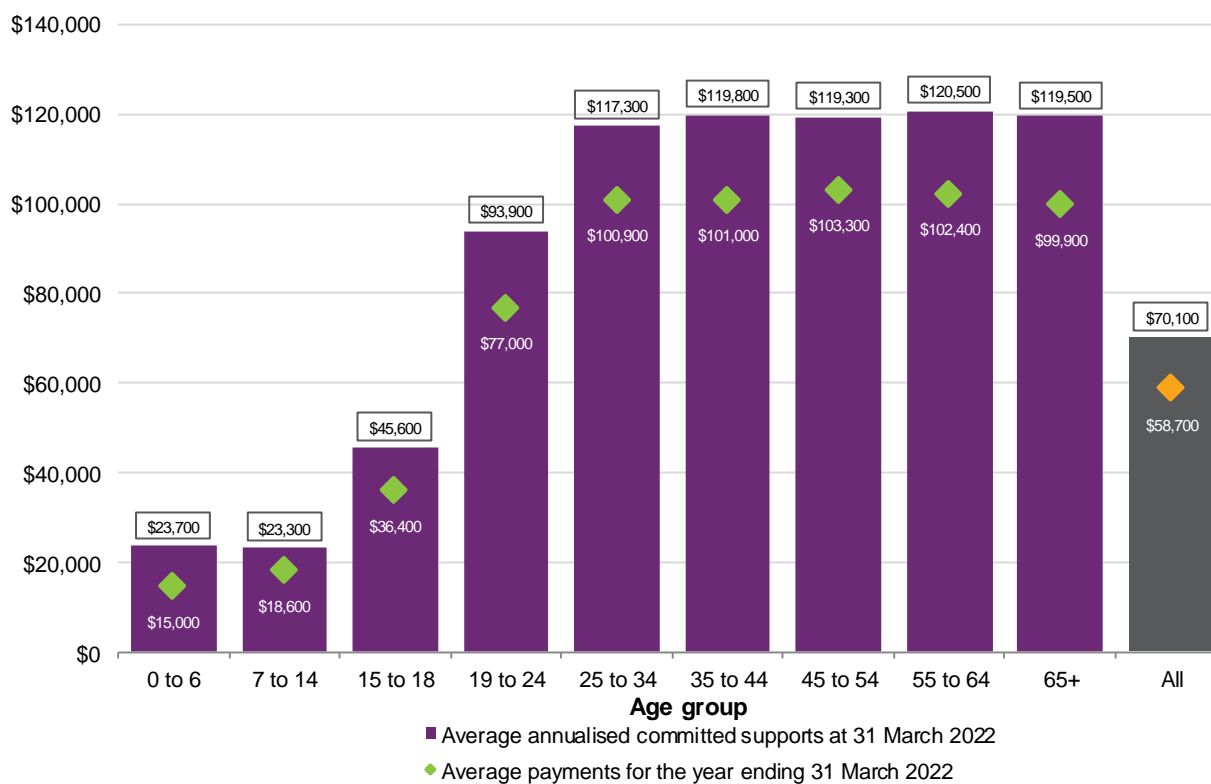


Figure H.20 Average annualised committed supports and average payments by age group as at 31 March 2022 – Queensland ⁴⁰¹



⁴⁰¹ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure H.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – Queensland ⁴⁰²

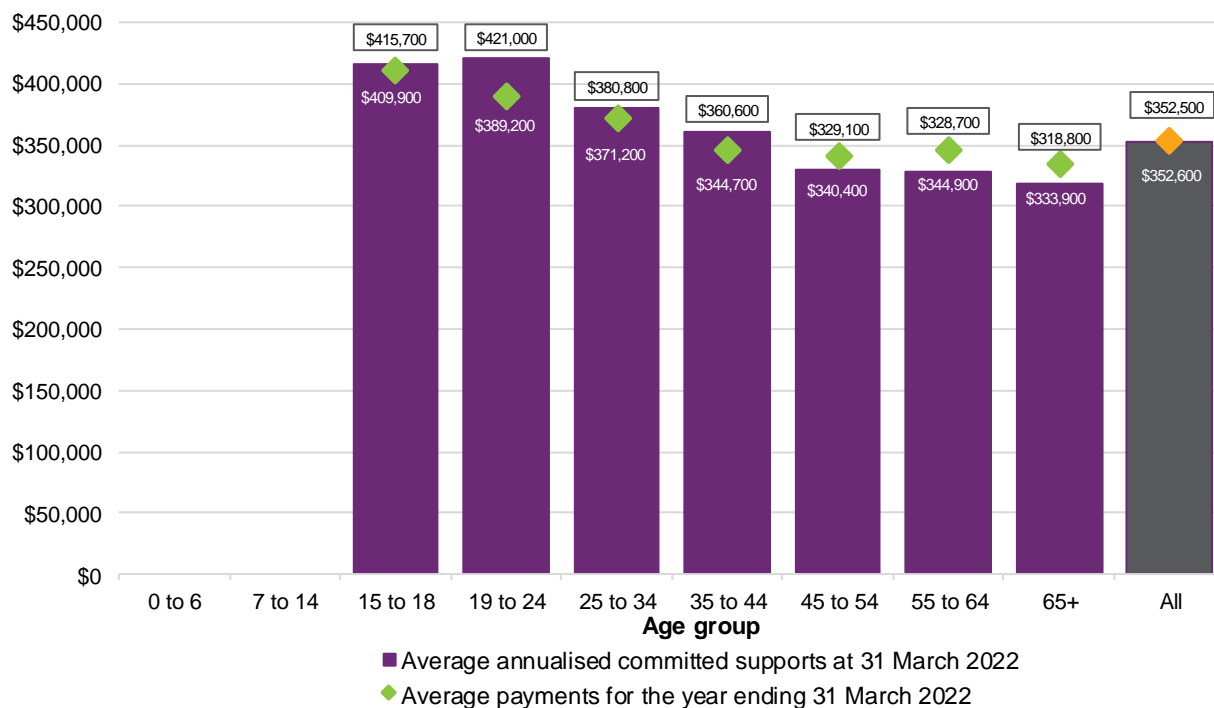
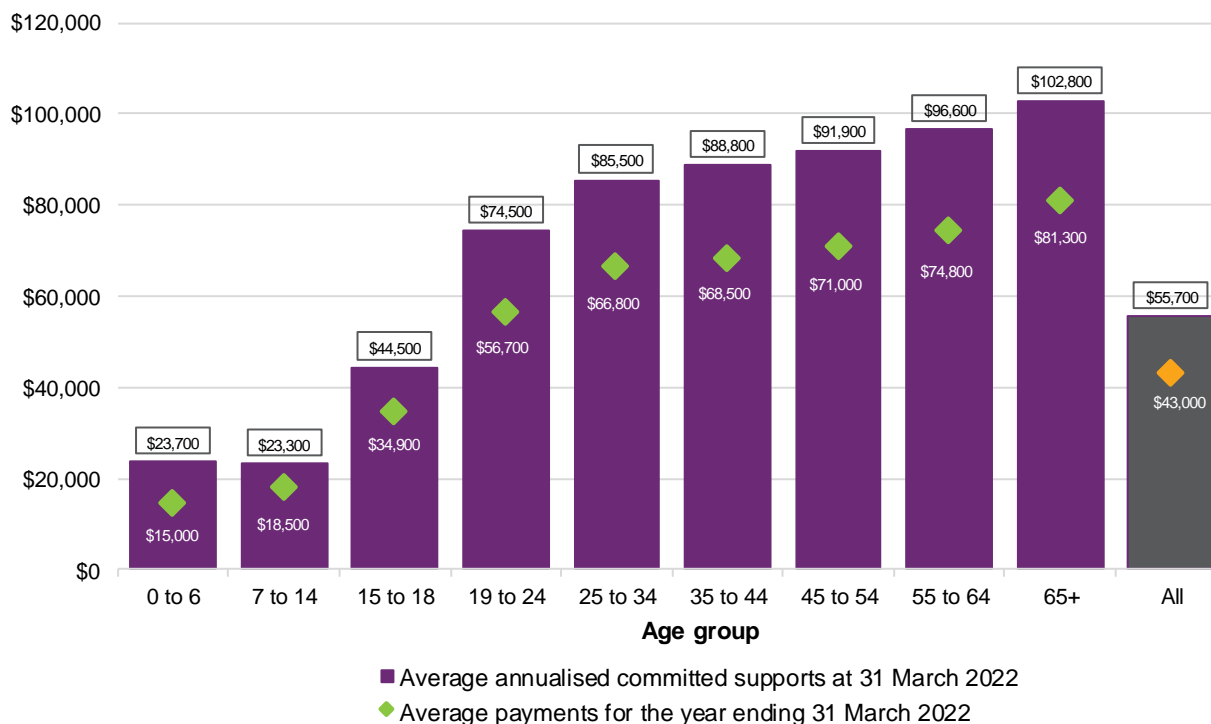


Figure H.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – Queensland ⁴⁰³



⁴⁰² Ibid.

⁴⁰³ Ibid.

Figure H.23 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – Queensland ⁴⁰⁴

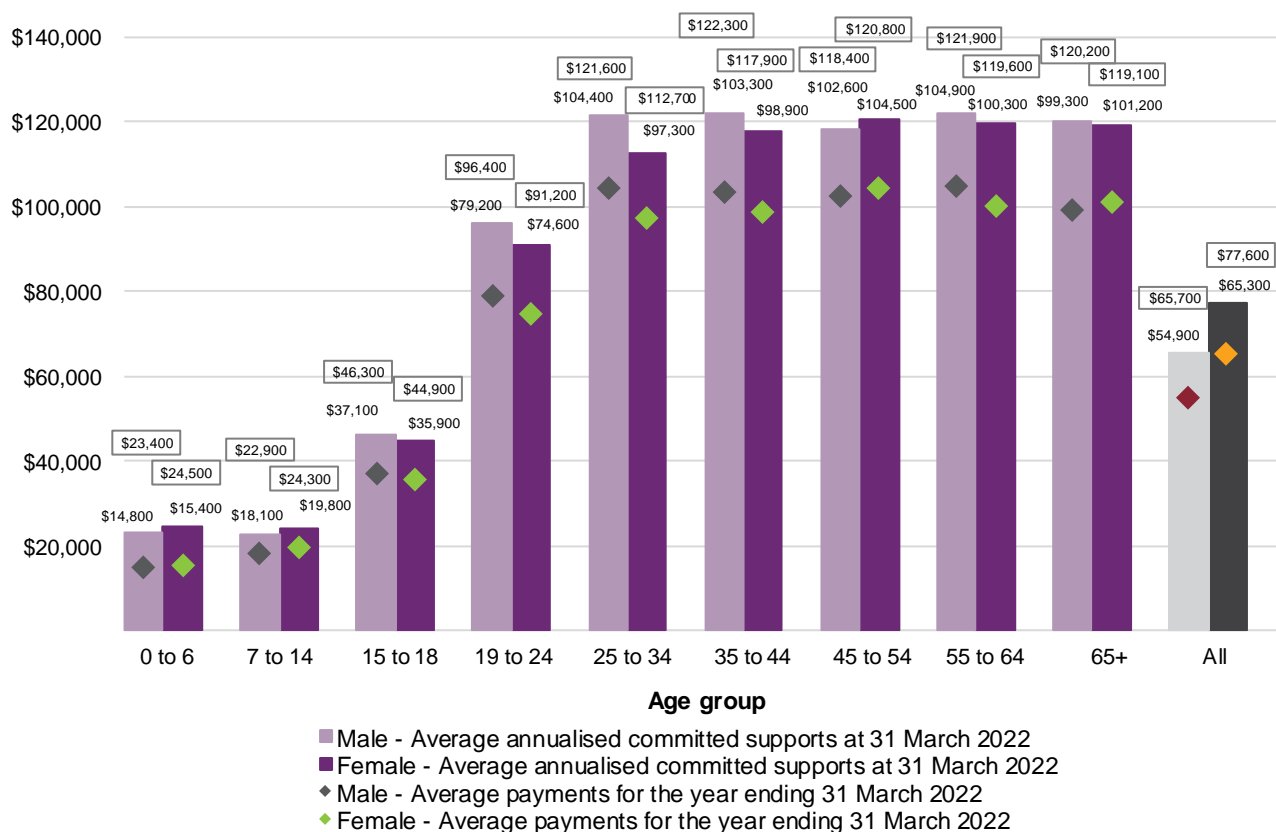


Figure H.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – Queensland ⁴⁰⁵

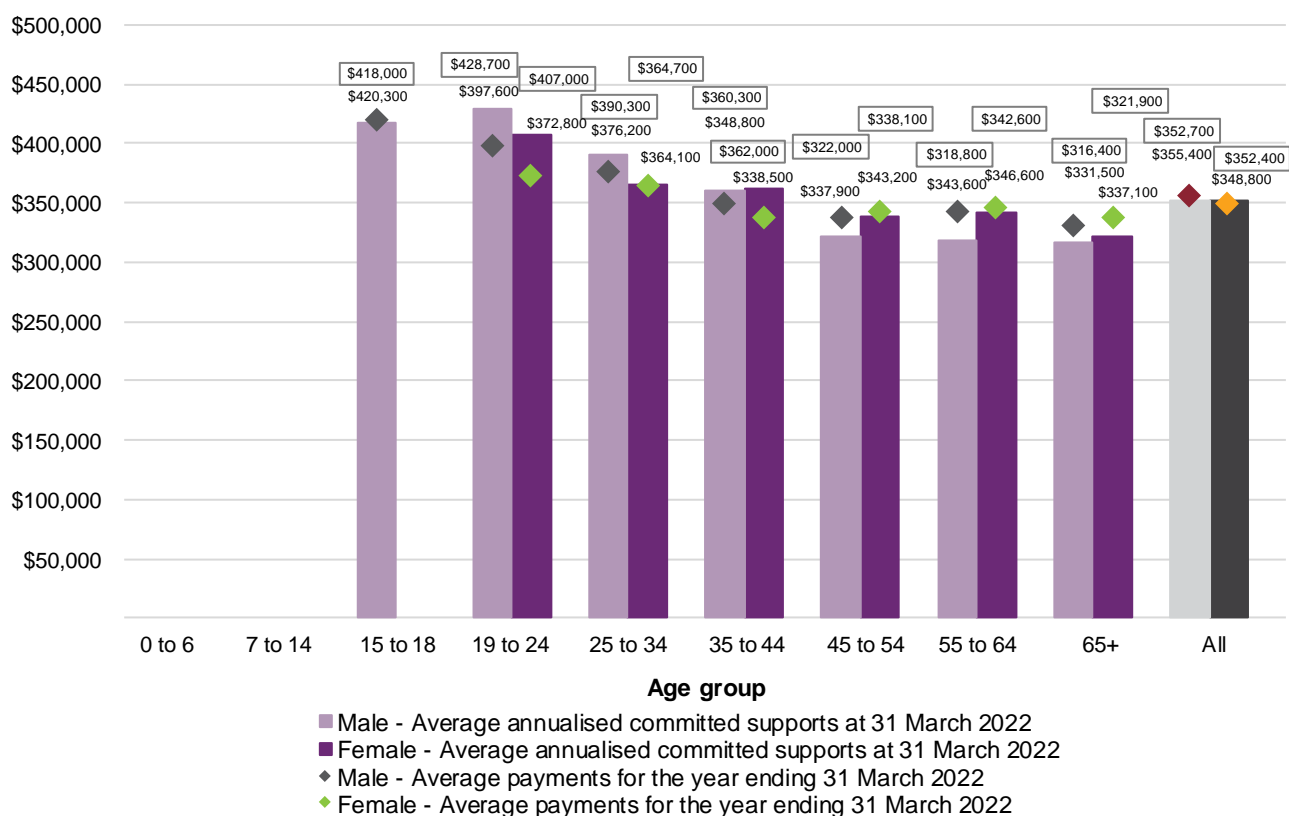


Figure H.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – Queensland ⁴⁰⁶

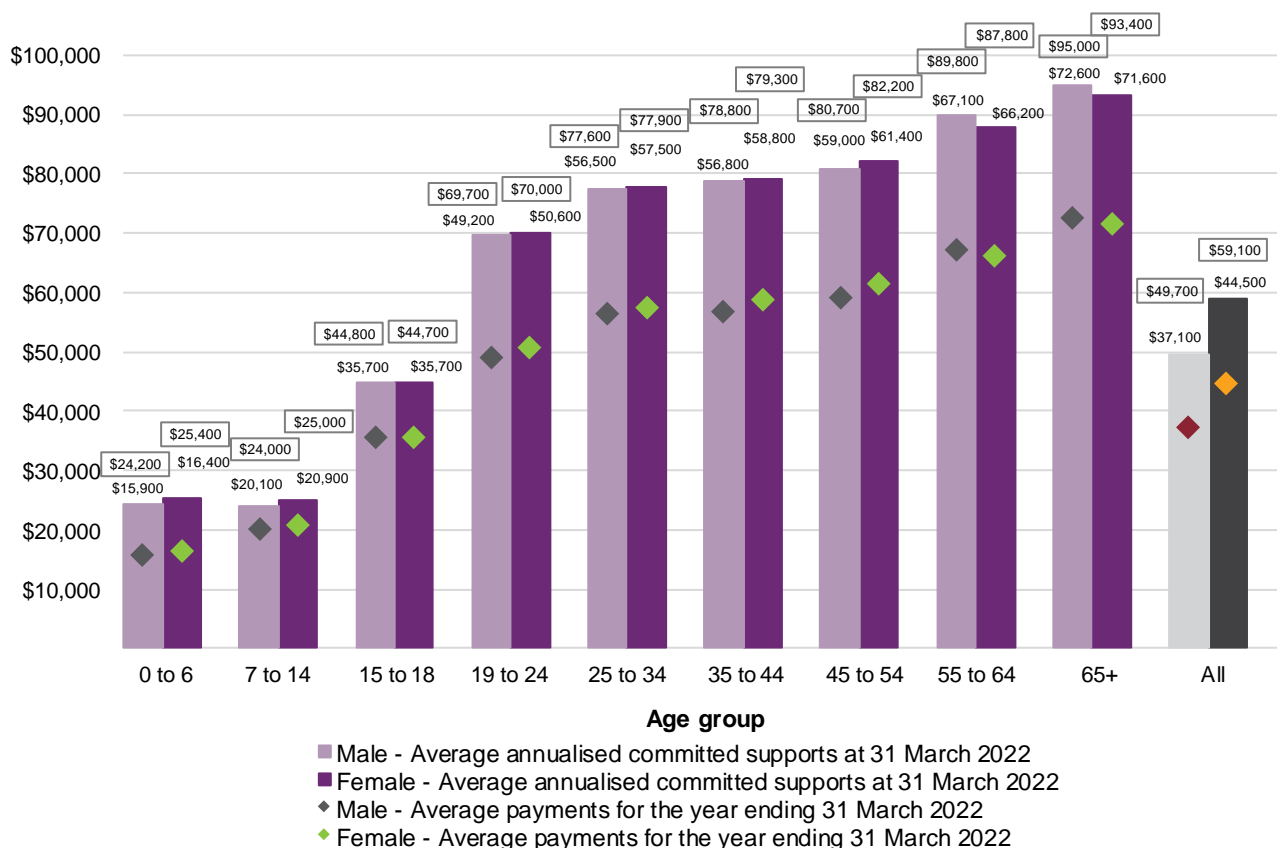
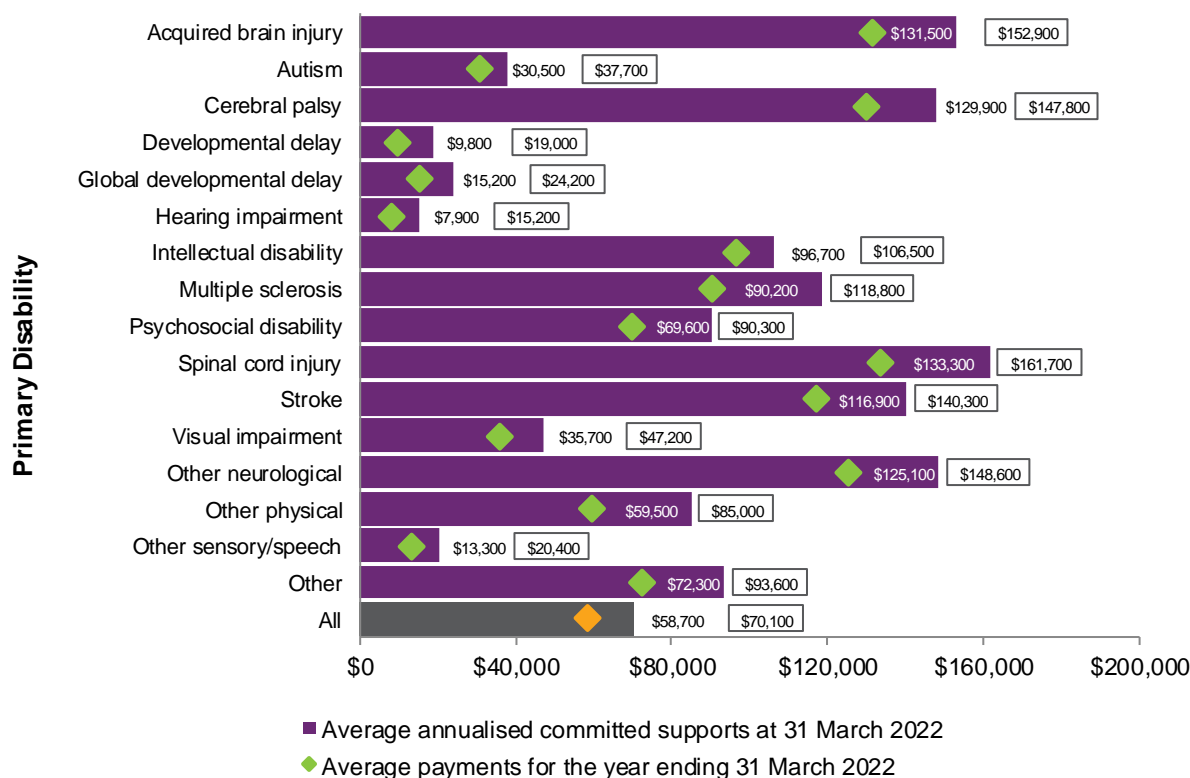


Figure H.26 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – Queensland ⁴⁰⁷



⁴⁰⁴ Ibid.

⁴⁰⁵ Ibid.

⁴⁰⁶ Ibid.

⁴⁰⁷ Ibid.

Figure H.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – Queensland ⁴⁰⁸

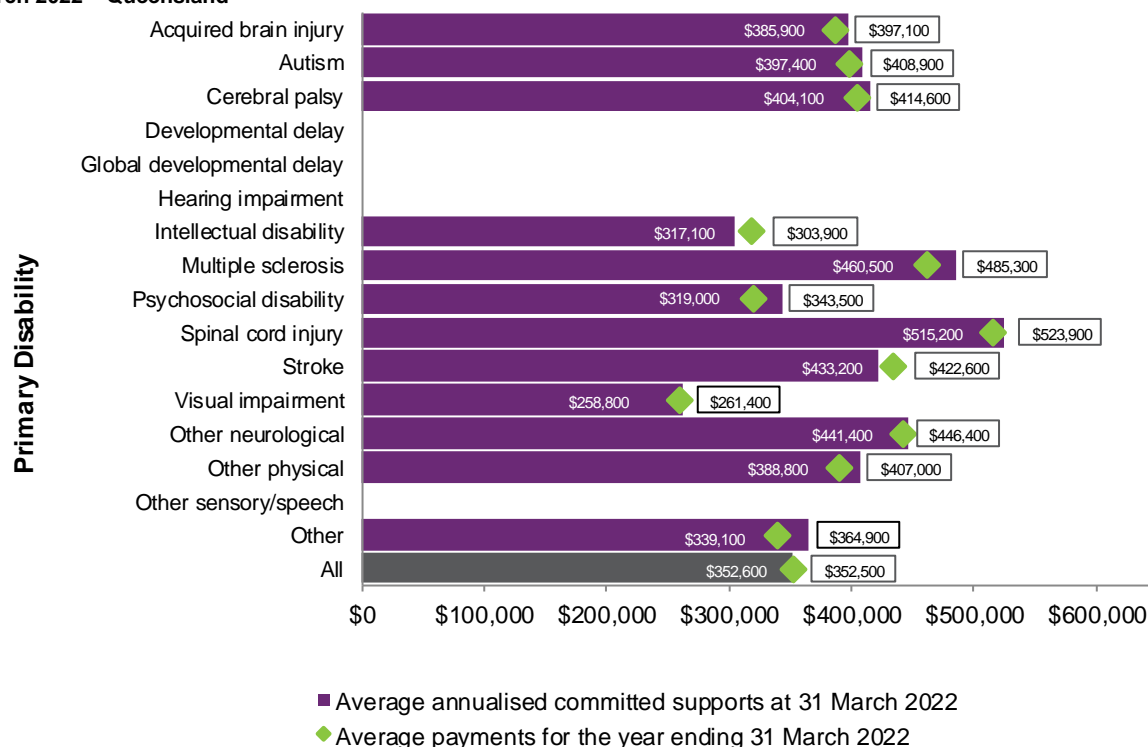
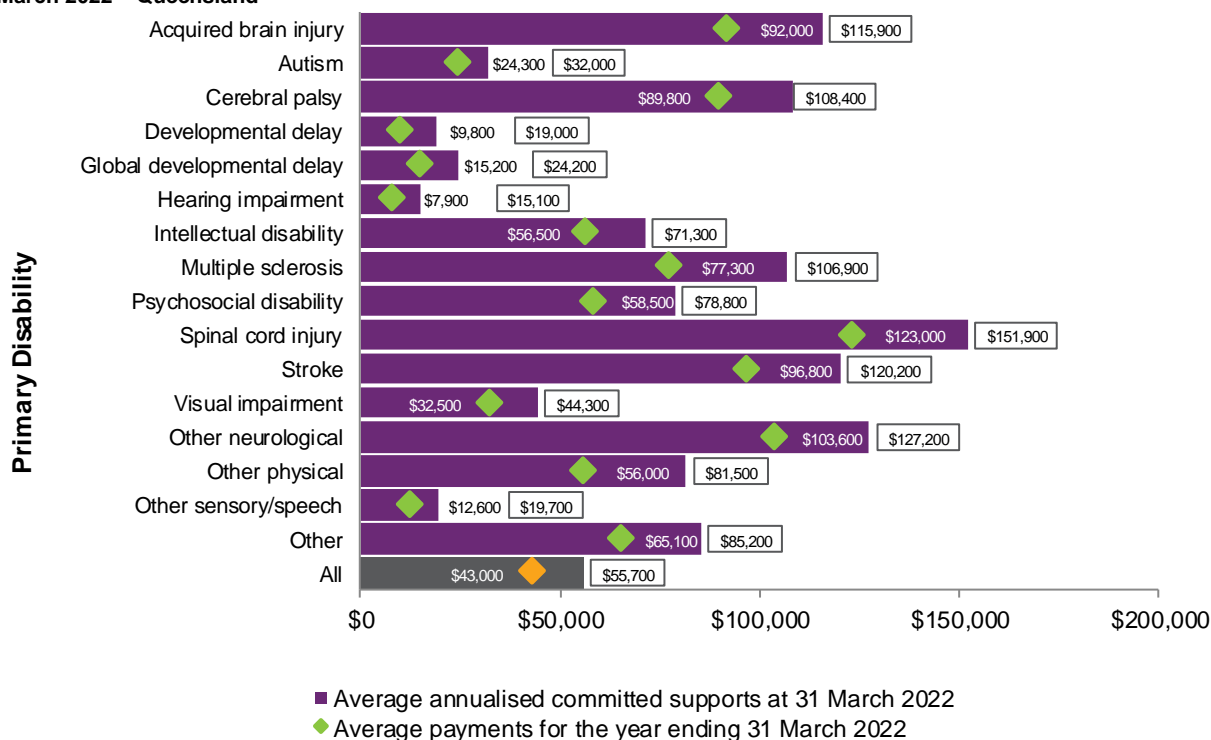


Figure H.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – Queensland ⁴⁰⁹



⁴⁰⁸ Ibid.

⁴⁰⁹ Ibid.

Figure H.29 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – Queensland ⁴¹⁰

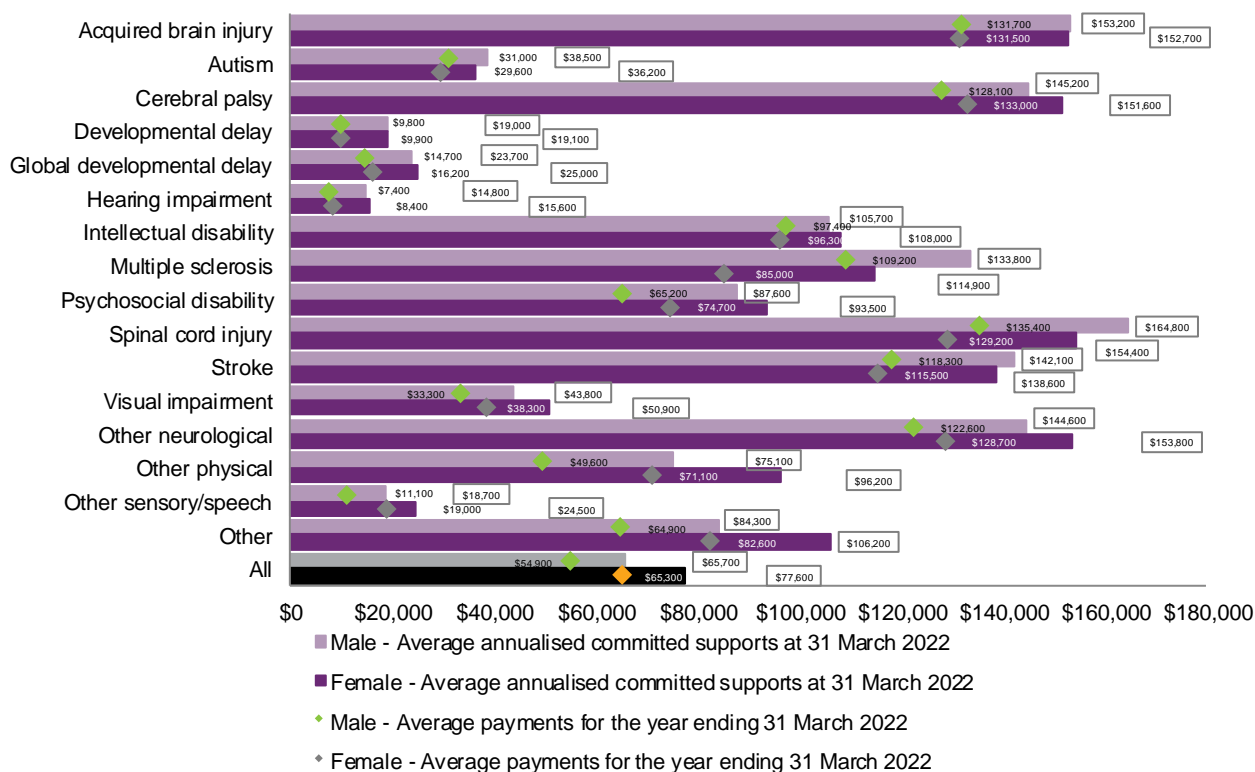
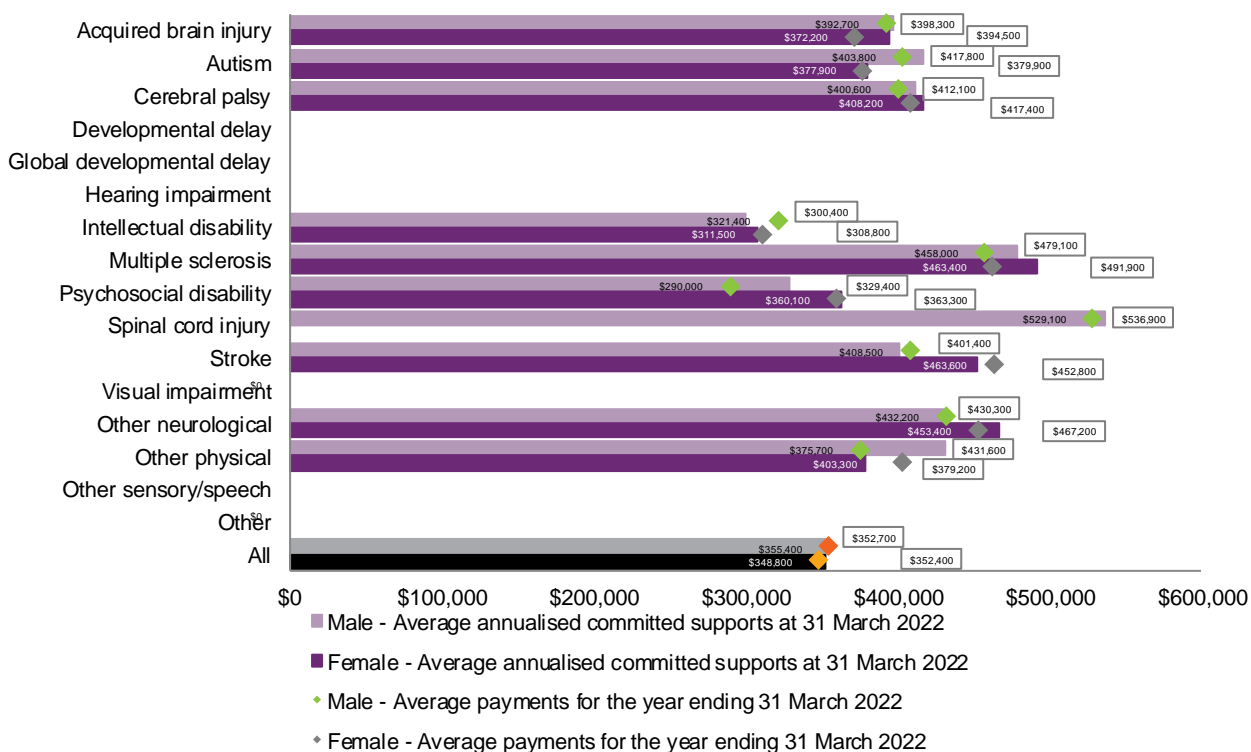


Figure H.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – Queensland ⁴¹¹



⁴¹⁰ Ibid.

⁴¹¹ Ibid.

Figure H.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – Queensland ⁴¹²

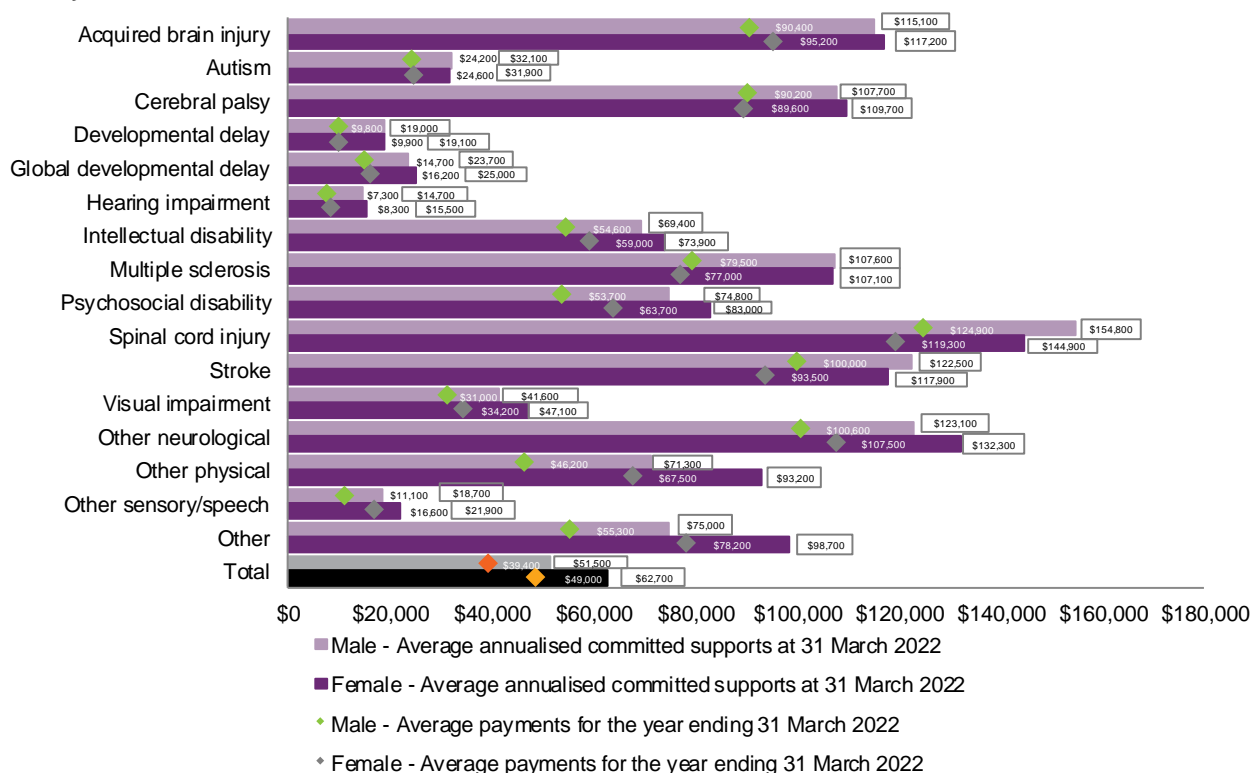
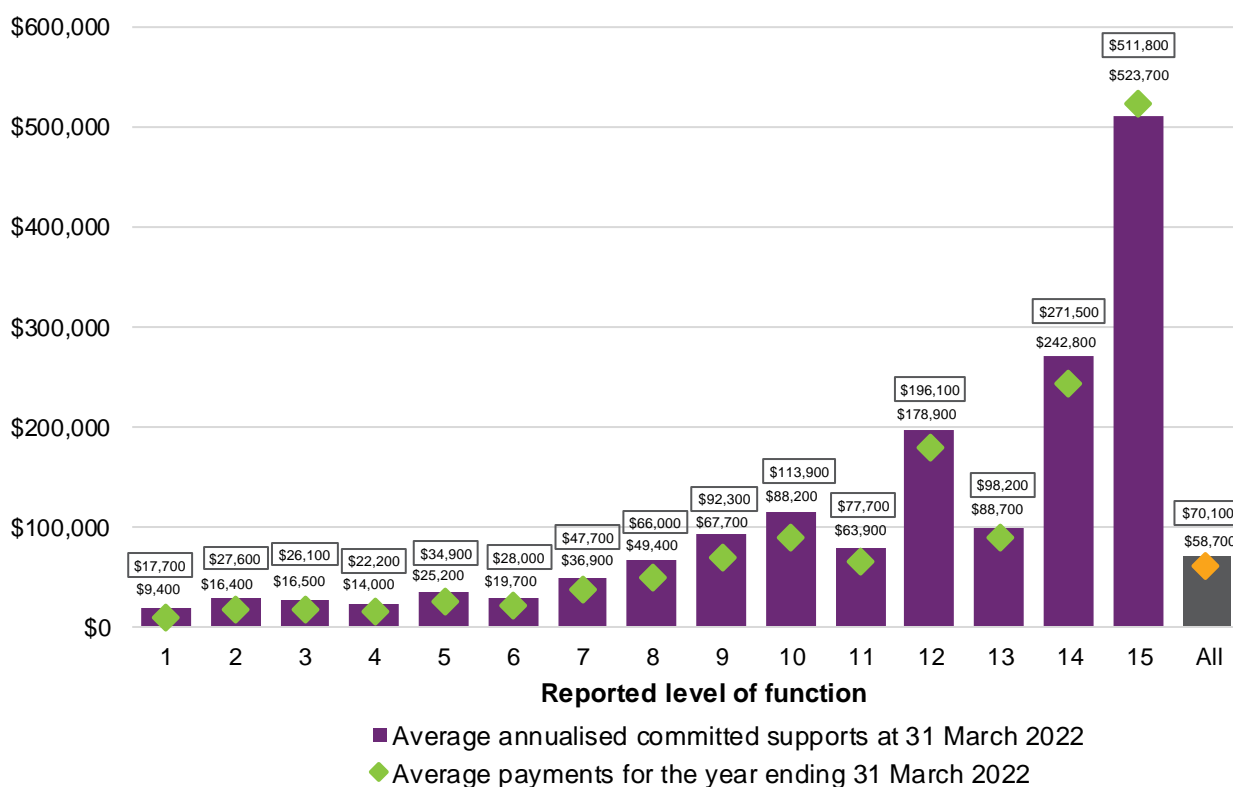


Figure H.32 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – Queensland ⁴¹³



⁴¹² Ibid.

⁴¹³ Ibid.

Figure H.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – Queensland ⁴¹⁴

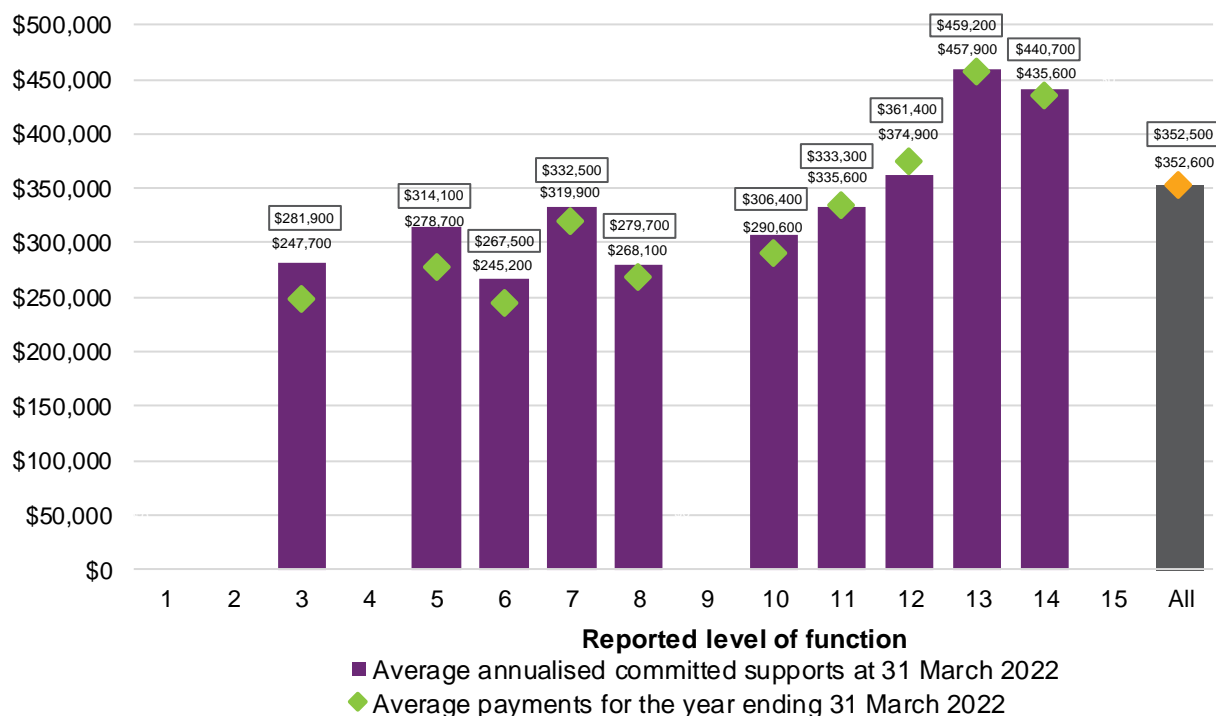
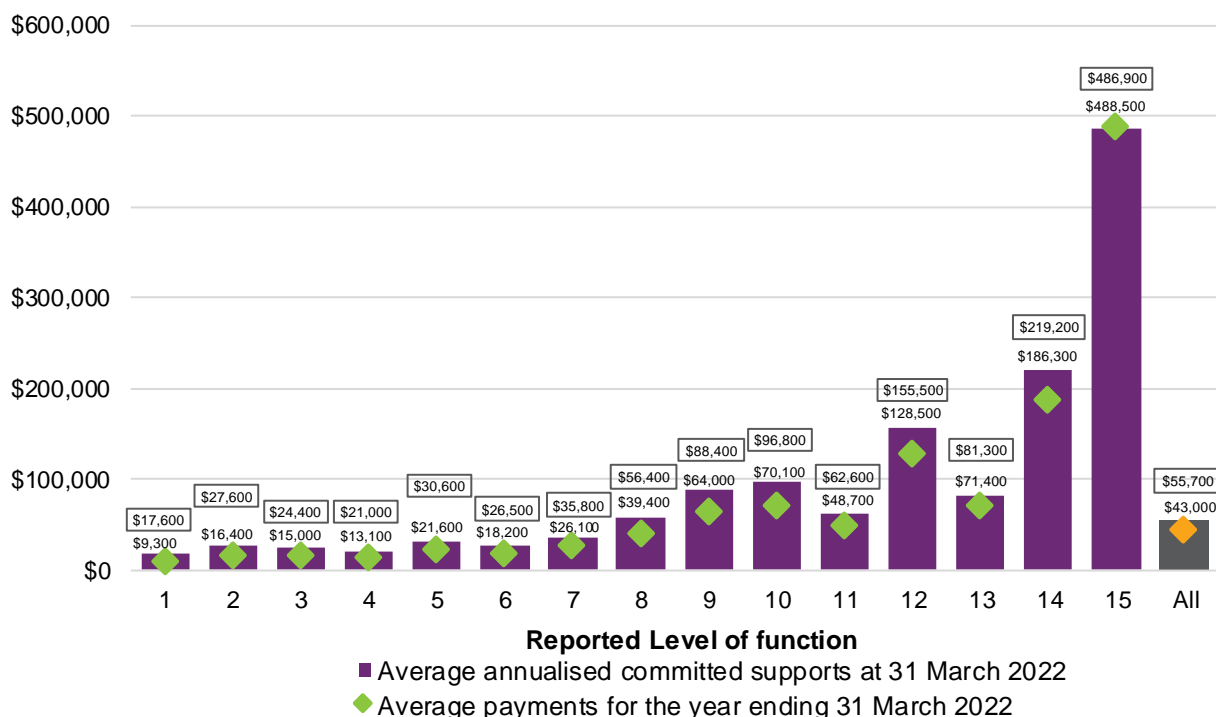


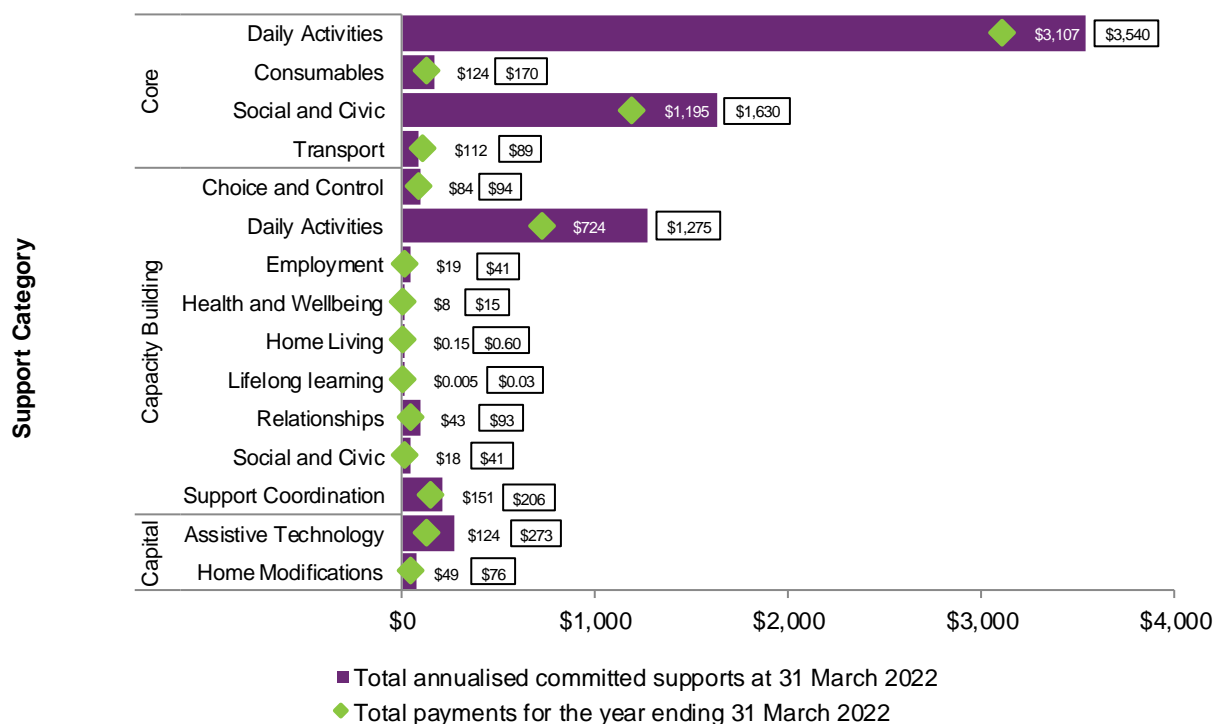
Figure H.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – Queensland ⁴¹⁵



⁴¹⁴ Ibid.

⁴¹⁵ Ibid.

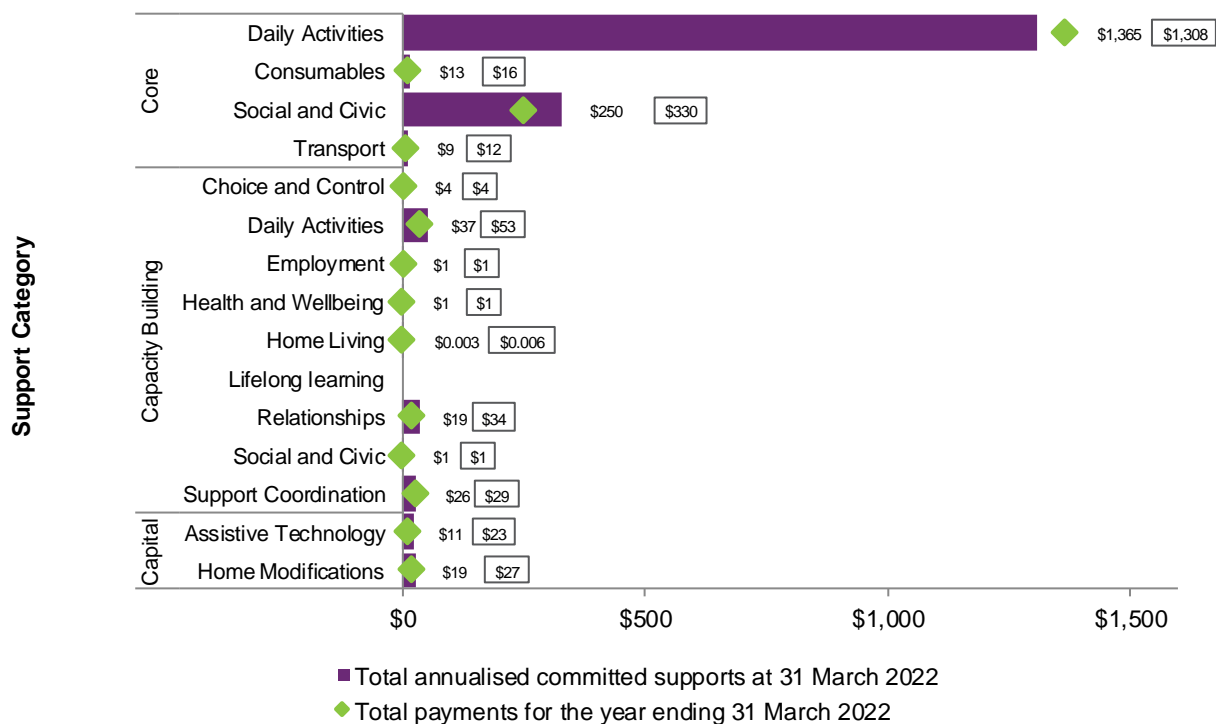
Figure H.35 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – Queensland ^{416 417}



⁴¹⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁴¹⁷ Total payments for home modifications in Queensland were \$49m. Of which, \$25m (51%) has been paid for specialised disability accommodation (SDA) supports, and \$24m (49%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$76m. Of which, \$26m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$50m (66%) has been allocated for non-SDA supports.

Figure H.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – Queensland ^{418 419}



⁴¹⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁴¹⁹ Total payments for home modifications in Queensland were \$19m. Of which, \$18m (95%) has been paid for specialised disability accommodation (SDA) supports, and \$1m (5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$27m. Of which, \$18m (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$10m (35%) has been allocated for non-SDA supports.

Figure H.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – Queensland ^{420 421}

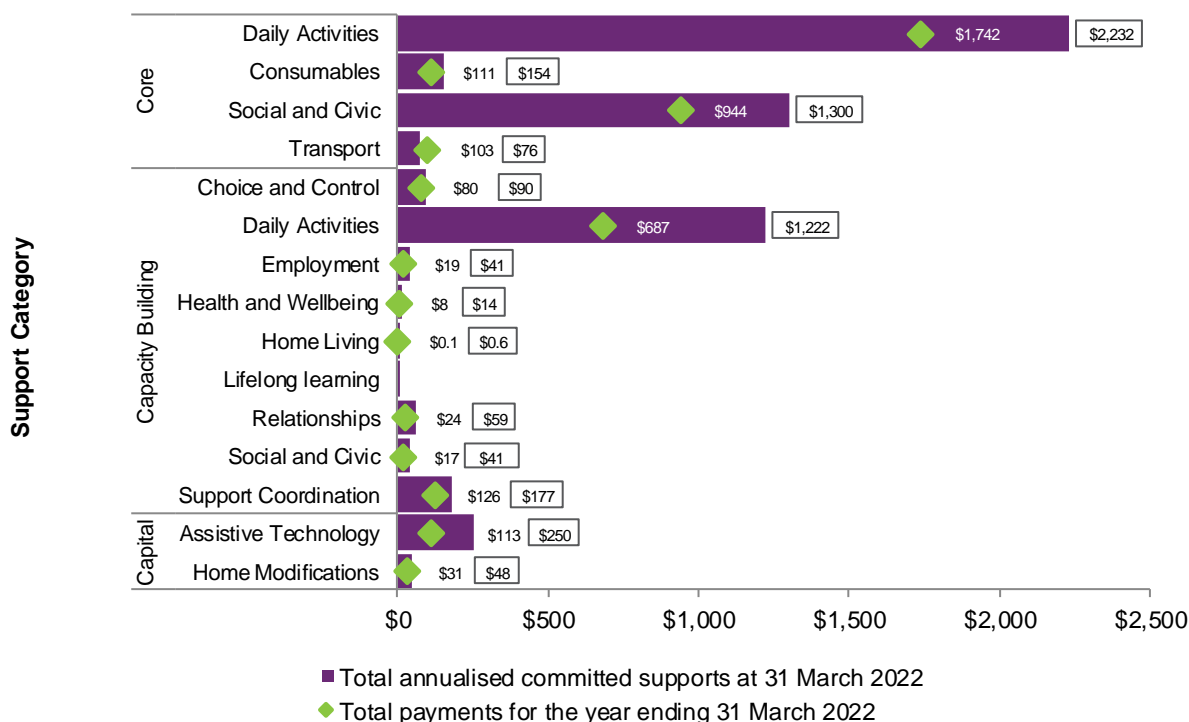


Table H.83 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ⁴²²

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.2	3.8	10.8	223.7	849.9	2,504.7	5,117.8	6,762.1	5,555.5
Total Paid	0.5	2.0	5.0	125.9	539.9	1,643.2	3,575.2	4,962.0	4,130.7
% utilised to date	45%	52%	46%	56%	64%	66%	70%	73%	74%

⁴²⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁴²¹ Total payments for home modifications in Queensland were \$31m. Of which, \$7m (22%) has been paid for specialised disability accommodation (SDA) supports, and \$24m (78%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$48m. Of which, \$8m (17%) has been allocated for specialised disability accommodation (SDA) supports, and \$40m (83%) has been allocated for non-SDA supports.

⁴²² The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

⁴²³ 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.38 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – Queensland

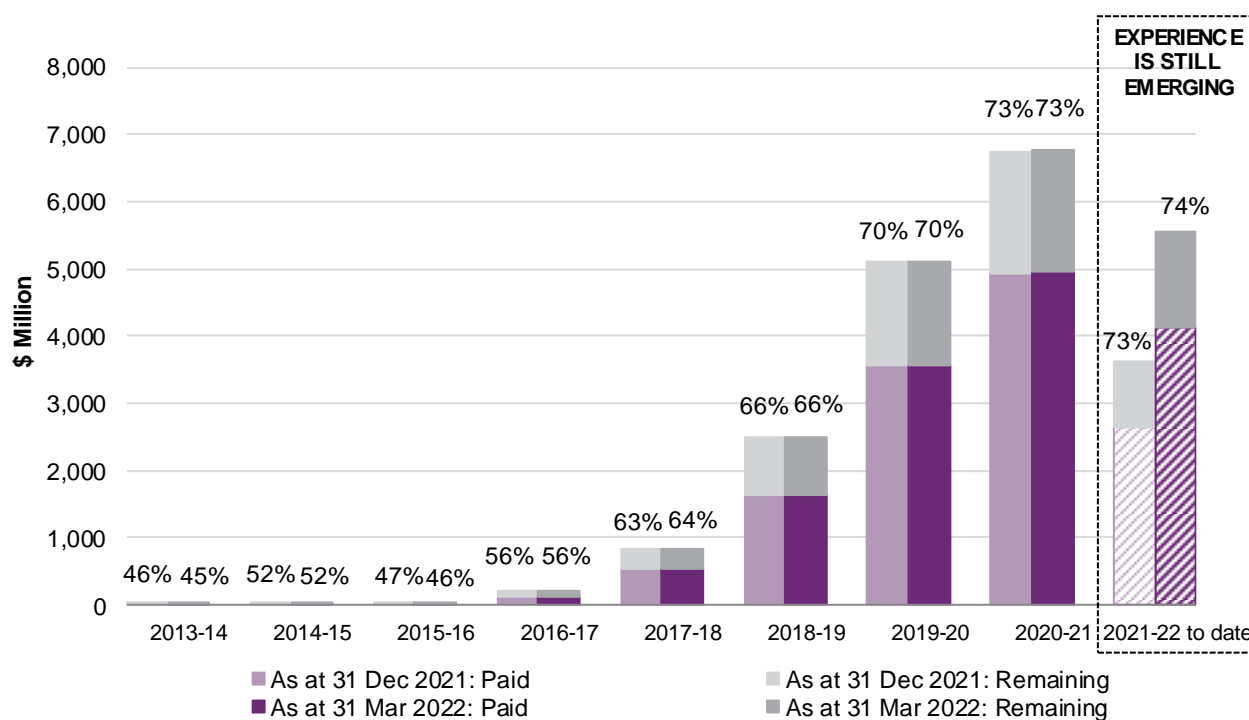
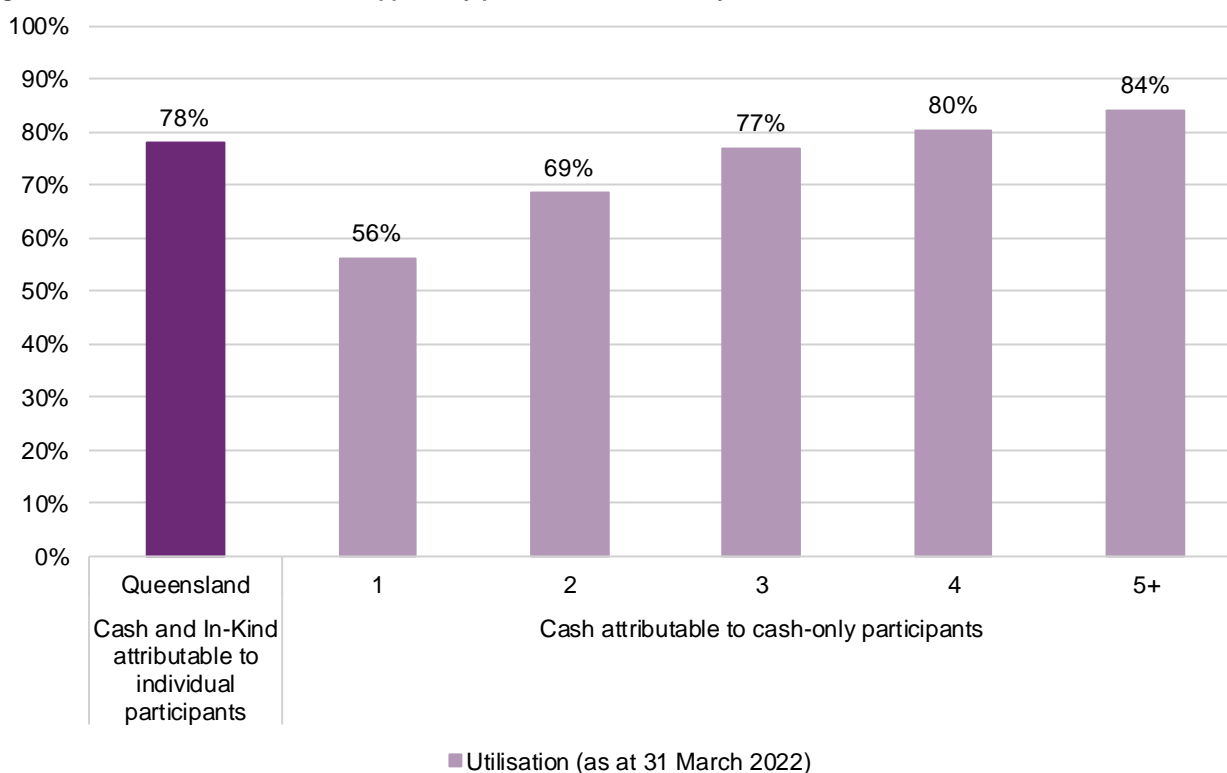


Figure H.39 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – Queensland ⁴²⁴



⁴²⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure H.40 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – Queensland ⁴²⁵

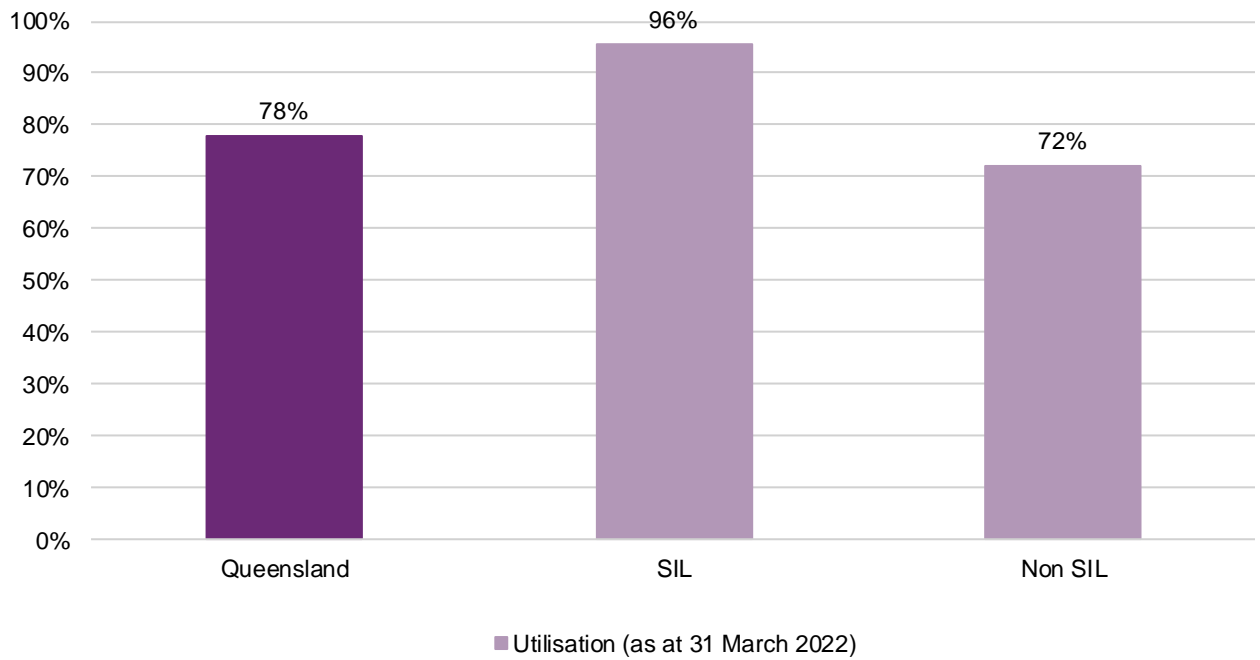
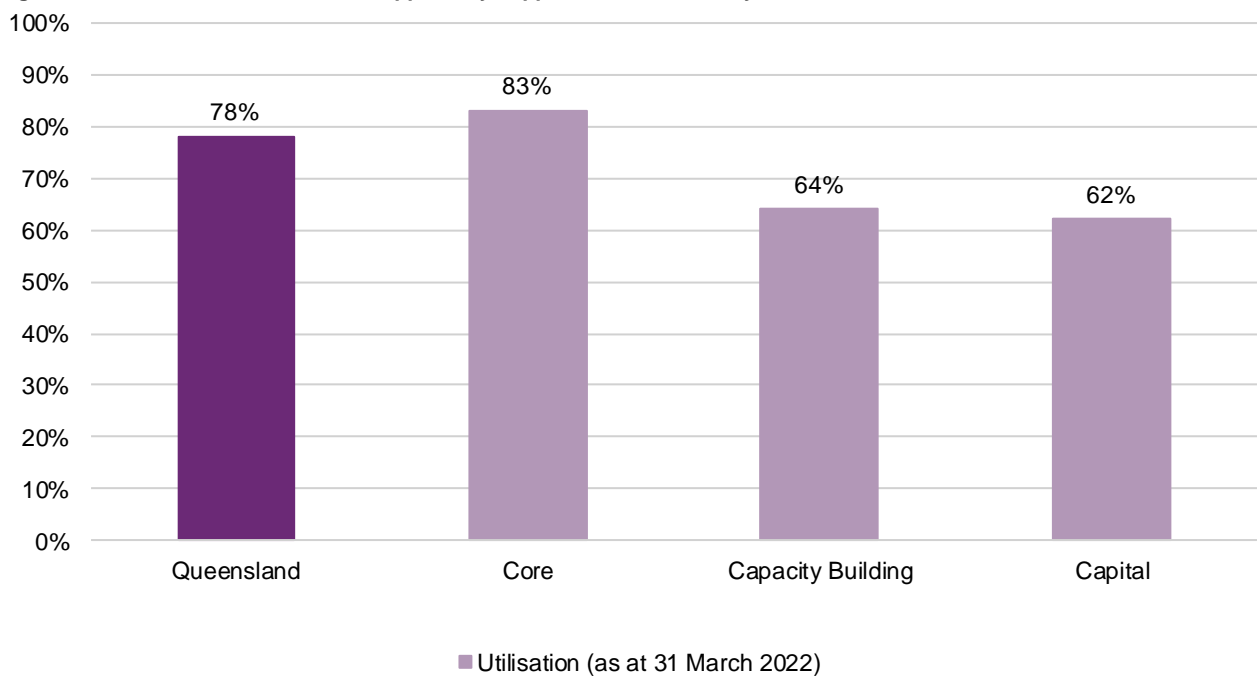


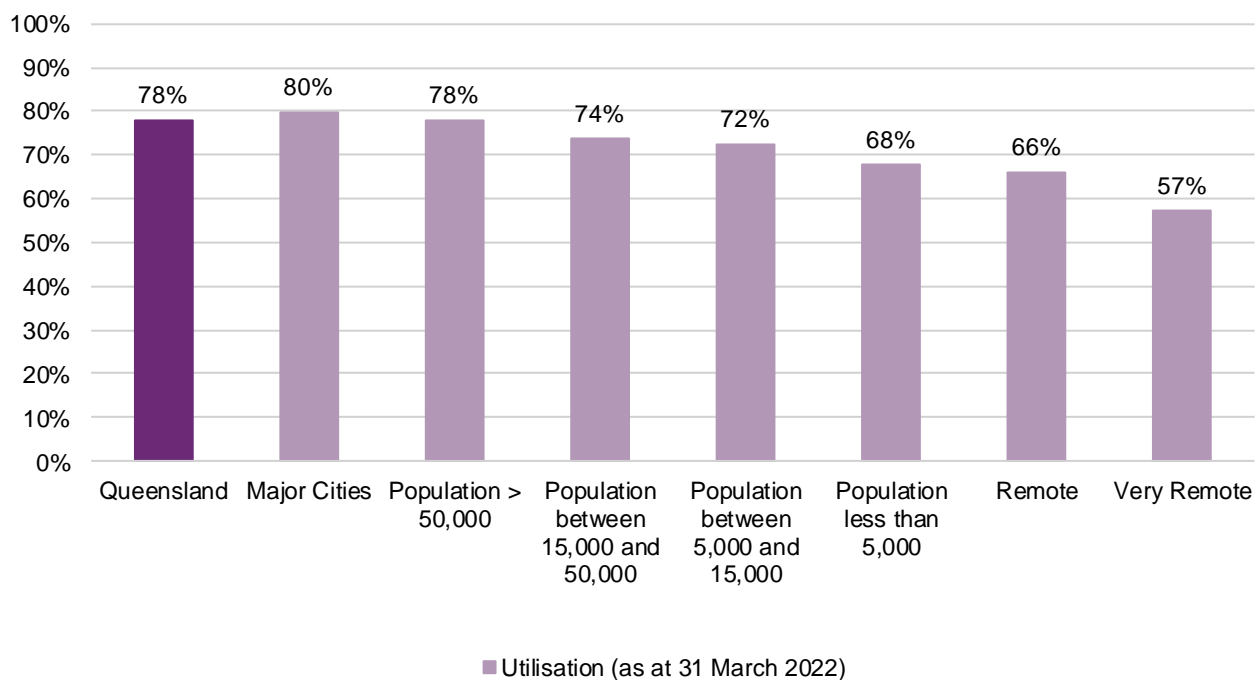
Figure H.41 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – Queensland ⁴²⁶



⁴²⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

⁴²⁶ Ibid.

Figure H.42 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – Queensland ⁴²⁷



⁴²⁷ Ibid.

Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ⁴²⁸

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Western Australia	43,309	1,716	45,025	727	45,752

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia ⁴²⁹

	Prior Quarters	2021-22 Q3	Total
Access decisions	53,139	2,098	55,237
Active Eligible	44,522	1,537	46,059
<i>New</i>	25,588	1,493	27,081
<i>State</i>	16,241	20	16,261
<i>Commonwealth</i>	2,693	24	2,717
Active Participant Plans (excl ECA)	43,309	1,716	45,025
<i>New</i>	24,511	1,650	26,161
<i>State</i>	16,151	25	16,176
<i>Commonwealth</i>	2,647	41	2,688
Active Participant Plans	43,921	2,443	45,752
<i>Early Intervention (s25)</i>	6,939	684	7,623
<i>Permanent Disability (s24)</i>	36,370	1,032	37,402
<i>ECA</i>	612	727	727

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – Western Australia

Exits	Total
Total participant exits	1,440
<i>Early Intervention participants</i>	184
<i>Permanent disability participants</i>	1,256

⁴²⁸ 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.

⁴²⁹ 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 ⁴³⁰

	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
End of 2021-22 Q3	16,176	2,688	26,161	727	45,752

Table I.5 Cumulative numbers of active participants by entry criteria into the Scheme – Western Australia ^{431 432 433}

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	Total
End of 2016-17	669	3,063	<11	3,732
End of 2017-18	856	3,605	<11	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
End of 2021-22 Q3	7,623	37,402	727	45,752

⁴³⁰ This table shows the total numbers of active participants at the end of each period.

⁴³¹ Ibid.

⁴³² Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴³³ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table I.6 Assessment of access by age group – Western Australia ⁴³⁴

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	9,471	97%	530	95%	10,001	97%
7 to 14	10,376	93%	316	86%	10,692	93%
15 to 18	3,483	94%	85	79%	3,568	94%
19 to 24	3,312	92%	68	69%	3,380	92%
25 to 34	4,381	90%	112	74%	4,493	89%
35 to 44	3,934	84%	125	63%	4,059	83%
45 to 54	5,045	80%	126	56%	5,171	79%
55 to 64	6,244	73%	175	47%	6,419	72%
65+	403	71%	<11		405	70%
Missing	<11		<11		<11	
Total	46,650	88%	1,539	73%	48,189	87%

Table I.7 Assessment of access by age group and gender – Western Australia

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	7,054	97%	2,887	97%	60	95%	10,001	97%
7 to 14	7,356	93%	3,239	93%	97	85%	10,692	93%
15 to 18	2,290	94%	1,230	92%	48	87%	3,568	94%
19 to 24	2,109	94%	1,235	88%	36	82%	3,380	92%
25 to 34	2,530	92%	1,915	86%	48	81%	4,493	89%
35 to 44	2,145	88%	1,885	78%	29	58%	4,059	83%
45 to 54	2,691	85%	2,440	74%	40	59%	5,171	79%
55 to 64	3,260	78%	3,105	67%	54	52%	6,419	72%
65+	208	72%	189	67%	<11		405	70%
Missing	<11		<11		<11		<11	
Total	29,644	91%	18,125	82%	420	74%	48,189	87%

⁴³⁴ 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.

Table I.8 Assessment of access by disability – Western Australia ⁴³⁵

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	1,515	94%	47	81%	1,562	94%
Autism	15,897	98%	515	97%	16,412	98%
Cerebral palsy	1,758	97%	12	75%	1,770	97%
Developmental delay	1,930	96%	313	96%	2,243	96%
Global developmental delay	1,293	99%	61	95%	1,354	99%
Hearing impairment	1,944	90%	60	85%	2,004	89%
Intellectual disability	8,919	97%	88	81%	9,007	97%
Multiple sclerosis	900	90%	13	81%	913	90%
Psychosocial disability	4,803	75%	197	57%	5,000	74%
Spinal cord injury	645	96%	19	95%	664	96%
Stroke	667	85%	30	70%	697	84%
Visual impairment	817	90%	28	76%	845	89%
Other neurological	2,378	84%	64	62%	2,442	83%
Other physical	2,011	50%	37	21%	2,048	49%
Other sensory/speech	144	41%	<11		144	40%
Other	675	45%	55	31%	730	43%
Missing	354	90%	<11		354	90%
Total	46,650	88%	1,539	73%	48,189	87%

Table I.9 Assessment of access by disability and gender – Western Australia

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	1,007	94%	548	94%	<11		1,562	94%
Autism	11,929	98%	4,302	98%	181	96%	16,412	98%
Cerebral palsy	973	97%	790	97%	<11		1,770	97%
Developmental delay	1,645	97%	582	96%	16	100%	2,243	96%
Global developmental delay	982	98%	360	99%	12	100%	1,354	99%
Hearing impairment	935	91%	1,052	88%	17	89%	2,004	89%
Intellectual disability	5,079	97%	3,895	97%	33	85%	9,007	97%
Multiple sclerosis	222	90%	682	90%	<11		913	90%
Psychosocial disability	2,541	80%	2,410	69%	49	53%	5,000	74%
Spinal cord injury	473	96%	186	96%	<11		664	96%
Stroke	407	86%	287	82%	<11		697	84%
Visual impairment	424	89%	413	90%	<11		845	89%
Other neurological	1,323	83%	1,102	84%	17	65%	2,442	83%
Other physical	972	56%	1,053	44%	23	33%	2,048	49%
Other sensory/speech	104	43%	37	35%	<11		144	40%
Other	427	51%	288	35%	15	45%	730	43%
Missing	201	92%	138	87%	15	100%	354	90%
Total	29,644	91%	18,125	82%	420	74%	48,189	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.

⁴³⁵ Ibid.

Table I.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,300	7.6%	178	10.4%	3,478	7.7%
Not Aboriginal and Torres Strait Islander	35,355	81.6%	1,239	72.2%	36,594	81.3%
Not Stated	4,654	10.7%	299	17.4%	4,953	11.0%
Total	43,309	100.0%	1,716	100.0%	45,025	100.0%

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ⁴³⁶

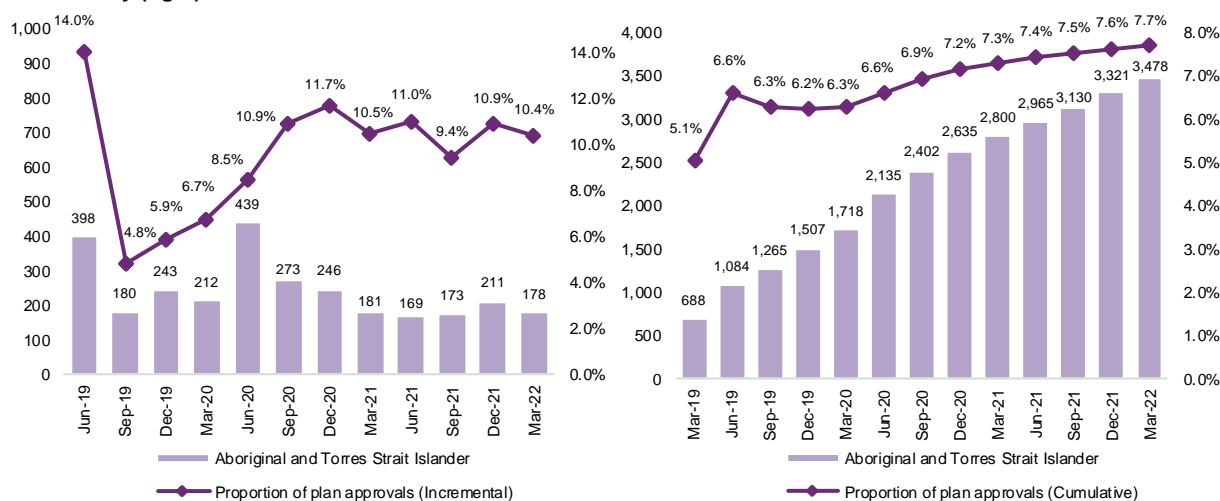


Table I.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia ⁴³⁷

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,535	8.2%	126	7.3%	3,661	8.1%
Not culturally and linguistically diverse	34,891	80.6%	1,588	92.5%	36,479	81.0%
Not stated	4,883	11.3%	<11		4,885	10.8%
Total	43,309	100.0%	1,716	100.0%	45,025	100.0%

⁴³⁶ 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.

⁴³⁷ 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 I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia ^{438 439 440}

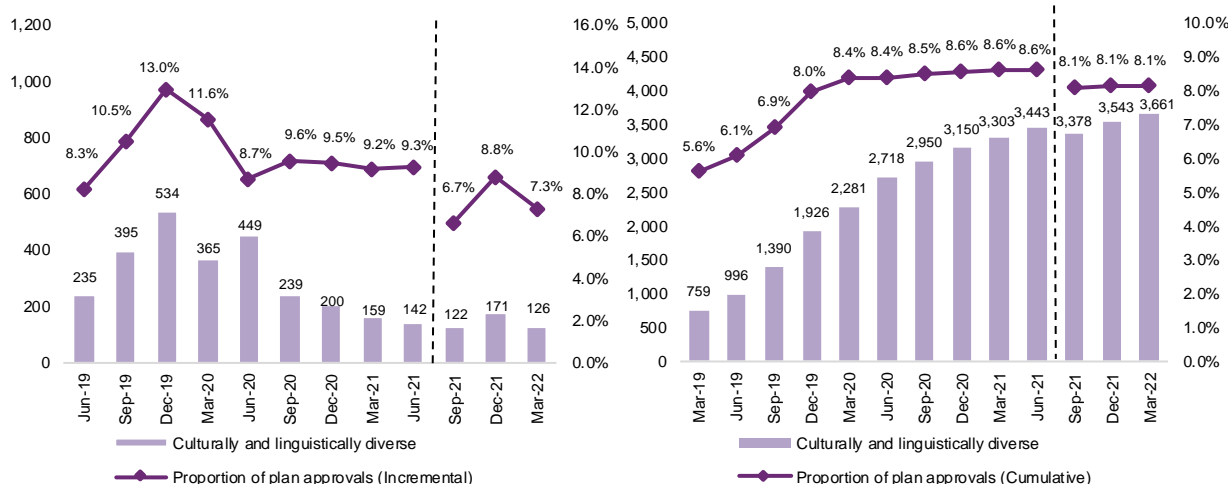
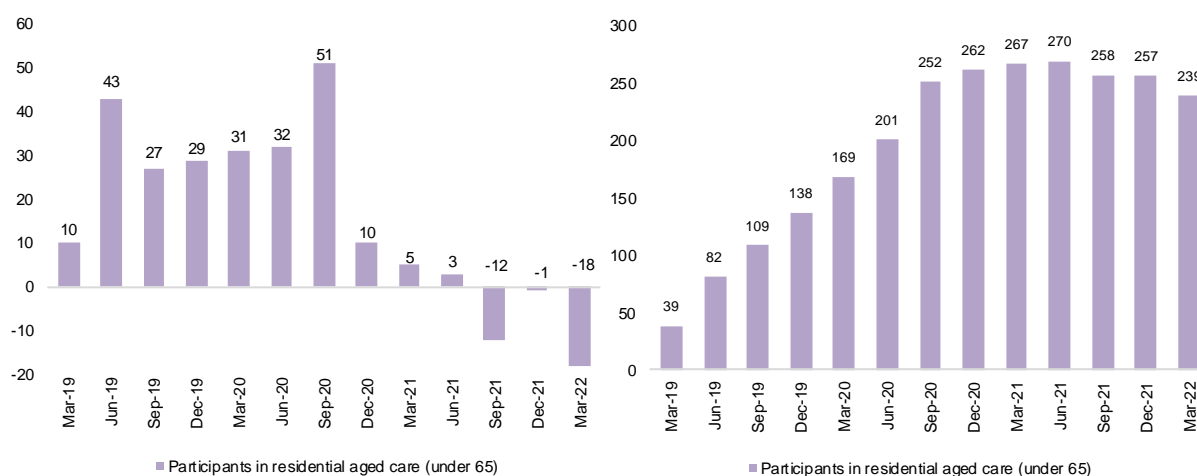


Table I.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – Western Australia ⁴⁴¹

	Total
Age group	N
Under 45	<11
45 to 54	29
55 to 64	210
Total YPIRAC (under 65)	239

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 ⁴⁴²



⁴³⁸ 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.

⁴³⁹ There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

⁴⁴⁰ 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.

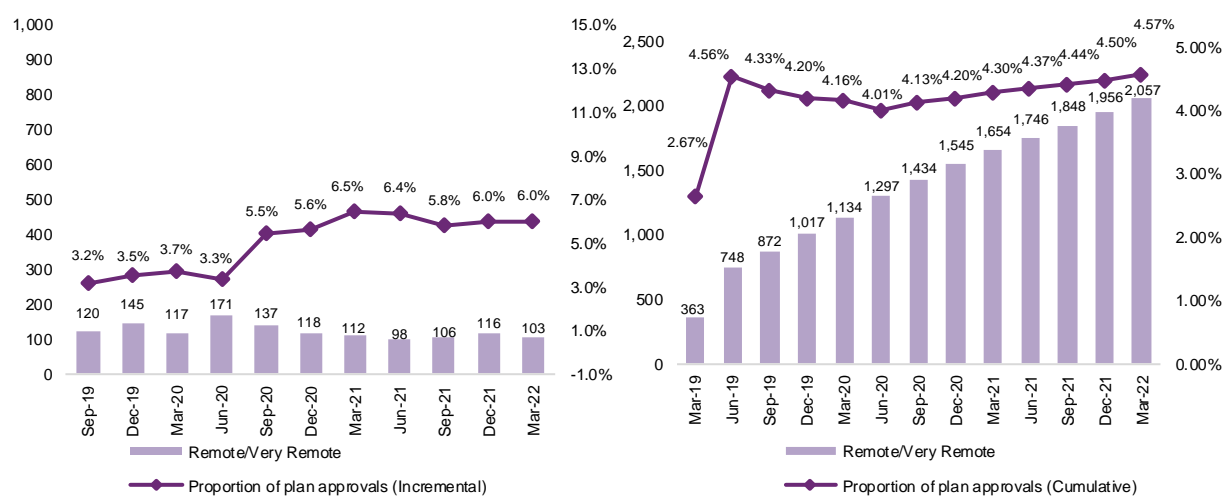
⁴⁴¹ There are a further 128 active participants aged 65 years or over who are currently in residential aged care.

⁴⁴² 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 I.13 Participant profile per quarter by remoteness – Western Australia ^{443 444}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	34,078	78.7%	1,321	77.0%	35,399	78.6%
Population > 50,000	2,164	5.0%	84	4.9%	2,248	5.0%
Population between 15,000 and 50,000	2,690	6.2%	120	7.0%	2,810	6.2%
Population between 5,000 and 15,000	505	1.2%	17	1.0%	522	1.2%
Population less than 5,000	1,916	4.4%	71	4.1%	1,987	4.4%
Remote	1,237	2.9%	61	3.6%	1,298	2.9%
Very Remote	717	1.7%	42	2.4%	759	1.7%
Missing	<11		<11		<11	
Total	43,309	100.0%	1,716	100.0%	45,025	100.0%

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{445 446 447}



⁴⁴³ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁴⁴ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁴⁴⁵ Ibid.

⁴⁴⁶ 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.

⁴⁴⁷ 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.14 Participant profile per quarter by primary disability group – Western Australia ^{448 449 450}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	15,436	36%	575	34%	16,011	36%
Intellectual disability	8,523	20%	99	6%	8,622	19%
Psychosocial disability	4,456	10%	242	14%	4,698	10%
Developmental delay	1,575	4%	318	19%	1,893	4%
Hearing impairment	1,854	4%	73	4%	1,927	4%
Other neurological	2,017	5%	74	4%	2,091	5%
Other physical	1,755	4%	33	2%	1,788	4%
Cerebral palsy	1,708	4%	20	1%	1,728	4%
Acquired brain injury	1,340	3%	56	3%	1,396	3%
Global developmental delay	1,115	3%	89	5%	1,204	3%
Visual impairment	766	2%	23	1%	789	2%
Multiple sclerosis	861	2%	20	1%	881	2%
Stroke	589	1%	34	2%	623	1%
Spinal cord injury	606	1%	14	1%	620	1%
Other	594	1%	45	3%	639	1%
Other sensory/speech	114	0%	<11		115	0%
Total	43,309	100%	1,716	100%	45,025	100%

Table I.15 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{451 452}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	342	14%	<11		342	14%
Intellectual disability	1,214	51%	<11		1,215	50%
Psychosocial disability	101	4%	<11		101	4%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	135	6%	<11		135	6%
Other physical	19	1%	<11		19	1%
Cerebral palsy	246	10%	<11		246	10%
Acquired brain injury	233	10%	<11		235	10%
Global developmental delay	<11		<11		<11	
Visual impairment	11	0%	<11		11	0%
Multiple sclerosis	30	1%	<11		30	1%
Stroke	38	2%	<11		38	2%
Spinal cord injury	26	1%	<11		26	1%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	2,403	100%	<11		2,406	100%

⁴⁴⁸ Table order based on national proportions in Table E.14 (highest to lowest).

⁴⁴⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁴⁵⁰ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Western Australia (1,088).

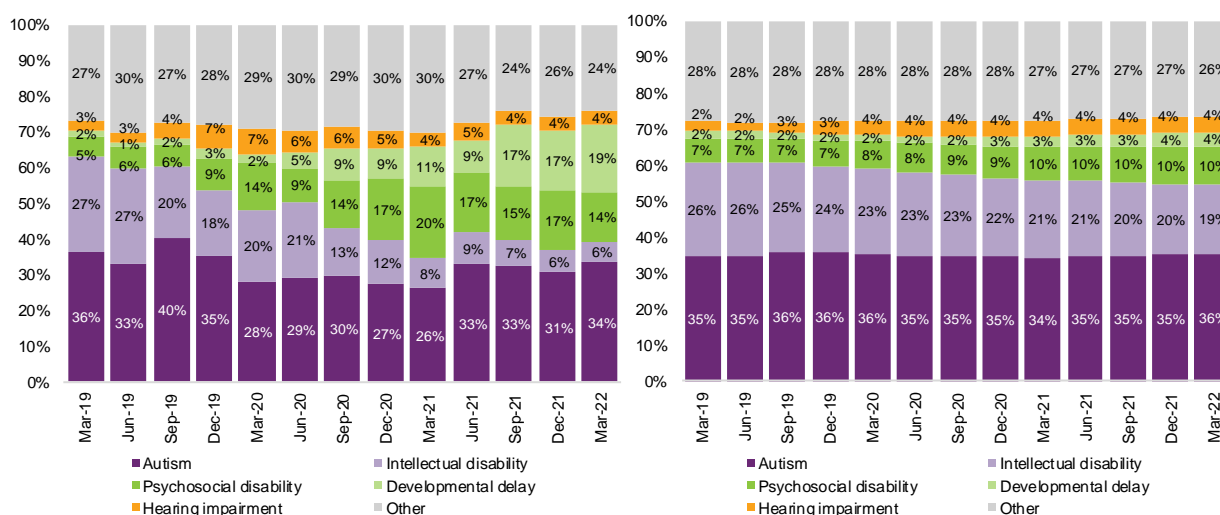
⁴⁵¹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁴⁵² Down syndrome is included in intellectual disability, representing 8% of participants in SIL (190).

Table I.16 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ⁴⁵³

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	15,094	37%	575	34%	15,669	37%
Intellectual disability	7,309	18%	98	6%	7,407	17%
Psychosocial disability	4,355	11%	242	14%	4,597	11%
Developmental delay	1,575	4%	318	19%	1,893	4%
Hearing impairment	1,854	5%	73	4%	1,927	5%
Other neurological	1,882	5%	74	4%	1,956	5%
Other physical	1,736	4%	33	2%	1,769	4%
Cerebral palsy	1,462	4%	20	1%	1,482	3%
Acquired brain injury	1,107	3%	54	3%	1,161	3%
Global developmental delay	1,115	3%	89	5%	1,204	3%
Visual impairment	755	2%	23	1%	778	2%
Multiple sclerosis	831	2%	20	1%	851	2%
Stroke	551	1%	34	2%	585	1%
Spinal cord injury	580	1%	14	1%	594	1%
Other	586	1%	45	3%	631	1%
Other sensory/speech	114	0%	<11		115	0%
Total	40,906	100%	1,713	100%	42,619	100%

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁵⁴



⁴⁵³ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (898).

⁴⁵⁴ 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.17 Participant profile per quarter by reported level of function – Western Australia ⁴⁵⁵

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	2,925	7%	300	17%	3,225	7%
2 (High Function)	152	0%	<11		157	0%
3 (High Function)	2,165	5%	101	6%	2,266	5%
4 (High Function)	2,077	5%	101	6%	2,178	5%
5 (High Function)	2,447	6%	99	6%	2,546	6%
6 (Moderate Function)	8,998	21%	521	30%	9,519	21%
7 (Moderate Function)	2,129	5%	72	4%	2,201	5%
8 (Moderate Function)	3,162	7%	91	5%	3,253	7%
9 (Moderate Function)	215	0%	12	1%	227	1%
10 (Moderate Function)	5,085	12%	152	9%	5,237	12%
11 (Low Function)	1,784	4%	22	1%	1,806	4%
12 (Low Function)	7,834	18%	155	9%	7,989	18%
13 (Low Function)	3,493	8%	75	4%	3,568	8%
14 (Low Function)	800	2%	<11		810	2%
15 (Low Function)	11	0%	<11		11	0%
Missing	32		<11		32	
Total	43,309	100%	1,716	100%	45,025	100%

Figure I.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁵⁶

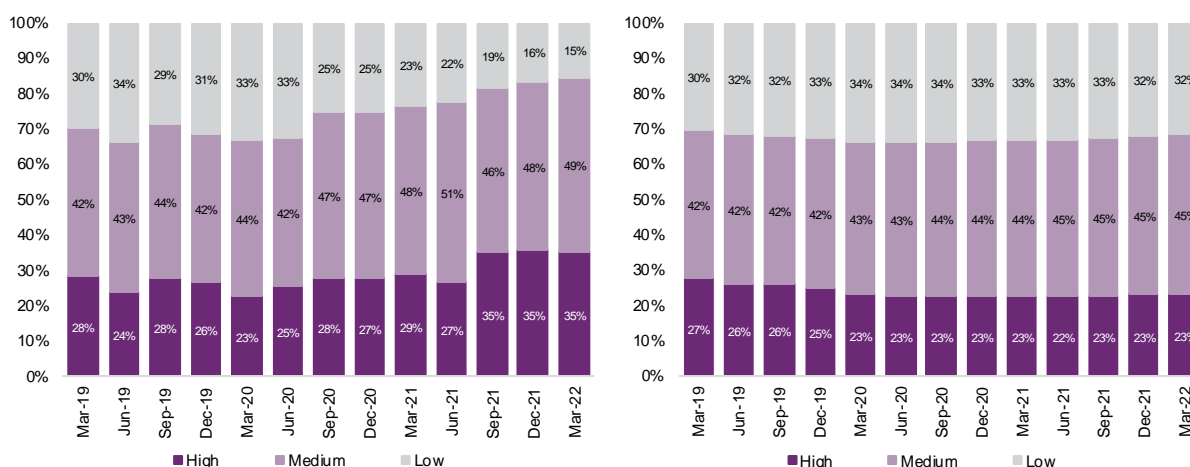


Table I.18 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	4,692	11%	592	34%	5,284	12%
7 to 14	10,776	25%	342	20%	11,118	25%
15 to 18	4,153	10%	97	6%	4,250	9%
19 to 24	4,187	10%	71	4%	4,258	9%
25 to 34	4,577	11%	133	8%	4,710	10%
35 to 44	3,712	9%	131	8%	3,843	9%
45 to 54	4,346	10%	143	8%	4,489	10%
55 to 64	5,173	12%	199	12%	5,372	12%
65+	1,693	4%	<11		1,701	4%
Total	43,309	100%	1,716	100%	45,025	100%

⁴⁵⁵ The distributions are calculated excluding participants with a missing reported level of function.

⁴⁵⁶ 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.19 Participant profile per quarter (participants in SIL) by age group – Western Australia ⁴⁵⁷

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	27	1%	<11		27	1%
19 to 24	176	7%	<11		176	7%
25 to 34	445	19%	<11		445	18%
35 to 44	425	18%	<11		426	18%
45 to 54	566	24%	<11		566	24%
55 to 64	592	25%	<11		592	25%
65+	163	7%	<11		165	7%
Total	2,403	100%	<11		2,406	100%

Table I.20 Participant profile per quarter (participants not in SIL) by age group – Western Australia

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	4,692	11%	592	35%	5,284	12%
7 to 14	10,767	26%	342	20%	11,109	26%
15 to 18	4,126	10%	97	6%	4,223	10%
19 to 24	4,011	10%	71	4%	4,082	10%
25 to 34	4,132	10%	133	8%	4,265	10%
35 to 44	3,287	8%	130	8%	3,417	8%
45 to 54	3,780	9%	143	8%	3,923	9%
55 to 64	4,581	11%	199	12%	4,780	11%
65+	1,530	4%	<11		1,536	4%
Total	40,906	100%	1,713	100%	42,619	100%

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁵⁸

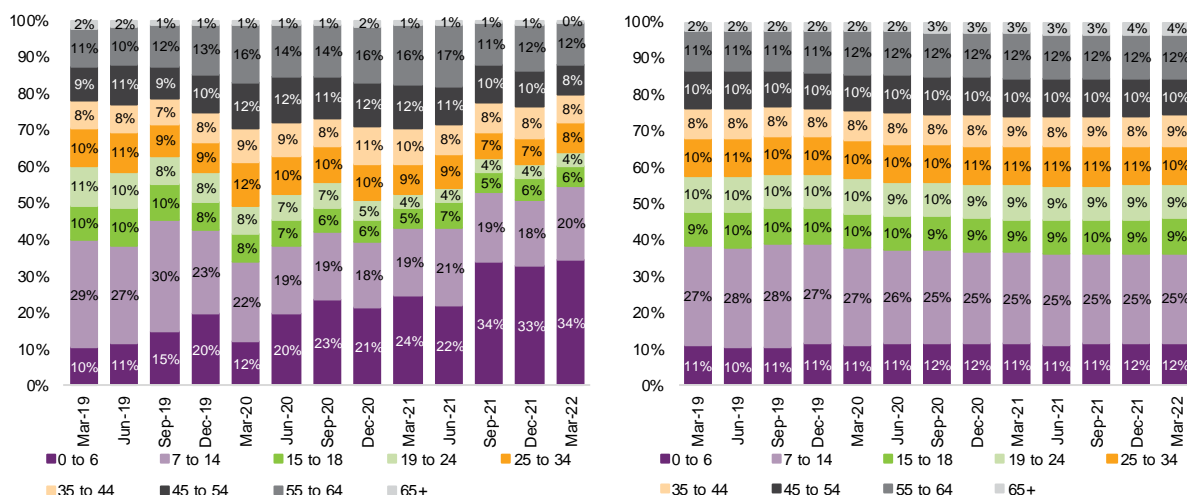


Table I.21 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	26,710	62%	997	58%	27,707	62%
Female	16,262	38%	688	40%	16,950	38%
Other	337	1%	31	2%	368	1%
Total	43,309	100%	1,716	100%	45,025	100%

⁴⁵⁷ 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.

⁴⁵⁸ 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.22 Participant profile per quarter (participants in SIL) by gender – Western Australia

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	1,458	61%	<11		1,459	61%
Female	940	39%	<11		942	39%
Other	<11		<11		<11	
Total	2,403	100%	<11		2,406	100%

Table I.23 Participant profile per quarter (participants not in SIL) by gender – Western Australia

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	25,252	62%	996	58%	26,248	62%
Female	15,322	37%	686	40%	16,008	38%
Other	332	1%	31	2%	363	1%
Total	40,906	100%	1,713	100%	42,619	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁵⁹

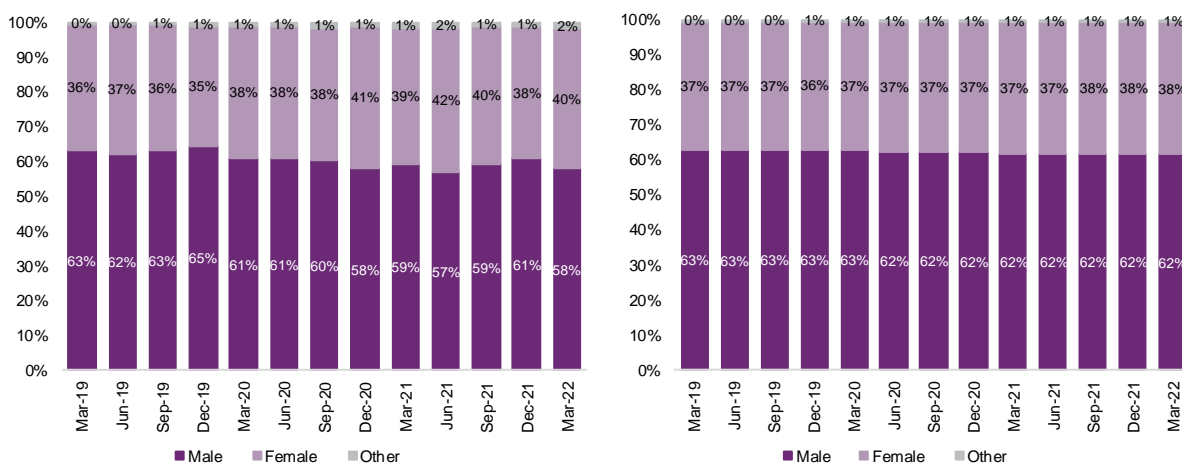


Table I.24 Participation rates by age group and gender at 31 March 2022 – Western Australia ⁴⁶⁰

Age group	Participation Rate		
	Male	Female	Total
0-6	2.9%	1.3%	2.2%
7-14	5.4%	2.4%	4.0%
15-18	4.2%	2.2%	3.2%
19-24	2.7%	1.5%	2.1%
25-44	1.2%	0.9%	1.1%
45-64	1.5%	1.4%	1.5%
Total (aged 0-64)	2.3%	1.4%	1.9%

Table I.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia ⁴⁶¹

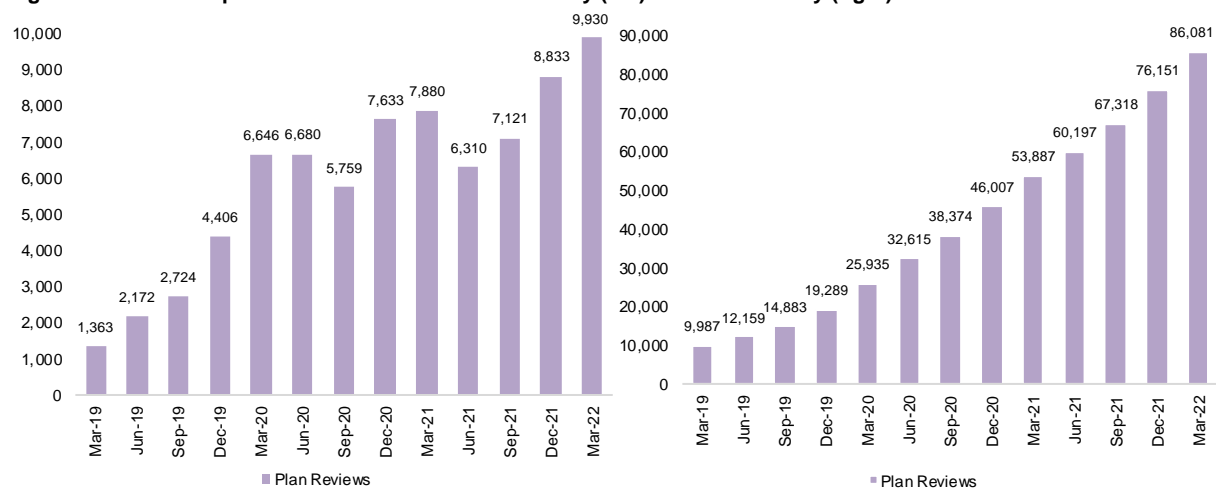
	Prior Quarters	2021-22 Q3	Total
Total plan reviews	76,151	9,930	86,081
Early intervention plans	9,130	1,384	10,514
Permanent disability plans	67,021	8,546	75,567

⁴⁵⁹ Ibid.

⁴⁶⁰ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

⁴⁶¹ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure I.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia



Part Two: Participant experience and outcomes

Table I.26 Number of baseline questionnaires completed by SFOF version – Western Australia ⁴⁶²

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	278	165	599	1,358	1,182	1,175	4,757
Participant school to 14	300	255	4,137	4,958	2,154	1,714	13,518
Participant 15 to 24	158	78	2,167	2,410	891	514	6,218
Participant 25 and over	497	314	4,583	6,685	3,495	2,015	17,589
Total Participant	1,233	812	11,486	15,411	7,722	5,418	42,082
Family 0 to 14	566	409	4,122	5,837	3,161	2,794	16,889
Family 15 to 24	40	52	1,460	1,621	549	345	4,067
Family 25 and over	21	84	1,451	2,115	839	529	5,039
Total Family	627	545	7,033	9,573	4,549	3,668	25,995
Total	1,860	1,357	18,519	24,984	12,271	9,086	68,077

Table I.27 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	67%			
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			50%	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%

⁴⁶² 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.28 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	47%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		38%		
REL	Of these, % who are welcomed or actively included	56%	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			34%	34%

Table I.29 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		72%		
HM	% who are happy with their home			81%	74%
HM	% who feel safe or very safe in their home			81%	67%
HW	% who rate their health as good, very good or excellent			69%	42%
HW	% who did not have any difficulties accessing health services			78%	71%
LL	% who currently attend or previously attended school in a mainstream class			46%	
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.30 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	35%	36%	29%
% working in a paid job	47%	55%	41%
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%	60%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	21%	17%
% able to advocate for their child/family member	74%	71%	69%
% who have friends and family they see as often as they like	42%	49%	53%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		46%	
% who feel in control selecting services		50%	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			39%
% who rate their health as good, very good or excellent	76%	67%	64%

Table I.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=802) - participants who entered between 1 July 2016 and 31 March 2021 – Western Australia ⁴⁶³

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	78%
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?	54%

⁴⁶³ Results in Tables I.31 to I.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table I.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,434) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	53%

Table I.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,254) and ‘Participant 25 and over’ (n=5,874) - participants who entered between 1 July 2016 and 31 March 2021 – Western Australia

	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?	68%	82%
REL	Has the NDIS helped you to meet more people?	54%	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?	52%	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?	38%	32%
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.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=5,068); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,017) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	66%	61%
Has the NDIS improved the level of support for your family?	69%	71%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	66%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	46%	45%

Table I.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=270) - participants who entered between 1 July 2016 and 31 March 2020 – Western Australia ⁴⁶⁴

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	92%	+1%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	77%	83%	+6%
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?	53%	59%	+6%

Table I.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=2,258) - participants who entered between 1 July 2016 and 31 March 2020 – Western Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	72%	77%	+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?	58%	63%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	56%	+1%

⁴⁶⁴ Results in Tables I.35 to I.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table I.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,175) and ‘Participant 25 and over’ (n=2,152) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	69%	75%	+6%	80%	85%	+5%
REL	Has the NDIS helped you to meet more people?	54%	55%	+1%	60%	65%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	28%	-3%	41%	41%	+0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	52%	+2%	62%	65%	+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?	41%	40%	-1%	36%	34%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	27%	24%	-3%	26%	24%	-1%
S/CP	Has the NDIS helped you be more involved?	62%	65%	+3%	68%	72%	+4%

Table I.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,446); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=626) - participants who entered between 1 July 2016 and 31 March 2020 – Western Australia

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	72%	+7%	56%	65%	+9%
	Has the NDIS improved the level of support for your family?	68%	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%	64%	70%	+6%
	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%	+0%	43%	43%	0%

Table I.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=122) - participants who entered between 1 July 2016 and 31 March 2019 – Western Australia ⁴⁶⁵

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	96%	100%	100%	+4%
DL	Has the NDIS improved your child's access to specialist services?	97%	95%	100%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	83%	91%	+7%
REL	Has the NDIS improved how your child fits into family life?	75%	74%	66%	-9%
S/CP	Has the NDIS improved how your child fits into community life?	58%	57%	47%	-11%

Table I.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=719) - participants who entered between 1 July 2016 and 31 March 2019 – Western 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?	68%	73%	75%	+7%
LL	Has the NDIS improved your child's access to education?	49%	55%	57%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	62%	62%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	54%	54%	+5%

⁴⁶⁵ Results in Tables I.39 to I.44 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table I.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=397) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	66%	72%	72%	+6%
Has the NDIS helped you with daily living activities?	70%	74%	76%	+6%
Has the NDIS helped you to meet more people?	56%	57%	58%	+2%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	27%	27%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	52%	55%	57%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	39%	40%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	24%	22%	24%	0%
Has the NDIS helped you be more involved?	63%	66%	67%	+4%

Table I.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=943) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	83%	87%	89%	+6%
Has the NDIS helped you to meet more people?	63%	66%	68%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	40%	40%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	60%	64%	66%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	34%	33%	-4%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	21%	22%	-3%
Has the NDIS helped you be more involved?	70%	75%	77%	+7%

Table I.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=524) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	68%	70%	+7%
Has the NDIS improved the level of support for your family?	71%	76%	75%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	77%	79%	76%	-1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	82%	82%	+6%
Has the NDIS improved your health and wellbeing?	47%	49%	48%	+1%

Table I.44 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=200) - participants who entered between 1 July 2016 and 31 March 2019 – Western 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?	61%	66%	65%	+4%
Has the NDIS improved the level of support for your family?	74%	80%	79%	+5%
Has the NDIS helped you to access services, programs and activities in the community?	68%	73%	72%	+4%
Has the NDIS improved your health and wellbeing?	44%	52%	46%	+2%

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.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=177) - participants who entered between 1 July 2016 and 31 March 2018 – Western Australia ⁴⁶⁶

	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%	74%	74%	77%	+7%
LL	Has the NDIS improved your child's access to education?	43%	39%	46%	50%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	59%	59%	61%	62%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	53%	56%	60%	+9%

⁴⁶⁶ Results in Tables I.45 to I.48 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table I.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=67) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	62%	69%	75%	74%	+12%
DL	Has the NDIS helped you with daily living activities?	60%	69%	82%	79%	+19%
REL	Has the NDIS helped you to meet more people?	47%	52%	49%	54%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	12%	16%	22%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	53%	46%	52%	-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?	34%	40%	41%	38%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	24%	17%	19%	-6%
S/CP	Has the NDIS helped you be more involved?	61%	64%	63%	67%	+6%

Table I.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=147) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	71%	74%	78%	86%	+15%
DL	Has the NDIS helped you with daily living activities?	80%	82%	87%	90%	+10%
REL	Has the NDIS helped you to meet more people?	55%	54%	64%	68%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	26%	40%	38%	+14%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	54%	58%	67%	+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?	32%	33%	32%	29%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	18%	18%	19%	-3%
S/CP	Has the NDIS helped you be more involved?	65%	66%	75%	77%	+12%

Table I.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=143) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	59%	69%	74%	71%	+12%
	Has the NDIS improved the level of support for your family?	72%	74%	76%	76%	+4%
	Has the NDIS improved your access to services, programs and activities in the community?	75%	80%	77%	78%	+3%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	85%	84%	79%	+1%
	Has the NDIS improved your health and wellbeing?	48%	53%	49%	53%	+5%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review in the Scheme, for ‘Family 15 to 24’ and ‘Family 25 and over’.

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants' first, second, third, fourth and fifth review in the Scheme, for ‘Participant 0 to school’.

Table I.49 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=93) - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia⁴⁶⁷

	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?	53%	65%	68%	68%	72%	+19%
LL	Has the NDIS improved your child's access to education?	28%	30%	35%	39%	44%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	40%	44%	49%	46%	54%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	42%	48%	46%	55%	+11%

Table I.50 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant 15 to 24’ (n=34) - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia

	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?	52%	52%	65%	60%	56%	+4%
DL	Has the NDIS helped you with daily living activities?	73%	67%	71%	60%	64%	-9%
REL	Has the NDIS helped you to meet more people?	Numbers are too small					
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	18%	9%	15%	16%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	40%	48%	45%	40%	-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?	48%	47%	50%	35%	34%	-14%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	Numbers are too small					
S/CP	Has the NDIS helped you be more involved?	69%	69%	75%	70%	63%	-6%

⁴⁶⁷ Results in Tables I.49 to I.52 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table I.51 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant 25 and over’ (n=89) - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia

	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?	75%	81%	84%	82%	85%	+10%
DL	Has the NDIS helped you with daily living activities?	83%	90%	91%	95%	95%	+12%
REL	Has the NDIS helped you to meet more people?	60%	68%	66%	70%	71%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	34%	37%	38%	39%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	59%	64%	75%	78%	72%	+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?	42%	39%	39%	33%	38%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	29%	18%	13%	8%	12%	-17%
S/CP	Has the NDIS helped you be more involved?	66%	73%	76%	75%	73%	+7%

Table I.52 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=64) - participants who entered between 1 July 2016 and 31 March 2017 – Western 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?	Numbers are too small					
	Has the NDIS improved the level of support for your family?	73%	69%	79%	85%	75%	+2%
	Has the NDIS improved your access to services, programs and activities in the community?	84%	78%	74%	75%	69%	-15%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	Numbers are too small					
	Has the NDIS improved your health and wellbeing?	Numbers are too small					

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 15 to 24’ and ‘Family 25 and over’.

Table I.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,243), 'participant social and community engagement rate' (n=4,249), 'parent and carer employment rate' (n=2,878) and 'participant choice and control' (n=2,941) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – Western Australia ⁴⁶⁸

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	17%	21%	27%	24%
Aged 25 to 34 years	36%	35%	35%	
Aged 35 to 44 years	31%	29%	29%	
Aged 45 to 54 years	27%	26%	26%	
Aged 55 to 64 years	21%	19%	19%	
Aged 65+ years	11%	9%	10%	
Aged 25+	27%	26%	26%	
Aged 15+	24%	24%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	38%	41%	38%	48%
Aged 25 to 34 years	44%	45%	44%	
Aged 35 to 44 years	40%	44%	43%	
Aged 45 to 54 years	40%	42%	44%	
Aged 55 to 64 years	37%	39%	39%	
Aged 65+ years	34%	40%	41%	
Aged 25+	40%	42%	42%	
Aged 15+	39%	42%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	48%	50%	49%
Aged 15+	47%	49%	48%	
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%	

⁴⁶⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table I.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,465), 'participant social and community engagement rate' (n=1,459), 'parent and carer employment rate' (n=888) and 'participant choice and control' (n=1,196) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – Western Australia ⁴⁶⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	17%	20%	18%	23%	24%
Aged 25 to 34 years	35%	34%	30%	34%	
Aged 35 to 44 years	34%	33%	35%	30%	
Aged 45 to 54 years	25%	27%	28%	25%	
Aged 55 to 64 years	17%	15%	21%	14%	
Aged 65+ years	13%	13%	9%	8%	
Aged 25+	26%	26%	26%	24%	
Aged 15+	24%	25%	24%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	32%	35%	41%	38%	48%
Aged 25 to 34 years	40%	44%	46%	44%	
Aged 35 to 44 years	45%	48%	46%	53%	
Aged 45 to 54 years	44%	47%	48%	50%	
Aged 55 to 64 years	37%	41%	43%	37%	
Aged 65+ years	35%	41%	43%	39%	
Aged 25+	41%	44%	45%	45%	
Aged 15+	39%	42%	44%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	44%	48%	44%	48%	49%
Aged 15+	44%	48%	47%	46%	
All ages	44%	48%	45%	47%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		66%	72%	72%	75%
Aged 25+		77%	82%	83%	
Aged 15+		74%	79%	79%	

⁴⁶⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table I.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=219), 'participant social and community engagement rate' (n=219), 'parent and carer employment rate' (n=152) and 'participant choice and control' (n=191) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – Western Australia ⁴⁷⁰

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	18%	13%	26%	46%	27%	24%
Aged 25 to 34 years	24%	23%	18%	21%	28%	
Aged 35 to 44 years	Numbers are too small					
Aged 45 to 54 years	28%	27%	28%	23%	18%	
Aged 55 to 64 years	24%	29%	23%	12%	17%	
Aged 65+ years	Numbers are too small					
Aged 25+	20%	22%	19%	15%	18%	
Aged 15+	20%	20%	20%	21%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	47%	50%	61%	50%	45%	48%
Aged 25 to 34 years	35%	38%	39%	41%	40%	
Aged 35 to 44 years	Numbers are too small					
Aged 45 to 54 years	42%	42%	43%	52%	50%	
Aged 55 to 64 years	46%	54%	53%	54%	56%	
Aged 65+ years	Numbers are too small					
Aged 25+	42%	46%	45%	48%	48%	
Aged 15+	43%	47%	48%	49%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	48%	44%	56%	51%	55%	49%
Aged 15+	Numbers are too small					
All ages	47%	44%	53%	56%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		62%	69%	75%	74%	75%
Aged 25+		71%	74%	78%	86%	
Aged 15+		68%	72%	77%	82%	

⁴⁷⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table I.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=122), 'participant social and community engagement rate' (n=123), 'parent and carer employment rate' (n=69) and 'participant choice and control' (n=108) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia⁴⁷¹

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 to 34 years							
Aged 35 to 44 years							
Aged 45 to 54 years							
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+	32%	29%	32%	29%	17%	25%	24%
Aged 15+	30%	27%	29%	28%	19%	26%	
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 to 34 years							
Aged 35 to 44 years							
Aged 45 to 54 years							
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+	34%	37%	43%	49%	39%	47%	48%
Aged 15+	33%	36%	40%	45%	40%	45%	
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		52%	52%	65%	60%	56%	75%
Aged 25+		75%	81%	84%	82%	85%	
Aged 15+		69%	74%	79%	75%	74%	

⁴⁷¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table I.57 Number of active plans by goal type and primary disability – Western Australia ⁴⁷²

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	415	902	796	200	362	1,092	618	351	1,396
Autism	3,478	13,299	5,698	5,353	6,763	10,050	1,365	3,461	16,011
Cerebral palsy	461	1,320	922	423	449	1,122	440	351	1,728
Developmental delay	295	1,801	675	894	790	1,257	30	0	1,893
Down syndrome	279	839	481	233	338	828	315	394	1,088
Global developmental delay	175	1,147	347	472	450	588	15	0	1,204
Hearing impairment	458	1,400	415	563	356	874	247	489	1,927
Intellectual disability	2,072	5,270	3,031	1,780	2,242	5,342	2,286	3,078	7,534
Multiple sclerosis	232	650	607	61	147	565	241	199	881
Psychosocial disability	1,199	2,868	2,942	836	1,032	3,679	1,732	1,507	4,698
Spinal cord injury	207	432	379	84	114	417	226	174	620
Stroke	190	436	359	55	98	468	236	122	623
Visual impairment	257	599	284	168	102	539	151	274	789
Other neurological	607	1,469	1,226	254	447	1,486	706	362	2,091
Other physical	504	1,319	1,020	200	223	1,069	396	404	1,788
Other sensory/speech	15	93	35	56	36	54	4	10	115
Other	171	473	314	74	97	420	187	138	639
Total	11,015	34,317	19,531	11,706	14,046	29,850	9,195	11,314	45,025

⁴⁷² 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.58 Percentage of active plans by goal type and primary disability – Western Australia ⁴⁷³

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%	65%	57%	14%	26%	78%	44%	25%
Autism	22%	83%	36%	33%	42%	63%	9%	22%
Cerebral palsy	27%	76%	53%	24%	26%	65%	25%	20%
Developmental delay	16%	95%	36%	47%	42%	66%	2%	0%
Down syndrome	26%	77%	44%	21%	31%	76%	29%	36%
Global developmental delay	15%	95%	29%	39%	37%	49%	1%	0%
Hearing impairment	24%	73%	22%	29%	18%	45%	13%	25%
Intellectual disability	28%	70%	40%	24%	30%	71%	30%	41%
Multiple sclerosis	26%	74%	69%	7%	17%	64%	27%	23%
Psychosocial disability	26%	61%	63%	18%	22%	78%	37%	32%
Spinal cord injury	33%	70%	61%	14%	18%	67%	36%	28%
Stroke	30%	70%	58%	9%	16%	75%	38%	20%
Visual impairment	33%	76%	36%	21%	13%	68%	19%	35%
Other neurological	29%	70%	59%	12%	21%	71%	34%	17%
Other physical	28%	74%	57%	11%	12%	60%	22%	23%
Other sensory/speech	13%	81%	30%	49%	31%	47%	3%	9%
Other	27%	74%	49%	12%	15%	66%	29%	22%
Total	24%	76%	43%	26%	31%	66%	20%	25%

⁴⁷³ 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.59 Number of goals in active plans by goal type and primary disability – Western Australia ⁴⁷⁴

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	1,356	3,407	2,521	686	1,154	3,493	1,926	925	15,468
Autism	10,866	79,896	19,067	17,724	22,124	32,453	4,166	10,122	196,418
Cerebral palsy	1,657	8,249	3,530	1,489	1,666	4,159	1,538	1,145	23,433
Developmental delay	906	15,345	2,407	2,912	2,637	4,457	102	0	28,766
Down syndrome	889	4,771	1,629	748	1,081	2,764	977	1,136	13,995
Global developmental delay	566	10,344	1,210	1,496	1,467	2,024	37	0	17,144
Hearing impairment	1,278	6,162	1,324	1,607	1,023	2,566	667	1,319	15,946
Intellectual disability	6,390	23,124	9,421	5,561	6,905	16,625	6,931	8,488	83,445
Multiple sclerosis	723	2,485	1,987	169	461	1,769	703	569	8,866
Psychosocial disability	3,422	8,904	8,189	2,356	2,692	9,876	4,420	3,893	43,752
Spinal cord injury	747	1,882	1,466	338	522	1,656	902	554	8,067
Stroke	646	1,753	1,198	167	314	1,490	716	318	6,602
Visual impairment	822	2,693	840	482	286	1,731	387	815	8,056
Other neurological	1,916	6,211	4,317	864	1,496	4,741	2,219	1,096	22,860
Other physical	1,606	5,439	3,332	566	668	3,141	1,123	1,151	17,026
Other sensory/speech	33	476	117	231	127	181	13	32	1,210
Other	565	2,148	1,057	247	316	1,334	580	407	6,654
Total	34,388	183,289	63,612	37,643	44,939	94,460	27,407	31,970	517,708

Table I.60 Number of active plans by goal type and age group – Western Australia ⁴⁷⁵

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	803	5,088	1,743	2,189	2,099	3,142	77	0	5,284
7 to 14	1,899	9,661	3,832	3,890	4,870	6,216	147	179	11,118
15 to 18	1,167	3,397	1,527	1,621	1,620	2,896	330	1,486	4,250
19 to 24	1,375	2,996	1,495	1,203	1,065	2,863	1,119	2,689	4,258
25 to 34	1,459	3,167	2,142	936	1,149	3,365	1,735	2,489	4,710
35 to 44	1,126	2,509	2,101	622	925	2,762	1,437	1,627	3,843
45 to 54	1,244	2,848	2,620	608	956	3,321	1,651	1,475	4,489
55 to 64	1,460	3,529	3,098	521	1,051	4,024	2,052	1,155	5,372
65+	482	1,122	973	116	311	1,261	647	214	1,701
Total	11,015	34,317	19,531	11,706	14,046	29,850	9,195	11,314	45,025

⁴⁷⁴ Participants have set over seven million goals in total across Australia since July 2016. The 517,708 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

⁴⁷⁵ 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.61 Percentage of active plans by goal type and age group – Western Australia ⁴⁷⁶

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%	96%	33%	41%	40%	59%	1%	0%
7 to 14	17%	87%	34%	35%	44%	56%	1%	2%
15 to 18	27%	80%	36%	38%	38%	68%	8%	35%
19 to 24	32%	70%	35%	28%	25%	67%	26%	63%
25 to 34	31%	67%	45%	20%	24%	71%	37%	53%
35 to 44	29%	65%	55%	16%	24%	72%	37%	42%
45 to 54	28%	63%	58%	14%	21%	74%	37%	33%
55 to 64	27%	66%	58%	10%	20%	75%	38%	22%
65+	28%	66%	57%	7%	18%	74%	38%	13%
Total	24%	76%	43%	26%	31%	66%	20%	25%

Table I.62 Number of goals in active plans by goal type and age group – Western Australia ⁴⁷⁷

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	2,633	49,427	6,503	7,460	7,315	11,645	231	0	85,214
7 to 14	5,641	59,434	12,783	12,589	15,711	19,915	423	558	127,054
15 to 18	3,723	15,176	5,174	5,360	5,242	9,238	1,070	4,659	49,642
19 to 24	4,342	11,289	4,680	3,735	3,249	8,543	3,266	7,425	46,529
25 to 34	4,551	11,851	6,919	2,943	3,542	10,358	5,235	6,990	52,389
35 to 44	3,650	8,821	6,414	1,907	2,886	8,513	4,260	4,559	41,010
45 to 54	3,794	10,001	8,182	1,744	2,834	10,064	4,939	4,006	45,564
55 to 64	4,509	13,296	9,954	1,563	3,246	12,353	6,155	3,193	54,269
65+	1,545	3,994	3,003	342	914	3,831	1,828	580	16,037
Total	34,388	183,289	63,612	37,643	44,939	94,460	27,407	31,970	517,708

⁴⁷⁶ 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.

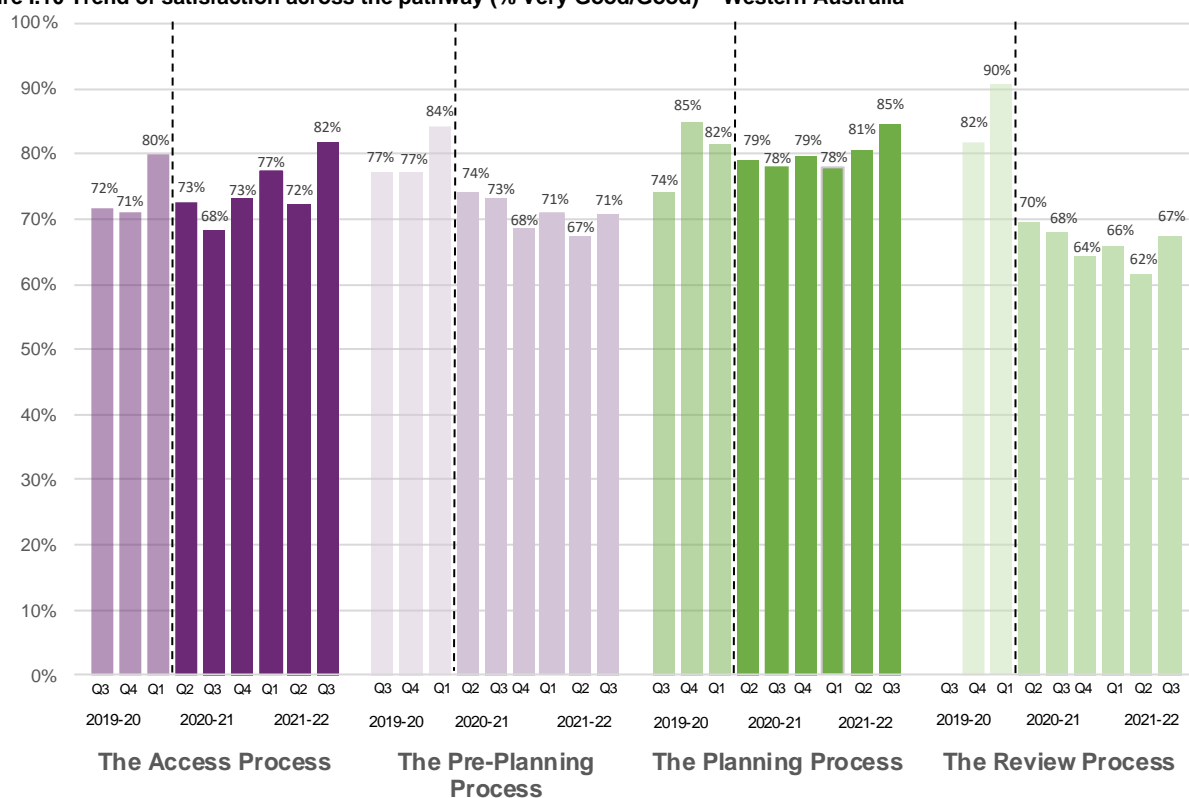
⁴⁷⁷ Participants have set over seven million goals in total across Australia since July 2016. The 517,708 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

Table I.63 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ⁴⁷⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 736	n = 154
Are you happy with how coming into the NDIS has gone?	84%	92%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	70%	75%
% of participants rating their overall experience as Very Good or Good.	73%	82%
Pre-planning	n = 527	n = 92
Did the person from the NDIS understand how your disability affects your life?	81%	87%
Did you understand why you needed to give the information you did?	91%	96%
Were decisions about your plan clearly explained?	67%	74%
Are you clear on what happens next with your plan?	56%	58%
Do you know where to go for more help with your plan?	64%	65%
% of participants rating their overall experience as Very Good or Good.	71%	71%
Planning	n = 2,398	n = 511
Did the person from the NDIS understand how your disability affects your life?	86%	89%
Did you understand why you needed to give the information you did?	97%	99%
Were decisions about your plan clearly explained?	84%	88%
Are you clear on what happens next with your plan?	78%	81%
Do you know where to go for more help with your plan?	85%	88%
% of participants rating their overall experience as Very Good or Good.	79%	85%
Plan review	n = 5,287	n = 1,111
Did the person from the NDIS understand how your disability affects your life?	74%	77%
Did you feel prepared for your plan review?	83%	83%
Is your NDIS plan helping you to make progress towards your goals?	83%	85%
% of participants rating their overall experience as Very Good or Good.	66%	67%

⁴⁷⁸ 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.10 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ^{479 480 481}



⁴⁷⁹ 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.

⁴⁸⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁸¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.64 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table I.65 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.64 Complaints by quarter – Western Australia ^{482 483 484}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	14	1	15	14
Complaint about LAC Partner	181	31	212	195
Complaints about service providers	387	48	435	361
Complaints about the Agency	4,915	626	5,541	3,370
Critical/ Reportable Incident	1,279	164	1,443	1,078
Unclassified	81	3	84	79
Total	6,857	873	7,730	4,526
% of the number of active participants	7.0%	7.9%	7.1%	

⁴⁸² Note that 65% of all complainants made only one complaint, 20% made two complaints and 15% made three or more complaints.

⁴⁸³ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁴⁸⁴ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia

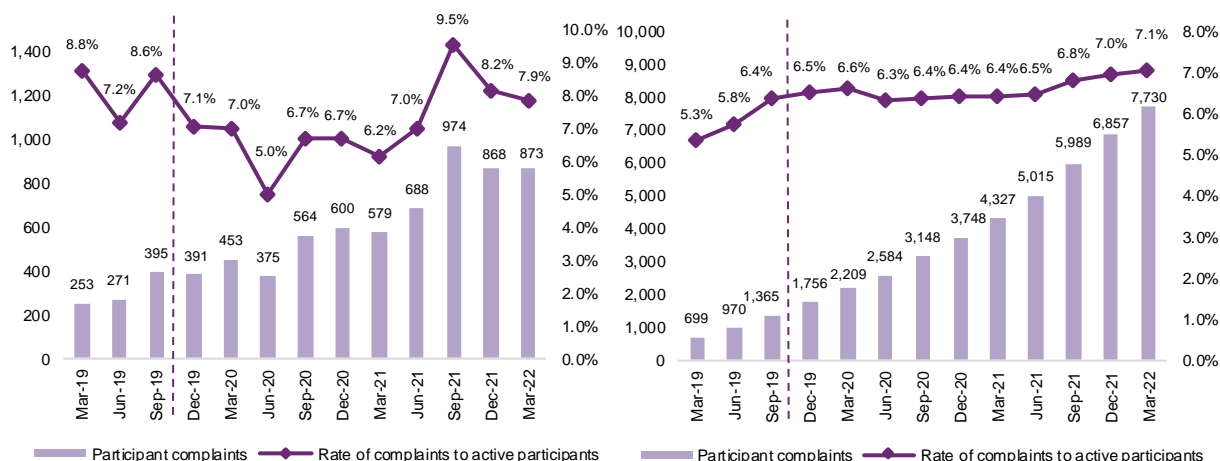


Table I.65 Participant complaints by type – Western Australia

Complaints by source, subject and type			Prior Quarters		2021-22 Q3		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	(1%)	1	(0%)	70	(1%)		
NDIA Access	128	(3%)	14	(2%)	142	(3%)		
NDIA Engagement	2	(0%)	3	(0%)	5	(0%)		
NDIA Finance	277	(6%)	54	(9%)	331	(6%)		
NDIA Fraud and Compliance	9	(0%)	3	(0%)	12	(0%)		
NDIA Plan	1,065	(22%)	214	(34%)	1,279	(23%)		
NDIA Process	461	(9%)	76	(12%)	537	(10%)		
NDIA Resources	34	(1%)	10	(2%)	44	(1%)		
NDIA Staff	265	(5%)	29	(5%)	294	(5%)		
NDIA Timeliness	1,147	(23%)	212	(34%)	1,359	(25%)		
Participation, engagement and inclusion	14	(0%)	0	(0%)	14	(0%)		
Provider Portal	2	(0%)	0	(0%)	2	(0%)		
Quality & Safeguards Commission	4	(0%)	0	(0%)	4	(0%)		
Reasonable and necessary supports	168	(3%)	0	(0%)	168	(3%)		
Staff conduct - Agency	63	(1%)	0	(0%)	63	(1%)		
The way the NDIA carried out its decision making	122	(2%)	3	(0%)	125	(2%)		
Timeliness	505	(10%)	0	(0%)	505	(9%)		
Other	436	(9%)	7	(1%)	443	(8%)		
Total	4,915		626		5,541			
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	(7%)	0	(0%)	1	(7%)		
ECA Process	0	(0%)	1	(100%)	1	(7%)		
ECA Resources	0	(0%)	0	(0%)	0	(0%)		
ECA Staff	5	(36%)	0	(0%)	5	(33%)		
ECA Timeliness	8	(57%)	0	(0%)	8	(53%)		
Other	0	(0%)	0	(0%)	0	(0%)		
Total	14		1		15			
Complaint about LAC Partner								
LAC Engagement	1	(1%)	0	(0%)	1	(0%)		
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)		
LAC Plan	29	(16%)	4	(13%)	33	(16%)		

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Process	20	(11%)	5	(16%)	25	(12%)
LAC Resources	2	(1%)	1	(3%)	3	(1%)
LAC Staff	111	(61%)	15	(48%)	126	(59%)
LAC Timeliness	18	(10%)	6	(19%)	24	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	181		31		212	
<i>Complaints about service providers</i>						
Provider costs.	15	(4%)	0	(0%)	15	(3%)
Provider Finance	19	(5%)	4	(8%)	23	(5%)
Provider Fraud and Compliance	25	(6%)	5	(10%)	30	(7%)
Provider process	11	(3%)	1	(2%)	12	(3%)
Provider Service	162	(42%)	28	(58%)	190	(44%)
Provider Staff	57	(15%)	9	(19%)	66	(15%)
Service Delivery	23	(6%)	1	(2%)	24	(6%)
Staff conduct	16	(4%)	0	(0%)	16	(4%)
Supports being provided	21	(5%)	0	(0%)	21	(5%)
Other	38	(10%)	0	(0%)	38	(9%)
Total	387		48		435	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	318	(25%)	39	(24%)	357	(25%)
Allegations against Informal Supports	198	(15%)	6	(4%)	204	(14%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	278	(22%)	23	(14%)	301	(21%)
Provider reporting	485	(38%)	96	(59%)	581	(40%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,279		164		1,443	
<i>Unclassified</i>	81		3		84	
Participants total	6,857		873		7,730	

Table I.66 AAT Cases by category at 31 March 2022 – Western Australia

Category	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Access	101	17%	22	15%	123	17%
Plan	452	77%	110	77%	562	77%
Plan Review	18	3%	<11		21	3%
Other	14	2%	<11		22	3%
Total cases	585	100%	143	100%	728	100%
% of the number of active participants	0.60%		1.29%		0.67%	

Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁸⁵

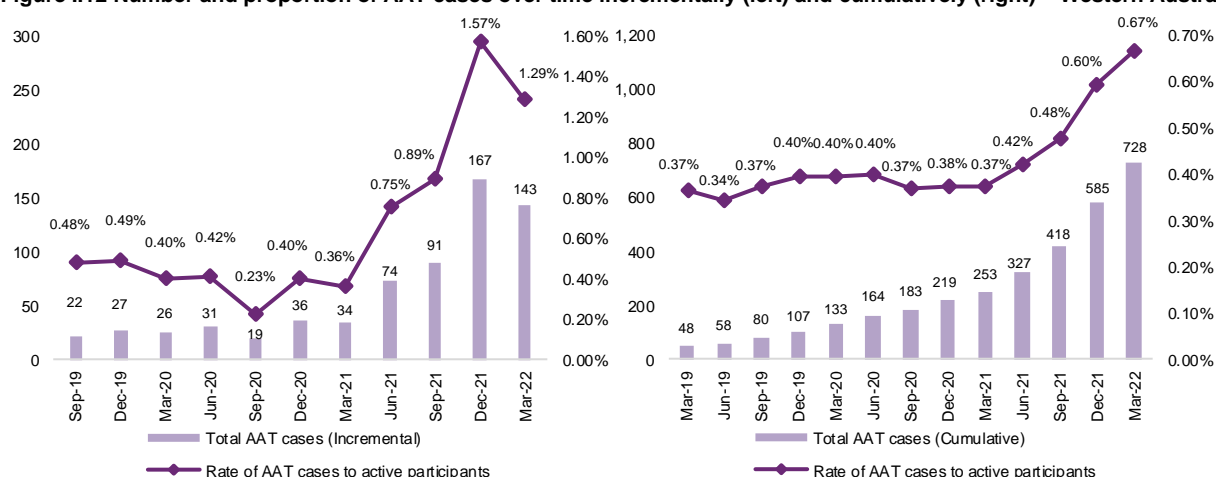


Table I.67 AAT cases by open/closed and decision – Western Australia ^{486 487}

	Number of cases	Number of unique active participants
AAT Cases	728	700
Open AAT Cases	375	373
Closed AAT Cases	353	337
<i>Resolved before hearing</i>	348	333
<i>Gone to hearing and received a substantive decision</i>	<11	<11

⁴⁸⁵ There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

⁴⁸⁶ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

⁴⁸⁷ 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.

Part Four: Providers and the growing market

Table I.68 Key markets indicators by quarter – Western Australia ^{488 489}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.34	1.27
b) Number of providers delivering new types of supports	207	216
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	91%	90%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participate Community (%)</i>	89%	91%
<i>Early Childhood Supports (%)</i>	91%	90%
<i>Assist Personal Activities (%)</i>	91%	91%

Table I.69 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – Western Australia ⁴⁹⁰

Activity	Number of providers
Active for the first time in 2021-22 Q3	83
Active in 2021-22 Q3 and also in previous quarters	1,033
Active in 2021-22 Q3	1,116
Inactive in 2021-22 Q3	1,313
Active ever	2,429

⁴⁸⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁸⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴⁹⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table I.70 Cumulative number of providers that have been ever active by registration group – Western Australia ⁴⁹¹

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	47	1	48	2%
Assistance Animals	22	1	23	5%
Assistance with daily life tasks in a group or shared living arrangement	259	20	279	8%
Assistance with travel/transport arrangements	256	15	271	6%
Daily Personal Activities	481	24	505	5%
Group and Centre Based Activities	277	10	287	4%
High Intensity Daily Personal Activities	339	12	351	4%
Household tasks	426	12	438	3%
Interpreting and translation	57	5	62	9%
Participation in community, social and civic activities	536	31	567	6%
Assistive Technology				
Assistive equipment for recreation	83	4	87	5%
Assistive products for household tasks	80	1	81	1%
Assistance products for personal care and safety	561	26	587	5%
Communication and information equipment	193	7	200	4%
Customised Prosthetics	181	5	186	3%
Hearing Equipment	73	5	78	7%
Hearing Services	23	3	26	13%
Personal Mobility Equipment	300	11	311	4%
Specialised Hearing Services	21	2	23	10%
Vision Equipment	64	2	66	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	591	25	616	4%
Behaviour Support	230	13	243	6%
Community nursing care for high needs	132	8	140	6%
Development of daily living and life skills	307	20	327	7%
Early Intervention supports for early childhood	414	18	432	4%
Exercise Physiology and Physical Wellbeing activities	128	8	136	6%
Innovative Community Participation	75	9	84	12%
Specialised Driving Training	48	3	51	6%
Therapeutic Supports	1,005	23	1,028	2%
Capital services				
Home modification design and construction	88	1	89	1%
Specialist Disability Accommodation	32	0	32	0%
Vehicle Modifications	46	3	49	7%
Choice and control support services				
Management of funding for supports in participants plan	288	11	299	4%
Support Coordination	195	15	210	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	101	8	109	8%
Specialised Supported Employment	86	6	92	7%
Total	2,346	83	2,429	4%

⁴⁹¹ 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.71 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – Western Australia ⁴⁹²

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	43	48	10%	90%	100%
Assistance Animals	3	20	23	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	30	249	279	11%	89%	100%
Assistance with travel/transport arrangements	28	243	271	10%	90%	100%
Daily Personal Activities	52	453	505	10%	90%	100%
Group and Centre Based Activities	25	262	287	9%	91%	100%
High Intensity Daily Personal Activities	34	317	351	10%	90%	100%
Household tasks	83	355	438	19%	81%	100%
Interpreting and translation	10	52	62	16%	84%	100%
Participation in community, social and civic activities	55	512	567	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	8	79	87	9%	91%	100%
Assistive products for household tasks	8	73	81	10%	90%	100%
Assistance products for personal care and safety	75	512	587	13%	87%	100%
Communication and information equipment	34	166	200	17%	83%	100%
Customised Prosthetics	31	155	186	17%	83%	100%
Hearing Equipment	17	61	78	22%	78%	100%
Hearing Services	2	24	26	8%	92%	100%
Personal Mobility Equipment	43	268	311	14%	86%	100%
Specialised Hearing Services	2	21	23	9%	91%	100%
Vision Equipment	9	57	66	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	93	523	616	15%	85%	100%
Behaviour Support	48	195	243	20%	80%	100%
Community nursing care for high needs	15	125	140	11%	89%	100%
Development of daily living and life skills	37	290	327	11%	89%	100%
Early Intervention supports for early childhood	117	315	432	27%	73%	100%
Exercise Physiology and Physical Wellbeing activities	28	108	136	21%	79%	100%
Innovative Community Participation	12	72	84	14%	86%	100%
Specialised Driving Training	13	38	51	25%	75%	100%
Therapeutic Supports	314	714	1,028	31%	69%	100%
Capital services						
Home modification design and construction	11	78	89	12%	88%	100%
Specialist Disability Accommodation	2	30	32	6%	94%	100%
Vehicle Modifications	5	44	49	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	59	240	299	20%	80%	100%
Support Coordination	30	180	210	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	103	109	6%	94%	100%
Specialised Supported Employment	11	81	92	12%	88%	100%
Total	534	1,895	2,429	22%	78%	100%

⁴⁹² Ibid.

Table I.72 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – Western Australia ⁴⁹³

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	6	1	7	14%
Assistance Animals	13	1	14	7%
Assistance with daily life tasks in a group or shared living arrangement	162	20	182	11%
Assistance with travel/transport arrangements	138	15	153	10%
Daily Personal Activities	256	24	280	9%
Group and Centre Based Activities	136	10	146	7%
High Intensity Daily Personal Activities	163	12	175	7%
Household tasks	202	12	214	6%
Interpreting and translation	35	5	40	13%
Participation in community, social and civic activities	303	31	334	9%
Assistive Technology				
Assistive equipment for recreation	18	4	22	18%
Assistive products for household tasks	12	1	13	8%
Assistance products for personal care and safety	266	26	292	9%
Communication and information equipment	74	7	81	9%
Customised Prosthetics	69	5	74	7%
Hearing Equipment	32	5	37	14%
Hearing Services	11	3	14	21%
Personal Mobility Equipment	128	11	139	8%
Specialised Hearing Services	4	2	6	33%
Vision Equipment	21	2	23	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	299	25	324	8%
Behaviour Support	132	13	145	9%
Community nursing care for high needs	79	8	87	9%
Development of daily living and life skills	140	20	160	13%
Early Intervention supports for early childhood	146	18	164	11%
Exercise Physiology and Physical Wellbeing activities	71	8	79	10%
Innovative Community Participation	28	9	37	24%
Specialised Driving Training	24	3	27	11%
Therapeutic Supports	426	23	449	5%
Capital services				
Home modification design and construction	31	1	32	3%
Specialist Disability Accommodation	22	0	22	0%
Vehicle Modifications	16	3	19	16%
Choice and control support services				
Management of funding for supports in participants plan	181	11	192	6%
Support Coordination	112	15	127	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	64	8	72	11%
Specialised Supported Employment	57	6	63	10%
Total	1,033	83	1,116	7%

⁴⁹³ Ibid.

Table I.73 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – Western Australia⁴⁹⁴

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	7	7	0%	100%	100%
Assistance Animals	1	13	14	7%	93%	100%
Assistance with daily life tasks in a group or shared living arrangement	16	166	182	9%	91%	100%
Assistance with travel/transport arrangements	19	134	153	12%	88%	100%
Daily Personal Activities	32	248	280	11%	89%	100%
Group and Centre Based Activities	15	131	146	10%	90%	100%
High Intensity Daily Personal Activities	28	147	175	16%	84%	100%
Household tasks	40	174	214	19%	81%	100%
Interpreting and translation	7	33	40	18%	83%	100%
Participation in community, social and civic activities	39	295	334	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	0	22	22	0%	100%	100%
Assistive products for household tasks	1	12	13	8%	92%	100%
Assistance products for personal care and safety	30	262	292	10%	90%	100%
Communication and information equipment	16	65	81	20%	80%	100%
Customised Prosthetics	14	60	74	19%	81%	100%
Hearing Equipment	7	30	37	19%	81%	100%
Hearing Services	1	13	14	7%	93%	100%
Personal Mobility Equipment	23	116	139	17%	83%	100%
Specialised Hearing Services	0	6	6	0%	100%	100%
Vision Equipment	2	21	23	9%	91%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	50	274	324	15%	85%	100%
Behaviour Support	22	123	145	15%	85%	100%
Community nursing care for high needs	12	75	87	14%	86%	100%
Development of daily living and life skills	15	145	160	9%	91%	100%
Early Intervention supports for early childhood	36	128	164	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	15	64	79	19%	81%	100%
Innovative Community Participation	3	34	37	8%	92%	100%
Specialised Driving Training	6	21	27	22%	78%	100%
Therapeutic Supports	113	336	449	25%	75%	100%
Capital services						
Home modification design and construction	4	28	32	13%	88%	100%
Specialist Disability Accommodation	1	21	22	5%	95%	100%
Vehicle Modifications	2	17	19	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	38	154	192	20%	80%	100%
Support Coordination	18	109	127	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	66	72	8%	92%	100%
Specialised Supported Employment	10	53	63	16%	84%	100%
Total	202	914	1,116	18%	82%	100%

⁴⁹⁴ Ibid.

Figure I.13 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – Western Australia ⁴⁹⁵

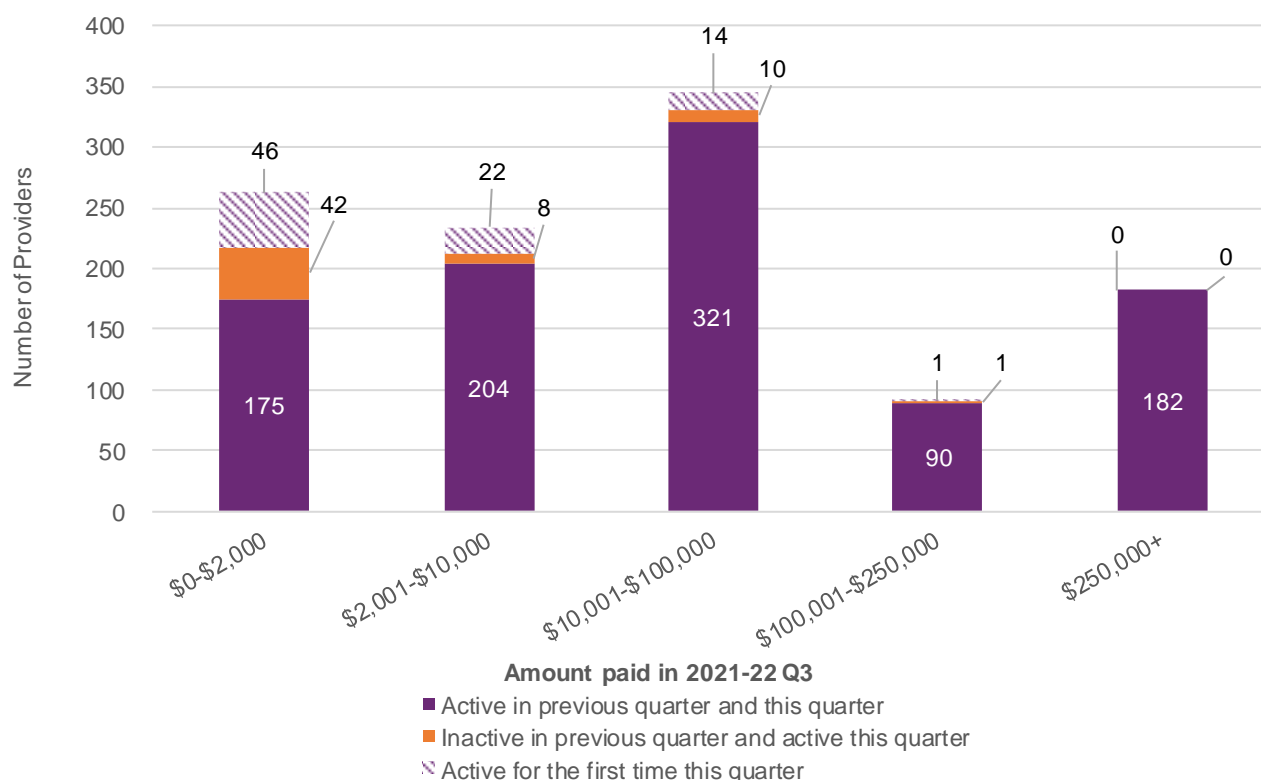
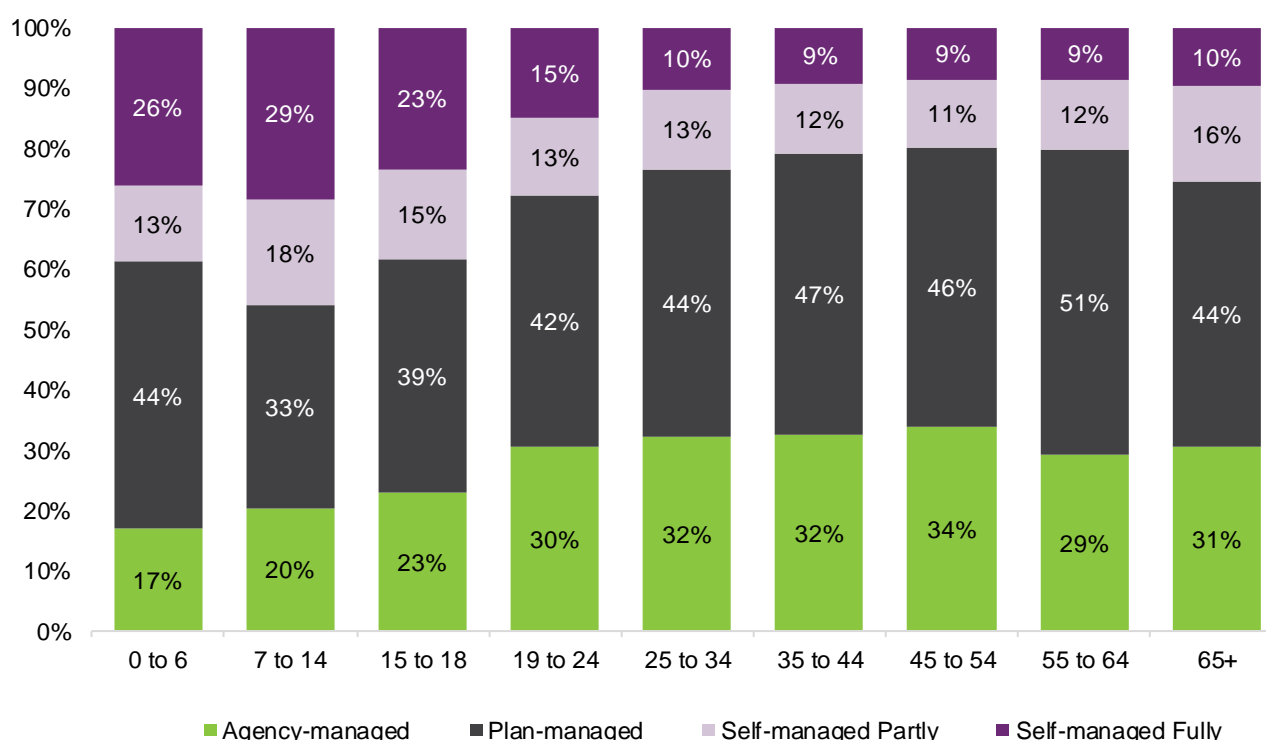


Figure I.14 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – Western Australia ^{496 497}



⁴⁹⁵ 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.

⁴⁹⁶ For the total number of active participants in each age group, see Table I.18.

⁴⁹⁷ 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.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – Western Australia ^{498 499}

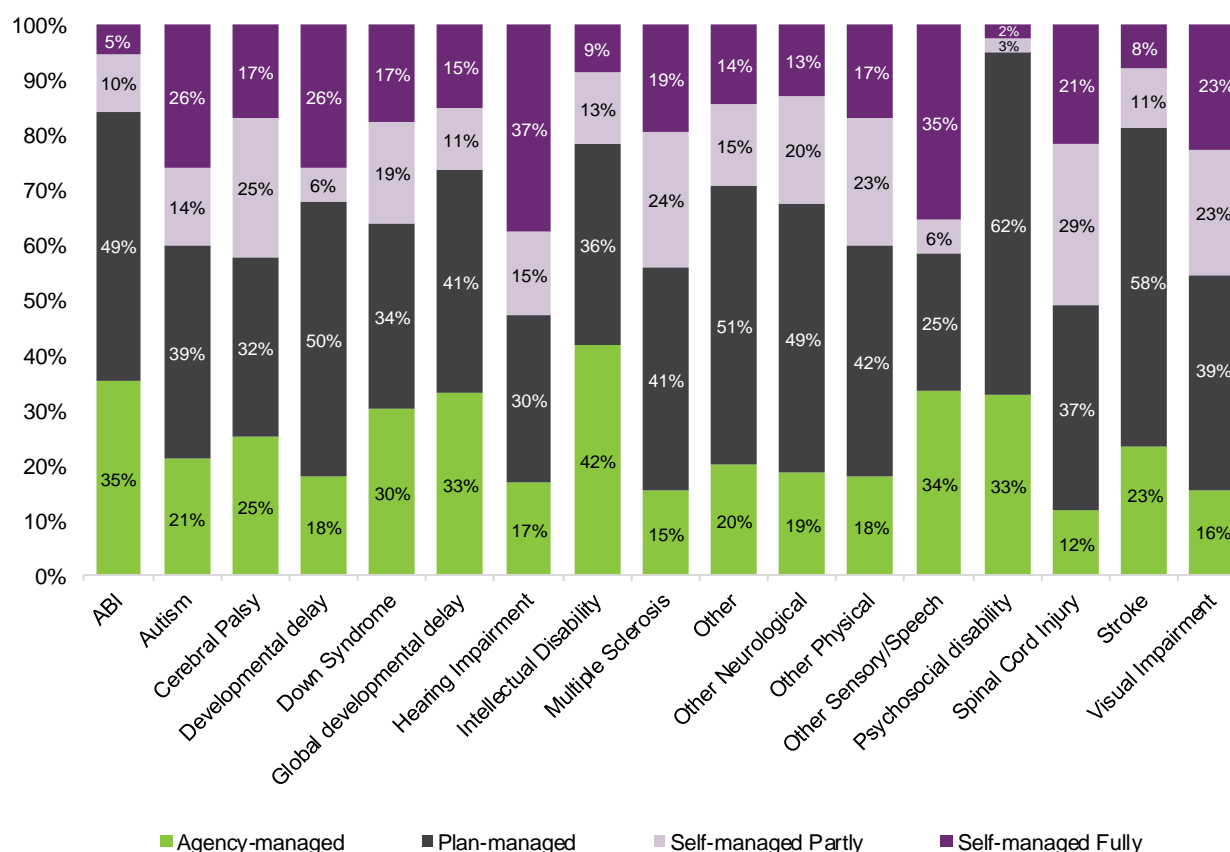


Table I.74 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ⁵⁰⁰

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	18%	16%	18%
Self-managed partly	14%	14%	14%
Plan-managed	40%	48%	42%
Agency-managed	28%	22%	26%
Total	100%	100%	100%

⁴⁹⁸ For the total number of active participants in each primary disability group, see Table I.14.

⁴⁹⁹ 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.

⁵⁰⁰ Ibid.

Figure I.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ⁵⁰¹

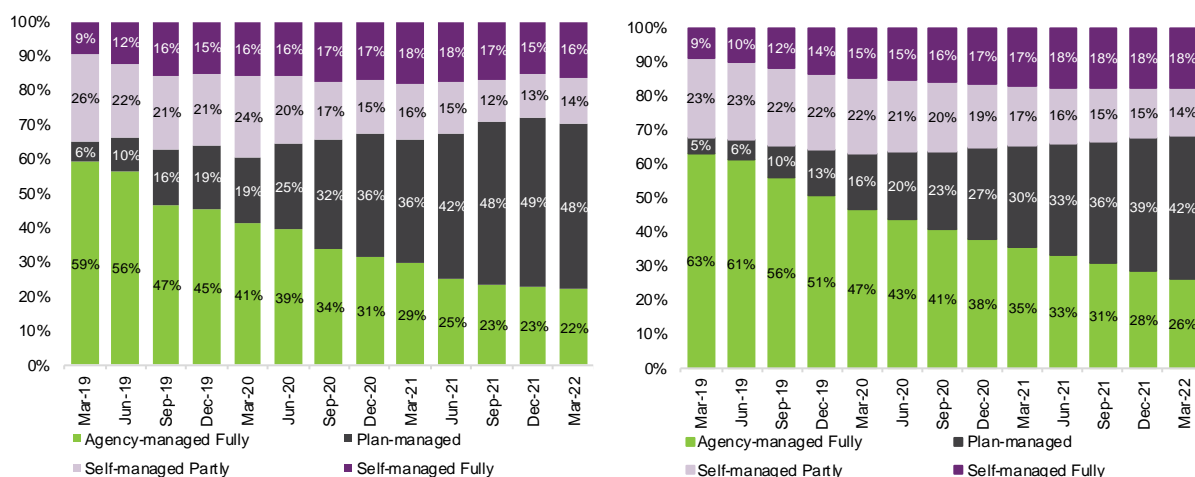


Table I.75 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia

	Prior Quarters	2021-22 Q3	Total
Self-managed	14%	14%	14%
Plan-managed	26%	42%	28%
Agency-managed	60%	44%	58%
Total	100%	100%	100%

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

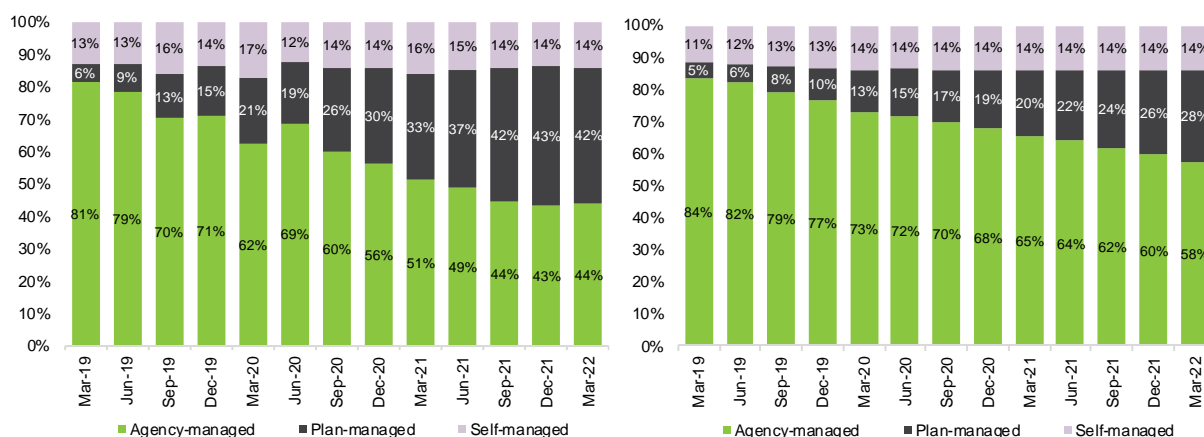


Table I.76 Distribution of active participants by support coordination and quarter of plan approval – Western Australia

	Prior Quarters	2021-22 Q3	Total
Support coordination	47%	56%	50%

⁵⁰¹ 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.77 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia ⁵⁰²

Plan activation	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Less than 30 days	26,187	70%	1,170	64%	27,357	70%
30 to 59 days	3,926	11%	231	13%	4,157	11%
60 to 89 days	1,920	5%	88	5%	2,008	5%
Activated within 90 days	32,033	86%	1,489	82%	33,522	86%
90 to 119 days	1,106	3%	49	3%	1,155	3%
120 days and over	2,997	8%	93	5%	3,090	8%
Activated after 90 days	4,103	11%	142	8%	4,245	11%
No payments	1,093	3%	188	10%	1,281	3%
Total plans approved	37,229	100%	1,819	100%	39,048	100%

⁵⁰² Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.78 Proportion of participants who have activated within 12 months at 31 March 2022 – Western Australia ⁵⁰³

	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	2,574	2,757	93%
Not Aboriginal and Torres Strait Islander	30,205	31,392	96%
Not Stated	3,764	3,929	96%
Total	36,543	38,078	96%
by Culturally and Linguistically Diverse status			
CALD	3,001	3,107	97%
Not CALD	28,838	30,089	96%
Not Stated	4,704	4,882	96%
Total	36,543	38,078	96%
by Remoteness			
Major Cities	28,976	30,041	96%
Regional	6,058	6,403	95%
Remote	1,508	1,633	92%
Missing	<11	<11	100%
Total	36,543	38,078	96%
by Primary Disability type			
Autism	13,130	13,715	96%
Intellectual disability (including Down syndrome)	7,801	8,147	96%
Psychosocial disability	3,515	3,600	98%
Developmental delay (including global developmental delay)	1,624	1,697	96%
Other	10,473	10,919	96%
Total	36,543	38,078	96%
by Gender			
Male	22,575	23,621	96%
Female	13,708	14,183	97%
Other	260	274	95%
Total	36,543	38,078	96%
by Age Group			
0-6	3,093	3,175	97%
7-14	9,375	9,738	96%
15-18	3,547	3,824	93%
19-24	3,619	3,955	92%
25-34	3,976	4,180	95%
35-44	3,205	3,284	98%
45-54	3,729	3,808	98%
55-64	4,423	4,515	98%
65+	1,576	1,599	99%
Missing	<11	<11	
Total	36,543	38,078	96%

⁵⁰³ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

Table I.79 Distribution of plans by utilisation – Western Australia ^{504 505}

Plan utilisation	Total
0 to 50%	34%
50% to 75%	28%
> 75%	38%
Total	100%

Table I.80 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ⁵⁰⁶

	Prior Quarters	2021-22 Q3	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	66%	69%	67%
Lifelong Learning	29%	27%	28%
Other	26%	28%	26%
Non-categorised	15%	13%	15%
Any mainstream service	95%	95%	95%

⁵⁰⁴ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵⁰⁵ 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.

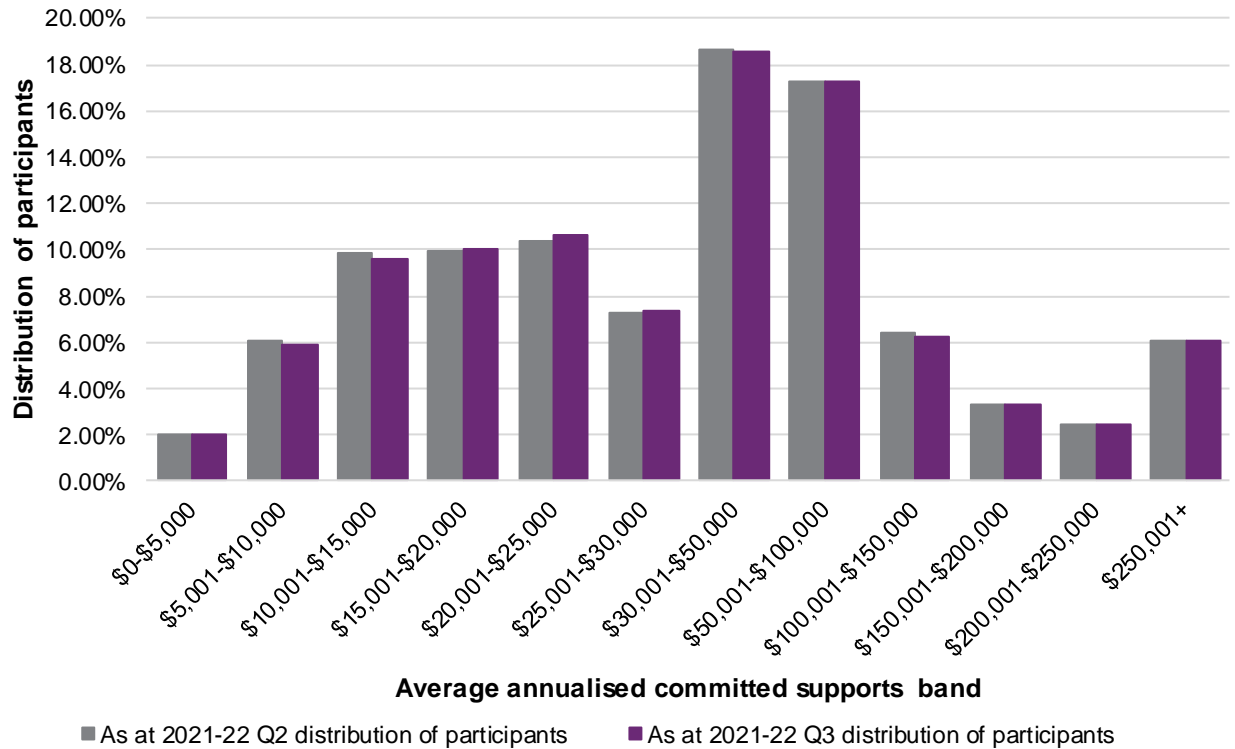
⁵⁰⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table I.81 Committed supports by financial year (\$m) – Western Australia⁵⁰⁷

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.2	19.5	70.1	172.7	224.1	544.8	1,534.2	2,727.8	2,269.3

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Western Australia



⁵⁰⁷ 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.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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Western Australia

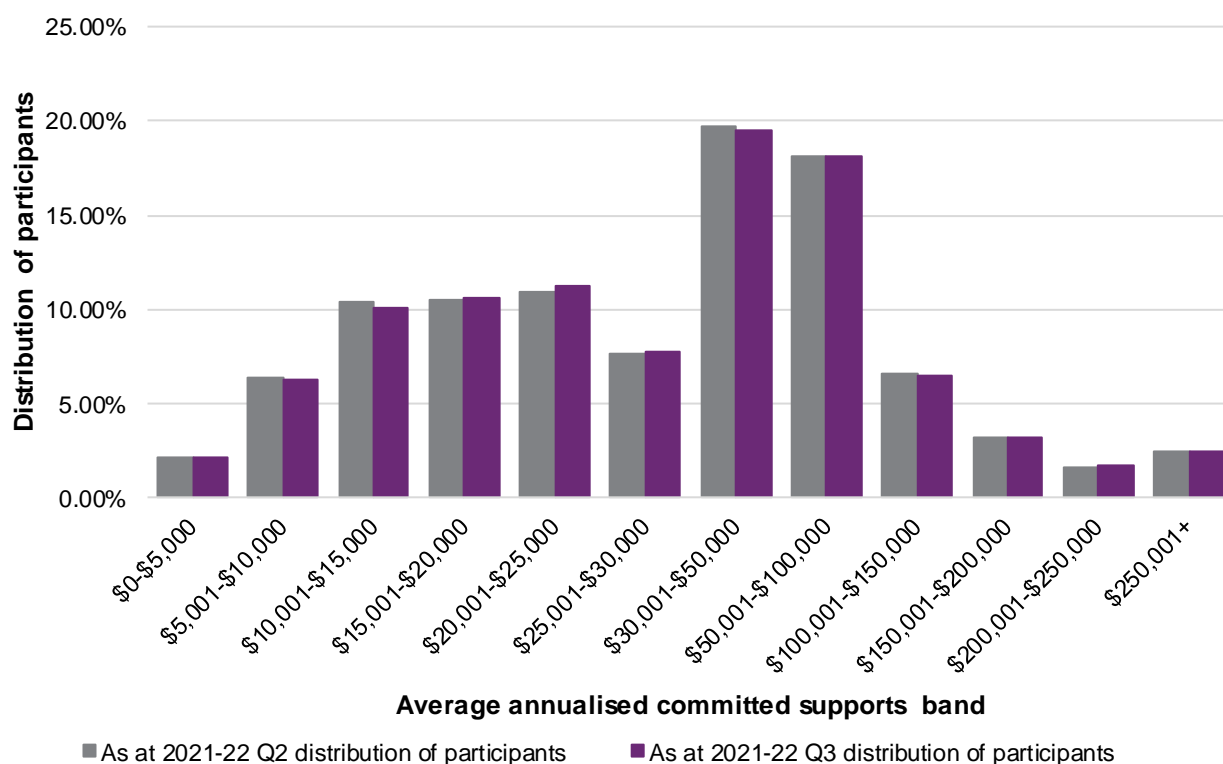


Figure I.20 Average annualised committed supports and average payments by age group as at 31 March 2022 – Western Australia⁵⁰⁸



⁵⁰⁸ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure I.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – Western Australia ⁵⁰⁹

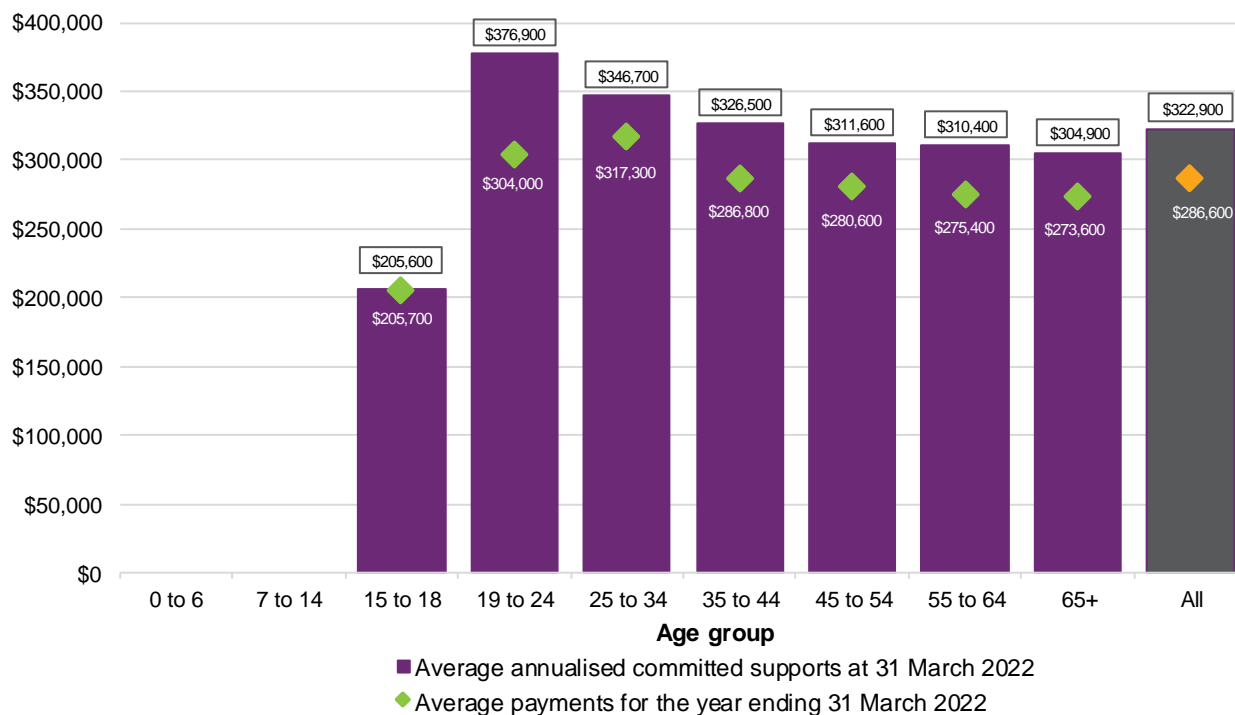
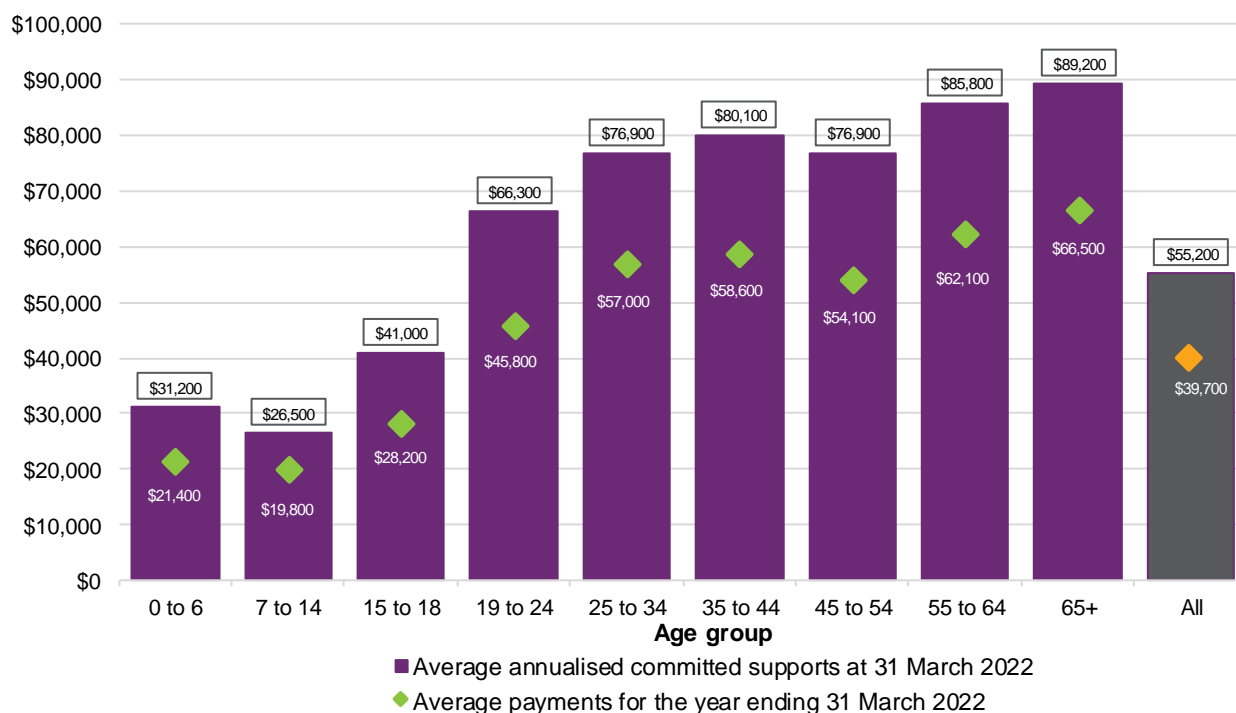


Figure I.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – Western Australia ⁵¹⁰



⁵⁰⁹ Ibid.

⁵¹⁰ Ibid.

Figure I.23 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – Western Australia ⁵¹¹

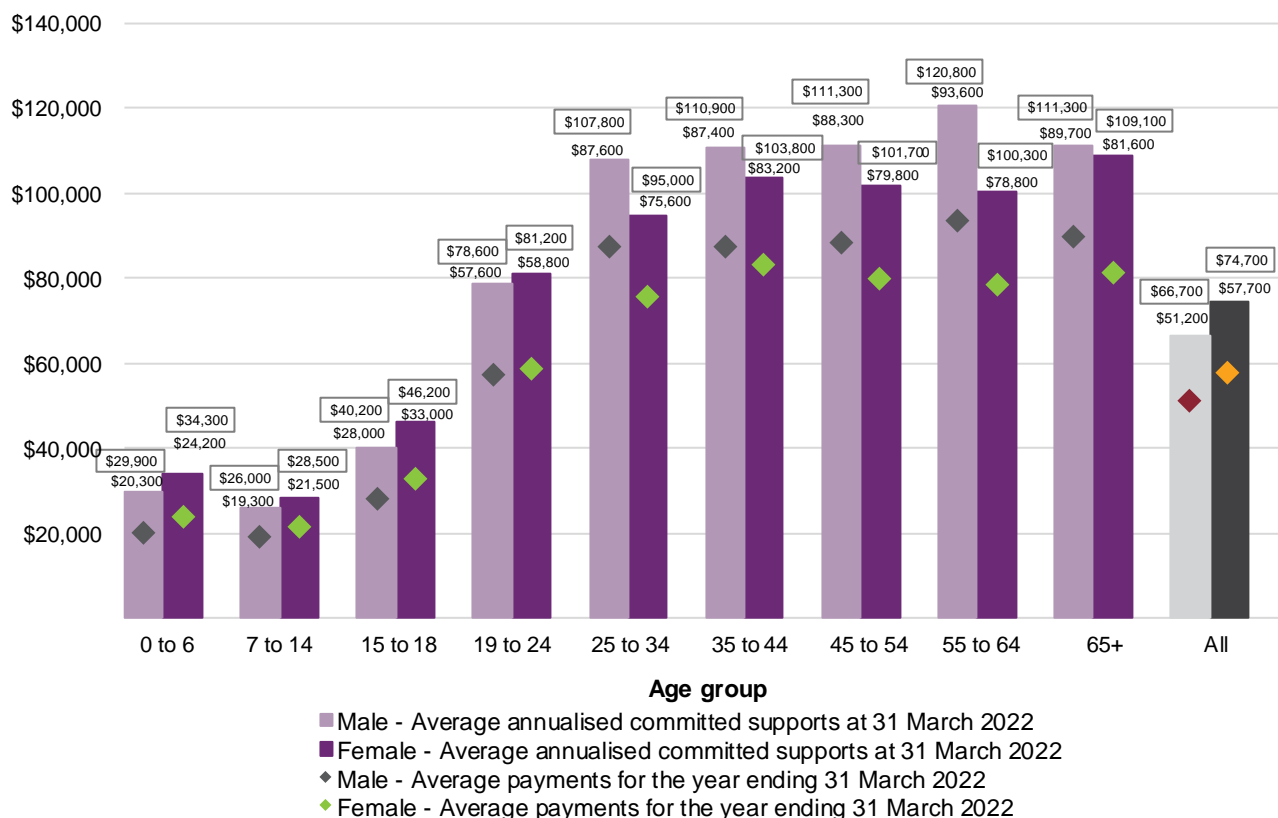
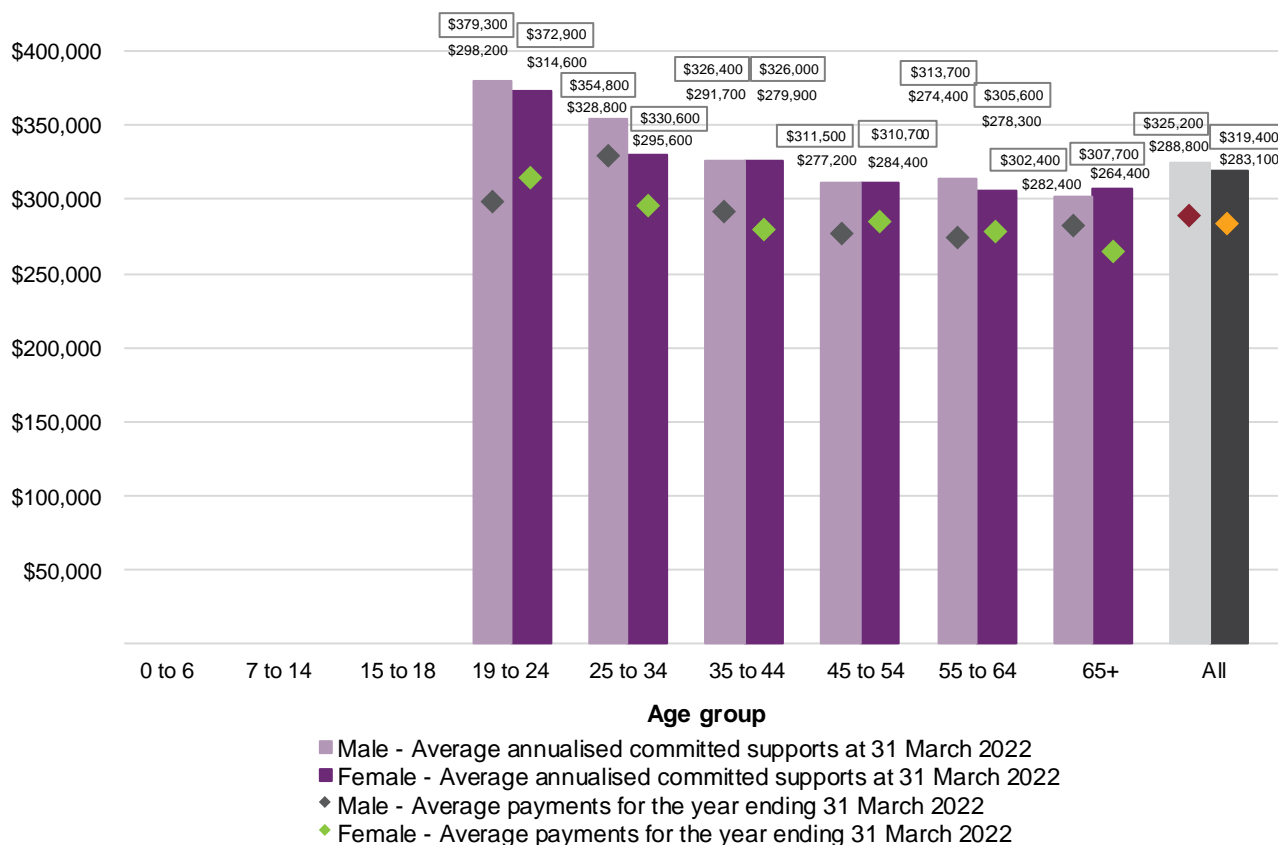


Figure I.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – Western Australia ⁵¹²



⁵¹¹ Ibid.

⁵¹² Ibid.

Figure I.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – Western Australia ⁵¹³

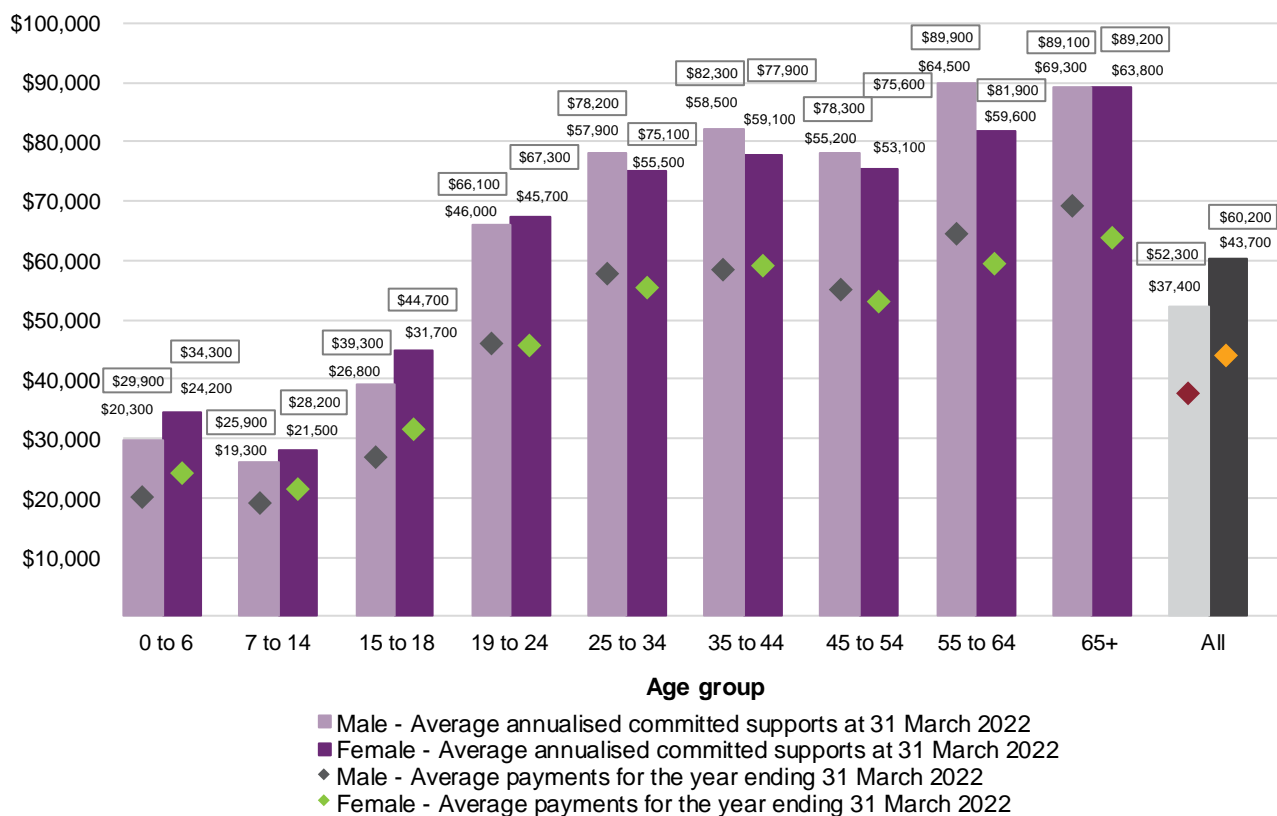
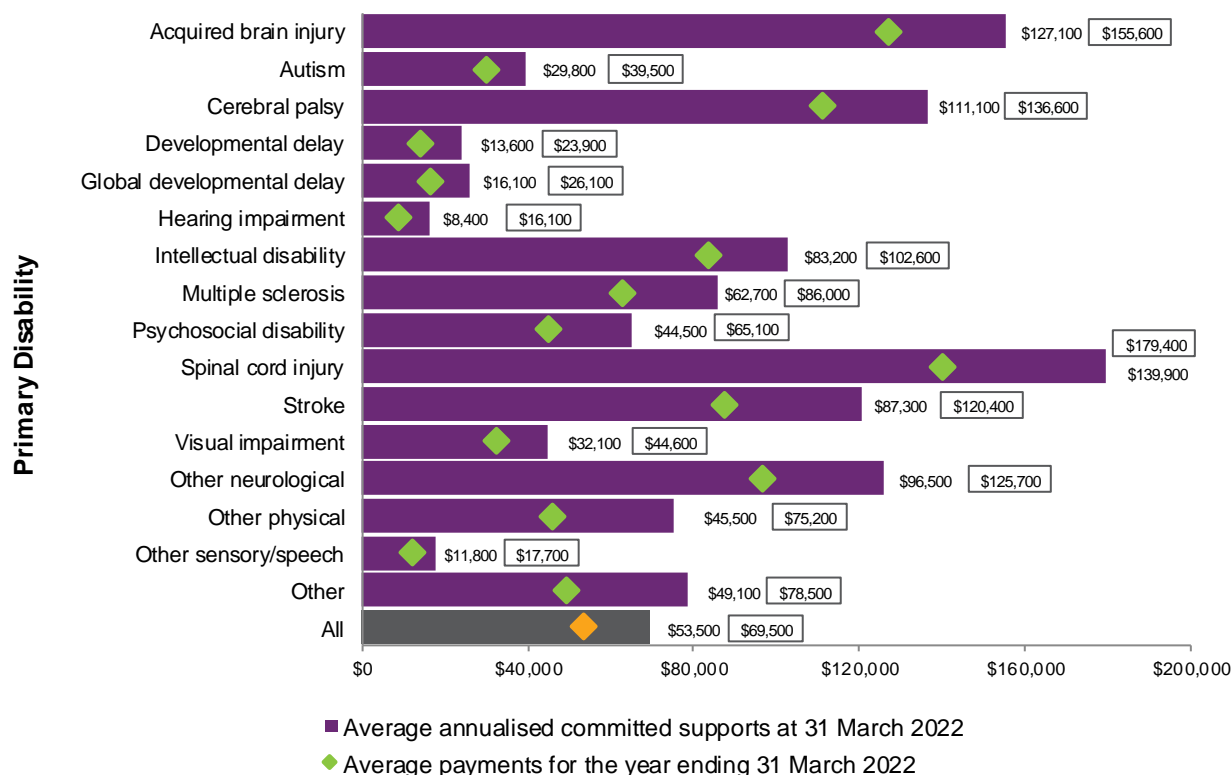


Figure I.26 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – Western Australia ⁵¹⁴



⁵¹³ Ibid.

⁵¹⁴ Ibid.

Figure I.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – Western Australia ⁵¹⁵

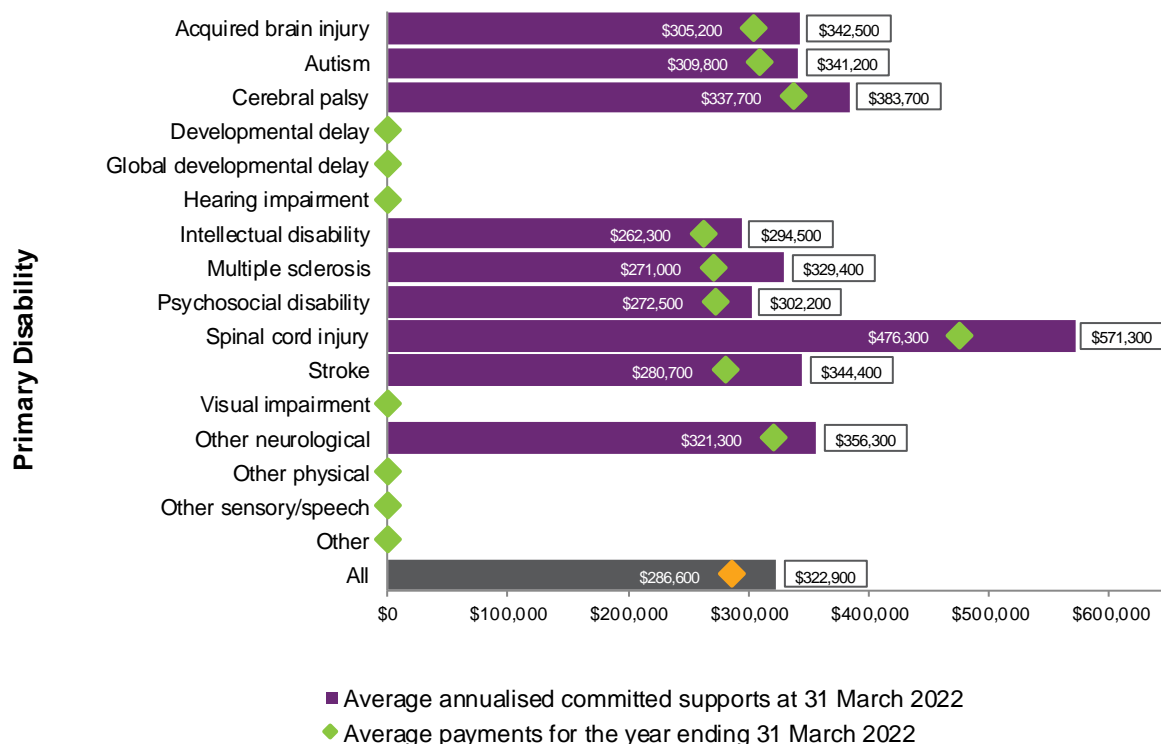
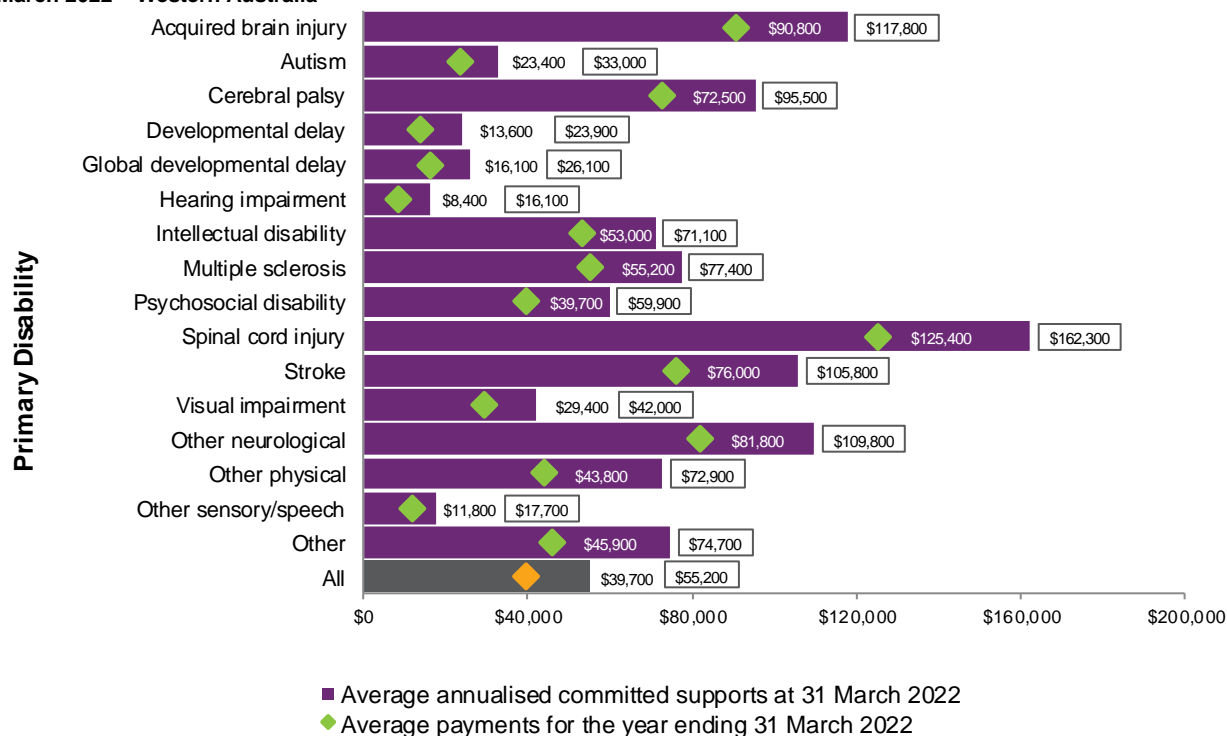


Figure I.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – Western Australia ⁵¹⁶



⁵¹⁵ Ibid.

⁵¹⁶ Ibid.

Figure I.29 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – Western Australia ⁵¹⁷

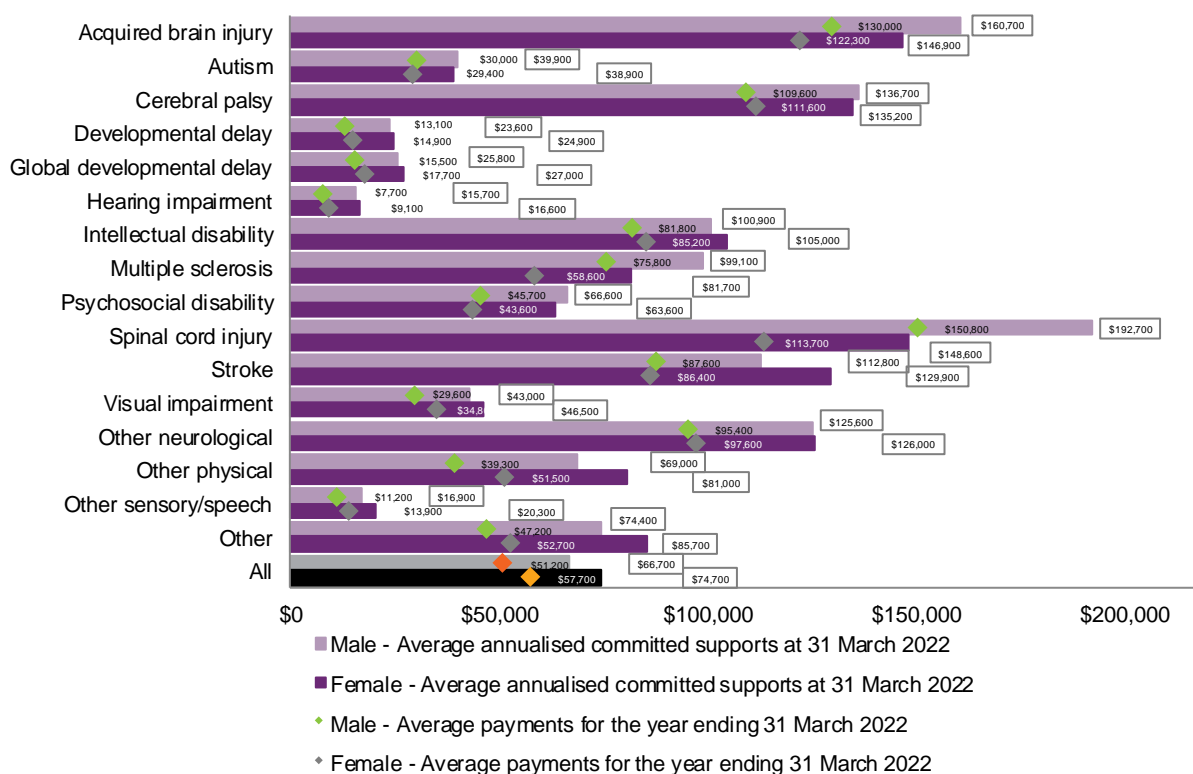
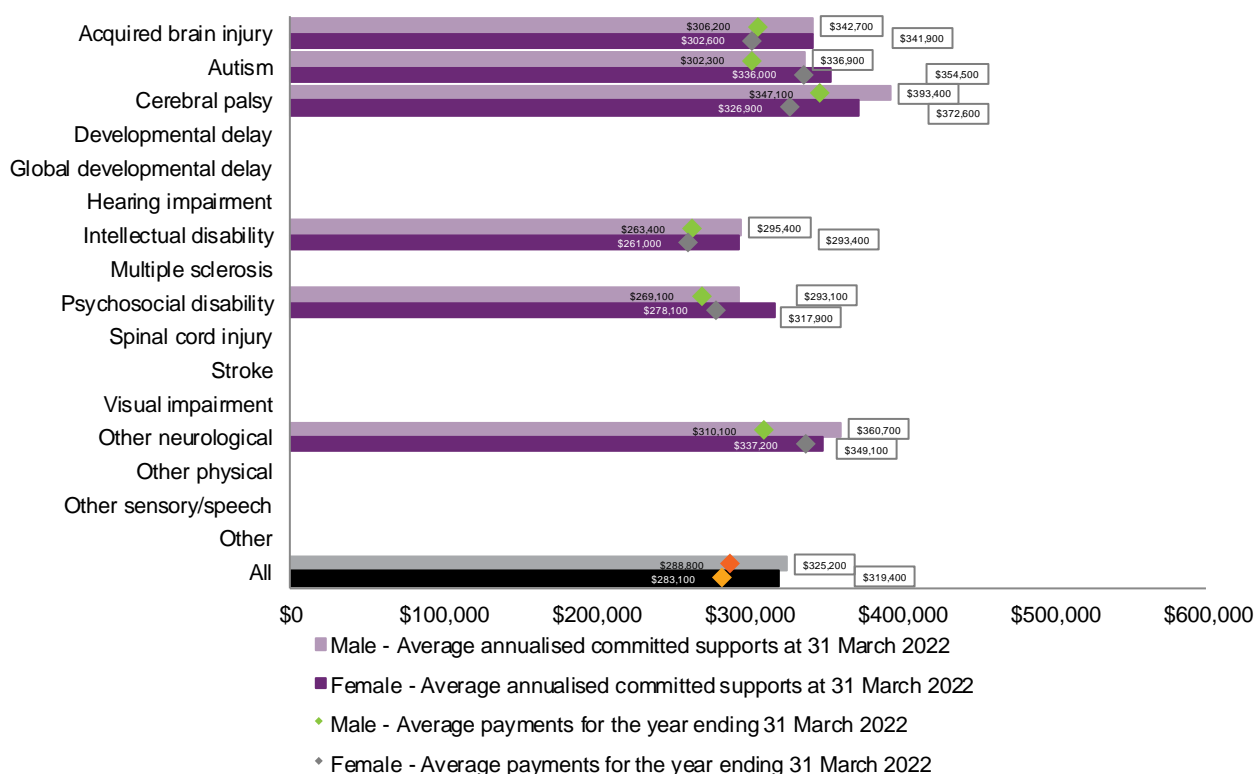


Figure I.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – Western Australia ⁵¹⁸



⁵¹⁷ Ibid.

⁵¹⁸ Ibid.

Figure I.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – Western Australia ⁵¹⁹

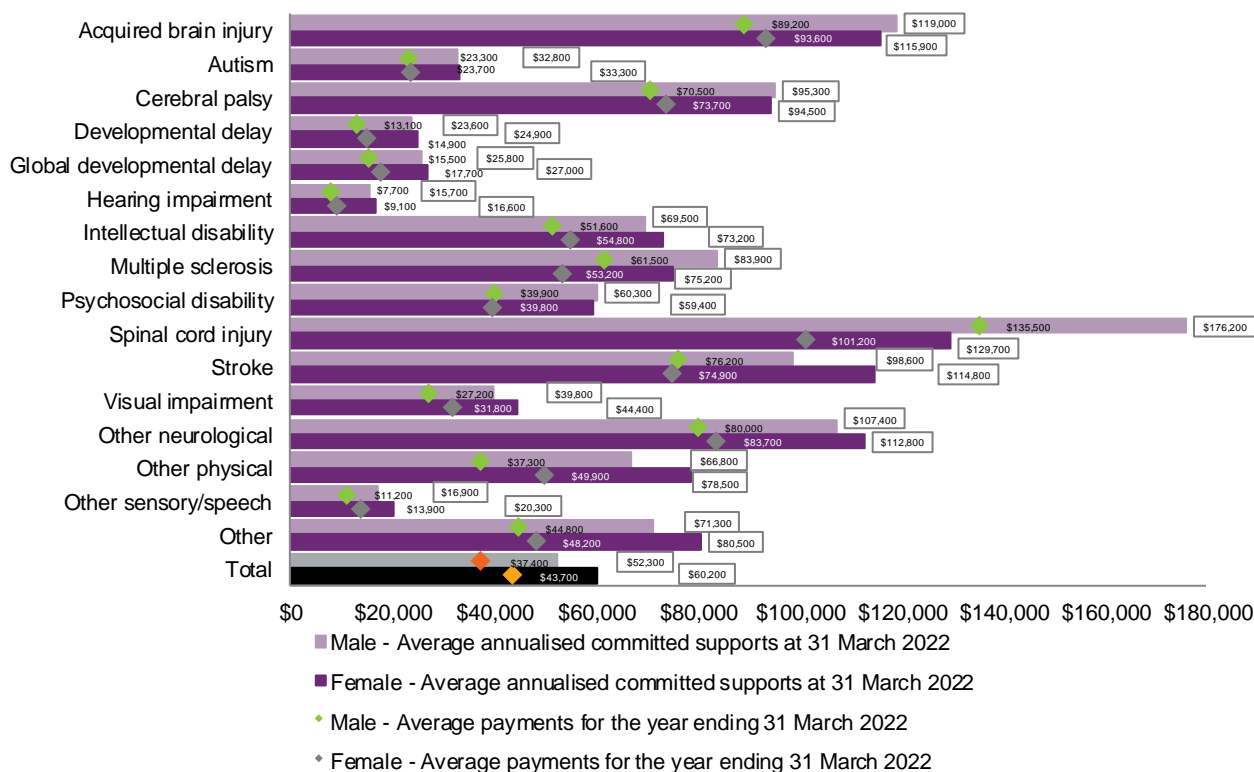
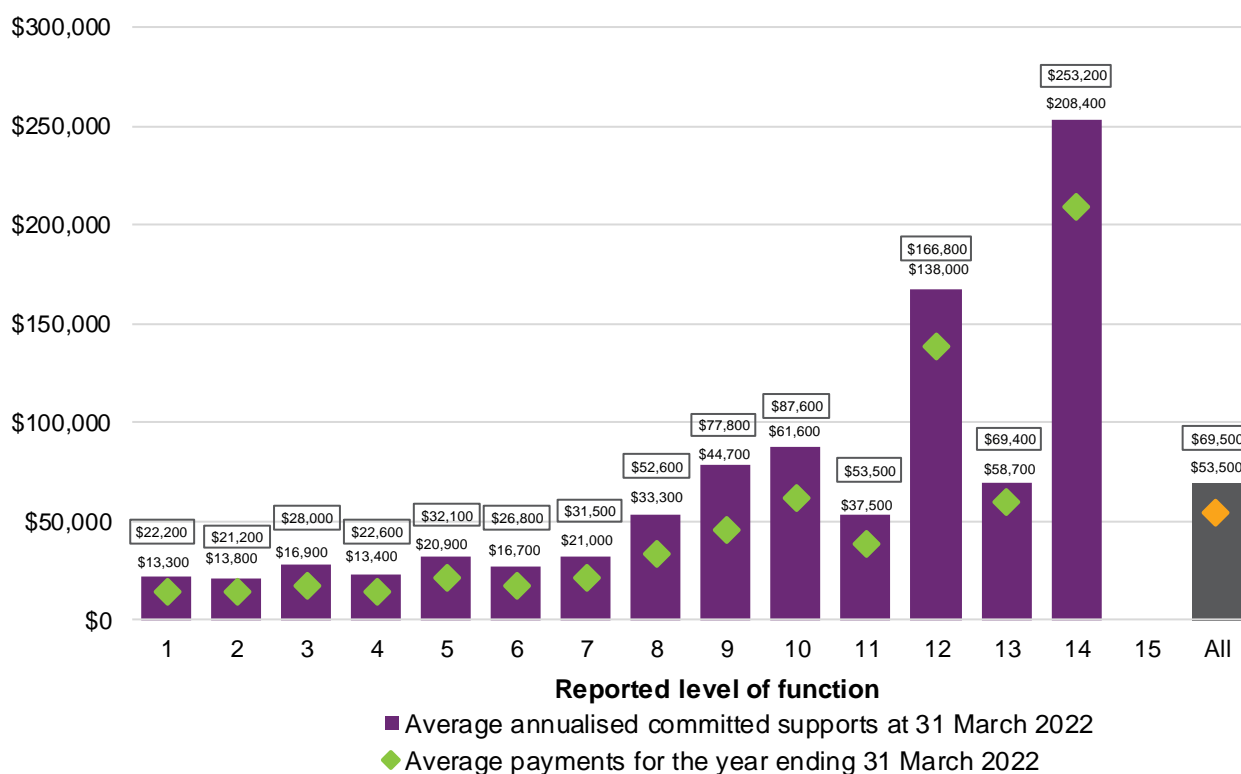


Figure I.32 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – Western Australia ⁵²⁰



⁵¹⁹ Ibid.

⁵²⁰ Ibid.

Figure I.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – Western Australia ⁵²¹

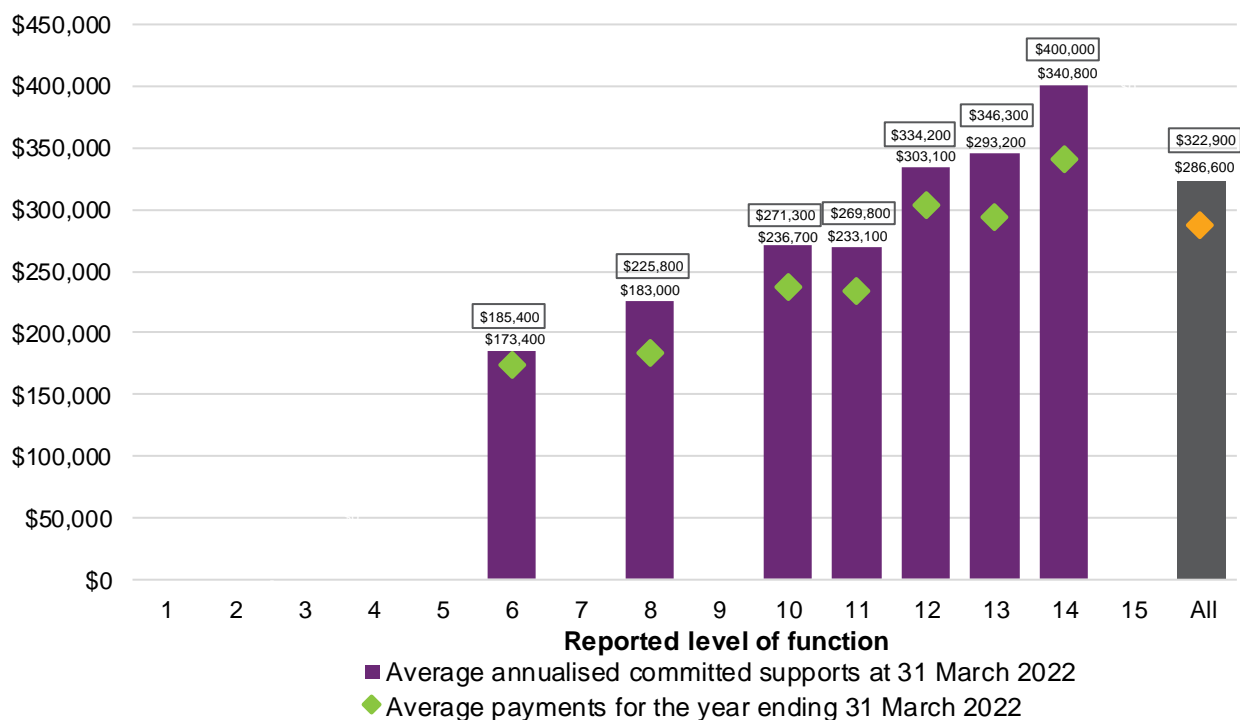
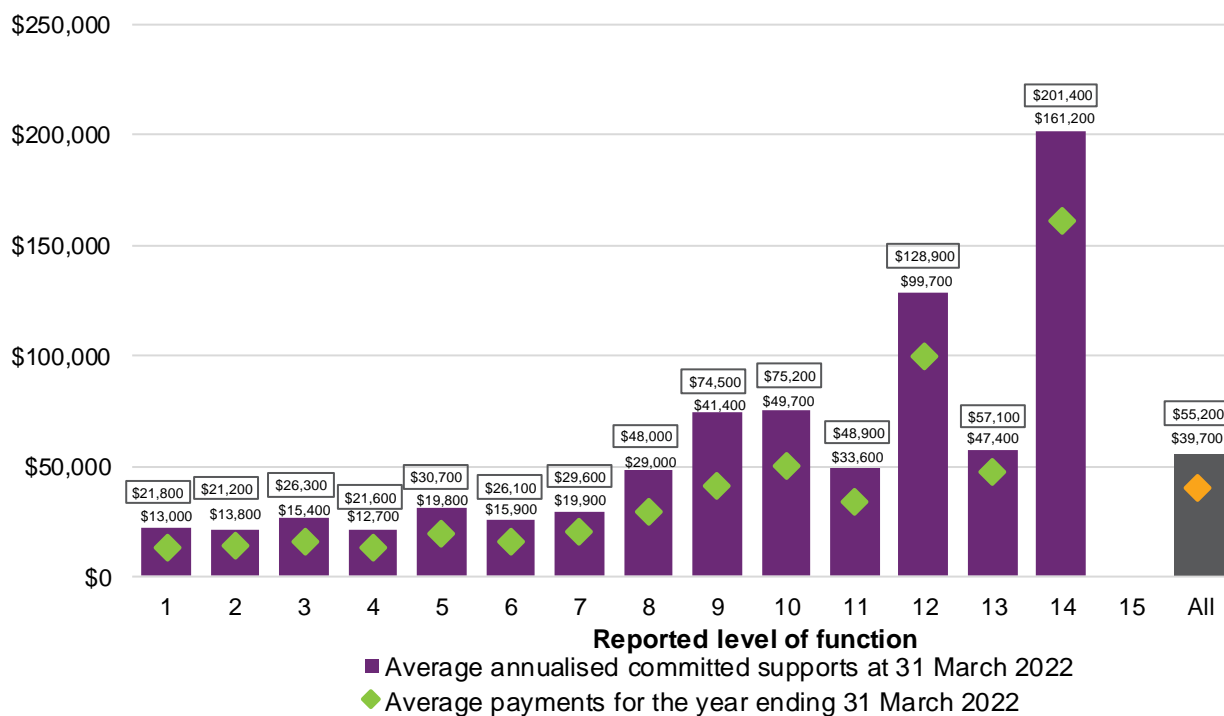


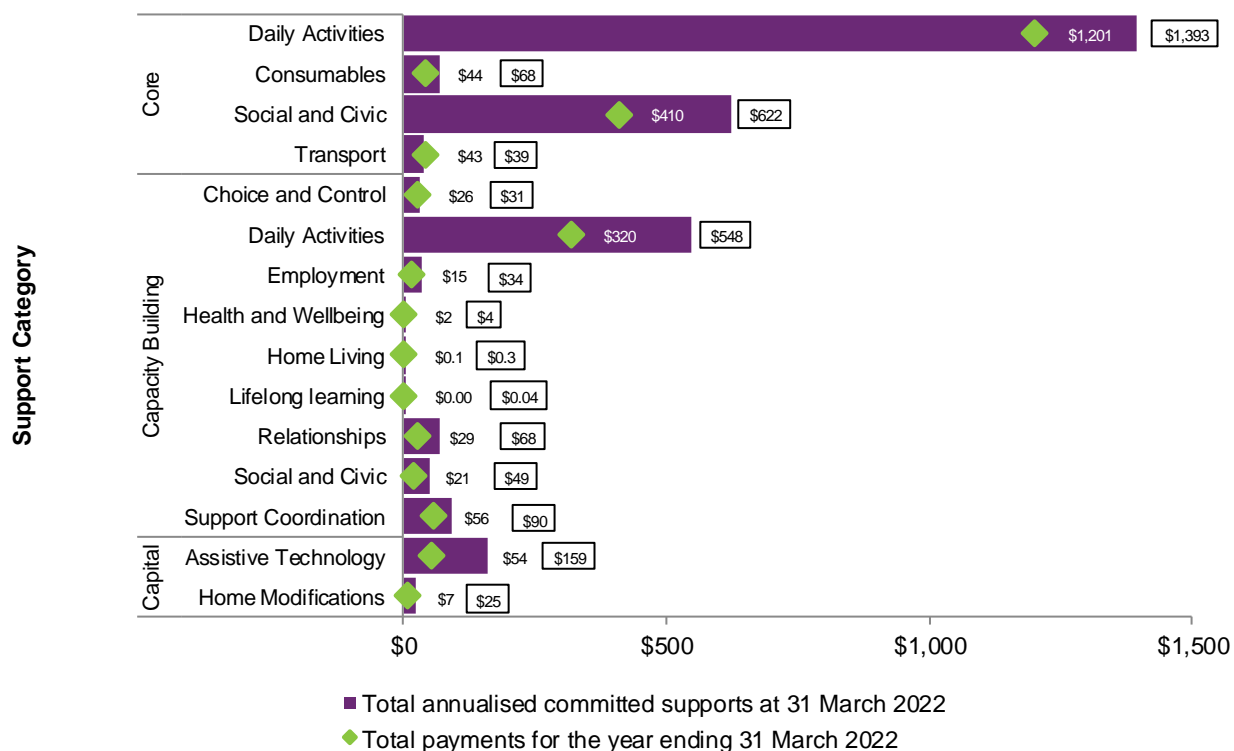
Figure I.34 Average annualised committed supports and average payments (participants not in SIL) by level of function as at 31 March 2022 – Western Australia ⁵²²



⁵²¹ Ibid.

⁵²² Ibid.

Figure I.35 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – Western Australia ^{523 524}



⁵²³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁵²⁴ Total payments for home modifications in Western Australia were \$6.7m. Of which, \$2.3m (34%) has been paid for specialised disability accommodation (SDA) supports, and \$4.4m (66%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$25m. Of which, \$12m (48%) has been allocated for specialised disability accommodation (SDA) supports, and \$13m (52%) has been allocated for non-SDA supports.

Figure I.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – Western Australia ^{525 526}

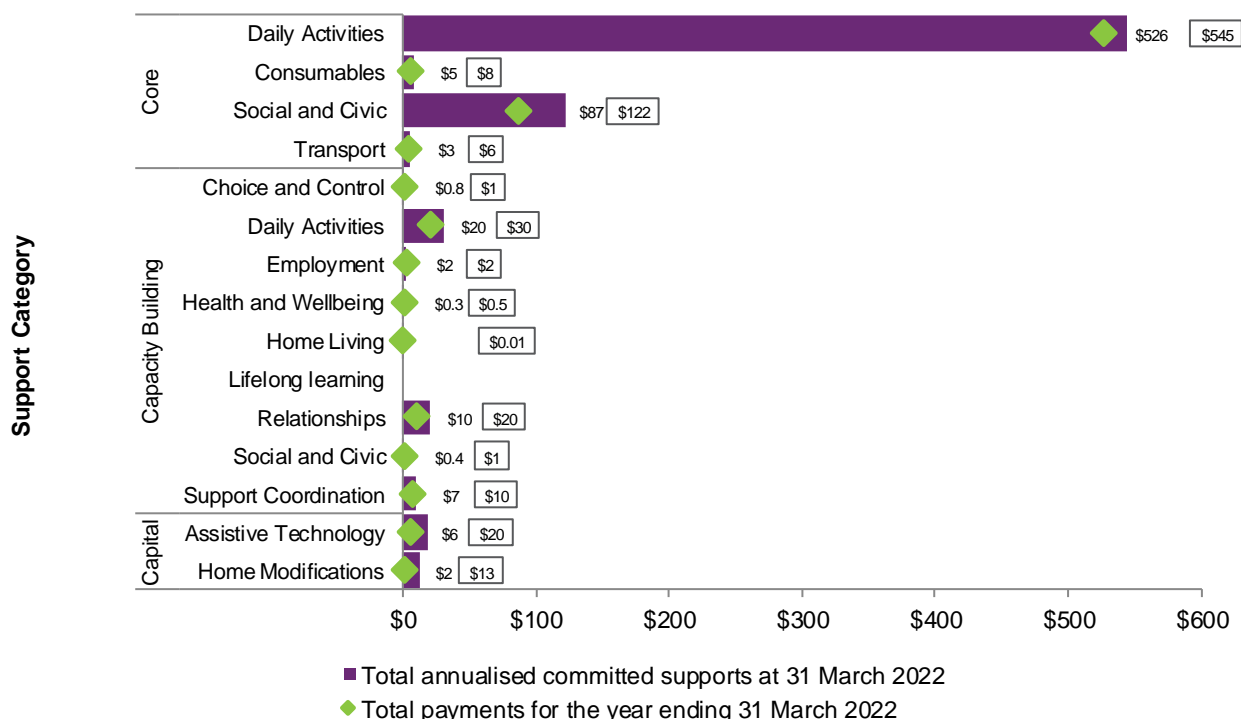
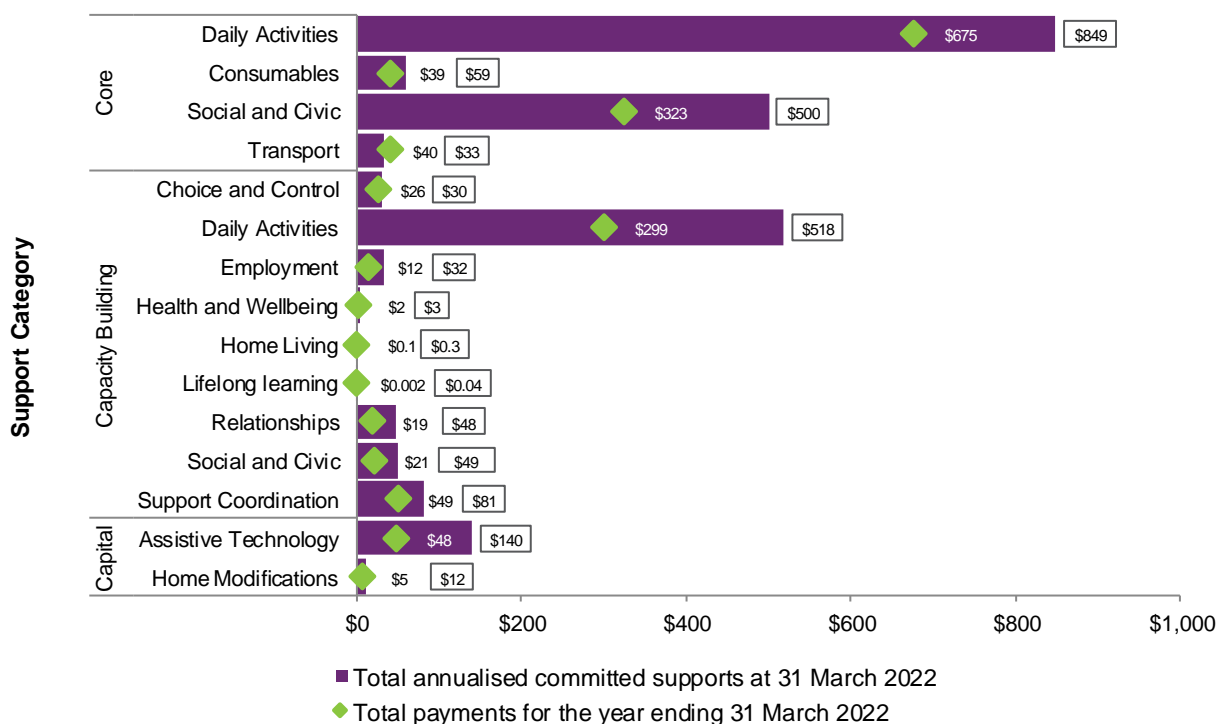


Figure I.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – Western Australia ^{527 528}



⁵²⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁵²⁶ Total payments for home modifications in Western Australia were \$1.5m. Of which, \$1.4m (92%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1m (8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$13m. Of which, \$10m (78%) has been allocated for specialised disability accommodation (SDA) supports, and \$3m (22%) has been allocated for non-SDA supports.

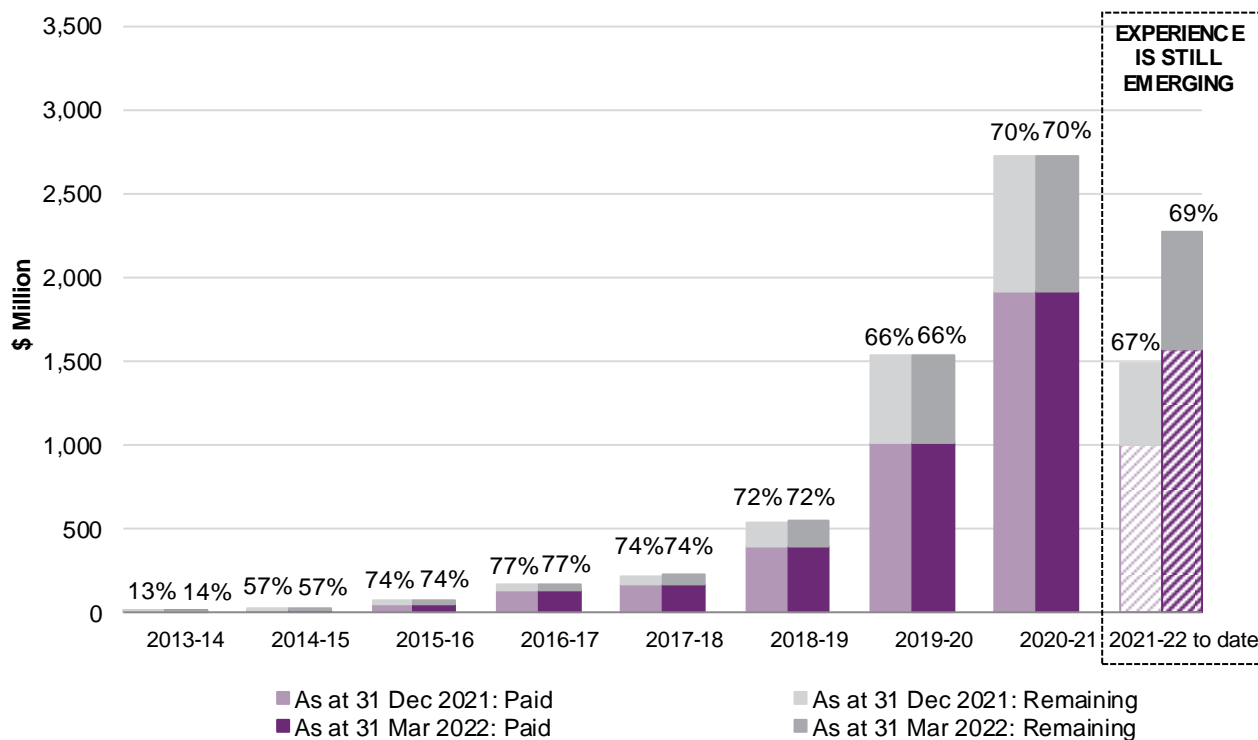
⁵²⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁵²⁸ Total payments for home modifications in Western Australia were \$5m. Of which, \$1m (17%) has been paid for specialised disability accommodation (SDA) supports, and \$4m (83%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$12m. Of which, \$2m (13%) has been allocated for specialised disability accommodation (SDA) supports, and \$10m (87%) has been allocated for non-SDA supports.

Table I.82 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{529 530}

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.2	19.5	70.1	172.7	224.1	544.8	1,534.2	2,727.8	2,269.3
Total Paid	0.02	11.2	51.6	133.3	166.4	391.6	1,018.8	1,920.8	1,568.6
% utilised to date	14%	57%	74%	77%	74%	72%	66%	70%	69%

Figure I.38 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – Western Australia



⁵²⁹ 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.

⁵³⁰ The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure I.39 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – Western Australia ⁵³¹

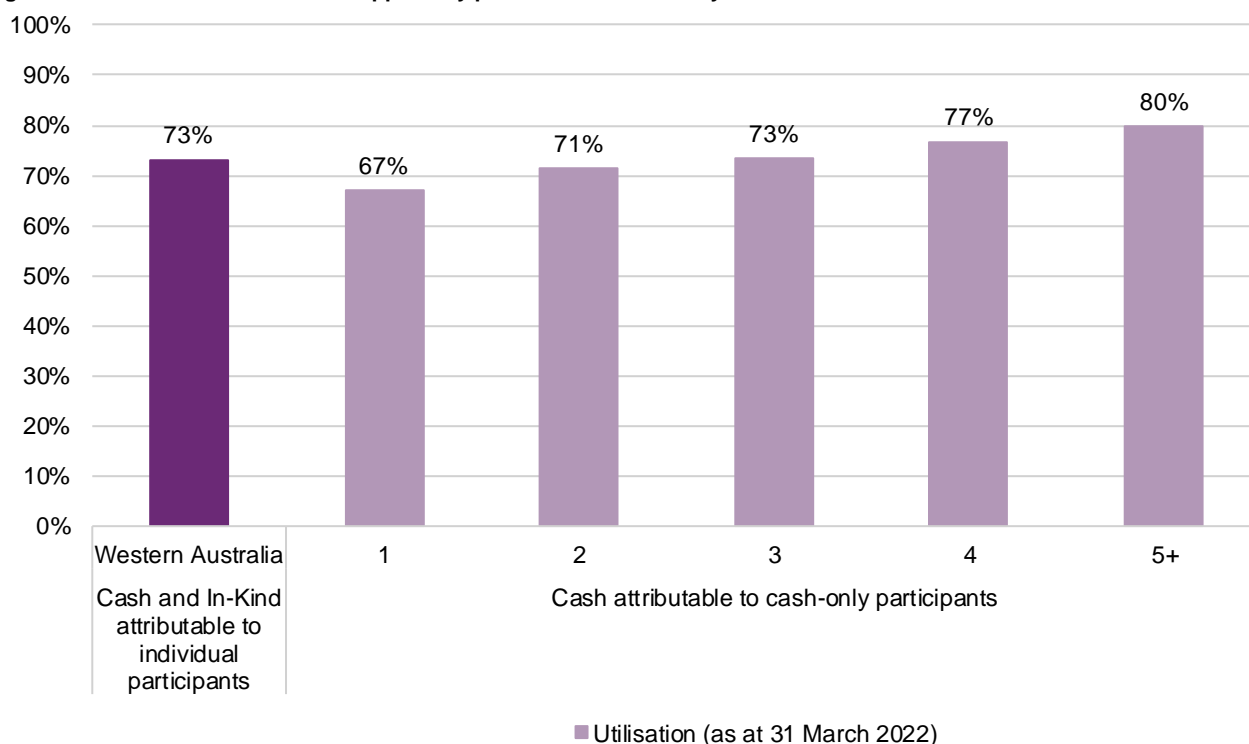
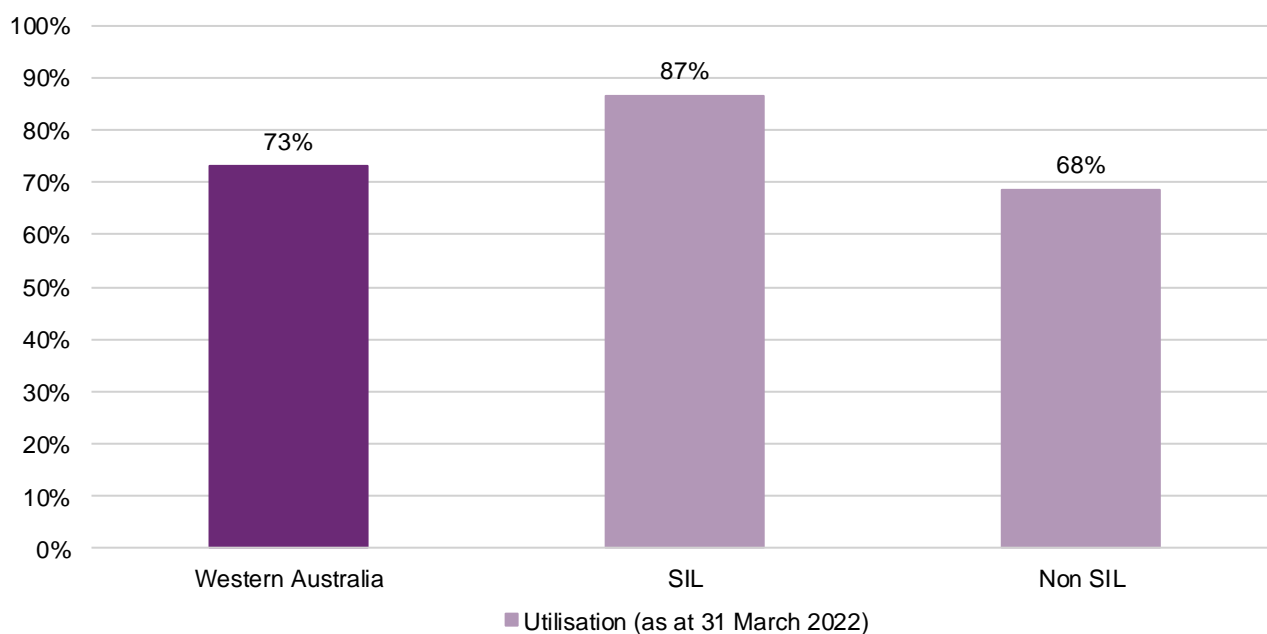


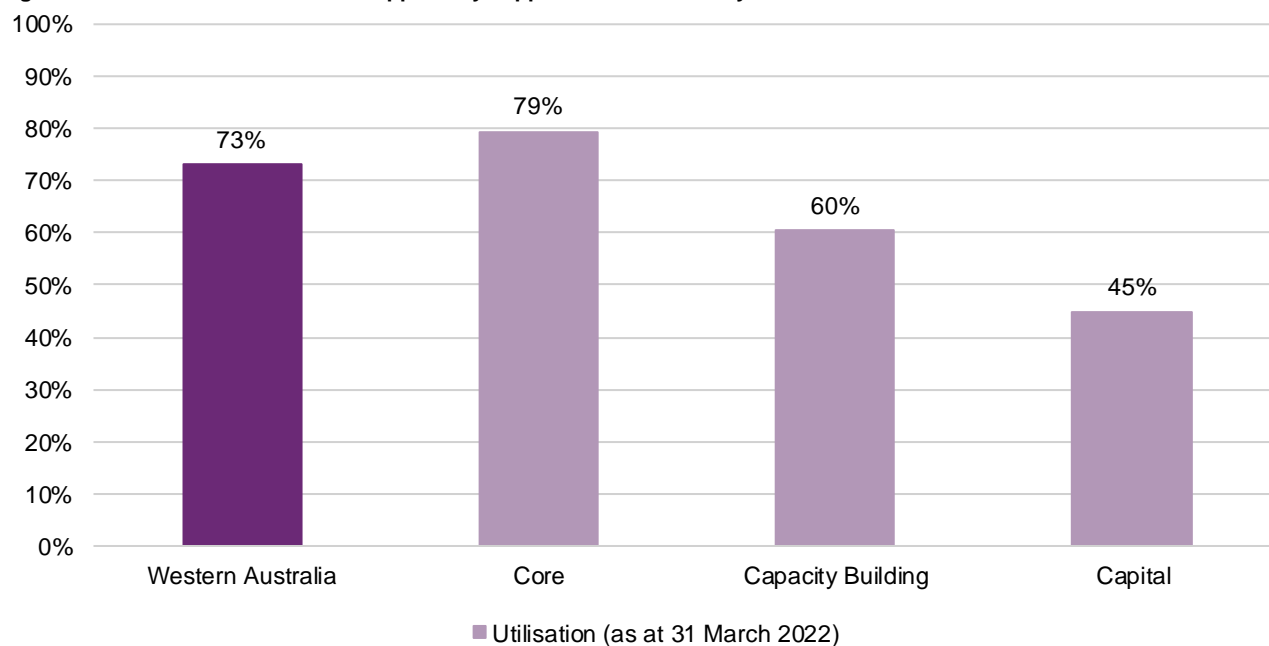
Figure I.40 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – Western Australia ⁵³²



⁵³¹ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

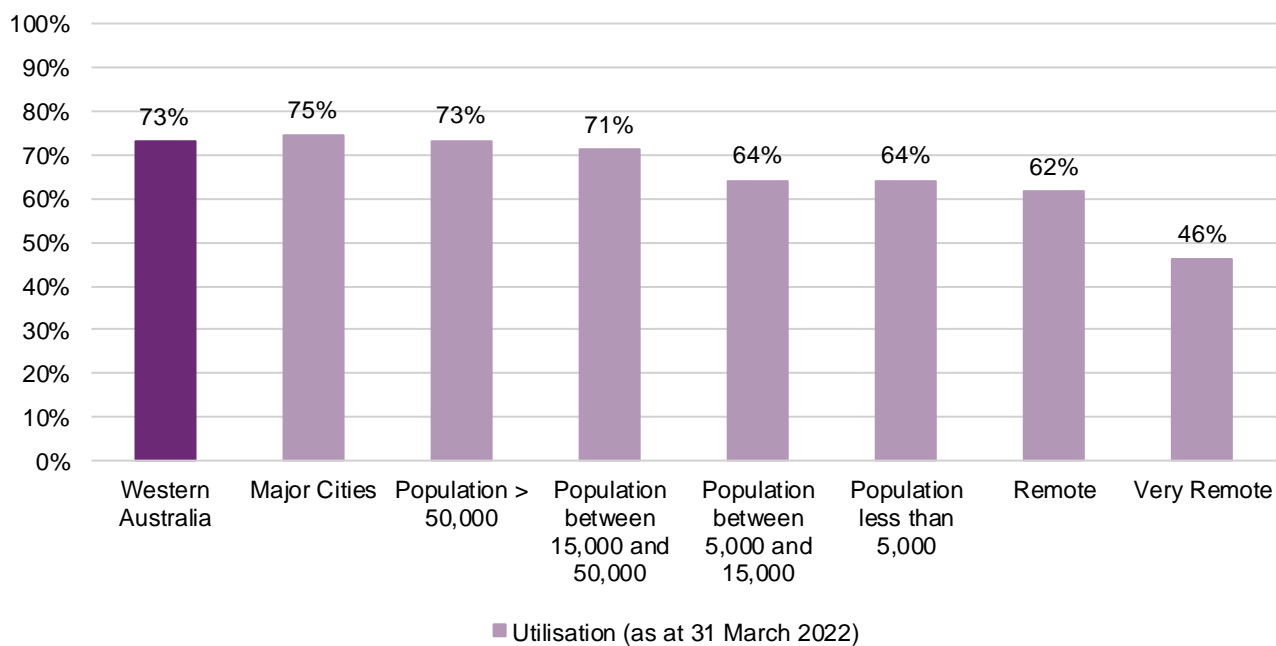
⁵³² Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure I.41 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – Western Australia ⁵³³



⁵³³ Ibid.

Figure I.42 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – Western Australia ⁵³⁴



⁵³⁴ Ibid.

Appendix J: South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ⁵³⁵

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
South Australia	43,718	1,591	45,309	695	46,004

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia ⁵³⁶

	Prior Quarters	2021-22 Q3	Total
Access decisions	56,155	1,816	57,971
Active Eligible	44,804	1,363	46,167
<i>New</i>	29,099	1,332	30,431
<i>State</i>	12,829	11	12,840
<i>Commonwealth</i>	2,876	20	2,896
Active Participant Plans (excl ECA)	43,718	1,591	45,309
<i>New</i>	28,156	1,540	29,696
<i>State</i>	12,719	23	12,742
<i>Commonwealth</i>	2,843	28	2,871
Active Participant Plans	44,330	2,286	46,004
<i>Early Intervention (s25)</i>	13,943	761	14,704
<i>Permanent Disability (s24)</i>	29,775	830	30,605
<i>ECA</i>	612	695	695

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – South Australia

Exits	Total
Total participant exits	2,787
<i>Early Intervention participants</i>	1,349
<i>Permanent disability participants</i>	1,438

⁵³⁵ 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.

⁵³⁶ 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 ⁵³⁷

	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
End of 2021-22 Q3	12,742	2,871	29,696	695	46,004

Table J.5 Cumulative numbers of active participants by entry criteria into the Scheme – South Australia ^{538 539 540}

	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	<11	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
End of 2021-22 Q3	14,704	30,605	695	46,004

⁵³⁷ This table shows the total numbers of active participants at the end of each period.

⁵³⁸ Ibid.

⁵³⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁵⁴⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table J.6 Assessment of access by age group – South Australia ⁵⁴¹

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	15,347	96%	557	97%	15,904	96%
7 to 14	10,215	89%	271	88%	10,486	89%
15 to 18	2,272	89%	62	85%	2,334	89%
19 to 24	2,361	88%	54	70%	2,415	87%
25 to 34	3,421	85%	90	70%	3,511	85%
35 to 44	3,489	81%	91	67%	3,580	81%
45 to 54	4,841	77%	93	49%	4,934	77%
55 to 64	6,062	72%	145	46%	6,207	71%
65+	384	64%	<11		389	64%
Missing	<11		<11		<11	
Total	48,392	86%	1,368	75%	49,760	86%

Table J.7 Assessment of access by age group and gender – South Australia

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	11,313	97%	4,501	96%	90	90%	15,904	96%
7 to 14	6,977	90%	3,357	88%	152	89%	10,486	89%
15 to 18	1,392	90%	866	87%	76	92%	2,334	89%
19 to 24	1,418	89%	914	84%	83	91%	2,415	87%
25 to 34	1,989	87%	1,430	82%	92	89%	3,511	85%
35 to 44	1,954	85%	1,521	75%	105	88%	3,580	81%
45 to 54	2,585	82%	2,206	71%	143	80%	4,934	77%
55 to 64	3,265	78%	2,773	65%	169	70%	6,207	71%
65+	184	67%	183	60%	22	71%	389	64%
Missing	<11		<11		<11		<11	
Total	31,077	89%	17,751	81%	932	83%	49,760	86%

⁵⁴¹ 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.

Table J.8 Assessment of access by disability – South Australia ⁵⁴²

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	1,831	94%	43	80%	1,874	93%
Autism	17,668	98%	452	98%	18,120	98%
Cerebral palsy	1,293	97%	<11		1,296	97%
Developmental delay	3,788	96%	359	100%	4,147	96%
Global developmental delay	1,678	99%	97	99%	1,775	99%
Hearing impairment	1,870	91%	37	88%	1,907	90%
Intellectual disability	8,551	95%	82	85%	8,633	95%
Multiple sclerosis	877	88%	26	76%	903	87%
Psychosocial disability	3,321	64%	114	49%	3,435	63%
Spinal cord injury	476	96%	<11		480	96%
Stroke	610	83%	23	77%	633	83%
Visual impairment	804	86%	<11		814	85%
Other neurological	1,925	80%	48	72%	1,973	80%
Other physical	2,055	49%	31	21%	2,086	48%
Other sensory/speech	851	52%	<11		853	51%
Other	444	38%	37	26%	481	37%
Missing	350	93%	<11		350	93%
Total	48,392	86%	1,368	75%	49,760	86%

Table J.9 Assessment of access by disability and gender – South Australia

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	1,202	94%	625	91%	47	92%	1,874	93%
Autism	12,858	98%	4,981	98%	281	97%	18,120	98%
Cerebral palsy	692	97%	577	97%	27	96%	1,296	97%
Developmental delay	2,949	96%	1,178	96%	20	91%	4,147	96%
Global developmental delay	1,208	99%	556	99%	11	100%	1,775	99%
Hearing impairment	932	92%	940	89%	35	88%	1,907	90%
Intellectual disability	4,747	95%	3,629	95%	257	95%	8,633	95%
Multiple sclerosis	242	89%	644	87%	17	77%	903	87%
Psychosocial disability	1,902	69%	1,479	57%	54	58%	3,435	63%
Spinal cord injury	311	95%	149	96%	20	100%	480	96%
Stroke	348	84%	270	81%	15	83%	633	83%
Visual impairment	408	86%	387	84%	19	90%	814	85%
Other neurological	1,078	81%	871	78%	24	86%	1,973	80%
Other physical	1,096	56%	938	41%	52	45%	2,086	48%
Other sensory/speech	626	54%	221	45%	<11		853	51%
Other	302	49%	172	26%	<11		481	37%
Missing	176	91%	134	94%	40	100%	350	93%
Total	31,077	89%	17,751	81%	932	83%	49,760	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.

⁵⁴² Ibid.

Table J.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia

	Prior Quarters		2021-22 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,633	6.0%	109	6.9%	2,742	6.1%
Not Aboriginal and Torres Strait Islander	35,239	80.6%	1,156	72.7%	36,395	80.3%
Not Stated	5,846	13.4%	326	20.5%	6,172	13.6%
Total	43,718	100.0%	1,591	100.0%	45,309	100.0%

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia ⁵⁴³

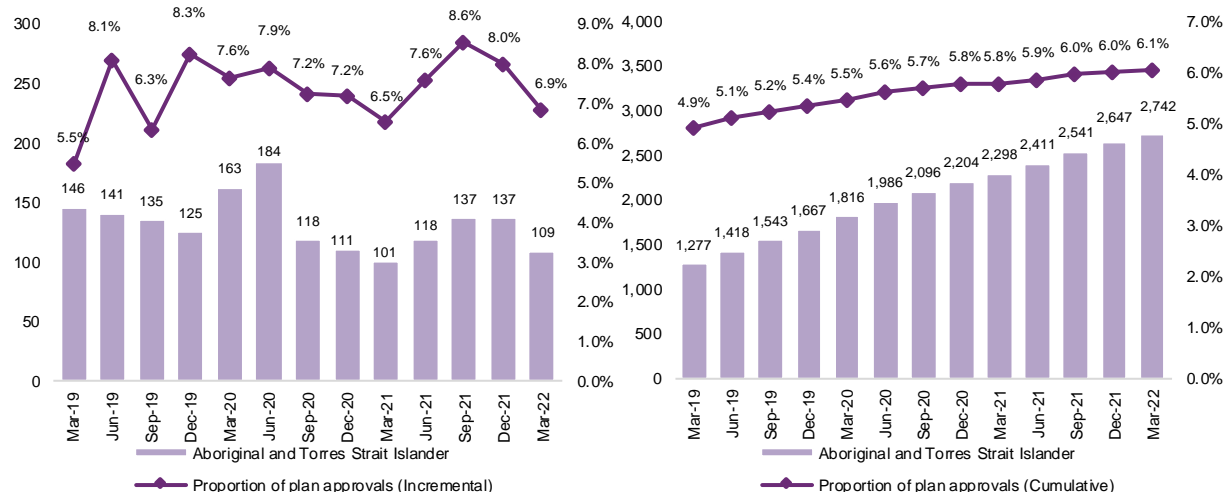
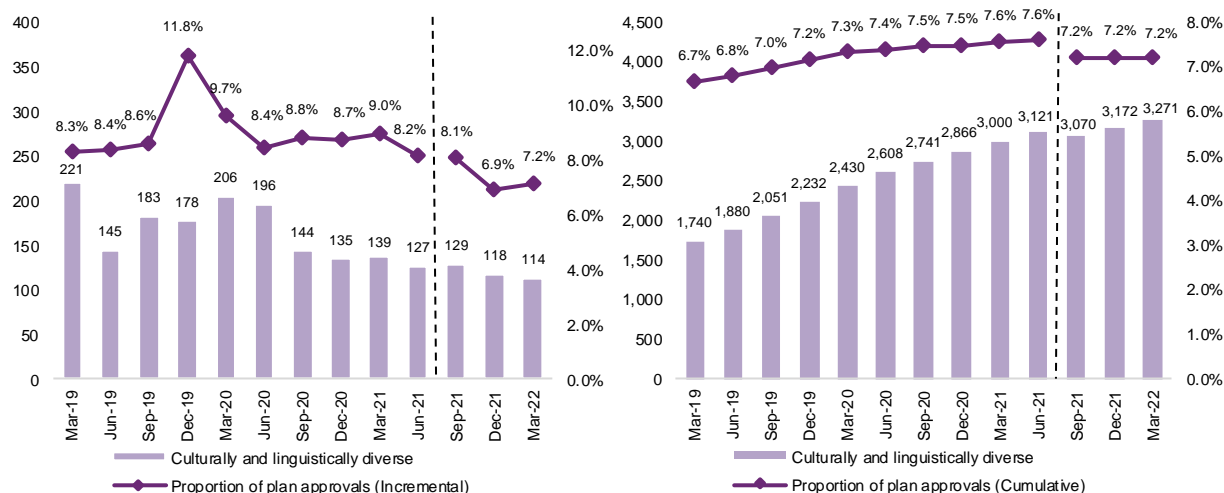


Table J.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ⁵⁴⁴

	Prior Quarters		2021-22 Q3		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	3,157	7.2%	114	7.2%	3,271	7.2%
Not culturally and linguistically diverse	40,519	92.7%	1,477	92.8%	41,996	92.7%
Not stated	42	0.1%	<11		42	0.1%
Total	43,718	100.0%	1,591	100.0%	45,309	100.0%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia ^{545 546}



⁵⁴³ 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.

⁵⁴⁴ 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.

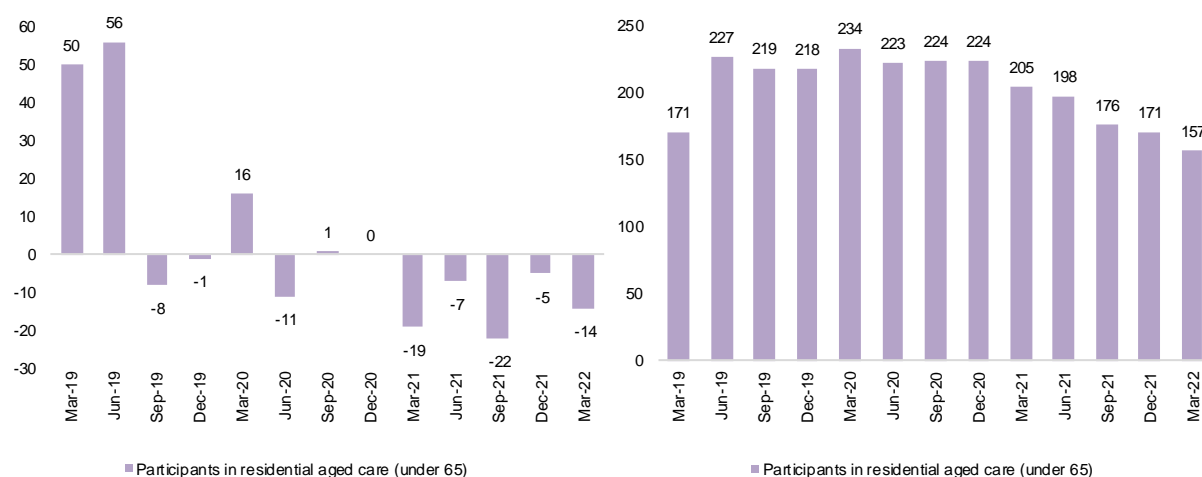
⁵⁴⁵ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁵⁴⁶ 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 J.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – South Australia ⁵⁴⁷

	Total
Age group	N
Under 45	<11
45 to 54	22
55 to 64	130
Total YPIRAC (under 65)	157

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 ⁵⁴⁸



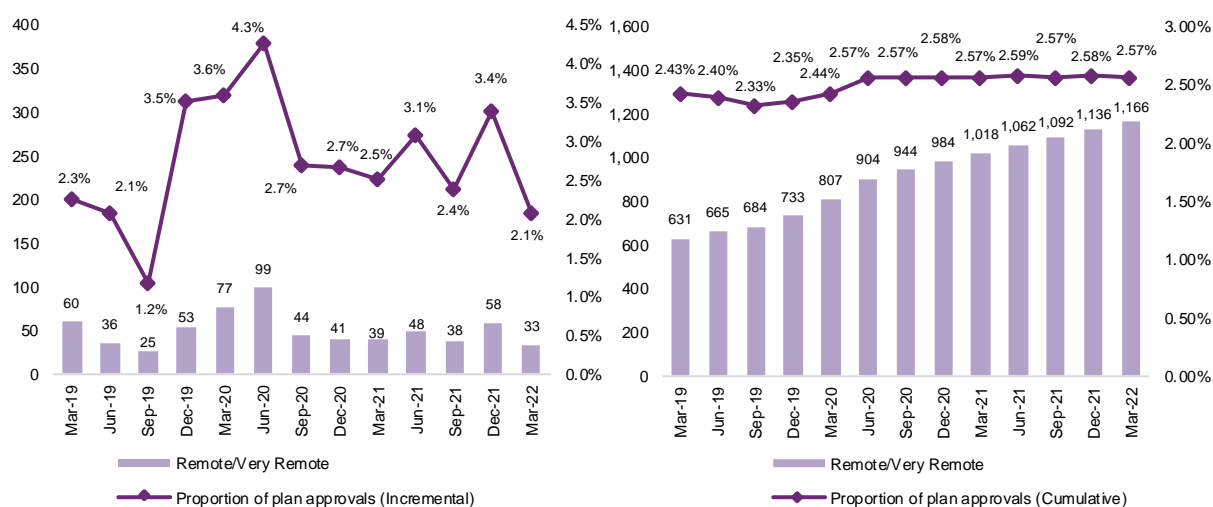
⁵⁴⁷ There are a further 131 active participants aged 65 years or over who are currently in residential aged care.

⁵⁴⁸ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to March 2018.

Table J.13 Participant profile per quarter by remoteness – South Australia ^{549 550}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	33,033	75.6%	1,244	78.2%	34,277	75.7%
Population > 50,000	733	1.7%	27	1.7%	760	1.7%
Population between 15,000 and 50,000	3,829	8.8%	140	8.8%	3,969	8.8%
Population between 5,000 and 15,000	1,523	3.5%	45	2.8%	1,568	3.5%
Population less than 5,000	3,466	7.9%	102	6.4%	3,568	7.9%
Remote	782	1.8%	25	1.6%	807	1.8%
Very Remote	351	0.8%	<11		359	0.8%
Missing	<11		<11		<11	
Total	43,718	100.0%	1,591	100.0%	45,309	100.0%

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia ^{551 552}



⁵⁴⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵⁵⁰ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁵⁵¹ Ibid.

⁵⁵² 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.14 Participant profile per quarter by primary disability group – South Australia ^{553 554 555}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	17,126	39%	506	32%	17,632	39%
Intellectual disability	8,060	18%	100	6%	8,160	18%
Psychosocial disability	3,056	7%	132	8%	3,188	7%
Developmental delay	2,857	7%	422	27%	3,279	7%
Hearing impairment	1,749	4%	40	3%	1,789	4%
Other neurological	1,567	4%	58	4%	1,625	4%
Other physical	1,725	4%	31	2%	1,756	4%
Cerebral palsy	1,230	3%	<11		1,234	3%
Acquired brain injury	1,599	4%	45	3%	1,644	4%
Global developmental delay	1,416	3%	130	8%	1,546	3%
Visual impairment	756	2%	14	1%	770	2%
Multiple sclerosis	818	2%	33	2%	851	2%
Stroke	538	1%	30	2%	568	1%
Spinal cord injury	427	1%	11	1%	438	1%
Other	378	1%	33	2%	411	1%
Other sensory/speech	416	1%	<11		418	1%
Total	43,718	100%	1,591	100%	45,309	100%

Table J.15 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{556 557}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	293	12%	<11		293	12%
Intellectual disability	1,406	57%	<11		1,406	57%
Psychosocial disability	127	5%	<11		127	5%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	106	4%	<11		106	4%
Other physical	22	1%	<11		22	1%
Cerebral palsy	188	8%	<11		188	8%
Acquired brain injury	232	9%	<11		232	9%
Global developmental delay	<11		<11		<11	
Visual impairment	12	0%	<11		12	0%
Multiple sclerosis	29	1%	<11		29	1%
Stroke	24	1%	<11		24	1%
Spinal cord injury	17	1%	<11		17	1%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	2,465	100%	<11		2,465	100%

⁵⁵³ Table order based on national proportions in Table E.14 (highest to lowest).

⁵⁵⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁵⁵⁵ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in South Australia (800).

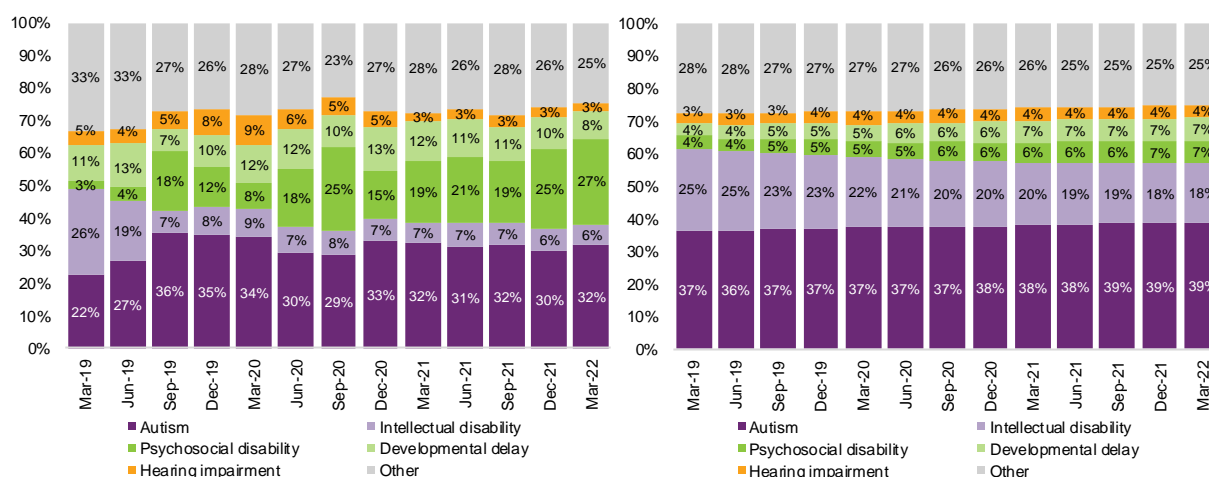
⁵⁵⁶ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁵⁵⁷ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (198).

Table J.16 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ⁵⁵⁸

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	16,833	41%	506	32%	17,339	40%
Intellectual disability	6,654	16%	100	6%	6,754	16%
Psychosocial disability	2,929	7%	132	8%	3,061	7%
Developmental delay	2,857	7%	422	27%	3,279	8%
Hearing impairment	1,749	4%	40	3%	1,789	4%
Other neurological	1,461	4%	58	4%	1,519	4%
Other physical	1,703	4%	31	2%	1,734	4%
Cerebral palsy	1,042	3%	<11		1,046	2%
Acquired brain injury	1,367	3%	45	3%	1,412	3%
Global developmental delay	1,416	3%	130	8%	1,546	4%
Visual impairment	744	2%	14	1%	758	2%
Multiple sclerosis	789	2%	33	2%	822	2%
Stroke	514	1%	30	2%	544	1%
Spinal cord injury	410	1%	11	1%	421	1%
Other	369	1%	33	2%	402	1%
Other sensory/speech	416	1%	<11		418	1%
Total	41,253	100%	1,591	100%	42,844	100%

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ⁵⁵⁹



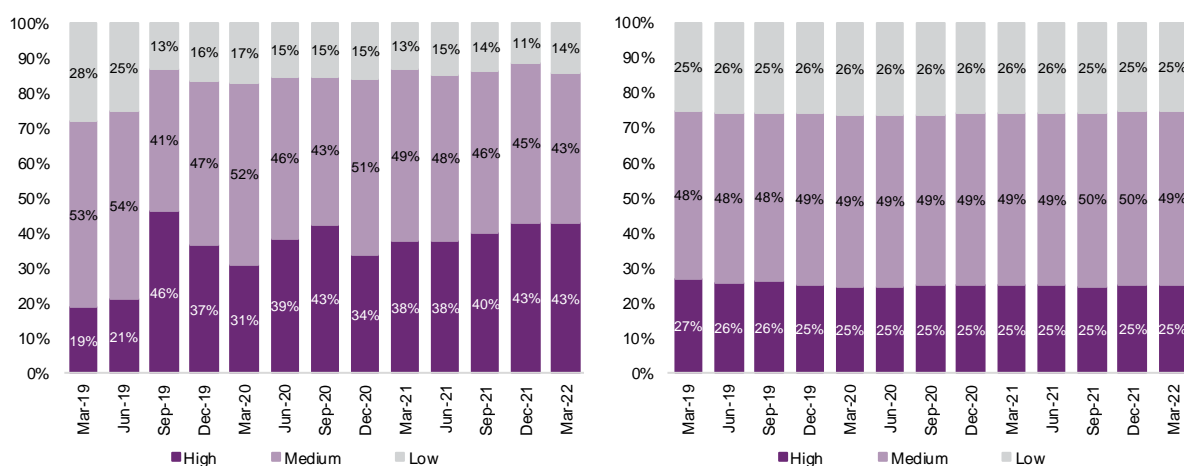
⁵⁵⁸ Down syndrome is included in intellectual disability, representing 1% of participants not in SIL (602).

⁵⁵⁹ 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 by reported level of function – South Australia ⁵⁶⁰

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	3,479	8%	396	25%	3,875	9%
2 (High Function)	58	0%	<11		66	0%
3 (High Function)	2,291	5%	115	7%	2,406	5%
4 (High Function)	2,124	5%	54	3%	2,178	5%
5 (High Function)	2,832	6%	112	7%	2,944	7%
6 (Moderate Function)	11,694	27%	431	27%	12,125	27%
7 (Moderate Function)	2,255	5%	57	4%	2,312	5%
8 (Moderate Function)	2,964	7%	79	5%	3,043	7%
9 (Moderate Function)	215	0%	<11		223	0%
10 (Moderate Function)	4,552	10%	110	7%	4,662	10%
11 (Low Function)	1,557	4%	20	1%	1,577	3%
12 (Low Function)	5,244	12%	125	8%	5,369	12%
13 (Low Function)	3,824	9%	75	5%	3,899	9%
14 (Low Function)	554	1%	<11		555	1%
15 (Low Function)	<11		<11		<11	
Missing	70		<11		70	
Total	43,718	100%	1,591	100%	45,309	100%

Figure J.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – South Australia ⁵⁶¹



⁵⁶⁰ The distributions are calculated excluding participants with a missing reported level of function.

⁵⁶¹ 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.18 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	5,696	13%	667	42%	6,363	14%
7 to 14	12,816	29%	283	18%	13,099	29%
15 to 18	4,295	10%	82	5%	4,377	10%
19 to 24	3,608	8%	65	4%	3,673	8%
25 to 34	3,393	8%	106	7%	3,499	8%
35 to 44	3,230	7%	94	6%	3,324	7%
45 to 54	3,988	9%	124	8%	4,112	9%
55 to 64	4,915	11%	154	10%	5,069	11%
65+	1,777	4%	16	1%	1,793	4%
Total	43,718	100%	1,591	100%	45,309	100%

Table J.19 Participant profile per quarter (participants in SIL) by age group – South Australia ⁵⁶²

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	19	1%	<11		19	1%
19 to 24	188	8%	<11		188	8%
25 to 34	403	16%	<11		403	16%
35 to 44	439	18%	<11		439	18%
45 to 54	610	25%	<11		610	25%
55 to 64	621	25%	<11		621	25%
65+	185	8%	<11		185	8%
Total	2,465	100%	<11		2,465	100%

Table J.20 Participant profile per quarter (participants not in SIL) by age group – South Australia

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	5,696	14%	667	42%	6,363	15%
7 to 14	12,816	31%	283	18%	13,099	31%
15 to 18	4,276	10%	82	5%	4,358	10%
19 to 24	3,420	8%	65	4%	3,485	8%
25 to 34	2,990	7%	106	7%	3,096	7%
35 to 44	2,791	7%	94	6%	2,885	7%
45 to 54	3,378	8%	124	8%	3,502	8%
55 to 64	4,294	10%	154	10%	4,448	10%
65+	1,592	4%	16	1%	1,608	4%
Total	41,253	100%	1,591	100%	42,844	100%

⁵⁶² 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 J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ⁵⁶³

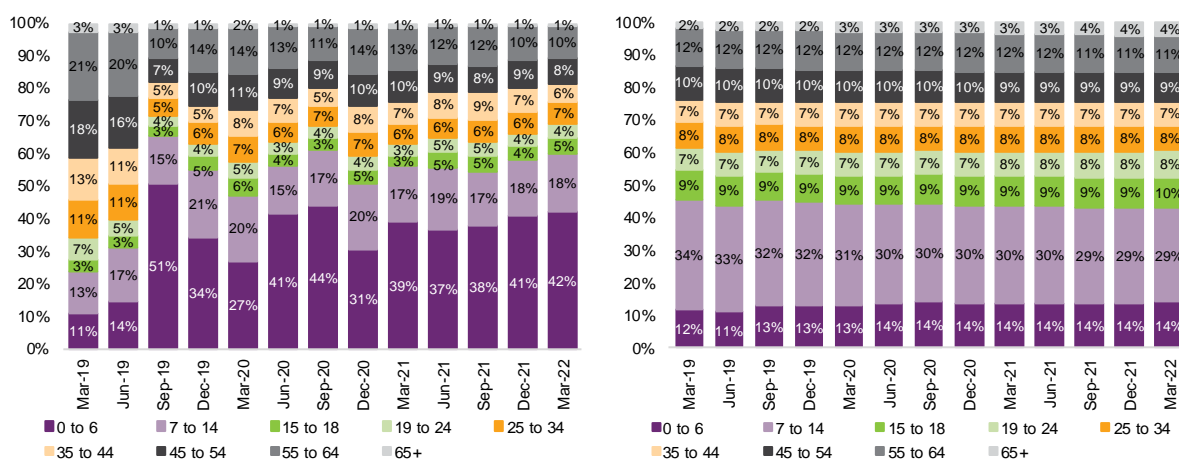


Table J.21 Participant profile per quarter by gender – South Australia

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	27,358	63%	911	57%	28,269	62%
Female	15,588	36%	650	41%	16,238	36%
Other	772	2%	30	2%	802	2%
Total	43,718	100%	1,591	100%	45,309	100%

Table J.22 Participant profile per quarter (participants in SIL) by gender – South Australia

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	1,351	55%	<11		1,351	55%
Female	965	39%	<11		965	39%
Other	149	6%	<11		149	6%
Total	2,465	100%	<11		2,465	100%

Table J.23 Participant profile per quarter (participants not in SIL) by gender – South Australia

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	26,007	63%	911	57%	26,918	63%
Female	14,623	35%	650	41%	15,273	36%
Other	623	2%	30	2%	653	2%
Total	41,253	100%	1,591	100%	42,844	100%

⁵⁶³ 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 ⁵⁶⁴

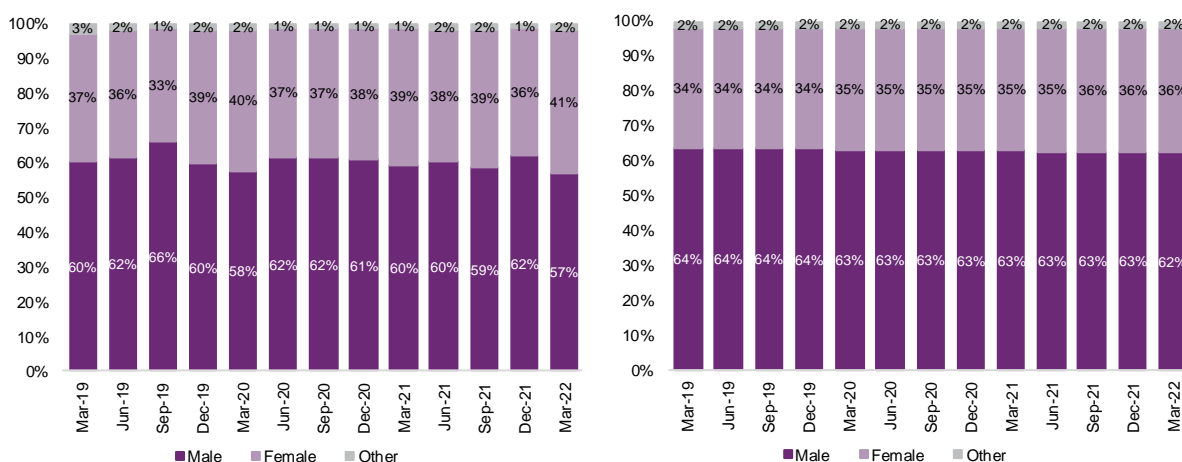


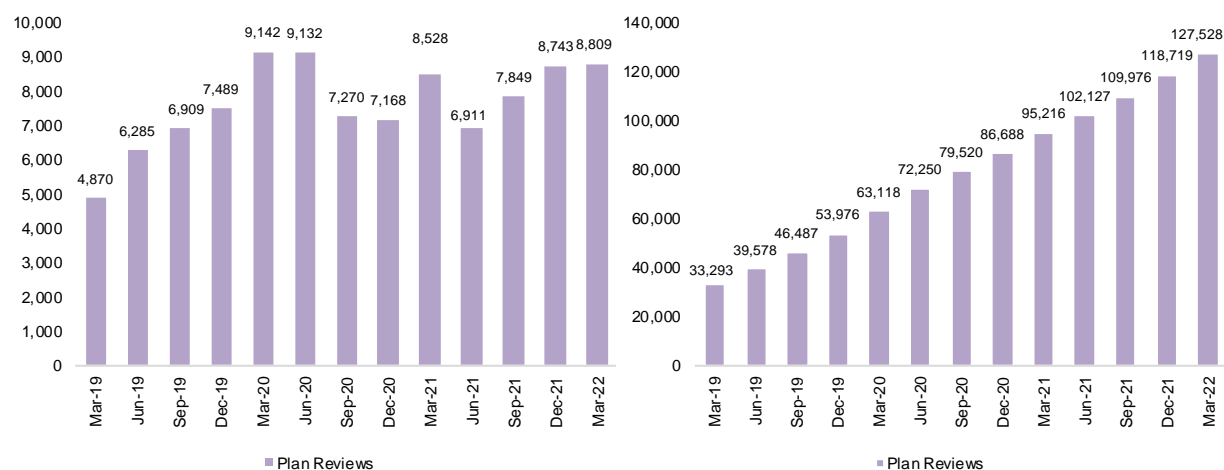
Table J.24 Participation rates by age group and gender at 31 March 2022 – South Australia ⁵⁶⁵

Age group	Participation Rate		
	Male	Female	Total
0-6	6.1%	2.8%	4.5%
7-14	10.4%	4.6%	7.7%
15-18	6.7%	3.5%	5.2%
19-24	3.4%	1.9%	2.7%
25-44	1.7%	1.2%	1.5%
45-64	2.2%	1.8%	2.1%
Total (aged 0-64)	3.8%	2.2%	3.0%

Table J.25 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia ⁵⁶⁶

	Prior Quarters	2021-22 Q3	Total
Total plan reviews	118,719	8,809	127,528
<i>Early intervention plans</i>	42,153	2,151	44,304
<i>Permanent disability plans</i>	76,566	6,658	83,224

Figure J.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia



⁵⁶⁴ Ibid.

⁵⁶⁵ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

⁵⁶⁶ 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.

Part Two: Participant experience and outcomes

Table J.26 Number of baseline questionnaires completed by SFOF version – South Australia ⁵⁶⁷

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,310	786	693	1,592	1,739	1,554	7,674
Participant school to 14	1,960	1,029	1,628	1,991	1,711	1,263	9,582
Participant 15 to 24	517	1,086	1,172	633	486	409	4,303
Participant 25 and over	57	3,404	6,454	2,726	2,184	1,586	16,411
Total Participant	3,844	6,305	9,947	6,942	6,120	4,812	37,970
Family 0 to 14	3,115	1,708	2,254	3,471	3,372	2,765	16,685
Family 15 to 24	455	731	688	392	294	269	2,829
Family 25 and over	<11	1,161	1,796	711	487	375	4,531
Total Family	3,571	3,600	4,738	4,574	4,153	3,409	24,045
Total	7,415	9,905	14,685	11,516	10,273	8,221	62,015

Table J.27 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	68%			
CC	% who say their child is able to tell them what he/she wants	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		27%		
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			39%	
CC	% who choose who supports them			45%	64%
CC	% who choose what they do each day			56%	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%

⁵⁶⁷ 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.28 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%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		43%		
REL	Of these, % who are welcomed or actively included	62%	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.29 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%	75%
HM	% who feel safe or very safe in their home			86%	73%
HW	% who rate their health as good, very good or excellent			69%	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			47%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				72%
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.30 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%	24%	22%
% receiving Carer Allowance	37%	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	81%	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%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	23%	19%
% able to advocate for their child/family member	78%	75%	72%
% who have friends and family they see as often as they like	53%	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.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=1,090) - participants who entered between 1 July 2016 and 31 March 2021 – South Australia ⁵⁶⁸

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%

⁵⁶⁸ Results in Tables J.31 to J.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table J.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=2,476) - participants who entered between 1 July 2016 and 31 March 2021 – 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%

Table J.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,001) and ‘Participant 25 and over’ (n=4,901) - participants who entered between 1 July 2016 and 31 March 2021 – 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%	75%
REL	Has the NDIS helped you to meet more people?	44%	50%
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?	42%	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?	35%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%
S/CP	Has the NDIS helped you be more involved?	51%	57%

Table J.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=3,537); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,173) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	75%	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.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=327) - participants who entered between 1 July 2016 and 31 March 2020 – South Australia ⁵⁶⁹

	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?	93%	95%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	86%	+3%
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?	58%	67%	+9%

Table J.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,246) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	43%	48%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	60%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	52%	+4%

⁵⁶⁹ Results in Tables J.35 to J.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table J.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=752) and ‘Participant 25 and over’ (n=2,525) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	63%	+4%	67%	74%	+7%
DL	Has the NDIS helped you with daily living activities?	60%	64%	+4%	73%	80%	+7%
REL	Has the NDIS helped you to meet more people?	45%	46%	+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%	43%	+3%	48%	54%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	32%	-2%	25%	27%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%	0%	20%	20%	0%
S/CP	Has the NDIS helped you be more involved?	53%	53%	0%	55%	61%	+6%

Table J.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,414); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=688) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	63%	69%	+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?	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?	44%	45%	+1%	43%	41%	-2%

Table J.39 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 March 2019 – South Australia ⁵⁷⁰

	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%	95%	94%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	87%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	78%	77%	81%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	63%	54%	65%	+2%

Table J.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=1,036) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	75%	+11%
LL	Has the NDIS improved your child's access to education?	46%	50%	52%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	62%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	50%	54%	+8%

⁵⁷⁰ Results in Tables J.39 to J.44 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table J.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=640) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	58%	66%	70%	+12%
Has the NDIS helped you with daily living activities?	60%	65%	70%	+10%
Has the NDIS helped you to meet more people?	46%	51%	50%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	21%	23%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	35%	41%	46%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	30%	33%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	19%	19%	+1%
Has the NDIS helped you be more involved?	48%	52%	57%	+9%

Table J.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,804) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	67%	73%	77%	+10%
Has the NDIS helped you with daily living activities?	72%	79%	83%	+11%
Has the NDIS helped you to meet more people?	49%	53%	59%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	30%	36%	+6%
Has your involvement with the NDIS improved your health and wellbeing?	47%	52%	56%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	26%	30%	+3%
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%	60%	66%	+11%

Table J.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,078) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	69%	+6%
Has the NDIS improved the level of support for your family?	70%	73%	75%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	73%	73%	76%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	80%	83%	+5%
Has the NDIS improved your health and wellbeing?	44%	42%	48%	+4%

Table J.44 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=415) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	53%	57%	+16%
Has the NDIS improved the level of support for your family?	58%	65%	73%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	51%	59%	63%	+12%
Has the NDIS improved your health and wellbeing?	34%	39%	38%	+4%

Table J.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=257) - participants who entered between 1 July 2016 and 31 March 2018 – South Australia ⁵⁷¹

	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%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	92%	92%	93%	91%	-1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	85%	74%	76%	-11%
REL	Has the NDIS improved how your child fits into family life?	73%	75%	81%	76%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	62%	59%	67%	59%	-3%

Table J.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=666) - participants who entered between 1 July 2016 and 31 March 2018 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	65%	70%	78%	78%	+13%
LL	Has the NDIS improved your child's access to education?	48%	48%	54%	55%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	58%	66%	65%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	48%	57%	56%	+10%

⁵⁷¹ Results in Tables J.45 to J.50 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table J.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=371) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	49%	60%	63%	66%	+17%
DL	Has the NDIS helped you with daily living activities?	49%	58%	64%	68%	+19%
REL	Has the NDIS helped you to meet more people?	37%	43%	42%	46%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	18%	17%	20%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	39%	40%	44%	+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%	30%	30%	31%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	12%	17%	0%
S/CP	Has the NDIS helped you be more involved?	44%	48%	49%	52%	+8%

Table J.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=497) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	65%	74%	70%	78%	+13%
DL	Has the NDIS helped you with daily living activities?	69%	81%	83%	86%	+17%
REL	Has the NDIS helped you to meet more people?	42%	49%	48%	53%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	25%	25%	27%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	49%	47%	54%	+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?	25%	26%	25%	26%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	23%	20%	22%	-1%
S/CP	Has the NDIS helped you be more involved?	47%	55%	59%	61%	+14%

Table J.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=510) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	68%	70%	+12%
Has the NDIS improved the level of support for your family?	72%	73%	76%	78%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	71%	72%	76%	79%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	81%	83%	82%	+6%
Has the NDIS improved your health and wellbeing?	48%	45%	46%	46%	-2%

Table J.50 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=130) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	47%	48%	58%	+15%
Has the NDIS improved the level of support for your family?	58%	65%	63%	69%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	59%	55%	63%	64%	+5%
Has the NDIS improved your health and wellbeing?	30%	34%	34%	37%	+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.51 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=355) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia⁵⁷²

	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?	65%	75%	74%	76%	79%	+14%
LL	Has the NDIS improved your child's access to education?	48%	52%	53%	55%	55%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	63%	60%	60%	63%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	52%	53%	55%	55%	54%	+2%

Table J.52 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=131) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia

	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?	67%	64%	69%	72%	69%	+2%
DL	Has the NDIS helped you with daily living activities?	62%	61%	69%	70%	70%	+8%
REL	Has the NDIS helped you to meet more people?	51%	51%	52%	53%	47%	-4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	20%	18%	17%	15%	-17%
HW	Has your involvement with the NDIS improved your health and wellbeing?	58%	46%	52%	52%	51%	-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?	46%	38%	35%	35%	32%	-14%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	16%	15%	13%	-6%
S/CP	Has the NDIS helped you be more involved?	54%	56%	57%	55%	55%	+1%

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 for ‘Participant 25 and over’.

⁵⁷² Results in Tables J.51 to J.54 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table J.53 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=205) - participants who entered between 1 July 2016 and 31 March 2017 – 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?	61%	63%	58%	63%	70%	+9%
Has the NDIS improved the level of support for your family?	68%	79%	71%	75%	75%	+7%
Has the NDIS improved your access to services, programs and activities in the community?	71%	76%	73%	70%	76%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	82%	81%	85%	81%	+4%
Has the NDIS improved your health and wellbeing?	47%	47%	45%	47%	48%	+1%

Table J.54 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=38) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia

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?	38%	48%	50%	62%	59%	+21%
Has the NDIS improved the level of support for your family?	61%	64%	67%	78%	67%	+6%
Has the NDIS helped you to access services, programs and activities in the community?	59%	63%	57%	62%	65%	+6%
Has the NDIS improved your health and wellbeing?	42%	38%	33%	39%	35%	-7%

Table J.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,387), 'participant social and community engagement rate' (n=4,404), 'parent and carer employment rate' (n=2,625) and 'participant choice and control' (n=2,904) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – South Australia⁵⁷³

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	15%	20%	23%	24%
Aged 25 to 34 years	38%	37%	36%	
Aged 35 to 44 years	33%	31%	31%	
Aged 45 to 54 years	29%	29%	26%	
Aged 55 to 64 years	23%	20%	19%	
Aged 65+ years	11%	9%	9%	
Aged 25+	28%	26%	25%	
Aged 15+	25%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	34%	39%	37%	48%
Aged 25 to 34 years	38%	42%	44%	
Aged 35 to 44 years	41%	43%	40%	
Aged 45 to 54 years	37%	41%	40%	
Aged 55 to 64 years	34%	37%	37%	
Aged 65+ years	38%	39%	40%	
Aged 25+	37%	40%	40%	
Aged 15+	36%	40%	39%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	47%	48%	50%	49%
Aged 15+	42%	43%	41%	
All ages	45%	46%	46%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		59%	63%	75%
Aged 25+		67%	74%	
Aged 15+		65%	72%	

⁵⁷³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table J.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,217), 'participant social and community engagement rate' (n=3,226), 'parent and carer employment rate' (n=1,849) and 'participant choice and control' (n=2,165) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – South Australia⁵⁷⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	15%	17%	20%	27%	24%
Aged 25 to 34 years	36%	37%	35%	34%	
Aged 35 to 44 years	36%	35%	33%	33%	
Aged 45 to 54 years	33%	32%	31%	29%	
Aged 55 to 64 years	22%	20%	18%	16%	
Aged 65+ years	15%	11%	12%	10%	
Aged 25+	30%	28%	27%	25%	
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	33%	34%	34%	37%	48%
Aged 25 to 34 years	44%	45%	49%	48%	
Aged 35 to 44 years	37%	39%	41%	39%	
Aged 45 to 54 years	44%	43%	38%	45%	
Aged 55 to 64 years	40%	40%	40%	43%	
Aged 65+ years	39%	37%	35%	40%	
Aged 25+	41%	41%	41%	44%	
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	49%	52%	52%	53%	49%
Aged 15+	44%	49%	52%	45%	
All ages	47%	51%	52%	49%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		58%	66%	70%	75%
Aged 25+		67%	73%	77%	
Aged 15+		64%	71%	76%	

⁵⁷⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table J.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=986), 'participant social and community engagement rate' (n=995) and 'parent and carer employment rate' (n=846) and 'participant choice and control' (n=750) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – South Australia⁵⁷⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	18%	21%	22%	27%	24%
Aged 25 to 34 years	43%	46%	46%	33%	43%	
Aged 35 to 44 years	40%	41%	35%	28%	32%	
Aged 45 to 54 years	39%	30%	38%	31%	36%	
Aged 55 to 64 years	20%	19%	20%	16%	15%	
Aged 65+ years	24%	20%	23%	17%	16%	
Aged 25+	33%	32%	34%	26%	29%	
Aged 15+	27%	28%	30%	24%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	38%	41%	37%	37%	38%	48%
Aged 25 to 34 years	40%	46%	42%	45%	50%	
Aged 35 to 44 years	37%	40%	42%	51%	40%	
Aged 45 to 54 years	39%	42%	42%	33%	40%	
Aged 55 to 64 years	41%	42%	37%	40%	41%	
Aged 65+ years	34%	28%	20%	22%	33%	
Aged 25+	39%	41%	39%	40%	42%	
Aged 15+	39%	41%	38%	39%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	45%	47%	46%	52%	51%	49%
Aged 15+	50%	50%	51%	51%	48%	
All ages	47%	48%	48%	52%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		49%	60%	63%	66%	75%
Aged 25+		65%	74%	70%	78%	
Aged 15+		58%	67%	66%	72%	

⁵⁷⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table J.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=98), 'participant social and community engagement rate' (n=105), 'parent and carer employment rate' (n=361) and 'participant choice and control' (n=113) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – South Australia⁵⁷⁶

South Australia								
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target	
Aged 15 to 24 years	5%	7%	26%	33%	28%	29%	24%	
Aged 25 to 34 years	Numbers are too small							
Aged 35 to 44 years								
Aged 45 to 54 years								
Aged 55 to 64 years								
Aged 65+ years								
Aged 25+								
Aged 15+	8%	11%	26%	30%	26%	30%		
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	29%	34%	56%	43%	44%	37%	48%	
Aged 25 to 34 years	Numbers are too small							
Aged 35 to 44 years								
Aged 45 to 54 years								
Aged 55 to 64 years								
Aged 65+ years								
Aged 25+								
Aged 15+	29%	33%	52%	34%	41%	34%		
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target	
Aged 0 to 14 years	44%	54%	60%	55%	41%	56%	49%	
Aged 15+	54%	60%	67%	69%	53%	61%		
All ages	48%	56%	63%	61%	46%	58%		
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target	
Aged 15 to 24 years		67%	64%	69%	72%	69%	75%	
Aged 25+		Numbers are too small						
Aged 15+		67%	64%	69%	71%	69%		

⁵⁷⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table J.59 Number of active plans by goal type and primary disability – South Australia ⁵⁷⁷

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	1,383	923	259	432	1,342	660	404	1,644
Autism	2,948	16,346	6,888	6,786	8,793	12,316	1,135	2,340	17,632
Cerebral palsy	287	1,114	683	293	318	924	311	226	1,234
Developmental delay	195	3,135	802	1,758	1,224	2,068	1	0	3,279
Down syndrome	165	691	401	191	289	663	271	272	800
Global developmental delay	90	1,479	455	966	697	930	3	1	1,546
Hearing impairment	391	1,545	448	553	362	957	191	365	1,789
Intellectual disability	1,607	6,221	3,240	2,118	2,657	5,822	2,368	2,781	7,360
Multiple sclerosis	262	745	591	75	100	640	298	150	851
Psychosocial disability	826	2,478	1,963	684	685	2,760	1,377	893	3,188
Spinal cord injury	145	387	299	41	54	324	182	111	438
Stroke	169	504	326	64	89	467	225	125	568
Visual impairment	240	698	335	194	91	580	170	263	770
Other neurological	448	1,408	961	249	330	1,281	606	261	1,625
Other physical	471	1,566	993	220	193	1,151	503	358	1,756
Other sensory/speech	46	362	96	143	161	199	4	26	418
Other	99	358	227	58	84	302	142	72	411
Total	8,797	40,420	19,631	14,652	16,559	32,726	8,447	8,648	45,309

⁵⁷⁷ 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.60 Percentage of active plans by goal type and primary disability – South Australia ⁵⁷⁸

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%	82%	40%	25%
Autism	17%	93%	39%	38%	50%	70%	6%	13%
Cerebral palsy	23%	90%	55%	24%	26%	75%	25%	18%
Developmental delay	6%	96%	24%	54%	37%	63%	0%	0%
Down syndrome	21%	86%	50%	24%	36%	83%	34%	34%
Global developmental delay	6%	96%	29%	62%	45%	60%	0%	0%
Hearing impairment	22%	86%	25%	31%	20%	53%	11%	20%
Intellectual disability	22%	85%	44%	29%	36%	79%	32%	38%
Multiple sclerosis	31%	88%	69%	9%	12%	75%	35%	18%
Psychosocial disability	26%	78%	62%	21%	21%	87%	43%	28%
Spinal cord injury	33%	88%	68%	9%	12%	74%	42%	25%
Stroke	30%	89%	57%	11%	16%	82%	40%	22%
Visual impairment	31%	91%	44%	25%	12%	75%	22%	34%
Other neurological	28%	87%	59%	15%	20%	79%	37%	16%
Other physical	27%	89%	57%	13%	11%	66%	29%	20%
Other sensory/speech	11%	87%	23%	34%	39%	48%	1%	6%
Other	24%	87%	55%	14%	20%	73%	35%	18%
Total	19%	89%	43%	32%	37%	72%	19%	19%

⁵⁷⁸ 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.61 Number of goals in active plans by goal type and primary disability – South Australia ⁵⁷⁹

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	1,424	8,814	3,798	881	1,543	5,389	2,218	1,216	25,283
Autism	10,972	129,699	25,774	23,733	32,320	45,052	4,069	7,740	279,359
Cerebral palsy	1,176	8,636	2,944	1,040	1,233	4,227	1,142	868	21,266
Developmental delay	564	25,457	2,085	4,950	3,081	5,967	1	0	42,105
Down syndrome	652	4,800	1,643	714	1,068	2,970	962	920	13,729
Global developmental delay	297	10,987	1,240	2,816	1,805	2,802	8	1	19,956
Hearing impairment	1,241	8,497	1,481	1,700	1,111	3,176	551	1,081	18,838
Intellectual disability	5,976	40,582	12,874	7,751	9,858	23,683	8,104	9,096	117,924
Multiple sclerosis	919	4,777	2,679	263	335	2,434	1,118	490	13,015
Psychosocial disability	2,780	12,207	7,156	2,157	2,242	9,427	4,035	2,606	42,610
Spinal cord injury	593	2,722	1,450	184	214	1,454	785	367	7,769
Stroke	664	3,303	1,305	202	285	1,687	820	440	8,706
Visual impairment	908	4,689	1,174	613	285	2,273	617	919	11,478
Other neurological	1,705	9,826	4,251	889	1,229	4,972	2,172	865	25,909
Other physical	1,727	10,085	4,219	726	638	4,426	1,727	1,140	24,688
Other sensory/speech	121	2,180	244	409	457	583	12	59	4,065
Other	338	2,469	1,032	188	312	1,164	509	267	6,279
Total	32,057	289,730	75,349	49,216	58,016	121,686	28,850	28,075	682,979

⁵⁷⁹ Participants have set over seven million goals in total since July 2016. The 682,979 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.62 Number of active plans by goal type and age group – South Australia ⁵⁸⁰

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	391	6,138	1,761	3,759	2,679	4,113	9	0	6,363
7 to 14	1,658	12,355	4,667	5,149	6,600	8,266	122	52	13,099
15 to 18	908	4,025	1,718	1,488	2,092	3,195	242	858	4,377
19 to 24	1,020	3,158	1,544	1,161	1,242	2,735	876	2,041	3,673
25 to 34	996	2,847	1,771	884	976	2,748	1,365	1,748	3,499
35 to 44	887	2,745	1,892	694	870	2,723	1,310	1,409	3,324
45 to 54	1,077	3,390	2,374	729	901	3,339	1,682	1,307	4,112
55 to 64	1,365	4,248	2,900	626	918	4,144	2,123	1,059	5,069
65+	495	1,514	1,004	162	281	1,463	718	174	1,793
Total	8,797	40,420	19,631	14,652	16,559	32,726	8,447	8,648	45,309

Table J.63 Percentage of active plans by goal type and age group – South Australia ⁵⁸¹

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%	96%	28%	59%	42%	65%	0%	0%
7 to 14	13%	94%	36%	39%	50%	63%	1%	0%
15 to 18	21%	92%	39%	34%	48%	73%	6%	20%
19 to 24	28%	86%	42%	32%	34%	74%	24%	56%
25 to 34	28%	81%	51%	25%	28%	79%	39%	50%
35 to 44	27%	83%	57%	21%	26%	82%	39%	42%
45 to 54	26%	82%	58%	18%	22%	81%	41%	32%
55 to 64	27%	84%	57%	12%	18%	82%	42%	21%
65+	28%	84%	56%	9%	16%	82%	40%	10%
Total	19%	89%	43%	32%	37%	72%	19%	19%

⁵⁸⁰ 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.

⁵⁸¹ 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 J.64 Number of goals in active plans by goal type and age group – South Australia ⁵⁸²

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,199	49,922	5,007	11,124	7,180	12,542	30	0	87,004
7 to 14	5,974	104,818	17,289	18,081	24,124	29,252	500	207	200,245
15 to 18	3,403	28,684	6,513	5,203	7,772	11,871	906	2,997	67,349
19 to 24	3,728	20,095	5,803	4,109	4,647	10,798	3,024	6,566	58,770
25 to 34	3,839	16,518	7,128	3,338	3,631	11,242	4,652	5,718	56,066
35 to 44	3,309	15,836	7,907	2,369	3,278	11,050	4,491	4,518	52,758
45 to 54	3,931	19,580	9,580	2,341	3,184	13,321	5,684	4,199	61,820
55 to 64	4,946	25,249	12,063	2,111	3,257	16,079	7,265	3,287	74,257
65+	1,728	9,028	4,059	540	943	5,531	2,298	583	24,710
Total	32,057	289,730	75,349	49,216	58,016	121,686	28,850	28,075	682,979

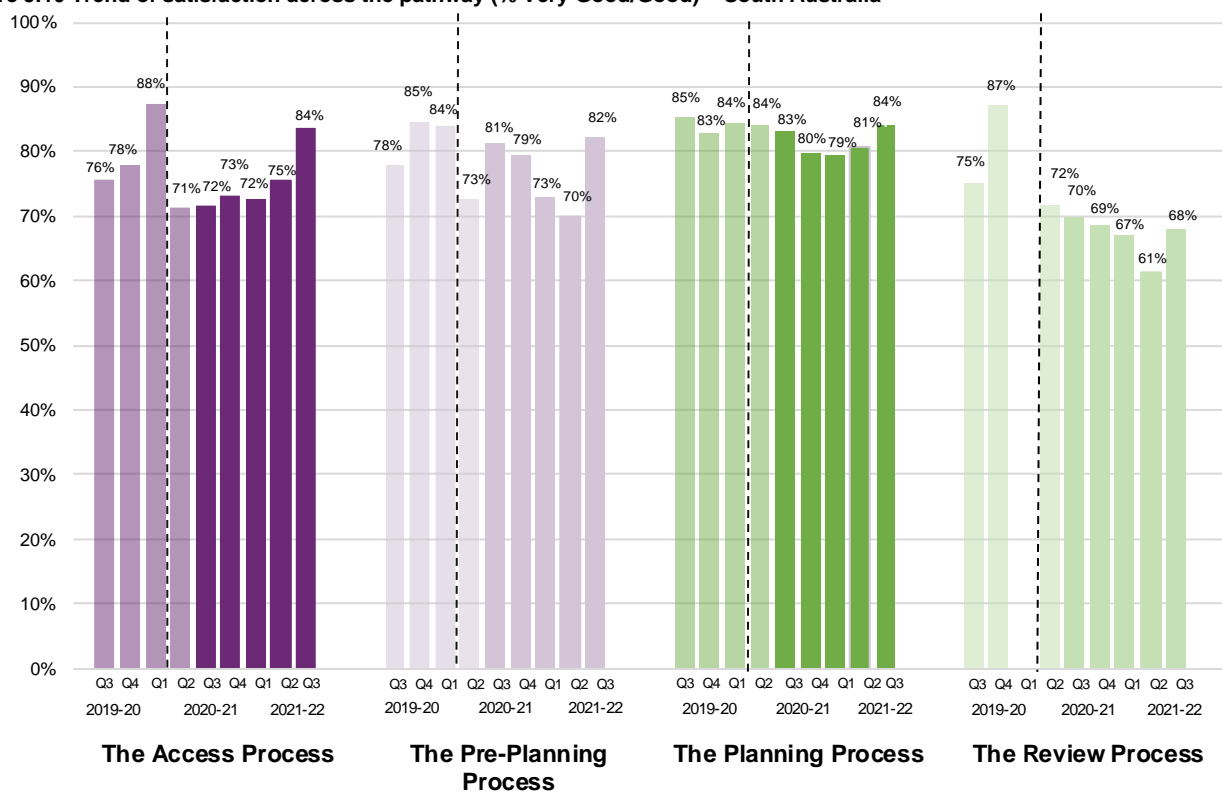
⁵⁸² Participants have set over seven million goals in total since July 2016. The 682,979 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

Table J.65 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia ⁵⁸³

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 574	n = 142
Are you happy with how coming into the NDIS has gone?	83%	88%
Was the person from the NDIS respectful?	95%	98%
Do you understand what will happen next with your plan?	74%	79%
% of participants rating their overall experience as Very Good or Good.	73%	84%
Pre-planning	n = 565	n = 90
Did the person from the NDIS understand how your disability affects your life?	84%	88%
Did you understand why you needed to give the information you did?	94%	93%
Were decisions about your plan clearly explained?	77%	76%
Are you clear on what happens next with your plan?	64%	74%
Do you know where to go for more help with your plan?	69%	71%
% of participants rating their overall experience as Very Good or Good.	75%	82%
Planning	n = 2,056	n = 460
Did the person from the NDIS understand how your disability affects your life?	87%	91%
Did you understand why you needed to give the information you did?	97%	99%
Were decisions about your plan clearly explained?	86%	87%
Are you clear on what happens next with your plan?	81%	83%
Do you know where to go for more help with your plan?	87%	88%
% of participants rating their overall experience as Very Good or Good.	81%	84%
Plan review	n = 5,813	n = 1,013
Did the person from the NDIS understand how your disability affects your life?	75%	75%
Did you feel prepared for your plan review?	82%	82%
Is your NDIS plan helping you to make progress towards your goals?	84%	82%
% of participants rating their overall experience as Very Good or Good.	68%	68%

⁵⁸³ 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.10 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ^{584 585 586}



⁵⁸⁴ 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.

⁵⁸⁵ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁸⁶ Participant satisfaction results are not shown if there is insufficient data in the group.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.66 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table J.67 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.66 Complaints by quarter – South Australia ^{587 588 589}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	22	<11	23	20
Complaint about LAC Partner	211	34	245	220
Complaints about service providers	477	38	515	439
Complaints about the Agency	10,579	678	11,257	5,828
Critical/ Reportable Incident	1,367	207	1,574	1,212
Unclassified	506	<11	506	469
Total	13,162	958	14,120	7,179
% of the number of active participants	9.6%	8.6%	9.5%	

⁵⁸⁷ Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁵⁸⁸ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁵⁸⁹ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

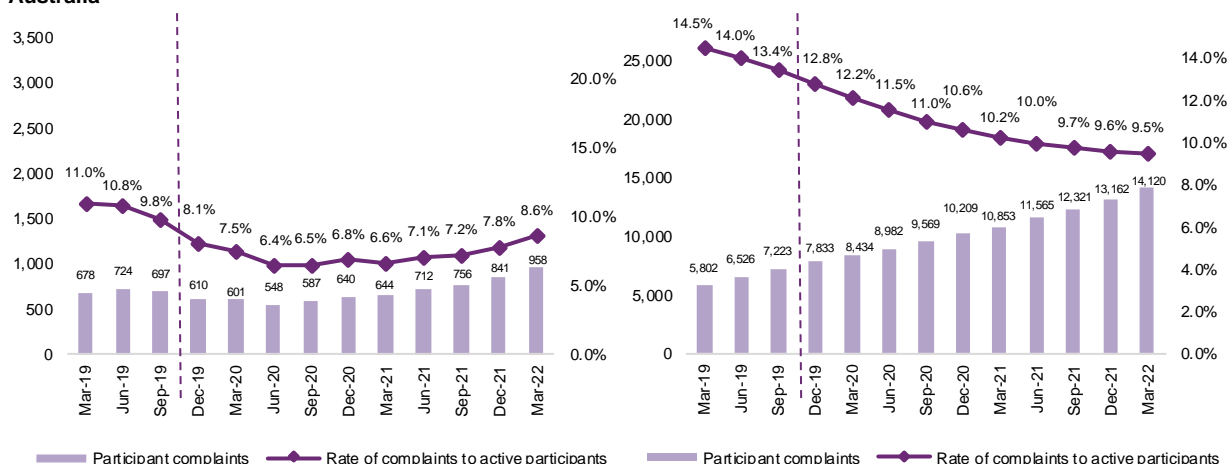


Table J.67 Participant complaints by type – South Australia

Complaints by source, subject and type			Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request								
Complaints about the Agency								
Individual needs	557	(5%)	0	(0%)	557	(5%)		
Information unclear	288	(3%)	0	(0%)	288	(3%)		
NDIA Access	147	(1%)	16	(2%)	163	(1%)		
NDIA Engagement	3	(0%)	0	(0%)	3	(0%)		
NDIA Finance	319	(3%)	71	(10%)	390	(3%)		
NDIA Fraud and Compliance	13	(0%)	5	(1%)	18	(0%)		
NDIA Plan	1,267	(12%)	278	(41%)	1,545	(14%)		
NDIA Process	491	(5%)	72	(11%)	563	(5%)		
NDIA Resources	34	(0%)	11	(2%)	45	(0%)		
NDIA Staff	260	(2%)	42	(6%)	302	(3%)		
NDIA Timeliness	1,162	(11%)	168	(25%)	1,330	(12%)		
Participation, engagement and inclusion	53	(1%)	0	(0%)	53	(0%)		
Provider Portal	10	(0%)	0	(0%)	10	(0%)		
Quality & Safeguards Commission	1	(0%)	1	(0%)	2	(0%)		
Reasonable and necessary supports	1,164	(11%)	0	(0%)	1,164	(10%)		
Staff conduct - Agency	142	(1%)	1	(0%)	143	(1%)		
The way the NDIA carried out its decision making	283	(3%)	2	(0%)	285	(3%)		
Timeliness	2,949	(28%)	5	(1%)	2,954	(26%)		
Other	1,436	(14%)	6	(1%)	1,442	(13%)		
Total	10,579		678		11,257			
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	(23%)	0	(0%)	5	(22%)		
ECA Process	5	(23%)	0	(0%)	5	(22%)		
ECA Resources	0	(0%)	0	(0%)	0	(0%)		
ECA Staff	7	(32%)	1	(100%)	8	(35%)		
ECA Timeliness	5	(23%)	0	(0%)	5	(22%)		
Other	0	(0%)	0	(0%)	0	(0%)		
Total	22		1		23			
Complaint about LAC Partner								
LAC Engagement	0	(0%)	0	(0%)	0	(0%)		
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)		
LAC Plan	42	(20%)	6	(18%)	48	(20%)		

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Process	33	(16%)	5	(15%)	38	(16%)
LAC Resources	2	(1%)	0	(0%)	2	(1%)
LAC Staff	104	(49%)	19	(56%)	123	(50%)
LAC Timeliness	30	(14%)	4	(12%)	34	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	211		34		245	
<i>Complaints about service providers</i>						
Provider costs.	29	(6%)	0	(0%)	29	(6%)
Provider Finance	21	(4%)	2	(5%)	23	(4%)
Provider Fraud and Compliance	22	(5%)	9	(24%)	31	(6%)
Provider process	35	(7%)	0	(0%)	35	(7%)
Provider Service	123	(26%)	19	(50%)	142	(28%)
Provider Staff	50	(10%)	6	(16%)	56	(11%)
Service Delivery	35	(7%)	0	(0%)	35	(7%)
Staff conduct	40	(8%)	1	(3%)	41	(8%)
Supports being provided	44	(9%)	0	(0%)	44	(9%)
Other	78	(16%)	1	(3%)	79	(15%)
Total	477		38		515	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	388	(28%)	52	(25%)	440	(28%)
Allegations against Informal Supports	265	(19%)	5	(2%)	270	(17%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	244	(18%)	30	(14%)	274	(17%)
Provider reporting	468	(34%)	120	(58%)	588	(37%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,367		207		1,574	
<i>Unclassified</i>	506		0		506	
Participants total	13,162		958		14,120	

Table J.68 AAT Cases by category at 31 March 2022 – South Australia

Category	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Access	190	17%	19	10%	209	16%
Plan	813	74%	161	88%	974	76%
Plan Review	42	4%	<11		42	3%
Other	51	5%	<11		55	4%
Total cases	1,096	100%	184	100%	1,280	100%
% of the number of active participants	0.80%		1.65%		0.86%	

Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

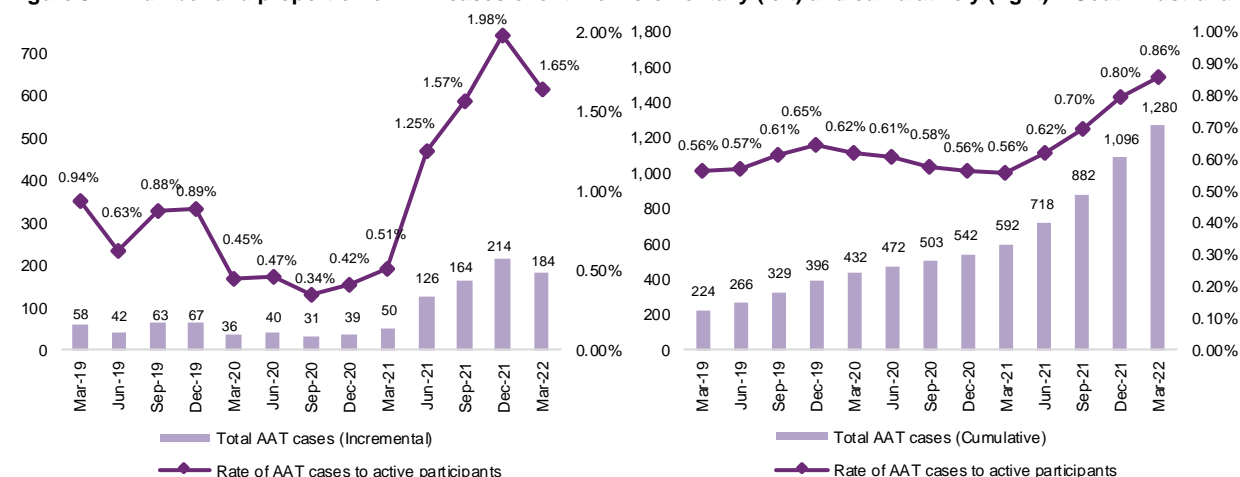


Table J.69 AAT cases by open/closed and decision – South Australia ^{590 591}

	Number of cases	Number of unique active participants
AAT Cases	1,280	1,150
Open AAT Cases	482	480
Closed AAT Cases	798	708
<i>Resolved before hearing</i>	<i>784</i>	<i>698</i>
<i>Gone to hearing and received a substantive decision</i>	<i>14</i>	<i><11</i>

⁵⁹⁰ Of the 14 cases which went to hearing and received a substantive decision: 8 affirmed the Agency's decision, 3 varied the Agency's decision and 3 set aside the Agency's decision.

⁵⁹¹ 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.

Part Four: Providers and the growing market

Table J.70 Key markets indicators by quarter – South Australia ^{592 593}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.02	1.00
b) Number of providers delivering new types of supports	157	190
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	84%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	93%	93%
<i>Early Childhood Supports (%)</i>	91%	91%
<i>Assist Personal Activities (%)</i>	94%	94%

Table J.71 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – South Australia ⁵⁹⁴

Activity	Number of providers
Active for the first time in 2021-22 Q3	55
Active in 2021-22 Q3 and also in previous quarters	838
Active in 2021-22 Q3	893
Inactive in 2021-22 Q3	1,662
Active ever	2,555

⁵⁹² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵⁹³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵⁹⁴ 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 ⁵⁹⁵

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	61	1	62	2%
Assistance Animals	42	5	47	12%
Assistance with daily life tasks in a group or shared living arrangement	271	20	291	7%
Assistance with travel/transport arrangements	253	7	260	3%
Daily Personal Activities	478	22	500	5%
Group and Centre Based Activities	334	10	344	3%
High Intensity Daily Personal Activities	324	5	329	2%
Household tasks	432	18	450	4%
Interpreting and translation	66	2	68	3%
Participation in community, social and civic activities	551	15	566	3%
Assistive Technology				
Assistive equipment for recreation	82	3	85	4%
Assistive products for household tasks	75	5	80	7%
Assistance products for personal care and safety	552	15	567	3%
Communication and information equipment	212	13	225	6%
Customised Prosthetics	199	8	207	4%
Hearing Equipment	95	8	103	8%
Hearing Services	32	2	34	6%
Personal Mobility Equipment	287	9	296	3%
Specialised Hearing Services	34	2	36	6%
Vision Equipment	78	4	82	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	581	19	600	3%
Behaviour Support	249	14	263	6%
Community nursing care for high needs	140	8	148	6%
Development of daily living and life skills	319	9	328	3%
Early Intervention supports for early childhood	649	19	668	3%
Exercise Physiology and Physical Wellbeing activities	163	9	172	6%
Innovative Community Participation	67	3	70	4%
Specialised Driving Training	50	2	52	4%
Therapeutic Supports	1,232	25	1,257	2%
Capital services				
Home modification design and construction	103	7	110	7%
Specialist Disability Accommodation	32	2	34	6%
Vehicle Modifications	69	4	73	6%
Choice and control support services				
Management of funding for supports in participants plan	287	12	299	4%
Support Coordination	214	9	223	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	122	3	125	2%
Specialised Supported Employment	105	10	115	10%
Total	2,500	55	2,555	2%

⁵⁹⁵ 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 March 2022 – South Australia ⁵⁹⁶

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12	50	62	19%	81%	100%
Assistance Animals	8	39	47	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	41	250	291	14%	86%	100%
Assistance with travel/transport arrangements	40	220	260	15%	85%	100%
Daily Personal Activities	66	434	500	13%	87%	100%
Group and Centre Based Activities	45	299	344	13%	87%	100%
High Intensity Daily Personal Activities	51	278	329	16%	84%	100%
Household tasks	98	352	450	22%	78%	100%
Interpreting and translation	15	53	68	22%	78%	100%
Participation in community, social and civic activities	70	496	566	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	5	80	85	6%	94%	100%
Assistive products for household tasks	11	69	80	14%	86%	100%
Assistance products for personal care and safety	86	481	567	15%	85%	100%
Communication and information equipment	45	180	225	20%	80%	100%
Customised Prosthetics	36	171	207	17%	83%	100%
Hearing Equipment	17	86	103	17%	83%	100%
Hearing Services	4	30	34	12%	88%	100%
Personal Mobility Equipment	48	248	296	16%	84%	100%
Specialised Hearing Services	7	29	36	19%	81%	100%
Vision Equipment	14	68	82	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	91	509	600	15%	85%	100%
Behaviour Support	68	195	263	26%	74%	100%
Community nursing care for high needs	20	128	148	14%	86%	100%
Development of daily living and life skills	52	276	328	16%	84%	100%
Early Intervention supports for early childhood	272	396	668	41%	59%	100%
Exercise Physiology and Physical Wellbeing activities	39	133	172	23%	77%	100%
Innovative Community Participation	14	56	70	20%	80%	100%
Specialised Driving Training	8	44	52	15%	85%	100%
Therapeutic Supports	481	776	1,257	38%	62%	100%
Capital services						
Home modification design and construction	13	97	110	12%	88%	100%
Specialist Disability Accommodation	1	33	34	3%	97%	100%
Vehicle Modifications	9	64	73	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	59	240	299	20%	80%	100%
Support Coordination	51	172	223	23%	77%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	16	109	125	13%	87%	100%
Specialised Supported Employment	17	98	115	15%	85%	100%
Total	725	1,830	2,555	28%	72%	100%

⁵⁹⁶ Ibid.

Table J.74 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – South Australia ⁵⁹⁷

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	6	1	7	14%
Assistance Animals	20	5	25	20%
Assistance with daily life tasks in a group or shared living arrangement	153	20	173	12%
Assistance with travel/transport arrangements	84	7	91	8%
Daily Personal Activities	229	22	251	9%
Group and Centre Based Activities	134	10	144	7%
High Intensity Daily Personal Activities	144	5	149	3%
Household tasks	178	18	196	9%
Interpreting and translation	29	2	31	6%
Participation in community, social and civic activities	245	15	260	6%
Assistive Technology				
Assistive equipment for recreation	11	3	14	21%
Assistive products for household tasks	13	5	18	28%
Assistance products for personal care and safety	220	15	235	6%
Communication and information equipment	72	13	85	15%
Customised Prosthetics	68	8	76	11%
Hearing Equipment	30	8	38	21%
Hearing Services	8	2	10	20%
Personal Mobility Equipment	118	9	127	7%
Specialised Hearing Services	10	2	12	17%
Vision Equipment	25	4	29	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	267	19	286	7%
Behaviour Support	109	14	123	11%
Community nursing care for high needs	76	8	84	10%
Development of daily living and life skills	99	9	108	8%
Early Intervention supports for early childhood	158	19	177	11%
Exercise Physiology and Physical Wellbeing activities	86	9	95	9%
Innovative Community Participation	23	3	26	12%
Specialised Driving Training	19	2	21	10%
Therapeutic Supports	384	25	409	6%
Capital services				
Home modification design and construction	35	7	42	17%
Specialist Disability Accommodation	20	2	22	9%
Vehicle Modifications	17	4	21	19%
Choice and control support services				
Management of funding for supports in participants plan	187	12	199	6%
Support Coordination	119	9	128	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	62	3	65	5%
Specialised Supported Employment	68	10	78	13%
Total	838	55	893	6%

⁵⁹⁷ Ibid.

Table J.75 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – South Australia ⁵⁹⁸

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	7	7	0%	100%	100%
Assistance Animals	5	20	25	20%	80%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	155	173	10%	90%	100%
Assistance with travel/transport arrangements	7	84	91	8%	92%	100%
Daily Personal Activities	27	224	251	11%	89%	100%
Group and Centre Based Activities	17	127	144	12%	88%	100%
High Intensity Daily Personal Activities	18	131	149	12%	88%	100%
Household tasks	34	162	196	17%	83%	100%
Interpreting and translation	4	27	31	13%	87%	100%
Participation in community, social and civic activities	27	233	260	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	14	14	0%	100%	100%
Assistive products for household tasks	3	15	18	17%	83%	100%
Assistance products for personal care and safety	32	203	235	14%	86%	100%
Communication and information equipment	14	71	85	16%	84%	100%
Customised Prosthetics	8	68	76	11%	89%	100%
Hearing Equipment	6	32	38	16%	84%	100%
Hearing Services	1	9	10	10%	90%	100%
Personal Mobility Equipment	24	103	127	19%	81%	100%
Specialised Hearing Services	1	11	12	8%	92%	100%
Vision Equipment	5	24	29	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	42	244	286	15%	85%	100%
Behaviour Support	16	107	123	13%	87%	100%
Community nursing care for high needs	8	76	84	10%	90%	100%
Development of daily living and life skills	12	96	108	11%	89%	100%
Early Intervention supports for early childhood	28	149	177	16%	84%	100%
Exercise Physiology and Physical Wellbeing activities	11	84	95	12%	88%	100%
Innovative Community Participation	2	24	26	8%	92%	100%
Specialised Driving Training	1	20	21	5%	95%	100%
Therapeutic Supports	103	306	409	25%	75%	100%
Capital services						
Home modification design and construction	2	40	42	5%	95%	100%
Specialist Disability Accommodation	1	21	22	5%	95%	100%
Vehicle Modifications	3	18	21	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	38	161	199	19%	81%	100%
Support Coordination	18	110	128	14%	86%	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	10	68	78	13%	87%	100%
Total	167	726	893	19%	81%	100%

⁵⁹⁸ Ibid.

Figure J.13 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – South Australia ⁵⁹⁹

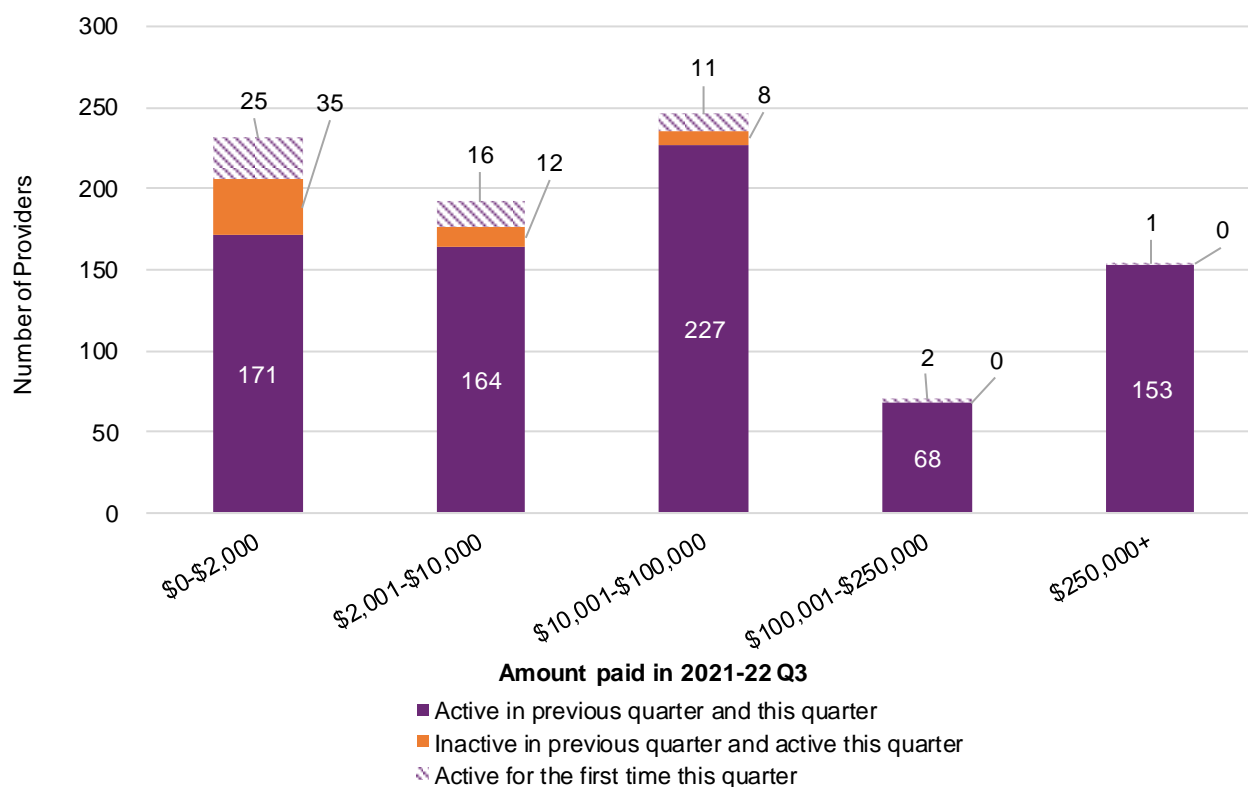
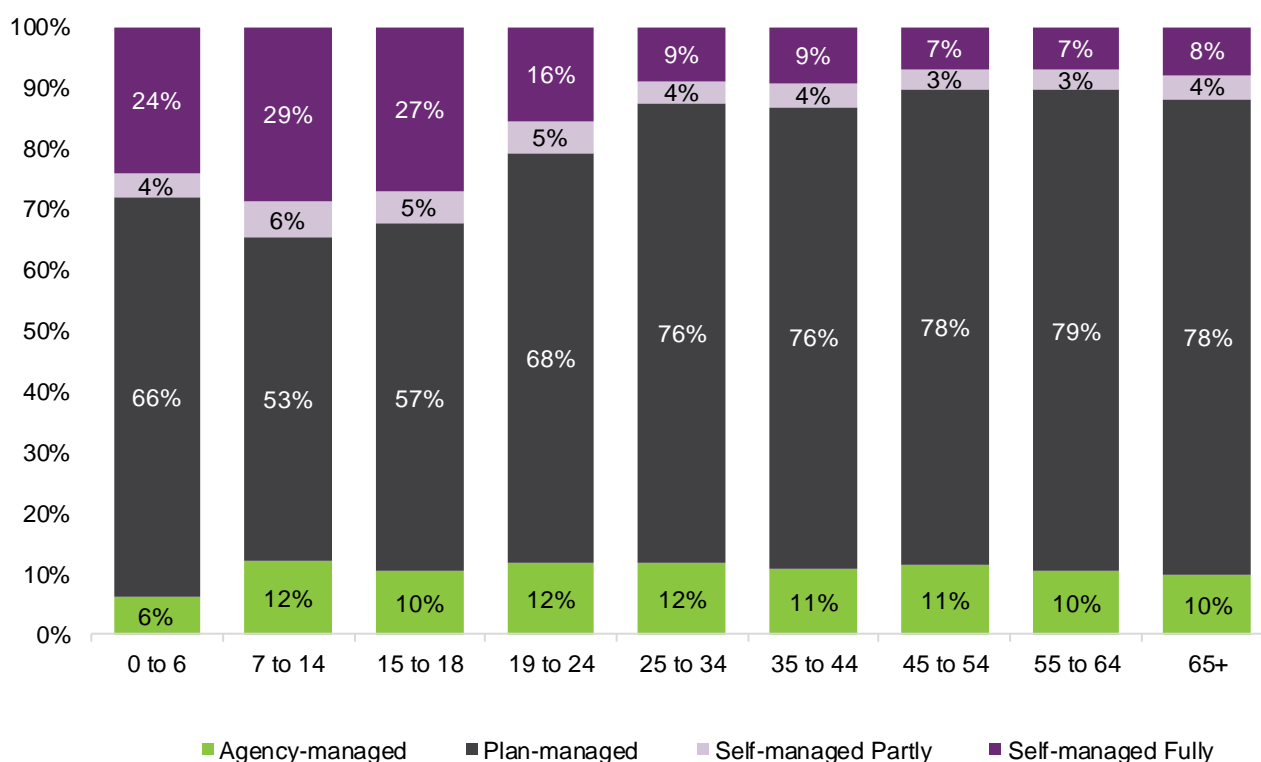


Figure J.14 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – South Australia ^{600 601}



⁵⁹⁹ 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.

⁶⁰⁰ For the total number of active participants in each age group, see Table J.18.

⁶⁰¹ 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.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – South Australia ^{602 603}

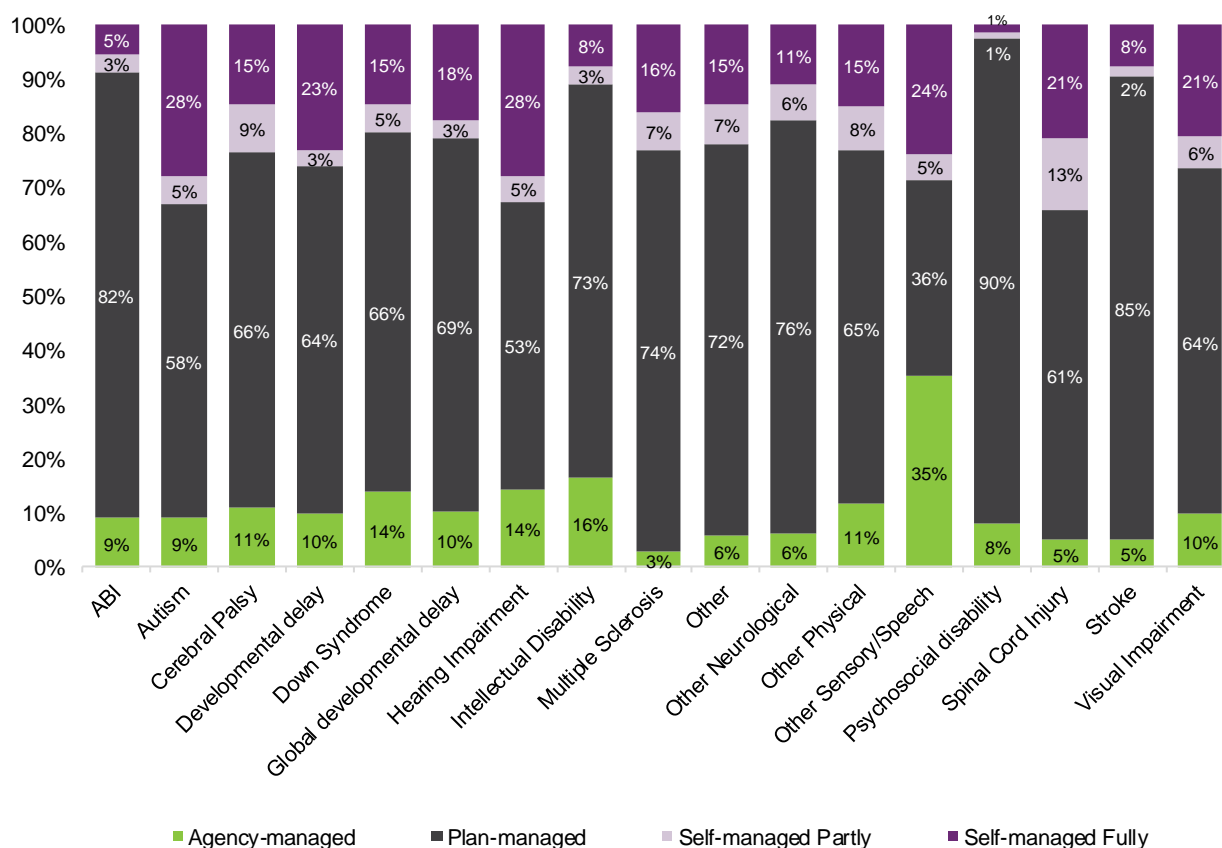


Table J.76 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ⁶⁰⁴

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	20%	15%	19%
Self-managed partly	5%	5%	5%
Plan-managed	64%	74%	66%
Agency-managed	12%	7%	11%
Total	100%	100%	100%

⁶⁰² For the total number of active participants in each primary disability group, see Table J.14.

⁶⁰³ 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.

⁶⁰⁴ Ibid.

Figure J.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ⁶⁰⁵

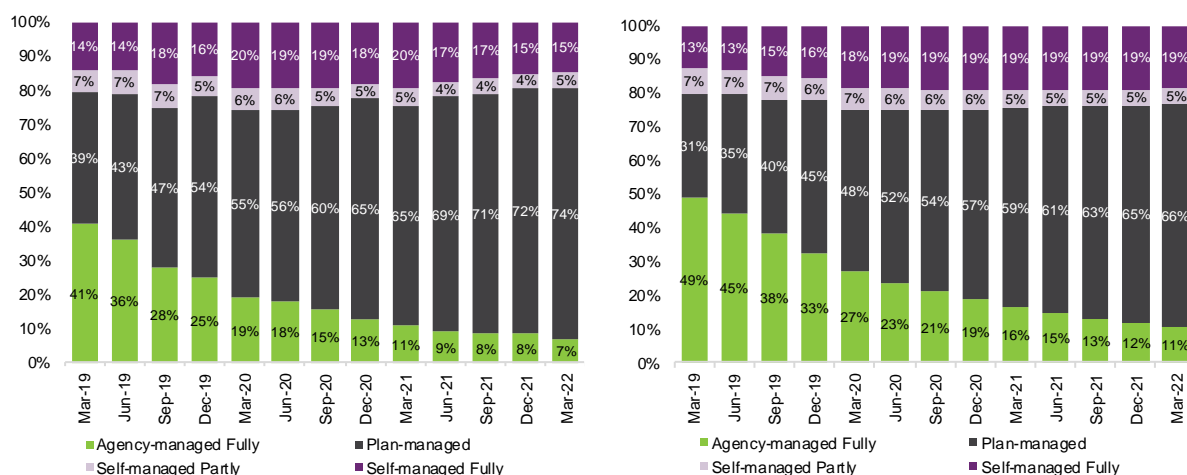


Table J.77 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia

	Prior Quarters	2021-22 Q3	Total
Self-managed	9%	8%	9%
Plan-managed	46%	63%	48%
Agency-managed	45%	30%	44%
Total	100%	100%	100%

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

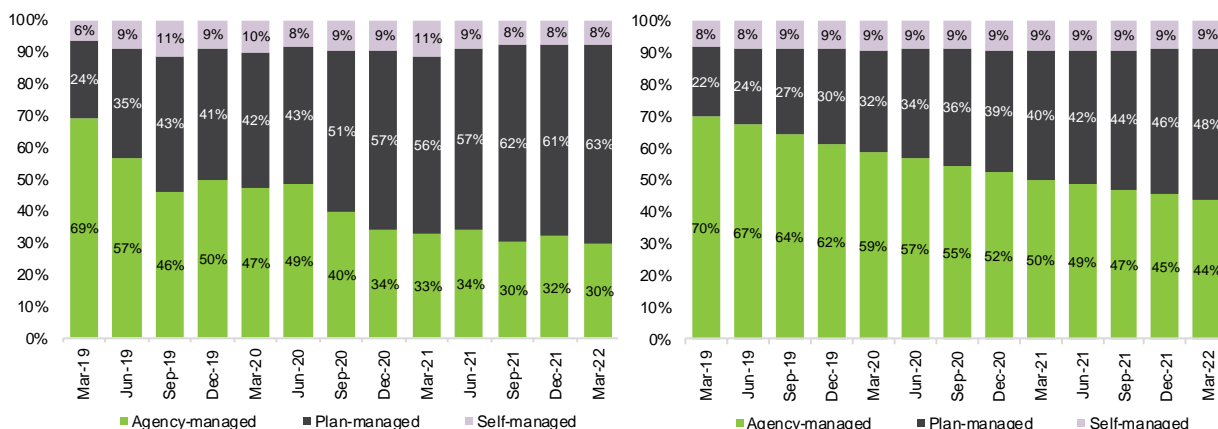


Table J.78 Distribution of active participants by support coordination and quarter of plan approval – South Australia

	Prior Quarters	2021-22 Q3	Total
Support coordination	40%	54%	44%

⁶⁰⁵ 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.79 Duration to plan activation by quarter of initial plan approval for active participants – South Australia ⁶⁰⁶

Plan activation	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Less than 30 days	23,317	68%	1,068	67%	24,385	68%
30 to 59 days	3,927	11%	200	13%	4,127	11%
60 to 89 days	1,965	6%	87	5%	2,052	6%
Activated within 90 days	29,209	85%	1,355	86%	30,564	85%
90 to 119 days	1,068	3%	39	2%	1,107	3%
120 days and over	3,285	10%	70	4%	3,355	9%
Activated after 90 days	4,353	13%	109	7%	4,462	12%
No payments	747	2%	119	8%	866	2%
Total plans approved	34,309	100%	1,583	100%	35,892	100%

⁶⁰⁶ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.80 Proportion of participants who have activated within 12 months at 31 March 2022 – South Australia ⁶⁰⁷

	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	2,113	2,245	94%
Not Aboriginal and Torres Strait Islander	30,608	31,543	97%
Not Stated	4,932	5,100	97%
Total	37,653	38,888	97%
by Culturally and Linguistically Diverse status			
CALD	2,706	2,792	97%
Not CALD	34,906	36,054	97%
Not Stated	41	42	98%
Total	37,653	38,888	97%
by Remoteness			
Major Cities	28,485	29,391	97%
Regional	8,220	8,508	97%
Remote	947	988	96%
Missing	<11	<11	100%
Total	37,653	38,888	97%
by Primary Disability type			
Autism	15,107	15,595	97%
Intellectual disability (including Down syndrome)	7,528	7,736	97%
Psychosocial disability	2,505	2,547	98%
Developmental delay (including global developmental delay)	2,720	2,869	95%
Other	9,793	10,141	97%
Total	37,653	38,888	97%
by Gender			
Male	23,602	24,432	97%
Female	13,386	13,763	97%
Other	665	693	96%
Total	37,653	38,888	97%
by Age Group			
0-6	3,761	3,888	97%
7-14	11,564	11,929	97%
15-18	3,876	4,063	95%
19-24	3,166	3,397	93%
25-34	2,994	3,096	97%
35-44	2,777	2,843	98%
45-54	3,503	3,571	98%
55-64	4,354	4,415	99%
65+	1,658	1,686	98%
Missing	<11	<11	
Total	37,653	38,888	97%

⁶⁰⁷ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
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Table J.81 Distribution of plans by utilisation – South Australia ^{608 609}

Plan utilisation	Total
0 to 50%	33%
50% to 75%	26%
> 75%	41%
Total	100%

Table J.82 Proportion of active participants with approved plans accessing mainstream supports – South Australia ⁶¹⁰

	Prior Quarters	2021-22 Q3	Total
Daily Activities	9%	11%	9%
Health & Wellbeing	54%	65%	57%
Lifelong Learning	24%	25%	24%
Other	15%	18%	16%
Non-categorised	26%	15%	23%
Any mainstream service	94%	94%	94%

⁶⁰⁸ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁰⁹ 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.

⁶¹⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table J.83 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	186.1	368.5	1,155.9	2,127.1	2,774.8	2,254.9

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – South Australia

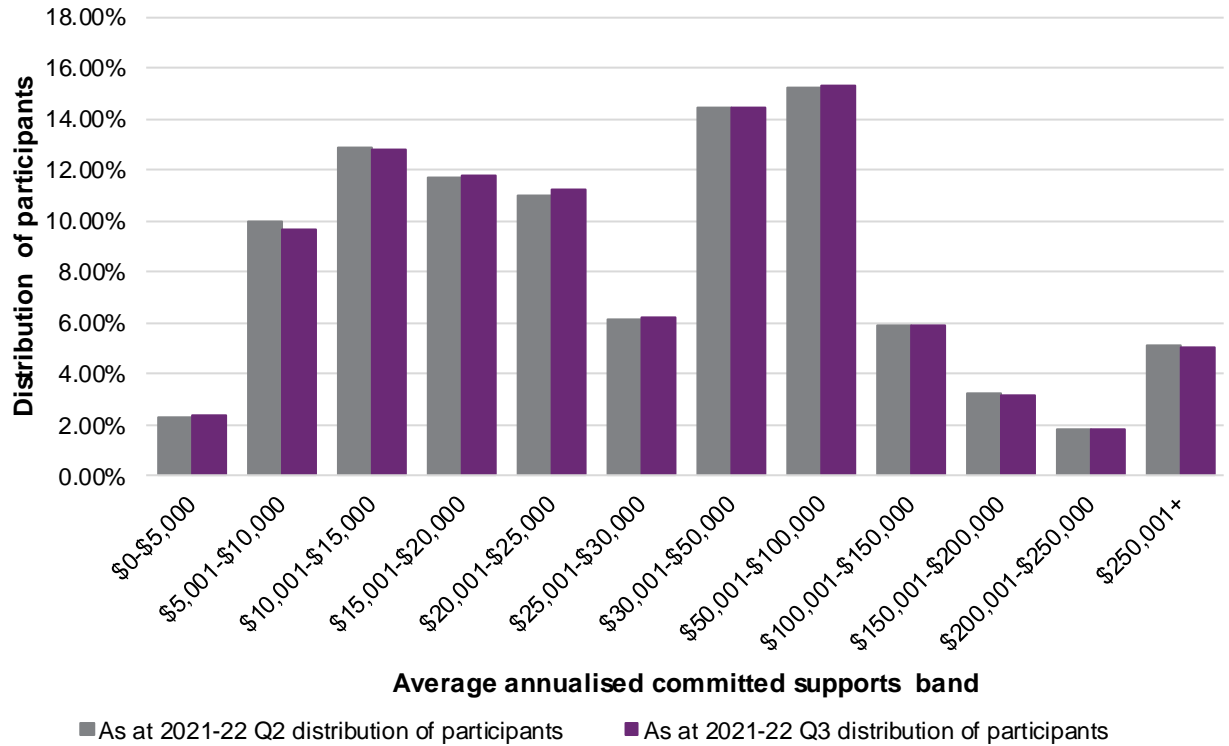


Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – South Australia

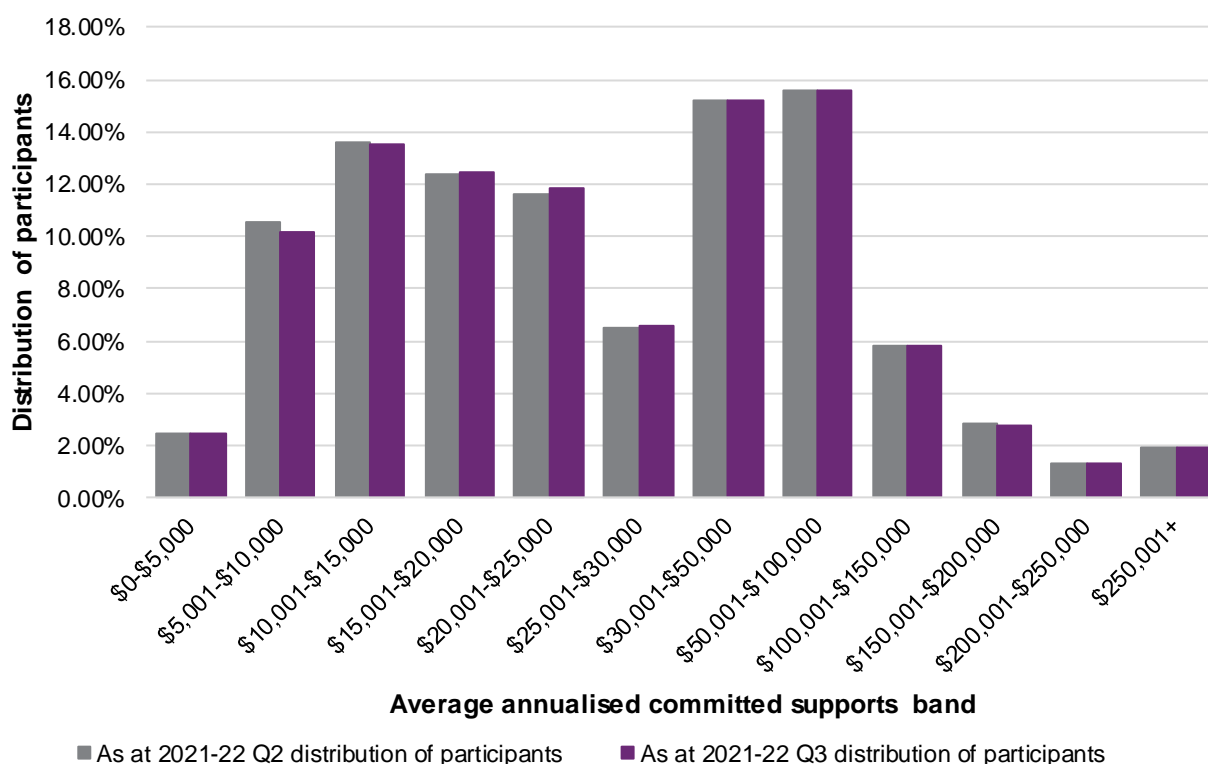


Figure J.20 Average annualised committed supports and average payments by age group as at 31 March 2022 – South Australia⁶¹¹



⁶¹¹ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure J.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – South Australia ⁶¹²

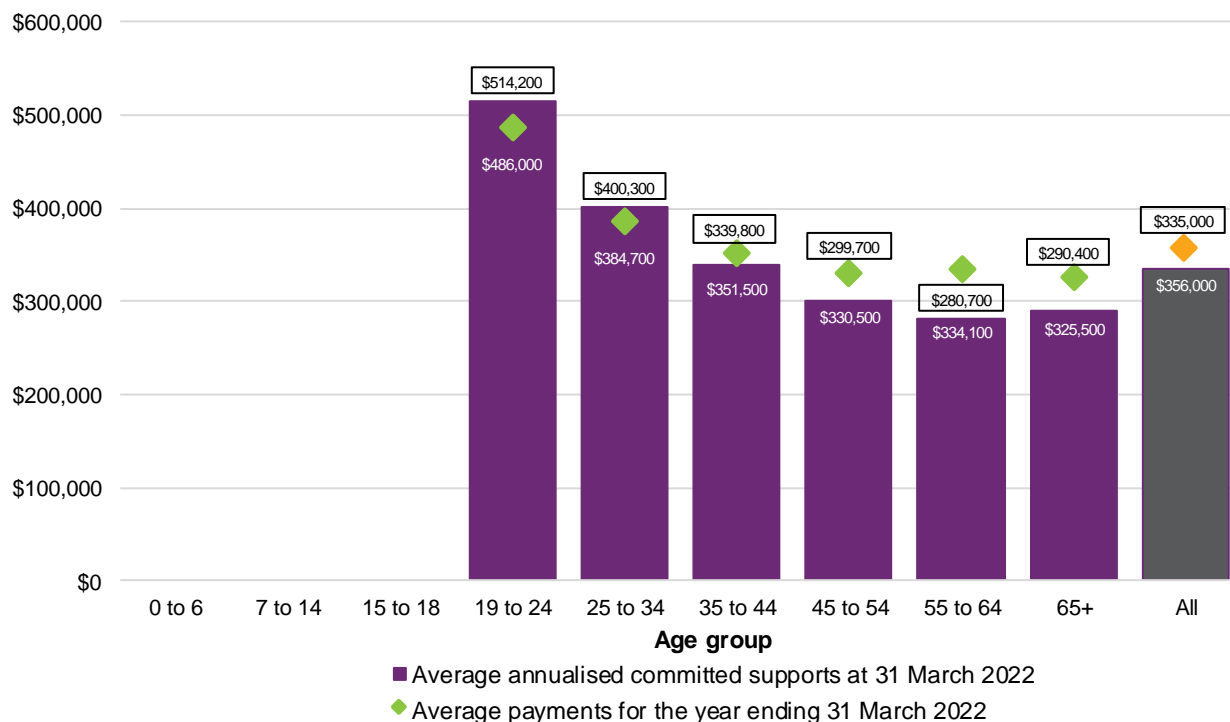
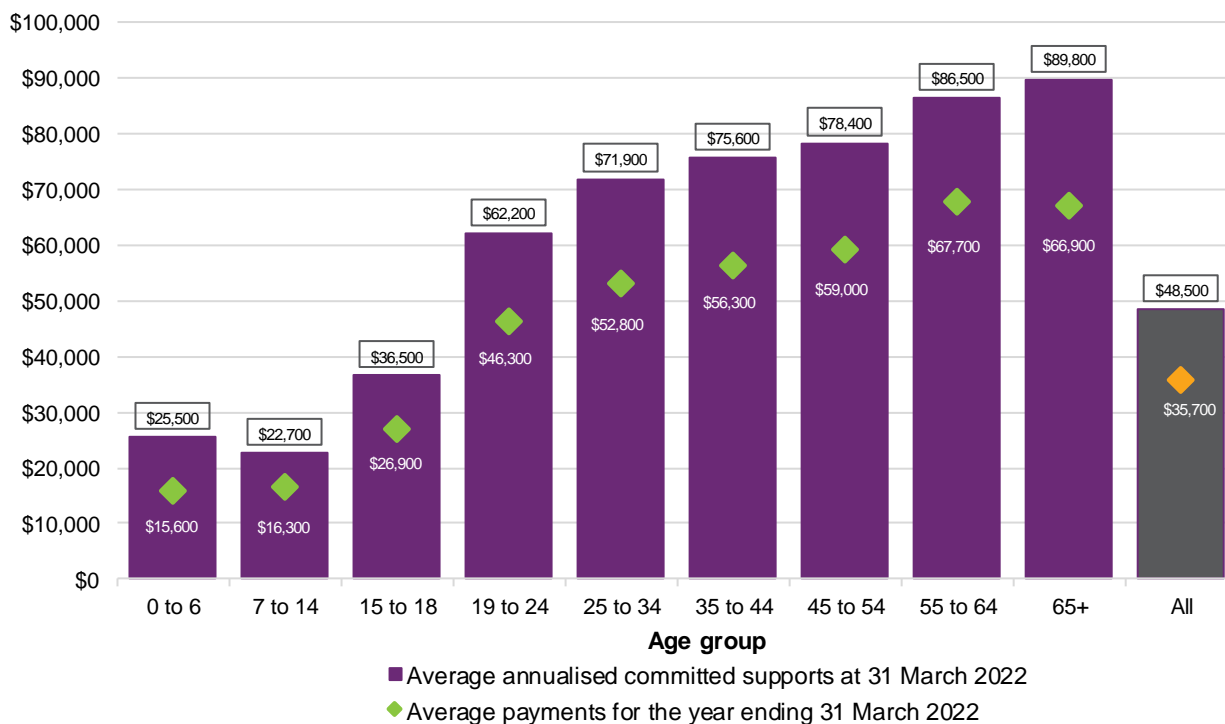


Figure J.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – South Australia ⁶¹³



⁶¹² Ibid.

⁶¹³ Ibid.

Figure J.23 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – South Australia ⁶¹⁴

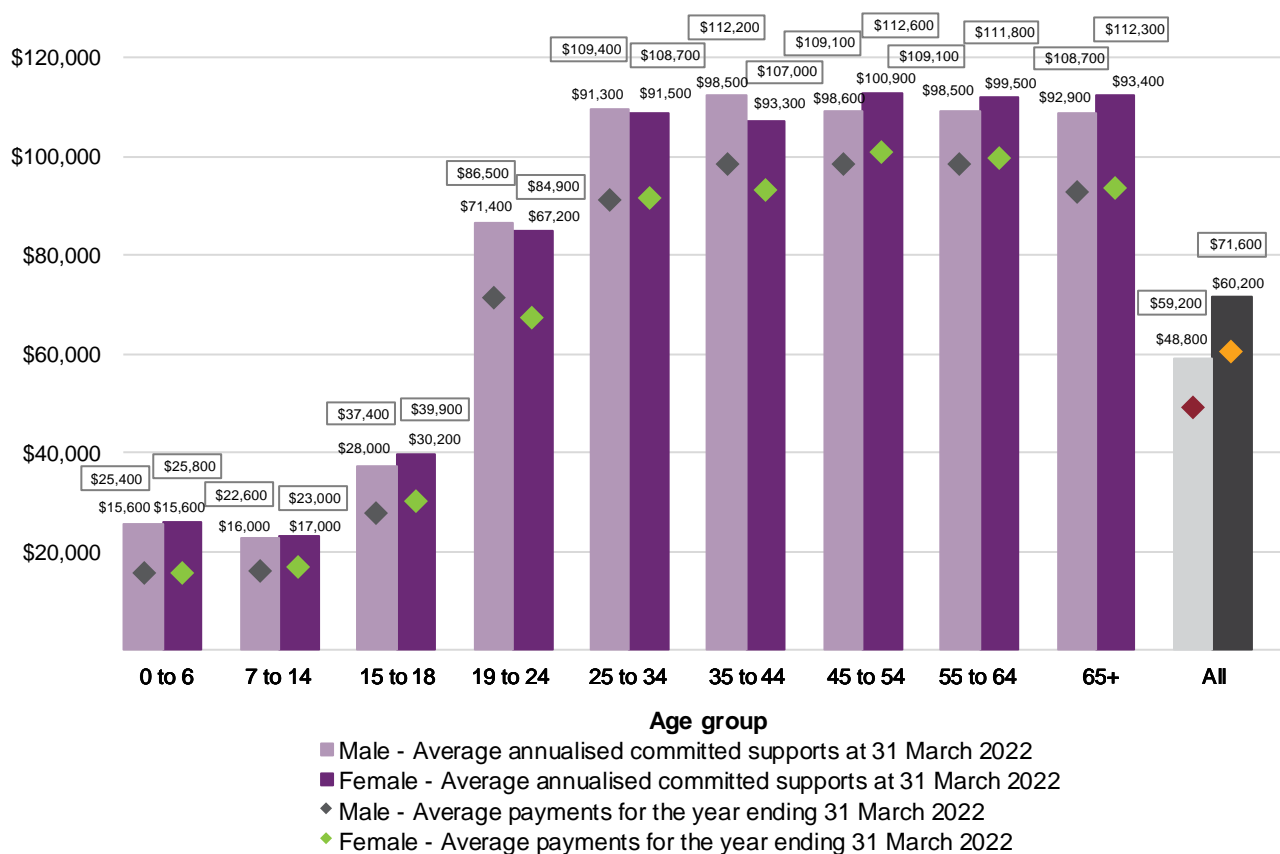
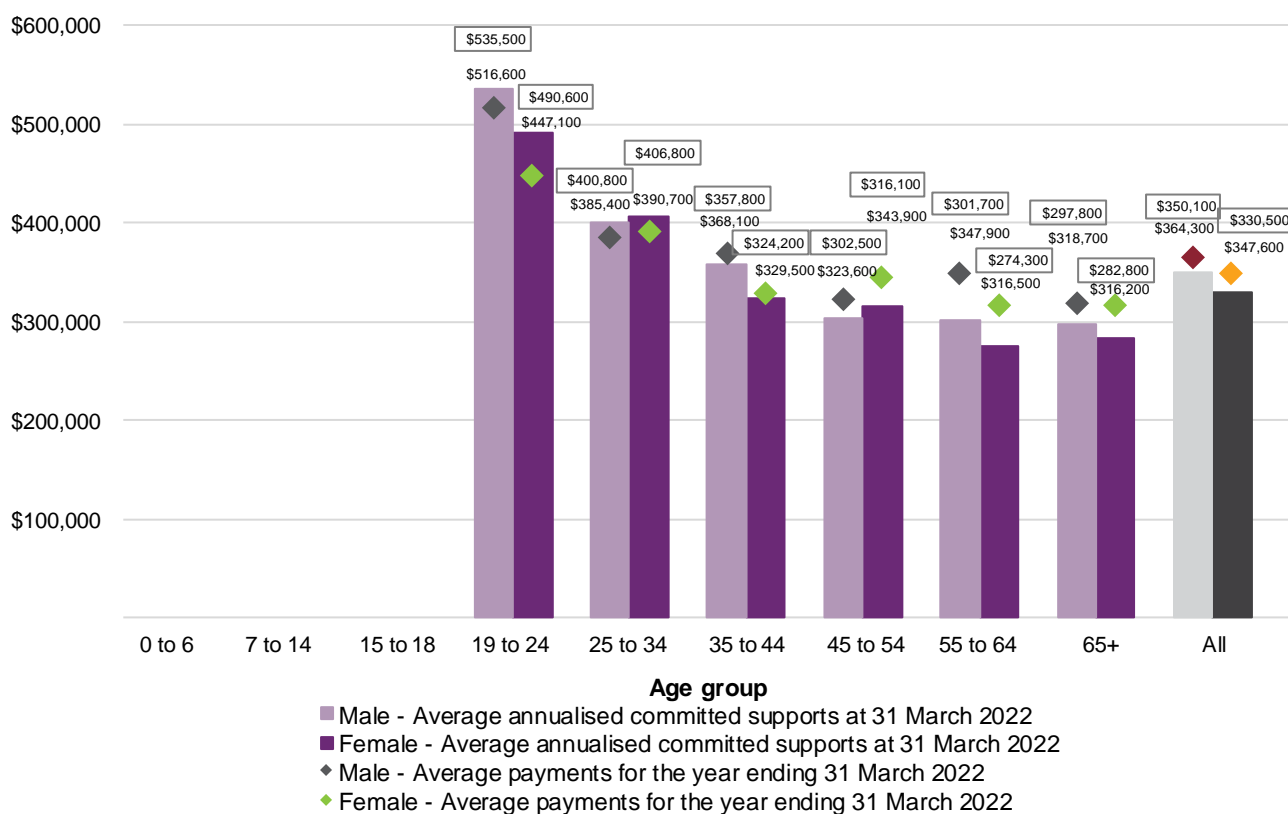


Figure J.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – South Australia ⁶¹⁵



⁶¹⁴ Ibid.

⁶¹⁵ Ibid.

Figure J.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – South Australia ⁶¹⁶

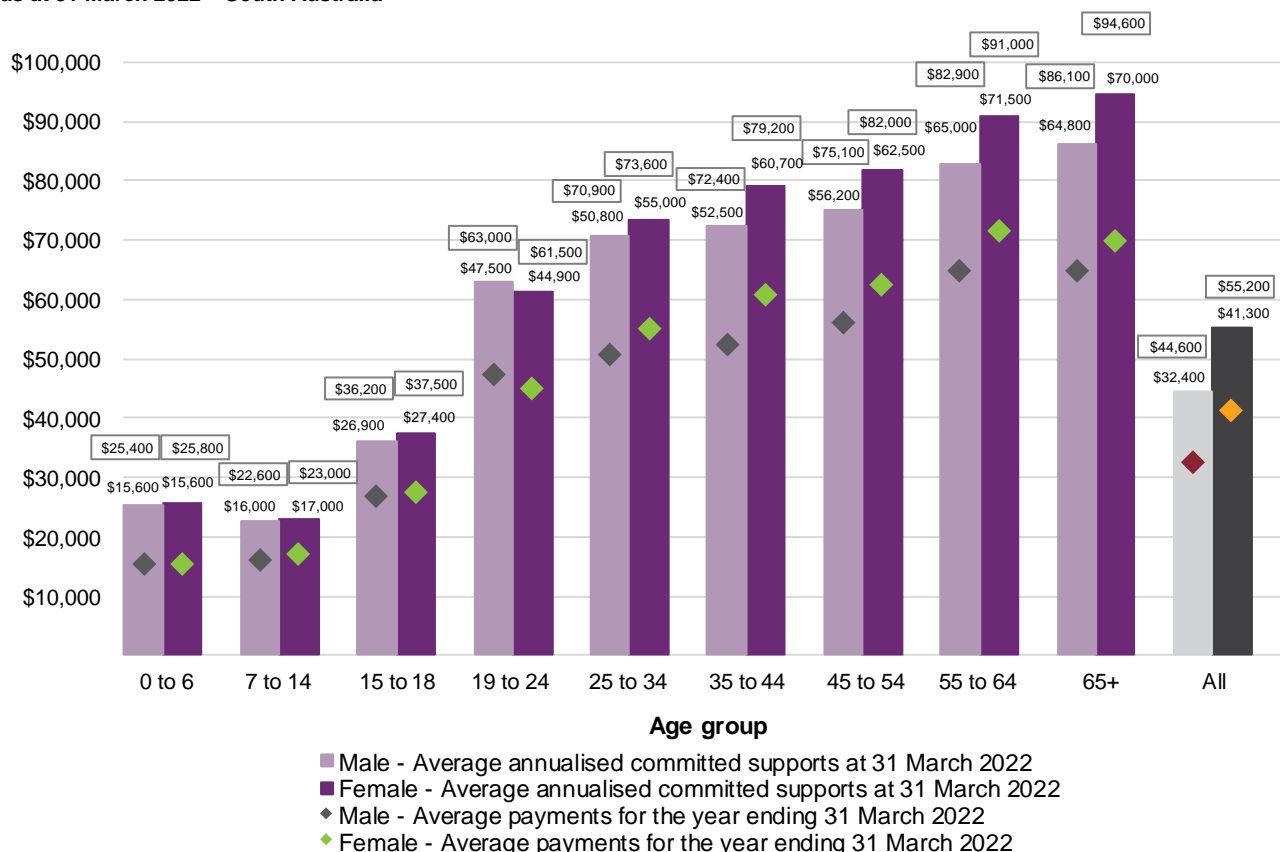
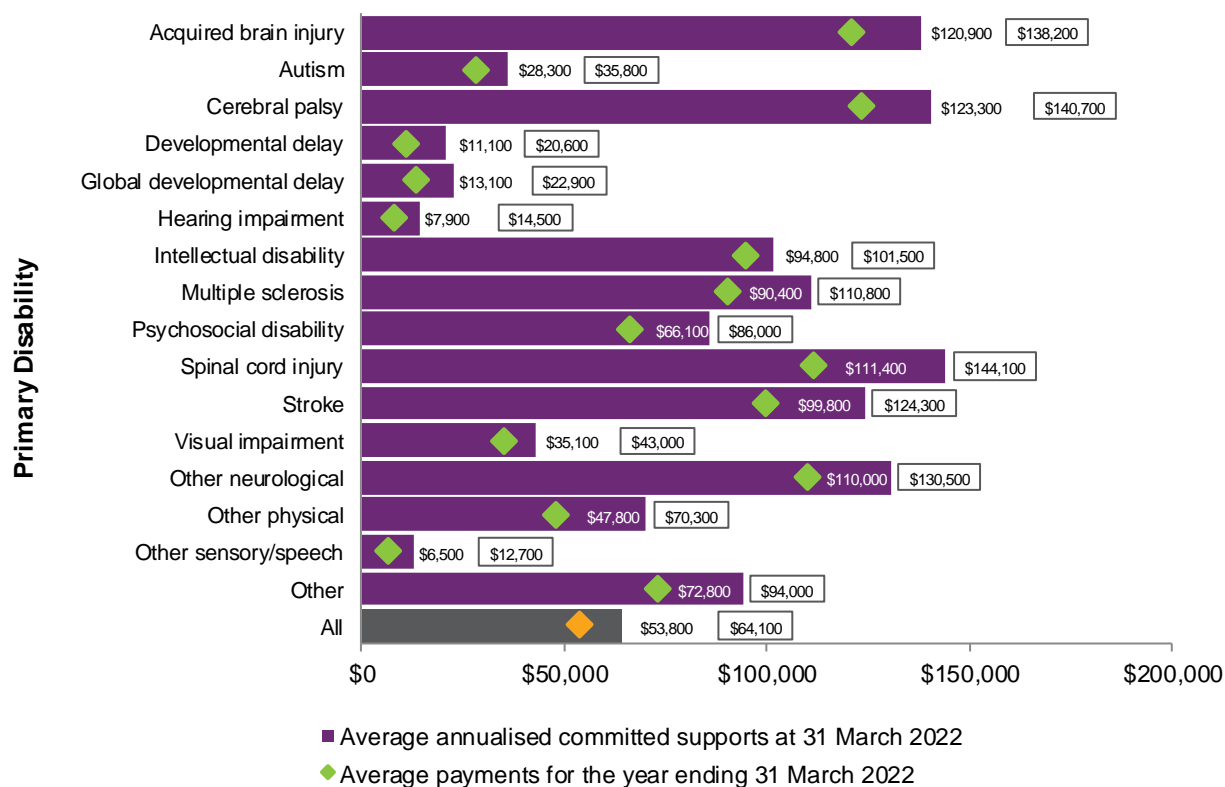


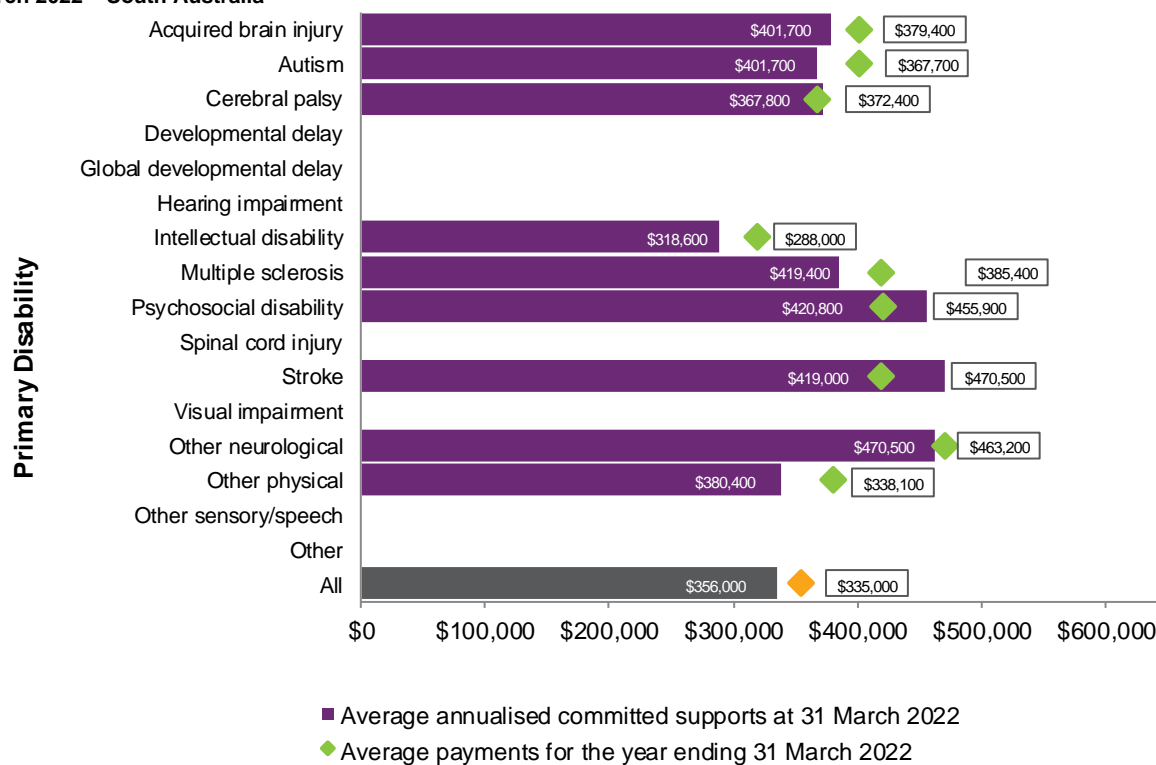
Figure J.26 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – South Australia ⁶¹⁷



⁶¹⁶ Ibid.

⁶¹⁷ Ibid.

Figure J.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – South Australia ⁶¹⁸



⁶¹⁸ Ibid.

Figure J.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – South Australia ⁶¹⁹

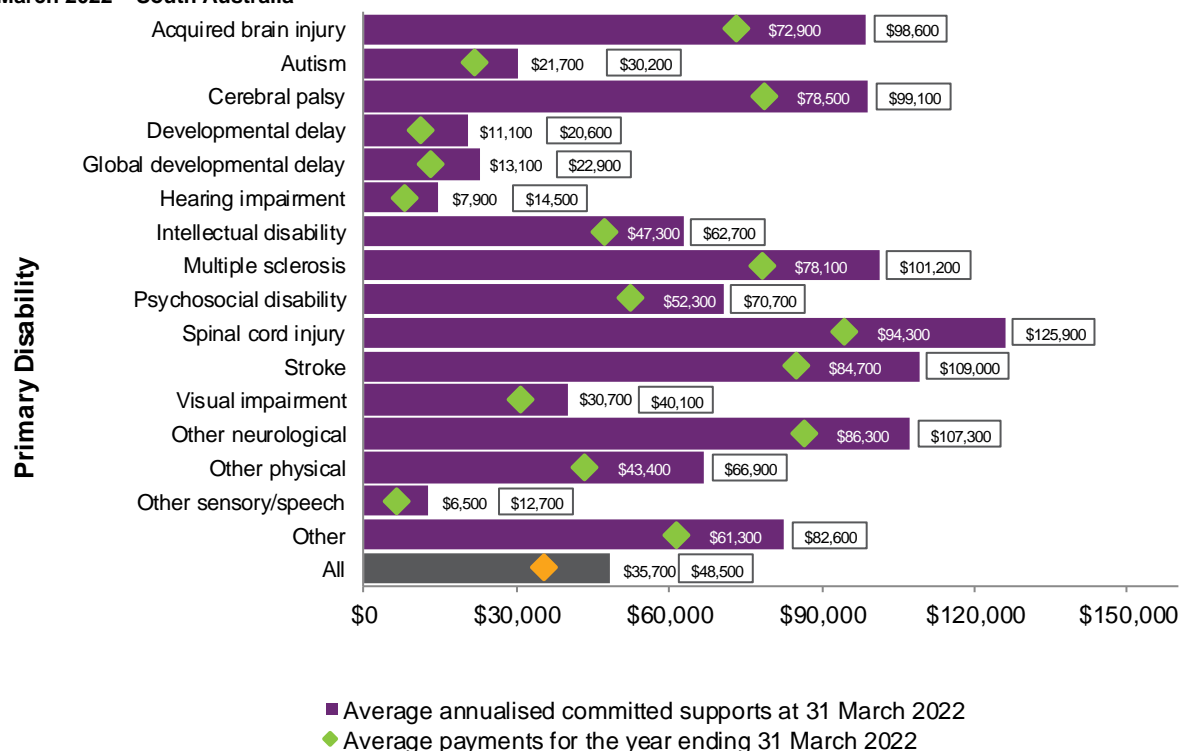
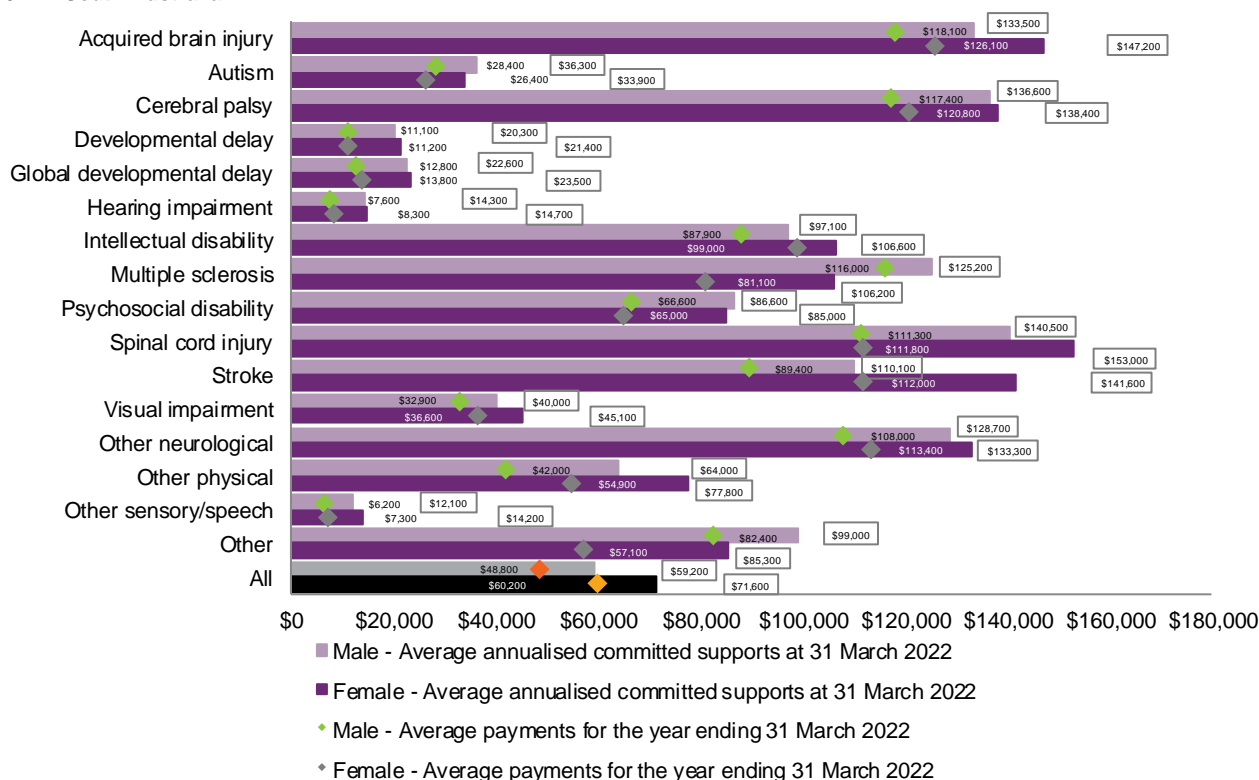


Figure J.29 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – South Australia ⁶²⁰



⁶¹⁹ Ibid.

⁶²⁰ Ibid.

Figure J.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – South Australia ⁶²¹

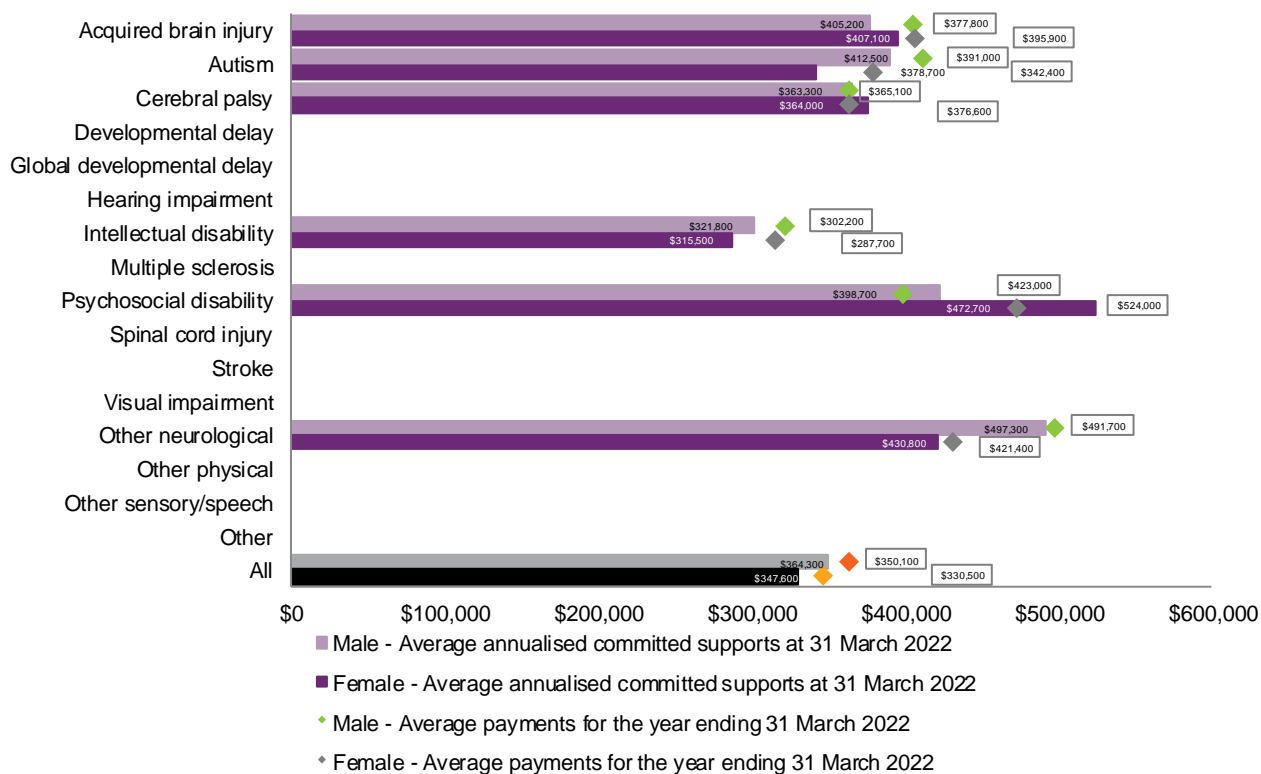
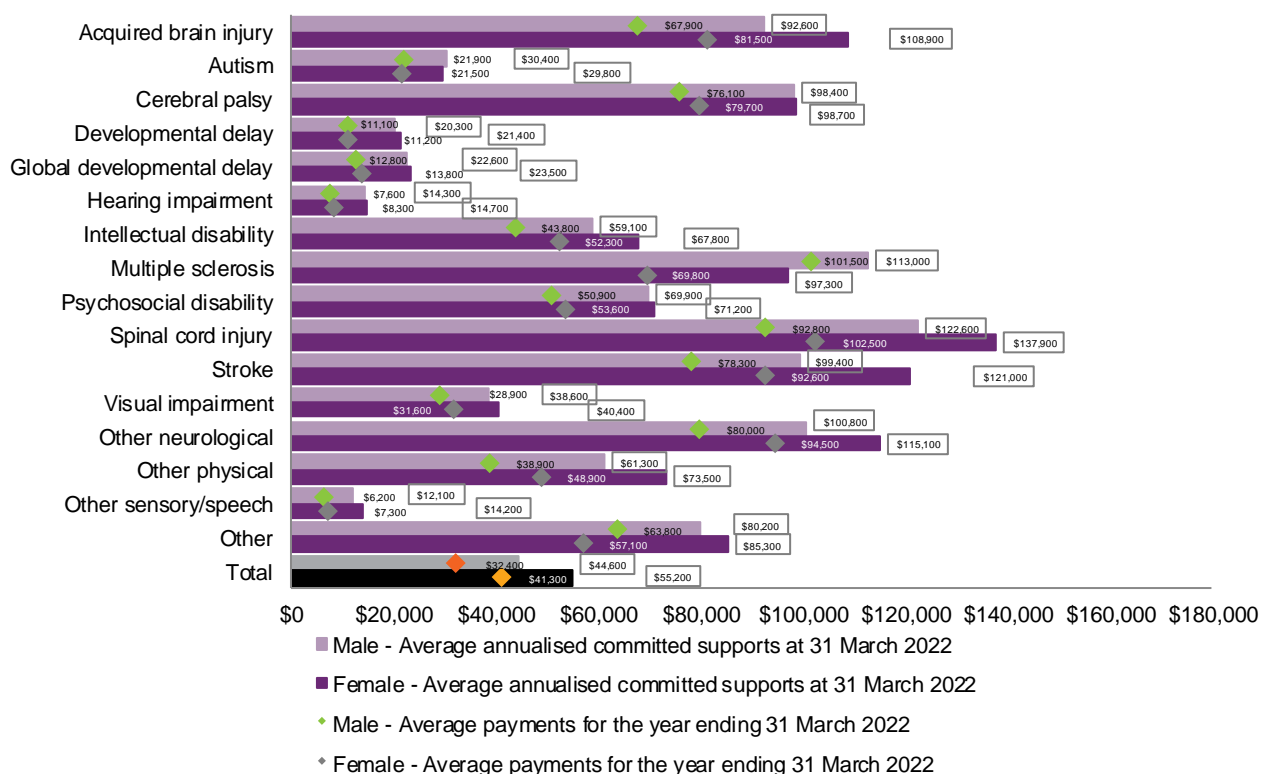


Figure J.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – South Australia ⁶²²



⁶²¹ Ibid.

⁶²² Ibid.

Figure J.32 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – South Australia ⁶²³

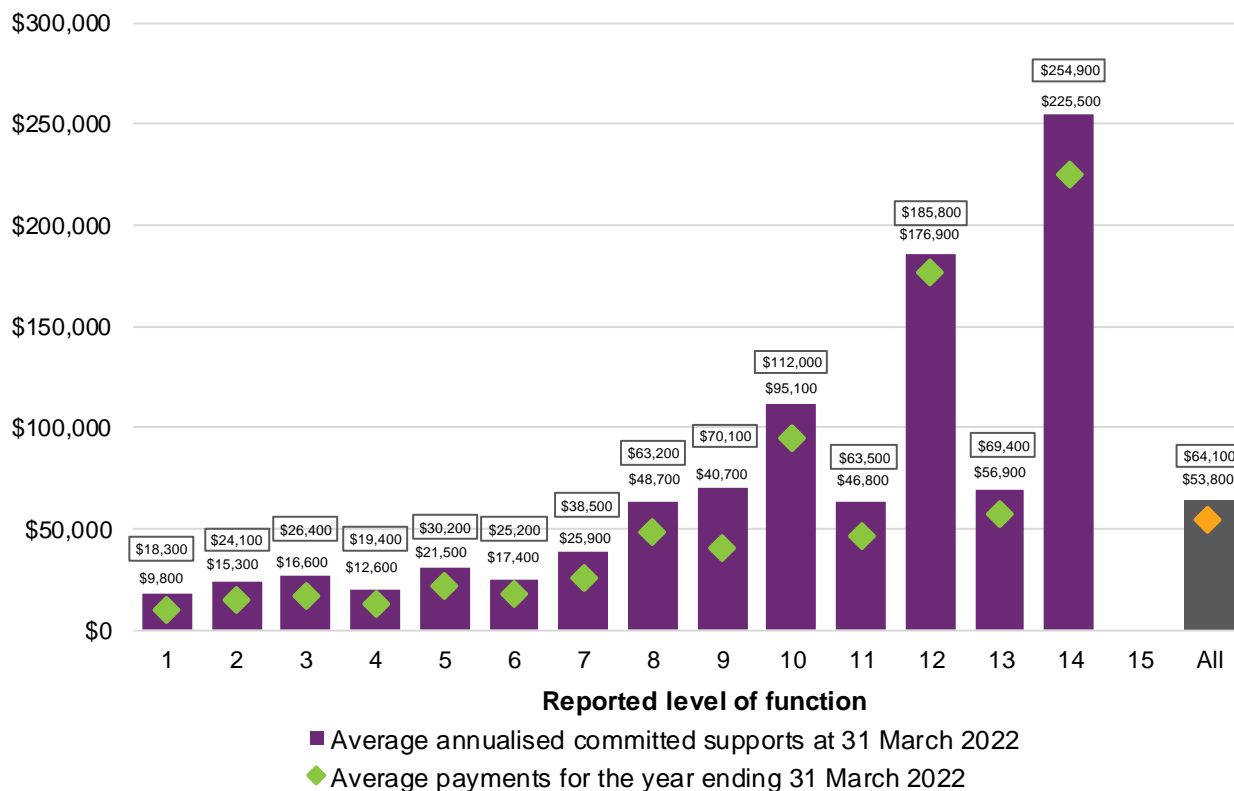
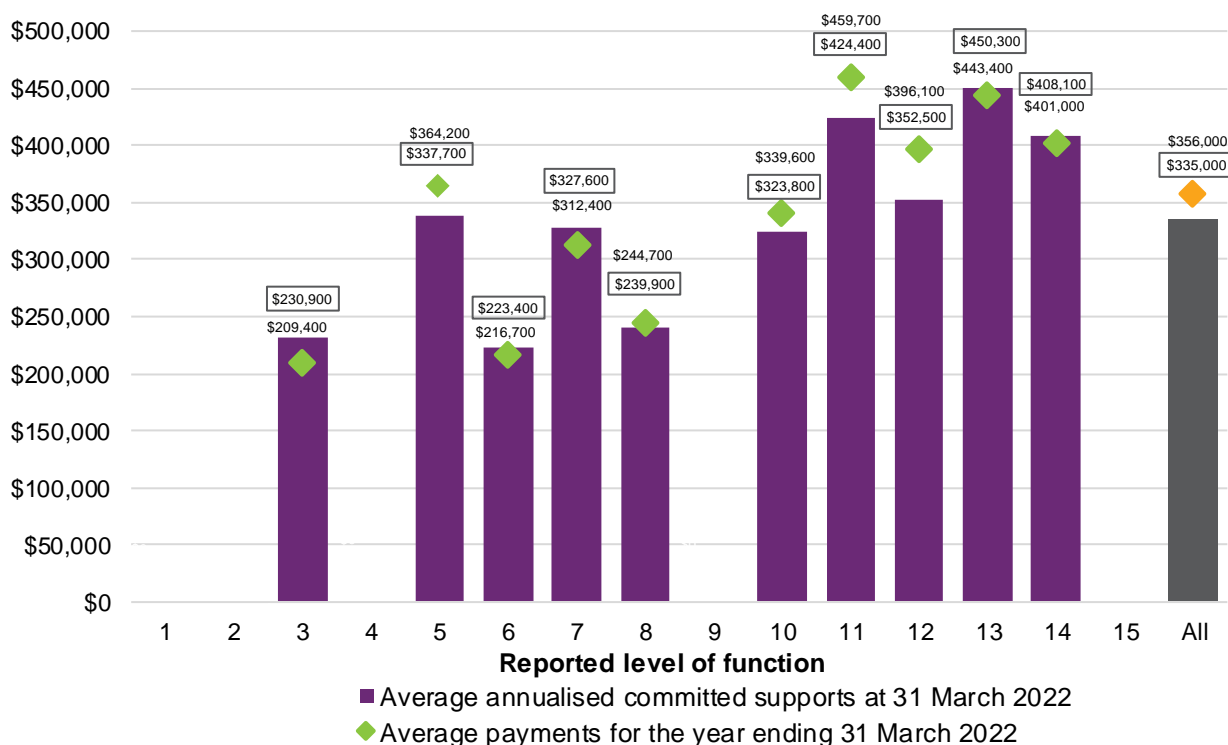


Figure J.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – South Australia ⁶²⁴



⁶²³ Ibid.

⁶²⁴ Ibid.

Figure J.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – South Australia⁶²⁵

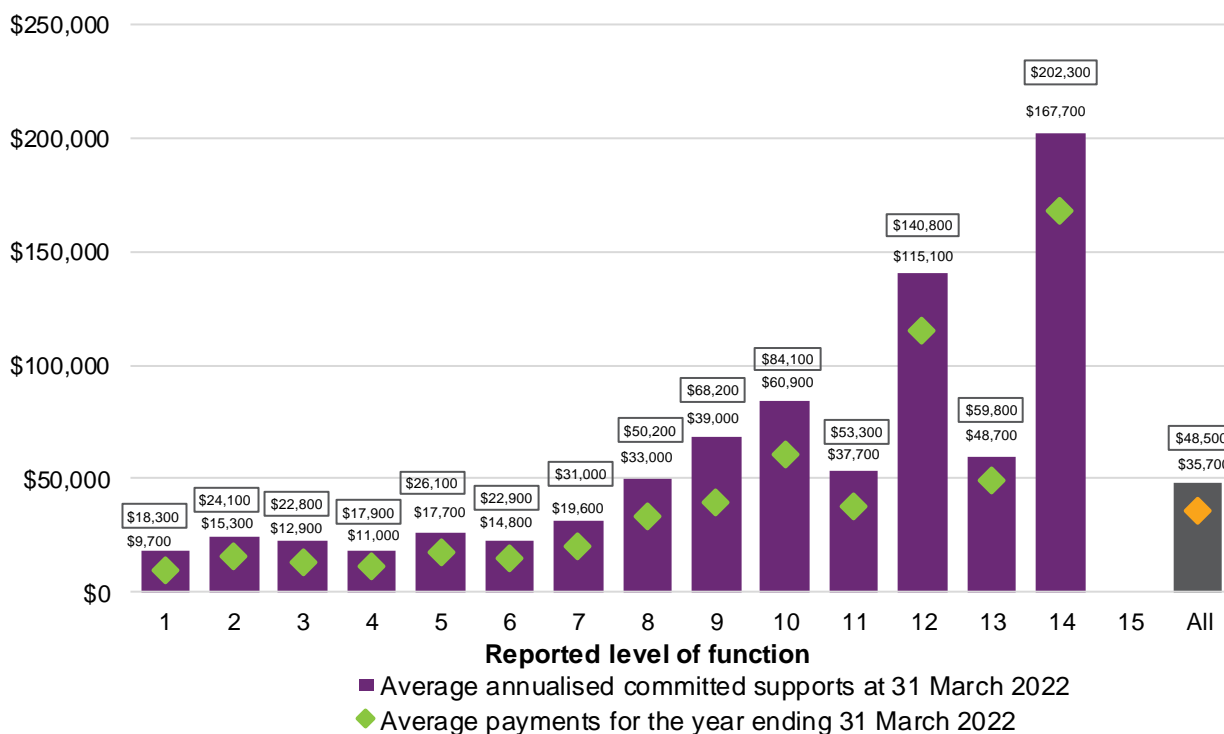
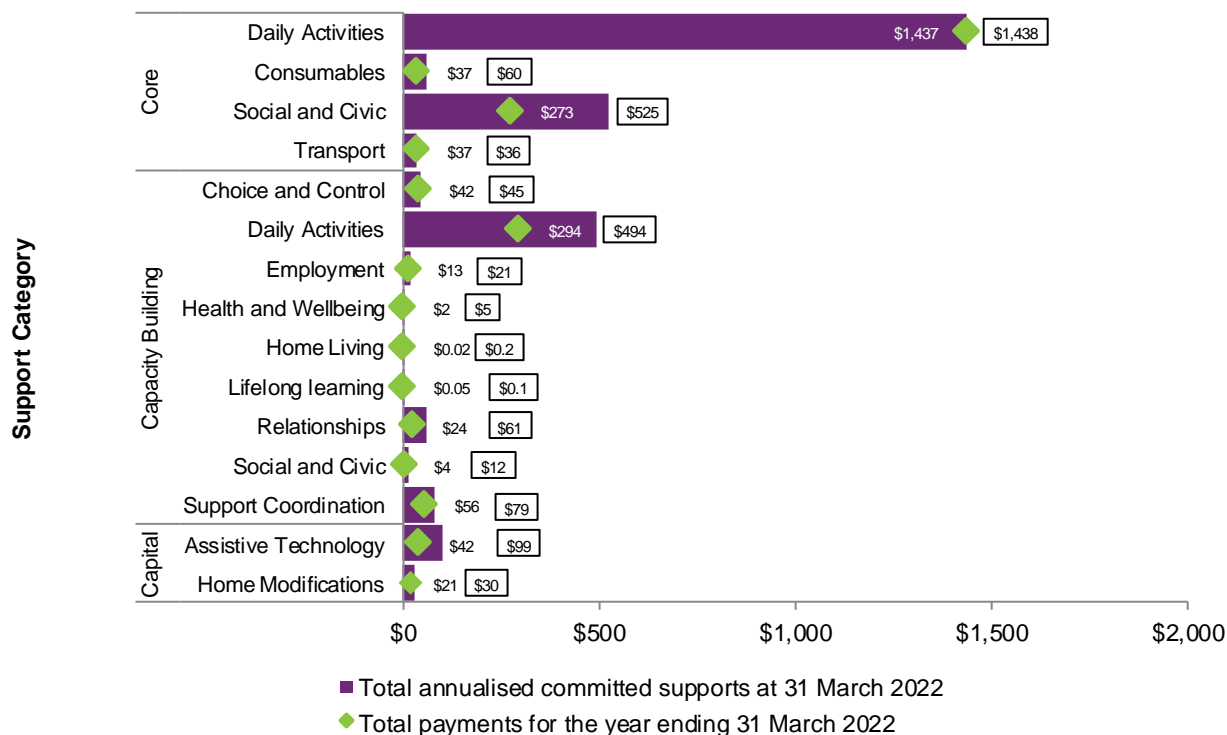


Figure J.35 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – South Australia^{626 627}

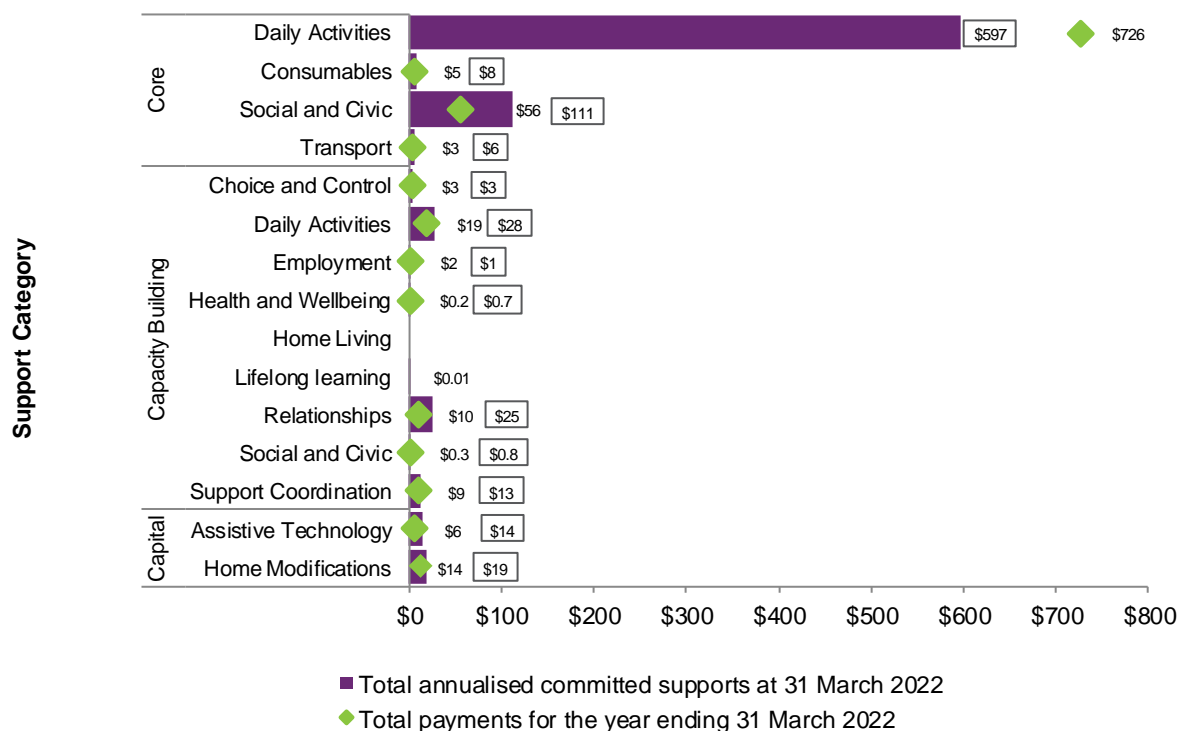


⁶²⁵ Ibid.

⁶²⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁶²⁷ Total payments for home modifications in South Australia were \$21m. Of which, \$16m (75%) has been paid for specialised disability accommodation (SDA) supports, and \$5m (25%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$30m. Of which, \$15m (50%) has been allocated for specialised disability accommodation (SDA) supports, and \$15m (50%) has been allocated for non-SDA supports.

Figure J.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – South Australia ^{628 629}



⁶²⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁶²⁹ Total payments for home modifications in South Australia were \$14m. Of which, \$13m (94%) has been paid for specialised disability accommodation (SDA) supports, and \$1m (6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$19m. Of which, \$13m (70%) has been allocated for specialised disability accommodation (SDA) supports, and \$6m (30%) has been allocated for non-SDA supports.

Figure J.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – South Australia ^{630 631}

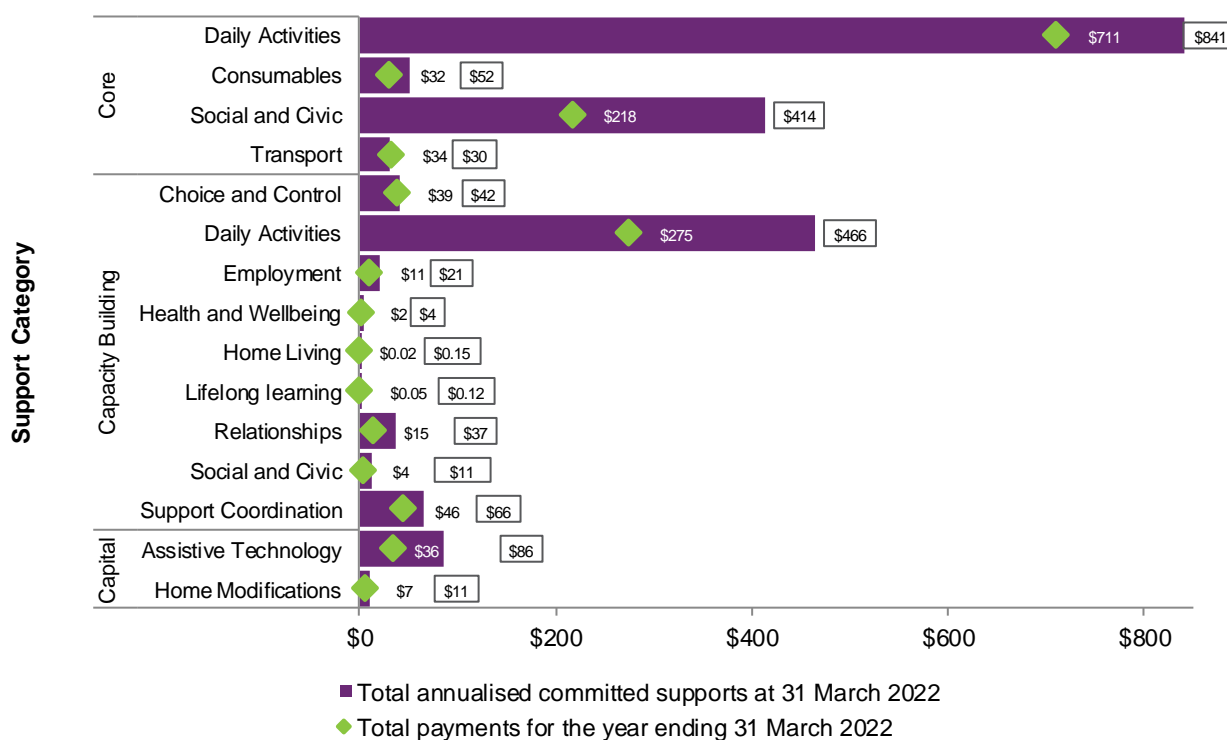


Table J.84 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ⁶³²

	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	186.1	368.5	1,155.9	2,127.1	2,774.8	2,254.9
Total Paid	5.7	29.6	62.8	104.2	220.0	791.1	1,486.4	1,988.0	1,605.9
% utilised to date	54%	61%	62%	56%	60%	68%	70%	72%	71%

⁶³⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁶³¹ Total payments for home modifications in South Australia were \$7m. Of which, \$2m (26%) has been paid for specialised disability accommodation (SDA) supports, and \$5m (74%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$11m. Of which, \$2m (17%) has been allocated for specialised disability accommodation (SDA) supports, and \$9m (83%) has been allocated for non-SDA supports.

⁶³² The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure J.38 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – South Australia

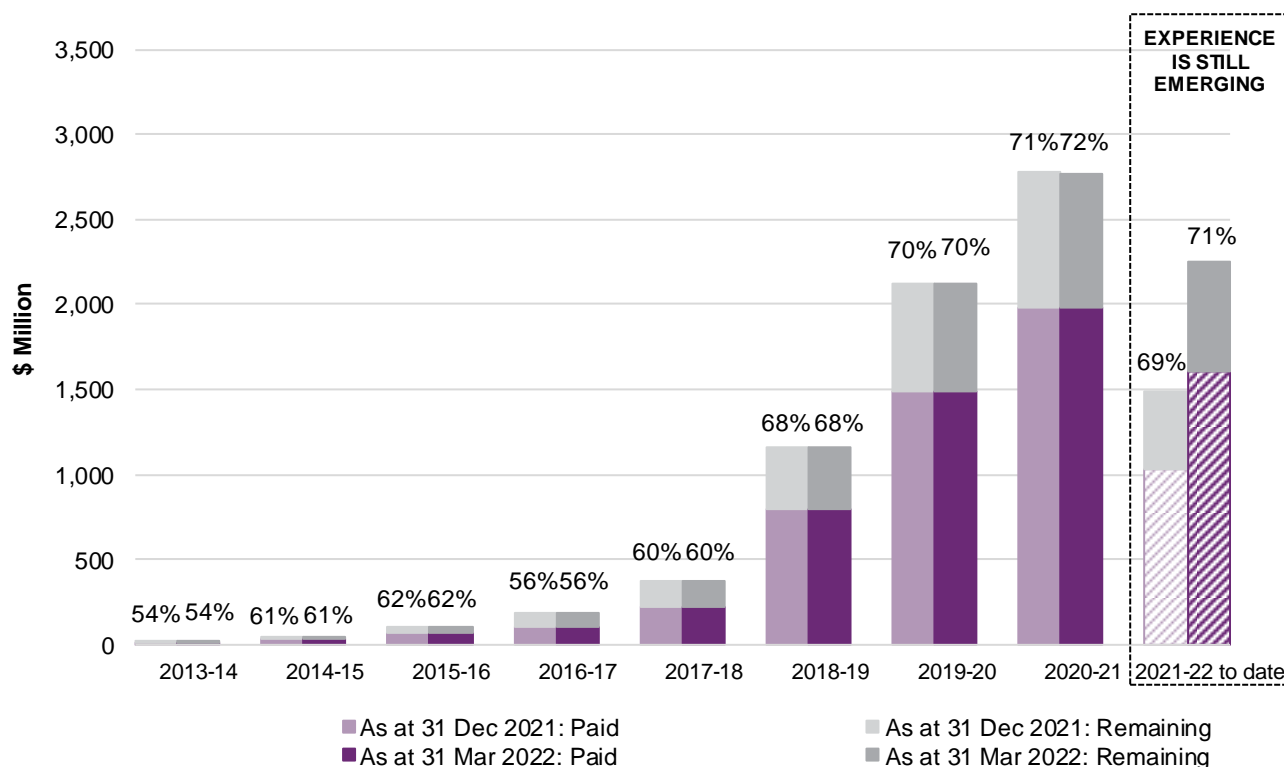
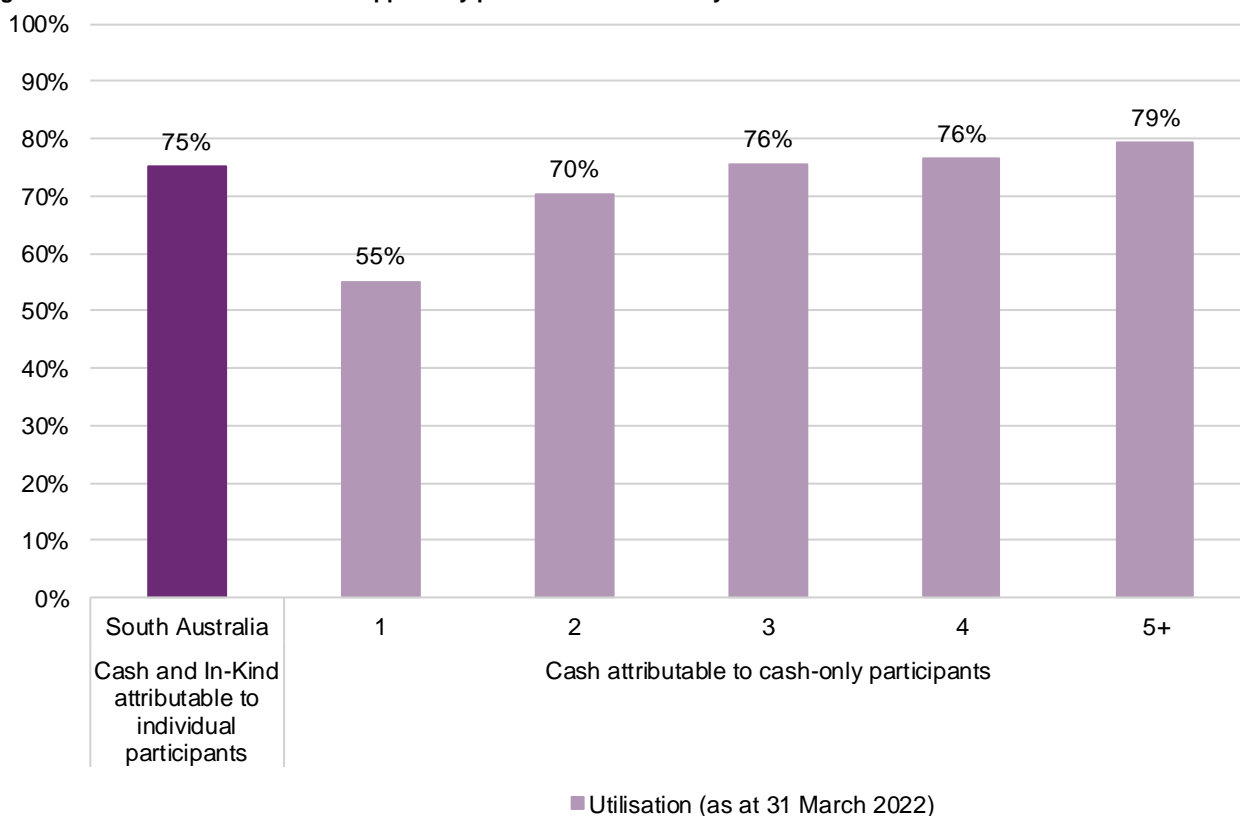


Figure J.39 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – South Australia ⁶³³



⁶³³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure J.40 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – South Australia ⁶³⁴

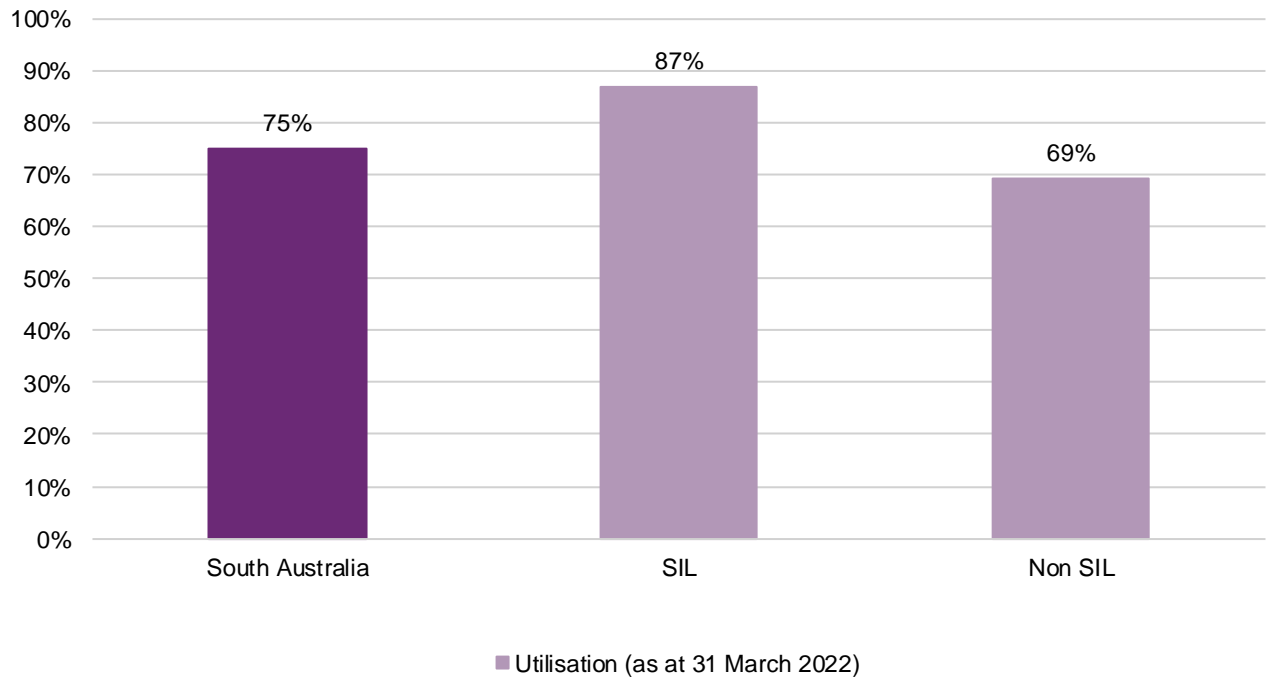
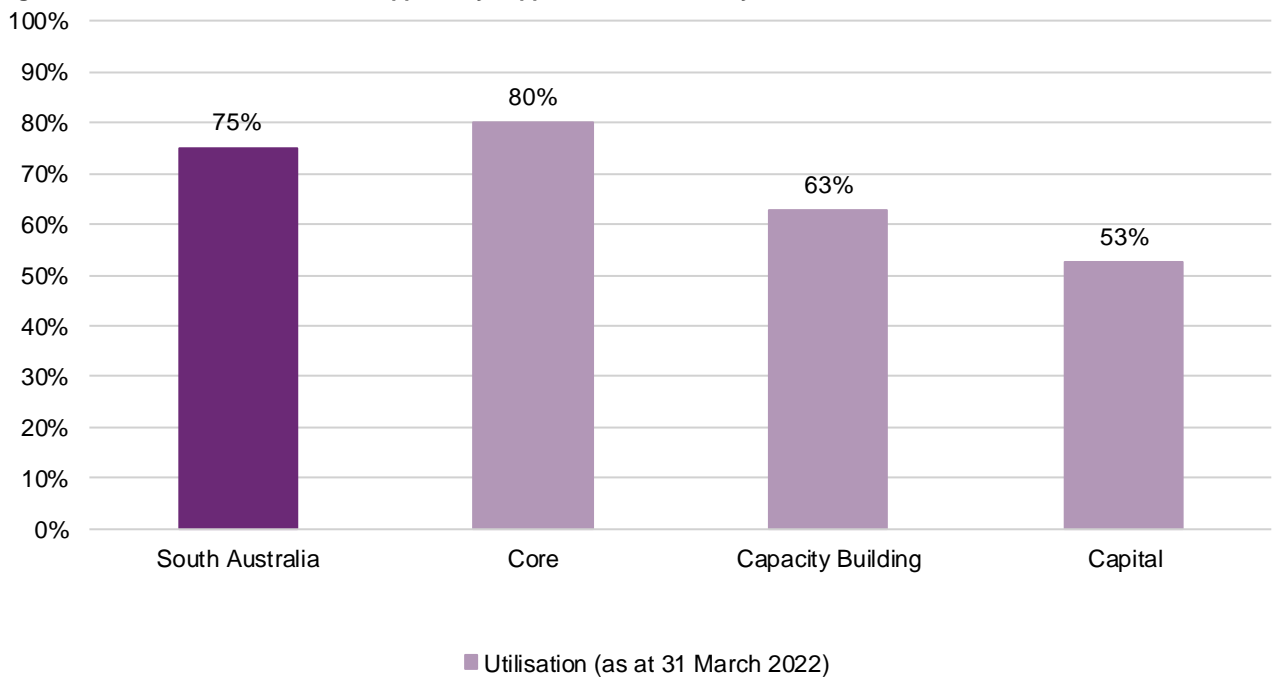


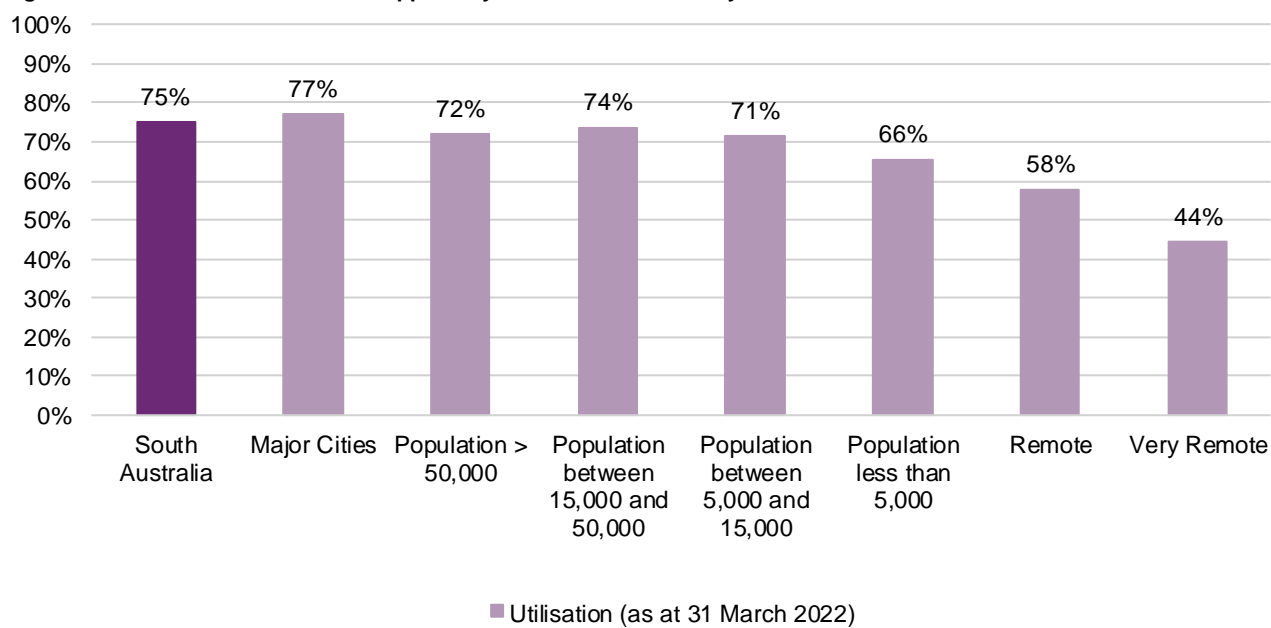
Figure J.41 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – South Australia ⁶³⁵



⁶³⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

⁶³⁵ Ibid.

Figure J.42 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – South Australia ⁶³⁶



⁶³⁶ Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ⁶³⁷

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Tasmania	11,435	397	11,832	159	11,991

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania ⁶³⁸

	Prior Quarters	2021-22 Q3	Total
Access decisions	14,205	505	14,710
Active Eligible	11,651	385	12,036
<i>New</i>	7,242	366	7,608
<i>State</i>	2,954	<11	2,959
<i>Commonwealth</i>	1,455	14	1,469
Active Participant Plans (excl ECA)	11,435	397	11,832
<i>New</i>	7,048	380	7,428
<i>State</i>	2,944	<11	2,948
<i>Commonwealth</i>	1,443	13	1,456
Active Participant Plans	11,690	556	11,991
<i>Early Intervention (s25)</i>	2,747	206	2,953
<i>Permanent Disability (s24)</i>	8,688	191	8,879
<i>ECA</i>	255	159	159

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – Tasmania

Exits	Total
Total participant exits	467
<i>Early Intervention participants</i>	89
<i>Permanent disability participants</i>	378

⁶³⁷ 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.

⁶³⁸ 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 ⁶³⁹

	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
End of 2021-22 Q3	2,948	1,456	7,428	159	11,991

Table K.5 Cumulative numbers of active participants by entry criteria into the Scheme – Tasmania ^{640 641 642}

	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
End of 2021-22 Q3	2,953	8,879	159	11,991

⁶³⁹ This table shows the total numbers of active participants at the end of each period.

⁶⁴⁰ Ibid.

⁶⁴¹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁶⁴² Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table K.6 Assessment of access by age group – Tasmania ⁶⁴³

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,673	97%	163	98%	2,836	97%
7 to 14	2,540	88%	61	84%	2,601	88%
15 to 18	1,440	90%	26	84%	1,466	90%
19 to 24	820	85%	21	66%	841	85%
25 to 34	733	80%	17	55%	750	79%
35 to 44	977	82%	22	61%	999	82%
45 to 54	1,374	82%	28	53%	1,402	81%
55 to 64	1,644	78%	44	57%	1,688	77%
65+	68	64%	<11		71	63%
Missing	<11		<11		<11	
Total	12,269	86%	385	76%	12,654	86%

Table K.7 Assessment of access by age group and gender – Tasmania

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,905	97%	858	96%	73	100%	2,836	97%
7 to 14	1,705	89%	807	87%	89	82%	2,601	88%
15 to 18	922	91%	522	89%	22	92%	1,466	90%
19 to 24	493	86%	332	83%	16	100%	841	85%
25 to 34	409	83%	327	74%	14	74%	750	79%
35 to 44	527	85%	465	79%	<11		999	82%
45 to 54	709	84%	669	78%	24	92%	1,402	81%
55 to 64	887	83%	772	72%	29	81%	1,688	77%
65+	35	71%	35	56%	<11		71	63%
Missing	<11		<11		<11		<11	
Total	7,592	89%	4,787	82%	275	88%	12,654	86%

⁶⁴³ 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.

Table K.8 Assessment of access by disability – Tasmania ⁶⁴⁴

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	481	93%	<11		488	92%
Autism	3,757	95%	87	98%	3,844	95%
Cerebral palsy	442	97%	<11		445	97%
Developmental delay	821	95%	128	98%	949	96%
Global developmental delay	230	98%	<11		239	98%
Hearing impairment	451	89%	11	85%	462	89%
Intellectual disability	2,945	94%	42	88%	2,987	94%
Multiple sclerosis	331	90%	12	86%	343	90%
Psychosocial disability	1,032	68%	36	51%	1,068	67%
Spinal cord injury	120	94%	<11		124	93%
Stroke	161	84%	<11		167	84%
Visual impairment	205	89%	<11		210	88%
Other neurological	551	83%	19	73%	570	83%
Other physical	435	50%	<11		440	49%
Other sensory/speech	42	43%	<11		42	42%
Other	189	47%	11	32%	200	46%
Missing	76	93%	<11		76	93%
Total	12,269	86%	385	76%	12,654	86%

Table K.9 Assessment of access by disability and gender – Tasmania

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	323	94%	156	88%	<11		488	92%
Autism	2,650	95%	1,061	96%	133	92%	3,844	95%
Cerebral palsy	235	96%	196	97%	14	100%	445	97%
Developmental delay	671	96%	271	95%	<11		949	96%
Global developmental delay	166	99%	70	97%	<11		239	98%
Hearing impairment	225	89%	227	88%	<11		462	89%
Intellectual disability	1,655	94%	1,287	94%	45	98%	2,987	94%
Multiple sclerosis	81	89%	258	91%	<11		343	90%
Psychosocial disability	577	72%	469	62%	22	76%	1,068	67%
Spinal cord injury	86	95%	37	90%	<11		124	93%
Stroke	87	84%	77	83%	<11		167	84%
Visual impairment	105	92%	102	83%	<11		210	88%
Other neurological	305	83%	254	82%	11	92%	570	83%
Other physical	236	57%	200	42%	<11		440	49%
Other sensory/speech	26	39%	16	48%	<11		42	42%
Other	123	56%	72	35%	<11		200	46%
Missing	41	93%	34	92%	<11		76	93%
Total	7,592	89%	4,787	82%	275	88%	12,654	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.

⁶⁴⁴ Ibid.

Table K.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,022	8.9%	65	16.4%	1,087	9.2%
Not Aboriginal and Torres Strait Islander	8,384	73.3%	268	67.5%	8,652	73.1%
Not Stated	2,029	17.7%	64	16.1%	2,093	17.7%
Total	11,435	100.0%	397	100.0%	11,832	100.0%

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ⁶⁴⁵

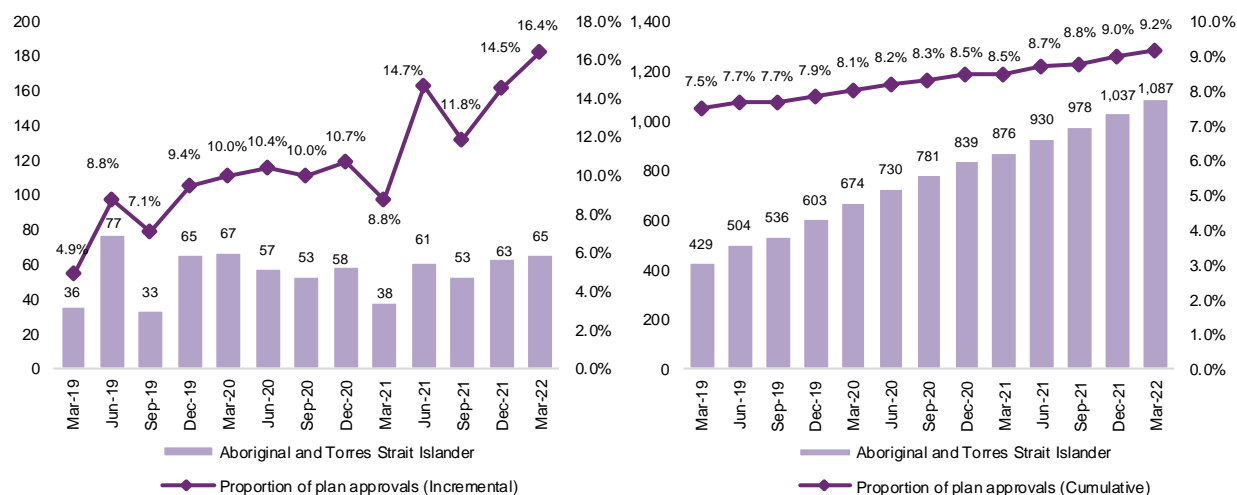


Table K.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ⁶⁴⁶

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	360	3.1%	<11		370	3.1%
Not culturally and linguistically diverse	11,065	96.8%	387	97.5%	11,452	96.8%
Not stated	<11		<11		<11	
Total	11,435	100.0%	397	100.0%	11,832	100.0%

⁶⁴⁵ 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.

⁶⁴⁶ 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 K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania ^{647 648 649}

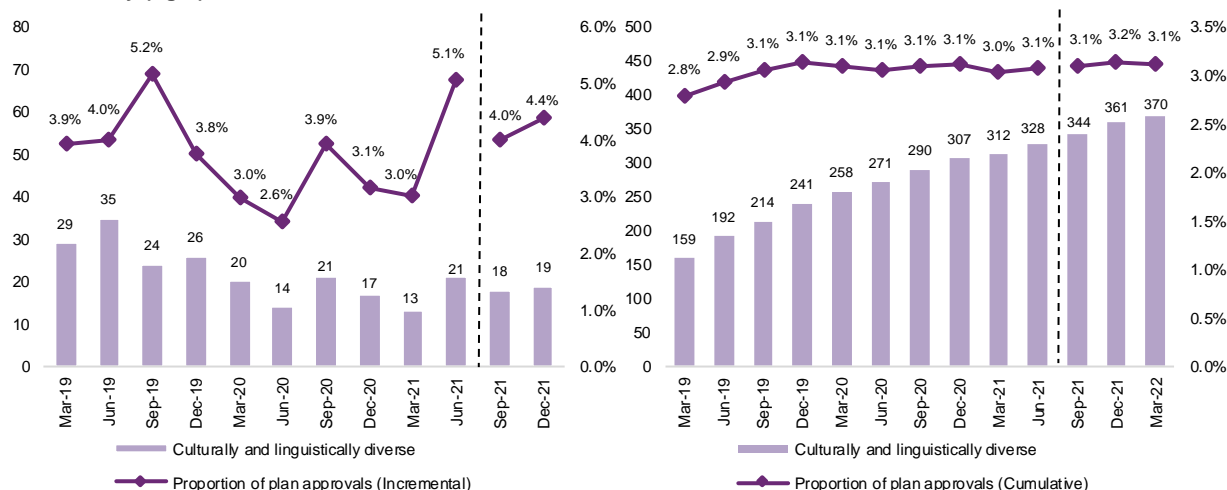
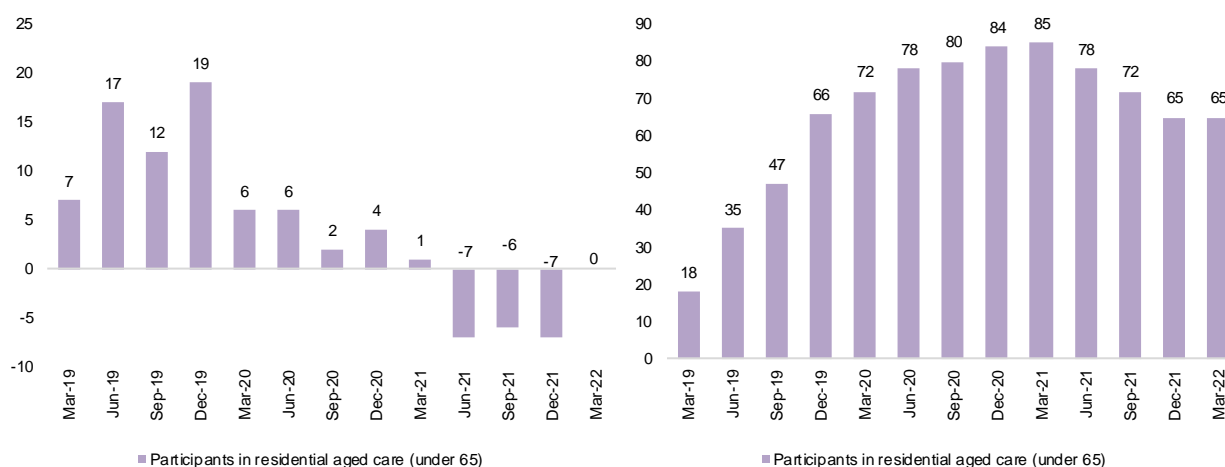


Table K.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – Tasmania ⁶⁵⁰

	Total
Age group	N
Under 45	<11
45 to 54	13
55 to 64	49
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 ⁶⁵¹



⁶⁴⁷ 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.

⁶⁴⁸ There are insufficient numbers to show the incremental count of CALD participants in Tasmania for the March 2022 quarter.

⁶⁴⁹ 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.

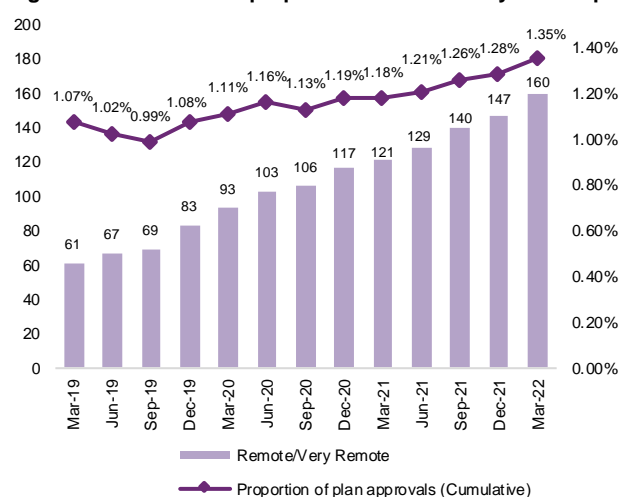
⁶⁵⁰ There are a further 42 active participants aged 65 years or over who are currently in residential aged care.

⁶⁵¹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

Table K.13 Participant profile per quarter by remoteness – Tasmania ^{652 653}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	7,439	65.1%	263	66.2%	7,702	65.1%
Population between 15,000 and 50,000	2,140	18.7%	61	15.4%	2,201	18.6%
Population between 5,000 and 15,000	53	0.5%	<11		55	0.5%
Population less than 5,000	1,652	14.4%	61	15.4%	1,713	14.5%
Remote	128	1.1%	<11		137	1.2%
Very Remote	22	0.2%	<11		23	0.2%
Missing	<11		<11		<11	
Total	11,435	100.0%	397	100.0%	11,832	100.0%

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania ^{654 655 656}



⁶⁵² The distributions are calculated excluding active participants with a missing remoteness classification.

⁶⁵³ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁶⁵⁴ Ibid.

⁶⁵⁵ 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.

⁶⁵⁶ There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

Table K.14 Participant profile per quarter by primary disability group – Tasmania ^{657 658 659}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	3,677	32%	87	22%	3,764	32%
Intellectual disability	2,789	24%	50	13%	2,839	24%
Psychosocial disability	963	8%	49	12%	1,012	9%
Developmental delay	715	6%	112	28%	827	7%
Hearing impairment	437	4%	<11		446	4%
Other neurological	455	4%	22	6%	477	4%
Other physical	360	3%	<11		367	3%
Cerebral palsy	420	4%	<11		424	4%
Acquired brain injury	433	4%	13	3%	446	4%
Global developmental delay	214	2%	<11		222	2%
Visual impairment	196	2%	<11		199	2%
Multiple sclerosis	319	3%	13	3%	332	3%
Stroke	143	1%	<11		148	1%
Spinal cord injury	110	1%	<11		115	1%
Other	165	1%	<11		175	1%
Other sensory/speech	39	0%	<11		39	0%
Total	11,435	100%	397	100%	11,832	100%

Table K.15 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{660 661}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	149	16%	<11		149	16%
Intellectual disability	439	46%	<11		439	46%
Psychosocial disability	115	12%	<11		115	12%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	43	5%	<11		43	5%
Other physical	<11		<11		<11	
Cerebral palsy	76	8%	<11		76	8%
Acquired brain injury	84	9%	<11		84	9%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	14	1%	<11		14	1%
Spinal cord injury	<11		<11		<11	
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	950	100%	<11		950	100%

⁶⁵⁷ Table order based on national proportions in Table E.14 (highest to lowest).

⁶⁵⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁶⁵⁹ Down syndrome is included in intellectual disability, representing 3% of all Scheme participants in Tasmania (307).

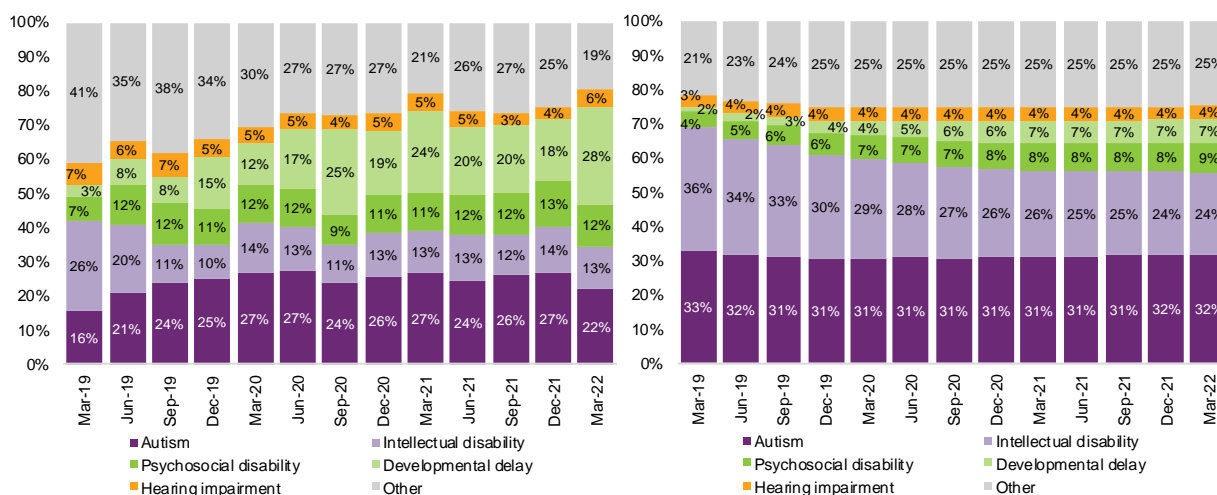
⁶⁶⁰ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁶⁶¹ Down syndrome is included in intellectual disability, representing 7% of participants in SIL (67).

Table K.16 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ⁶⁶²

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	3,528	34%	87	22%	3,615	33%
Intellectual disability	2,350	22%	50	13%	2,400	22%
Psychosocial disability	848	8%	49	12%	897	8%
Developmental delay	715	7%	112	28%	827	8%
Hearing impairment	437	4%	<11		446	4%
Other neurological	412	4%	22	6%	434	4%
Other physical	351	3%	<11		358	3%
Cerebral palsy	344	3%	<11		348	3%
Acquired brain injury	349	3%	13	3%	362	3%
Global developmental delay	214	2%	<11		222	2%
Visual impairment	188	2%	<11		191	2%
Multiple sclerosis	312	3%	13	3%	325	3%
Stroke	129	1%	<11		134	1%
Spinal cord injury	107	1%	<11		112	1%
Other	162	2%	<11		172	2%
Other sensory/speech	39	0%	<11		39	0%
Total	10,485	100%	397	100%	10,882	100%

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ⁶⁶³



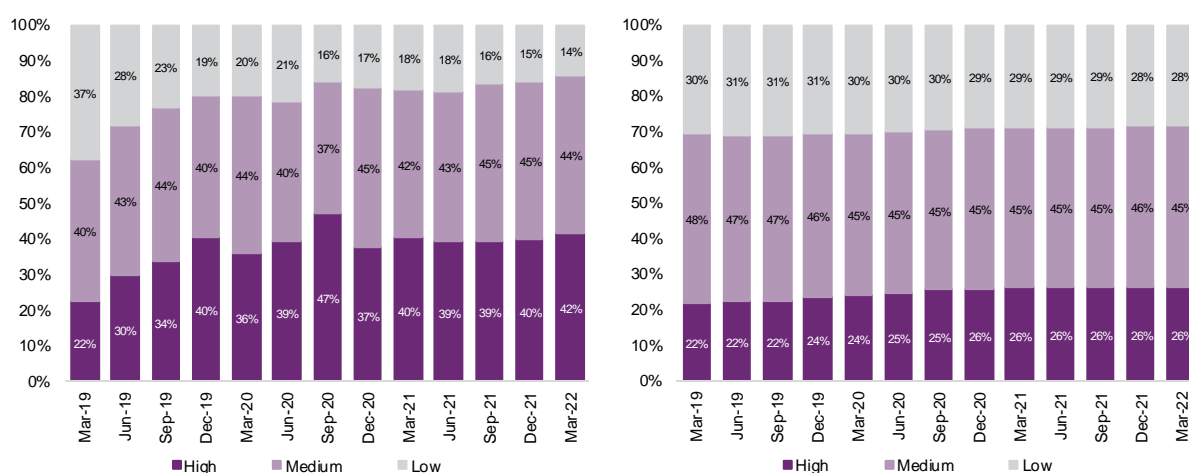
⁶⁶² Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (240).

⁶⁶³ 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 by reported level of function – Tasmania ⁶⁶⁴

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	992	9%	79	20%	1,071	9%
2 (High Function)	23	0%	<11		23	0%
3 (High Function)	513	4%	28	7%	541	5%
4 (High Function)	652	6%	19	5%	671	6%
5 (High Function)	784	7%	39	10%	823	7%
6 (Moderate Function)	2,468	22%	97	24%	2,565	22%
7 (Moderate Function)	813	7%	17	4%	830	7%
8 (Moderate Function)	699	6%	28	7%	727	6%
9 (Moderate Function)	86	1%	<11		90	1%
10 (Moderate Function)	1,125	10%	30	8%	1,155	10%
11 (Low Function)	388	3%	<11		390	3%
12 (Low Function)	1,884	16%	46	12%	1,930	16%
13 (Low Function)	772	7%	<11		779	7%
14 (Low Function)	220	2%	<11		220	2%
15 (Low Function)	<11		<11		<11	
Missing	12		<11		12	
Total	11,435	100%	397	100%	11,832	100%

Figure K.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Tasmania ⁶⁶⁵



⁶⁶⁴ The distributions are calculated excluding participants with a missing reported level of function.

⁶⁶⁵ 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.18 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	1,394	12%	149	38%	1,543	13%
7 to 14	2,621	23%	65	16%	2,686	23%
15 to 18	987	9%	27	7%	1,014	9%
19 to 24	1,267	11%	16	4%	1,283	11%
25 to 34	1,275	11%	21	5%	1,296	11%
35 to 44	907	8%	34	9%	941	8%
45 to 54	1,197	10%	34	9%	1,231	10%
55 to 64	1,389	12%	47	12%	1,436	12%
65+	398	3%	<11		402	3%
Total	11,435	100%	397	100%	11,832	100%

Table K.19 Participant profile per quarter (participants in SIL) by age group – Tasmania ⁶⁶⁶

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	11	1%	<11		11	1%
19 to 24	100	11%	<11		100	11%
25 to 34	178	19%	<11		178	19%
35 to 44	149	16%	<11		149	16%
45 to 54	201	21%	<11		201	21%
55 to 64	243	26%	<11		243	26%
65+	68	7%	<11		68	7%
Total	950	100%	<11		950	100%

Table K.20 Participant profile per quarter (participants not in SIL) by age group – Tasmania

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	1,394	13%	149	38%	1,543	14%
7 to 14	2,621	25%	65	16%	2,686	25%
15 to 18	976	9%	27	7%	1,003	9%
19 to 24	1,167	11%	16	4%	1,183	11%
25 to 34	1,097	10%	21	5%	1,118	10%
35 to 44	758	7%	34	9%	792	7%
45 to 54	996	9%	34	9%	1,030	9%
55 to 64	1,146	11%	47	12%	1,193	11%
65+	330	3%	<11		334	3%
Total	10,485	100%	397	100%	10,882	100%

⁶⁶⁶ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ⁶⁶⁷

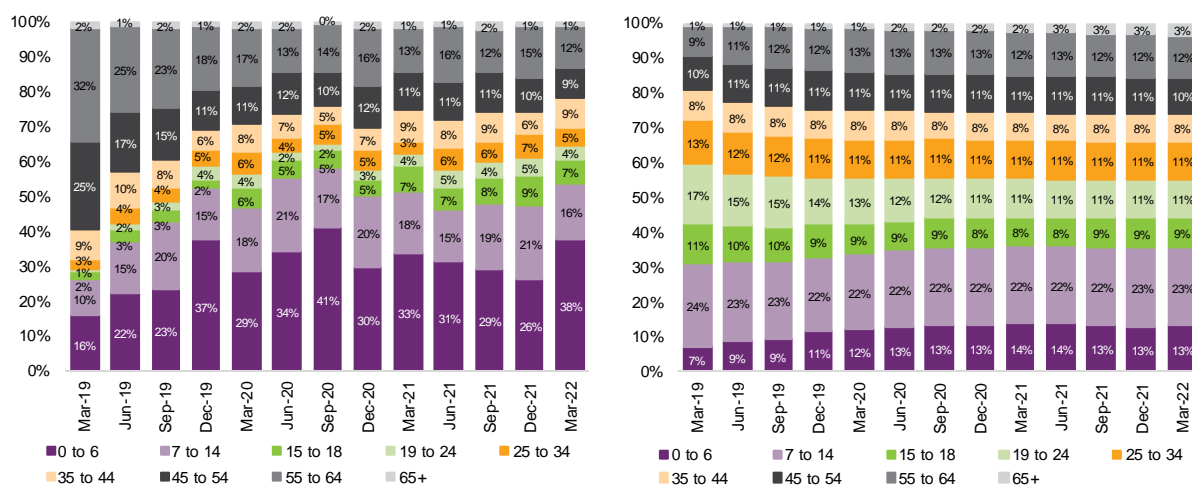


Table K.21 Participant profile per quarter by gender – Tasmania

	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	6,872	60%	231	58%	7,103	60%
Female	4,304	38%	162	41%	4,466	38%
Other	259	2%	<11		263	2%
Total	11,435	100%	397	100%	11,832	100%

Table K.22 Participant profile per quarter (participants in SIL) by gender – Tasmania

	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	543	57%	<11		543	57%
Female	381	40%	<11		381	40%
Other	26	3%	<11		26	3%
Total	950	100%	<11		950	100%

Table K.23 Participant profile per quarter (participants not in SIL) by gender – Tasmania

	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	6,329	60%	231	58%	6,560	60%
Female	3,923	37%	162	41%	4,085	38%
Other	233	2%	<11	1%	237	2%
Total	10,485	100%	397	100%	10,882	100%

⁶⁶⁷ 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 ⁶⁶⁸

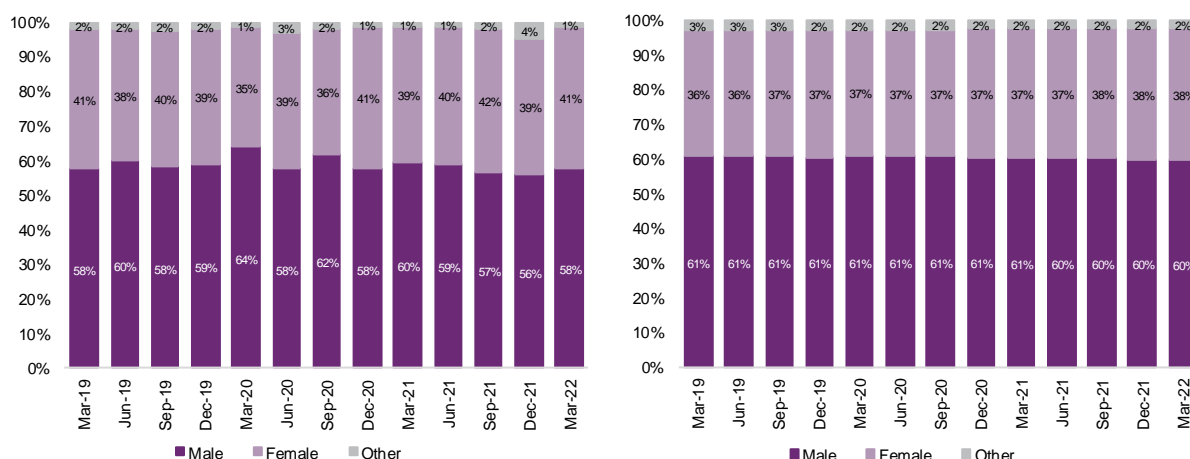


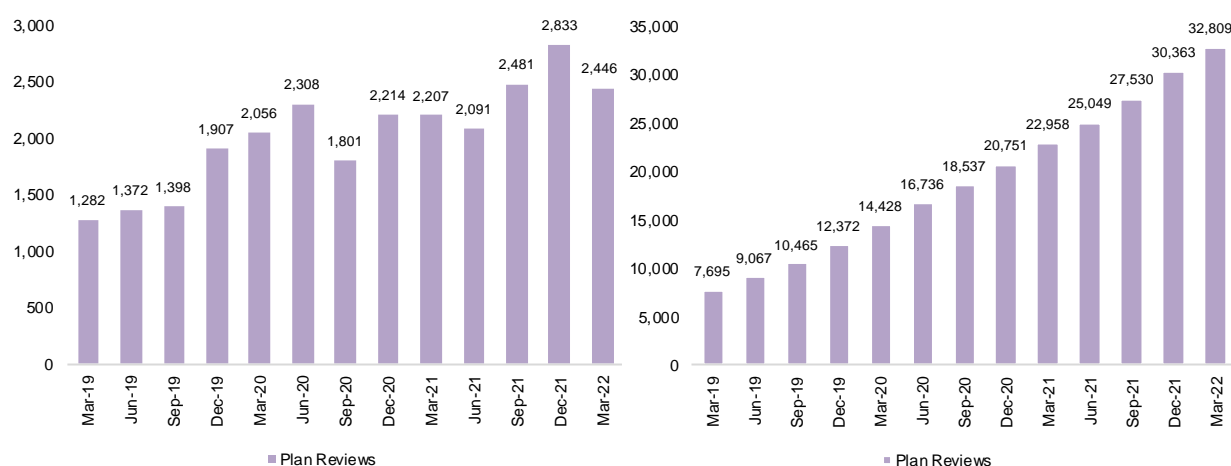
Table K.24 Participation rates by age group and gender at 31 March 2022 – Tasmania ⁶⁶⁹

Age group	Participation Rate		
	Male	Female	Total
0-6	4.8%	2.4%	3.7%
7-14	6.5%	3.2%	5.1%
15-18	4.9%	2.6%	3.9%
19-24	4.1%	2.7%	3.5%
25-44	1.9%	1.4%	1.7%
45-64	2.0%	1.7%	1.9%
Total (aged 0-64)	3.2%	2.0%	2.6%

Table K.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania ⁶⁷⁰

	Prior Quarters	2021-22 Q3	Total
Total plan reviews	30,363	2,446	32,809
Early intervention plans	4,733	593	5,326
Permanent disability plans	25,630	1,853	27,483

Figure K.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Tasmania



⁶⁶⁸ Ibid.

⁶⁶⁹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

⁶⁷⁰ 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.

Part Two: Participant experience and outcomes

Table K.26 Number of baseline questionnaires completed by SFOF version – Tasmania ⁶⁷¹

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	16	115	332	528	506	325	1,822
Participant school to 14	547	858	551	631	495	315	3,397
Participant 15 to 24	293	155	107	179	173	149	1,056
Participant 25 and over	174	486	1,579	951	712	460	4,362
Total Participant	1,030	1,614	2,569	2,289	1,886	1,249	10,637
Family 0 to 14	507	960	858	1,133	988	615	5,061
Family 15 to 24	154	134	74	120	121	91	694
Family 25 and over	9	169	581	305	202	94	1,360
Total Family	670	1,263	1,513	1,558	1,311	800	7,115
Total	1,700	2,877	4,082	3,847	3,197	2,049	17,752

Table K.27 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Tasmania

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	58%			
CC	% who say their child is able to tell them what he/she wants	70%			
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		78%		
CC	% who are happy with the level of independence/control they have now			38%	
CC	% who choose who supports them			46%	62%
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%

⁶⁷¹ 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.28 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Tasmania

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	49%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	64%	76%		
REL	% of children who spend time with friends without an adult present		13%		
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			21%	28%

Table K.29 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			76%	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%	42%
HW	% who did not have any difficulties accessing health services			71%	66%
LL	% who currently attend or previously attended school in a mainstream class			68%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				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.30 Selected key baseline indicators for families/carers of participants – Tasmania

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	26%	25%	27%
% receiving Carer Allowance	44%	36%	37%
% working in a paid job	39%	47%	32%
Of those in a paid job, % in permanent employment	77%	74%	77%
Of those in a paid job, % working 15 hours or more	74%	83%	82%
% who say they (and their partner) are able to work as much as they want	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%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	27%	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%	48%	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		38%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			43%
% who rate their health as good, very good or excellent	74%	65%	64%

Table K.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=377) - participants who entered between 1 July 2016 and 31 March 2021 – Tasmania ⁶⁷²

Question	% Yes
DL Has the NDIS improved your child's development?	82%
DL Has the NDIS improved your child's access to specialist services?	88%
CC Has the NDIS helped increase your child's ability to communicate what they want?	71%
REL Has the NDIS improved how your child fits into family life?	69%
S/CP Has the NDIS improved how your child fits into community life?	59%

⁶⁷² Results in Tables K.31 to K.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table K.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=920) - participants who entered between 1 July 2016 and 31 March 2021 – Tasmania

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child's access to education?	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?	39%

Table K.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=264) and ‘Participant 25 and over’ (n=1,377) - participants who entered between 1 July 2016 and 31 March 2021 – Tasmania

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	53%	75%
DL	Has the NDIS helped you with daily living activities?	56%	77%
REL	Has the NDIS helped you to meet more people?	42%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	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?	23%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	8%	15%
S/CP	Has the NDIS helped you be more involved?	48%	65%

Table K.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,446); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=621) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	57%	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%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	36%	32%

Table K.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=142) - participants who entered between 1 July 2016 and 31 March 2020 – Tasmania ⁶⁷³

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	82%	91%	+9%
DL	Has the NDIS improved your child's access to specialist services?	85%	92%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	72%	80%	+8%
REL	Has the NDIS improved how your child fits into family life?	64%	75%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	53%	64%	+11%

Table K.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=649) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	30%	36%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	54%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	46%	+7%

⁶⁷³ Results in Tables K.35 to K.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table K.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=171) and ‘Participant 25 and over’ (n=599) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	52%	57%	+5%	75%	79%	+4%
DL	Has the NDIS helped you with daily living activities?	52%	61%	+9%	80%	82%	+2%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	54%	58%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	12%	-3%	32%	36%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	39%	+6%	50%	54%	+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?	20%	21%	+1%	24%	26%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	9%	-3%	14%	13%	-1%
S/CP	Has the NDIS helped you be more involved?	48%	51%	+3%	64%	67%	+3%

Table K.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=654); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=168) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	49%	56%	+7%	55%	60%	+5%
	Has the NDIS improved the level of support for your family?	60%	70%	+10%	62%	73%	+11%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	62%	70%	+8%	61%	69%	+8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	70%	+6%			
	Has the NDIS improved your health and wellbeing?	33%	38%	+5%	32%	34%	+2%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for ‘Participant 0 to school’.

Table K.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=525) - participants who entered between 1 July 2016 and 31 March 2019 – Tasmania ⁶⁷⁴

	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%	61%	68%	+15%
LL	Has the NDIS improved your child's access to education?	26%	27%	34%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	41%	45%	52%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	38%	41%	47%	+9%

Table K.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=167) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	55%	59%	61%	+6%
	Has the NDIS helped you with daily living activities?	53%	61%	63%	+10%
	Has the NDIS helped you to meet more people?	48%	53%	51%	+3%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	12%	12%	+2%
	Has your involvement with the NDIS improved your health and wellbeing?	37%	37%	42%	+5%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	32%	25%	-4%
	Has your involvement with the NDIS helped you find a job that's right for you?	13%	13%	11%	-2%
	Has the NDIS helped you be more involved?	46%	49%	52%	+6%

⁶⁷⁴ Results in Tables K.39 to K.43 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table K.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=363) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	79%	81%	84%	+5%
Has the NDIS helped you with daily living activities?	82%	84%	86%	+4%
Has the NDIS helped you to meet more people?	60%	65%	68%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	41%	42%	+7%
Has your involvement with the NDIS improved your health and wellbeing?	54%	59%	61%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	35%	33%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	17%	-2%
Has the NDIS helped you be more involved?	68%	72%	72%	+4%

Table K.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=390) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	43%	47%	57%	+14%
Has the NDIS improved the level of support for your family?	52%	59%	69%	+17%
Has the NDIS improved your access to services, programs and activities in the community?	55%	63%	71%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	55%	64%	67%	+12%
Has the NDIS improved your health and wellbeing?	28%	27%	37%	+9%

Table K.43 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=121) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	52%	45%	49%	-3%
Has the NDIS improved the level of support for your family?	62%	68%	70%	+8%
Has the NDIS helped you to access services, programs and activities in the community?	60%	65%	70%	+10%
Has the NDIS improved your health and wellbeing?	28%	24%	28%	0%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Participant 0 to school'.

Table K.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=398) - participants who entered between 1 July 2016 and 31 March 2018 – Tasmania ⁶⁷⁵

	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?	47%	51%	61%	65%	+18%
LL	Has the NDIS improved your child's access to education?	18%	21%	21%	22%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	30%	34%	44%	44%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	33%	38%	44%	45%	+12%

⁶⁷⁵ Results in Tables K.44 to K.48 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table K.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=165) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	50%	61%	61%	66%	+16%
DL	Has the NDIS helped you with daily living activities?	49%	58%	62%	63%	+14%
REL	Has the NDIS helped you to meet more people?	42%	48%	47%	48%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	9%	9%	12%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	30%	37%	37%	40%	+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?	19%	20%	21%	23%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	8%	10%	9%	+2%
S/CP	Has the NDIS helped you be more involved?	43%	53%	54%	54%	+11%

Table K.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=118) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	80%	75%	83%	80%	0%
DL	Has the NDIS helped you with daily living activities?	79%	86%	91%	88%	+9%
REL	Has the NDIS helped you to meet more people?	64%	63%	76%	66%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	34%	37%	34%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	51%	58%	49%	+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?	27%	32%	29%	27%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	22%	14%	17%	-3%
S/CP	Has the NDIS helped you be more involved?	68%	70%	74%	73%	+5%

Table K.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=172) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	32%	34%	37%	41%	+9%
Has the NDIS improved the level of support for your family?	47%	55%	61%	62%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	52%	61%	62%	68%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	41%	48%	49%	53%	+12%
Has the NDIS improved your health and wellbeing?	26%	26%	39%	27%	+1%

Table K.48 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=47) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	54%	39%	49%	+11%
Has the NDIS improved the level of support for your family?	52%	64%	61%	70%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	55%	68%	56%	65%	+10%
Has the NDIS improved your health and wellbeing?	33%	31%	22%	24%	-9%

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’.

Table K.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=103) - participants who entered between 1 July 2016 and 31 March 2017 – Tasmania ⁶⁷⁶

	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?	44%	51%	56%	59%	65%	+21%
DL	Has the NDIS helped you with daily living activities?	42%	54%	63%	59%	66%	+24%
REL	Has the NDIS helped you to meet more people?	41%	48%	48%	49%	52%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	12%	9%	11%	16%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	28%	31%	34%	40%	40%	+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?	25%	22%	22%	22%	24%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	6%	5%	10%	6%	8%	+2%
S/CP	Has the NDIS helped you be more involved?	38%	52%	55%	54%	58%	+20%

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 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

⁶⁷⁶ Results in Table K.49 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table K.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,143), 'participant social and community engagement rate' (n=1,156), 'parent and carer employment rate' (n=979) and 'participant choice and control' (n=709) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – Tasmania ⁶⁷⁷

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	10%	12%	14%	24%
Aged 25 to 34 years	27%	24%	28%	
Aged 35 to 44 years	23%	22%	18%	
Aged 45 to 54 years	20%	19%	20%	
Aged 55 to 64 years	16%	13%	13%	
Aged 65+ years	13%	10%	11%	
Aged 25+	20%	18%	17%	
Aged 15+	17%	16%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	26%	27%	26%	48%
Aged 25 to 34 years	24%	28%	28%	
Aged 35 to 44 years	28%	32%	30%	
Aged 45 to 54 years	31%	29%	32%	
Aged 55 to 64 years	31%	34%	35%	
Aged 65+ years	27%	35%	36%	
Aged 25+	29%	31%	33%	
Aged 15+	29%	30%	31%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	40%	43%	43%	49%
Aged 15+	38%	40%	36%	
All ages	39%	42%	41%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		52%	57%	75%
Aged 25+		75%	79%	
Aged 15+		70%	74%	

⁶⁷⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table K.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=660), 'participant social and community engagement rate' (n=665) and 'parent and carer employment rate' (n=550) and 'participant choice and control' (n=480) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – Tasmania ⁶⁷⁸

Demographics					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	5%	10%	13%	14%	24%
Aged 25 to 34 years	24%	33%	14%	24%	
Aged 35 to 44 years	28%	31%	17%	30%	
Aged 45 to 54 years	26%	27%	19%	19%	
Aged 55 to 64 years	21%	27%	17%	14%	
Aged 65+ years	Numbers are too small				
Aged 25+	23%	28%	16%	21%	
Aged 15+	18%	22%	15%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	29%	31%	31%	34%	48%
Aged 25 to 34 years	32%	33%	31%	38%	
Aged 35 to 44 years	37%	42%	50%	47%	
Aged 45 to 54 years	36%	40%	41%	43%	
Aged 55 to 64 years	38%	40%	38%	44%	
Aged 65+ years	Numbers are too small				
Aged 25+	36%	40%	40%	44%	
Aged 15+	34%	37%	36%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	38%	40%	39%	42%	49%
Aged 15+	40%	44%	41%	42%	
All ages	39%	42%	40%	42%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		55%	59%	61%	75%
Aged 25+		79%	81%	84%	
Aged 15+		72%	71%	76%	

⁶⁷⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table K.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=280), 'participant social and community engagement rate' (n=278), 'parent and carer employment rate' (n=220) and 'participant choice and control' (n=254) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – Tasmania ⁶⁷⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	3%	5%	6%	12%	18%	24%
Aged 25 to 34 years	38%	38%	39%	27%	31%	
Aged 35 to 44 years	Numbers are too small					
Aged 45 to 54 years						
Aged 55 to 64 years						
Aged 65+ years						
Aged 25+	23%	24%	25%	19%	16%	
Aged 15+	14%	15%	15%	15%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	25%	34%	31%	28%	31%	48%
Aged 25 to 34 years	31%	34%	37%	29%	33%	
Aged 35 to 44 years	Numbers are too small					
Aged 45 to 54 years						
Aged 55 to 64 years						
Aged 65+ years						
Aged 25+	38%	40%	44%	40%	46%	
Aged 15+	33%	37%	37%	33%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	42%	41%	49%	45%	44%	49%
Aged 15+	52%	52%	53%	55%	55%	
All ages	48%	47%	51%	51%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		50%	61%	61%	66%	75%
Aged 25+		80%	75%	83%	80%	
Aged 15+		62%	66%	67%	71%	

⁶⁷⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table K.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=104), 'participant social and community engagement rate' (n=107), 'parent and carer employment rate' (n=41) and 'participant choice and control' (n=120) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Tasmania⁶⁸⁰

2017 – Tasmania

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	11%	12%	26%	29%	26%	24%
Aged 25 to 34 years	Numbers are too small						
Aged 35 to 44 years							
Aged 45 to 54 years							
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+							
Aged 15+	17%	20%	22%	26%	21%	26%	
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	29%	29%	33%	33%	30%	30%	48%
Aged 25 to 34 years	Numbers are too small						
Aged 35 to 44 years							
Aged 45 to 54 years							
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+							
Aged 15+	30%	28%	28%	31%	31%	27%	
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		44%	51%	56%	59%	65%	75%
Aged 25+		Numbers are too small					
Aged 15+		47%	54%	58%	60%	67%	

⁶⁸⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table K.54 Number of active plans by goal type and primary disability – Tasmania ⁶⁸¹

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	135	266	244	55	106	349	204	109	446
Autism	826	2,920	1,740	1,192	1,452	2,474	451	646	3,764
Cerebral palsy	128	308	257	72	90	288	128	63	424
Developmental delay	94	758	304	343	219	633	1	0	827
Down syndrome	79	222	183	73	77	233	85	81	307
Global developmental delay	41	209	88	89	80	156	2	1	222
Hearing impairment	111	315	139	98	64	197	59	110	446
Intellectual disability	656	1,633	1,067	601	658	1,803	859	867	2,532
Multiple sclerosis	92	220	250	16	37	229	135	63	332
Psychosocial disability	255	562	640	208	217	777	481	263	1,012
Spinal cord injury	38	74	73	12	8	73	51	28	115
Stroke	50	100	91	16	22	105	69	25	148
Visual impairment	63	149	91	46	26	136	64	57	199
Other neurological	135	307	289	44	89	342	225	67	477
Other physical	95	258	230	42	42	218	117	67	367
Other sensory/speech	6	29	10	17	6	21	2	4	39
Other	34	126	89	15	24	125	74	22	175
Total	2,838	8,456	5,785	2,939	3,217	8,159	3,007	2,473	11,832

⁶⁸¹ 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.55 Percentage of active plans by goal type and primary disability – Tasmania ⁶⁸²

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%	60%	55%	12%	24%	78%	46%	24%
Autism	22%	78%	46%	32%	39%	66%	12%	17%
Cerebral palsy	30%	73%	61%	17%	21%	68%	30%	15%
Developmental delay	11%	92%	37%	41%	26%	77%	0%	0%
Down syndrome	26%	72%	60%	24%	25%	76%	28%	26%
Global developmental delay	18%	94%	40%	40%	36%	70%	1%	0%
Hearing impairment	25%	71%	31%	22%	14%	44%	13%	25%
Intellectual disability	26%	64%	42%	24%	26%	71%	34%	34%
Multiple sclerosis	28%	66%	75%	5%	11%	69%	41%	19%
Psychosocial disability	25%	56%	63%	21%	21%	77%	48%	26%
Spinal cord injury	33%	64%	63%	10%	7%	63%	44%	24%
Stroke	34%	68%	61%	11%	15%	71%	47%	17%
Visual impairment	32%	75%	46%	23%	13%	68%	32%	29%
Other neurological	28%	64%	61%	9%	19%	72%	47%	14%
Other physical	26%	70%	63%	11%	11%	59%	32%	18%
Other sensory/speech	15%	74%	26%	44%	15%	54%	5%	10%
Other	19%	72%	51%	9%	14%	71%	42%	13%
Total	24%	71%	49%	25%	27%	69%	25%	21%

⁶⁸² 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 K.56 Number of goals in active plans by goal type and primary disability – Tasmania ⁶⁸³

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	466	1,009	848	149	349	1,174	708	316	5,019
Autism	3,113	19,828	7,831	4,898	5,758	10,188	1,482	2,169	55,267
Cerebral palsy	546	2,061	1,182	268	394	1,247	502	262	6,462
Developmental delay	379	7,031	1,527	1,384	875	2,754	1	0	13,951
Down syndrome	348	1,323	791	341	293	1,022	293	306	4,717
Global developmental delay	201	2,359	502	432	379	760	6	2	4,641
Hearing impairment	383	1,436	608	348	209	705	167	331	4,187
Intellectual disability	2,405	8,046	4,243	2,136	2,517	6,964	2,834	2,759	31,904
Multiple sclerosis	252	845	799	56	103	656	371	199	3,281
Psychosocial disability	676	1,917	1,981	558	624	2,227	1,291	689	9,963
Spinal cord injury	130	324	266	44	35	283	188	84	1,354
Stroke	182	470	390	51	72	379	258	98	1,900
Visual impairment	259	844	349	149	80	532	217	242	2,672
Other neurological	480	1,715	1,181	134	331	1,283	790	210	6,124
Other physical	312	1,347	926	146	160	855	403	215	4,364
Other sensory/speech	20	186	24	54	21	76	3	12	396
Other	130	631	380	69	74	428	223	91	2,026
Total	10,282	51,372	23,828	11,217	12,274	31,533	9,737	7,985	158,228

Table K.57 Number of active plans by goal type and age group – Tasmania ⁶⁸⁴

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	204	1,428	604	654	403	1,177	7	0	1,543
7 to 14	468	2,224	1,258	871	1,215	1,575	56	27	2,686
15 to 18	236	756	470	346	354	699	97	252	1,014
19 to 24	401	825	492	333	276	851	427	730	1,283
25 to 34	408	788	616	271	258	882	565	591	1,296
35 to 44	275	587	519	171	197	699	414	335	941
45 to 54	345	749	742	156	229	922	561	292	1,231
55 to 64	387	869	838	113	234	1,051	677	215	1,436
65+	114	230	246	24	51	303	203	31	402
Total	2,838	8,456	5,785	2,939	3,217	8,159	3,007	2,473	11,832

⁶⁸³ Participants have set over seven million goals in total across Australia since July 2016. The 158,228 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

⁶⁸⁴ 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.58 Percentage of active plans by goal type and age group – Tasmania ⁶⁸⁵

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	13%	93%	39%	42%	26%	76%	0%	0%
7 to 14	17%	83%	47%	32%	45%	59%	2%	1%
15 to 18	23%	75%	46%	34%	35%	69%	10%	25%
19 to 24	31%	64%	38%	26%	22%	66%	33%	57%
25 to 34	31%	61%	48%	21%	20%	68%	44%	46%
35 to 44	29%	62%	55%	18%	21%	74%	44%	36%
45 to 54	28%	61%	60%	13%	19%	75%	46%	24%
55 to 64	27%	61%	58%	8%	16%	73%	47%	15%
65+	28%	57%	61%	6%	13%	75%	50%	8%
Total	24%	71%	49%	25%	27%	69%	25%	21%

Table K.59 Number of goals in active plans by goal type and age group – Tasmania ⁶⁸⁶

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	945	14,365	3,153	2,795	1,663	5,530	24	0	28,475
7 to 14	1,874	15,809	5,937	3,629	4,937	6,311	205	97	38,799
15 to 18	831	4,174	1,881	1,351	1,392	2,787	336	916	13,668
19 to 24	1,432	3,551	1,870	1,109	1,053	3,251	1,447	2,385	16,098
25 to 34	1,426	3,337	2,307	889	888	3,178	1,880	1,818	15,723
35 to 44	986	2,463	1,956	537	674	2,712	1,345	1,106	11,779
45 to 54	1,143	3,066	2,782	462	715	3,177	1,784	937	14,066
55 to 64	1,262	3,681	3,044	362	766	3,654	2,103	620	15,492
65+	383	926	898	83	186	933	613	106	4,128
Total	10,282	51,372	23,828	11,217	12,274	31,533	9,737	7,985	158,228

⁶⁸⁵ 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.

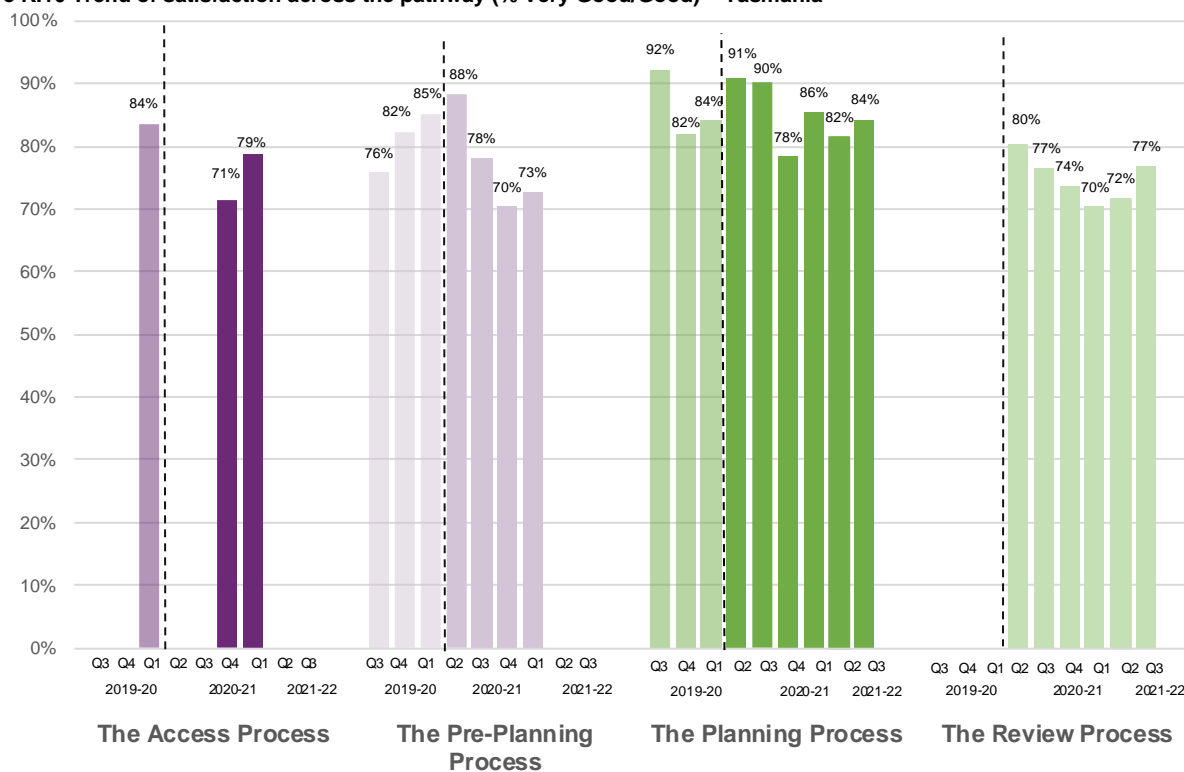
⁶⁸⁶ Participants have set over seven million goals in total across Australia since July 2016. The 158,228 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.60 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ⁶⁸⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 102	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?	73%	N/A
% of participants rating their overall experience as Very Good or Good.	75%	N/A
Pre-planning	n = 118	n = 16
Did the person from the NDIS understand how your disability affects your life?	87%	N/A
Did you understand why you needed to give the information you did?	94%	N/A
Were decisions about your plan clearly explained?	78%	N/A
Are you clear on what happens next with your plan?	64%	N/A
Do you know where to go for more help with your plan?	71%	N/A
% of participants rating their overall experience as Very Good or Good.	76%	N/A
Planning	n = 677	n = 128
Did the person from the NDIS understand how your disability affects your life?	91%	95%
Did you understand why you needed to give the information you did?	98%	95%
Were decisions about your plan clearly explained?	87%	86%
Are you clear on what happens next with your plan?	82%	80%
Do you know where to go for more help with your plan?	90%	90%
% of participants rating their overall experience as Very Good or Good.	86%	84%
Plan review	n = 2,075	n = 447
Did the person from the NDIS understand how your disability affects your life?	83%	84%
Did you feel prepared for your plan review?	85%	84%
Is your NDIS plan helping you to make progress towards your goals?	87%	87%
% of participants rating their overall experience as Very Good or Good.	74%	77%

⁶⁸⁷ 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.10 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{688 689 690}



⁶⁸⁸ 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.

⁶⁸⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁶⁹⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.61 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table K.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 K.61 Complaints by quarter – Tasmania ^{691 692 693}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	9	0	9	8
Complaint about LAC Partner	21	0	21	20
Complaints about service providers	130	11	141	117
Complaints about the Agency	1,659	154	1,813	1,069
Critical/ Reportable Incident	153	35	188	162
Unclassified	39	0	39	35
Total	2,011	200	2,211	1,268
% of the number of active participants	6.1%	6.9%	6.2%	

⁶⁹¹ Note that 65% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

⁶⁹² % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁶⁹³ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure K.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania

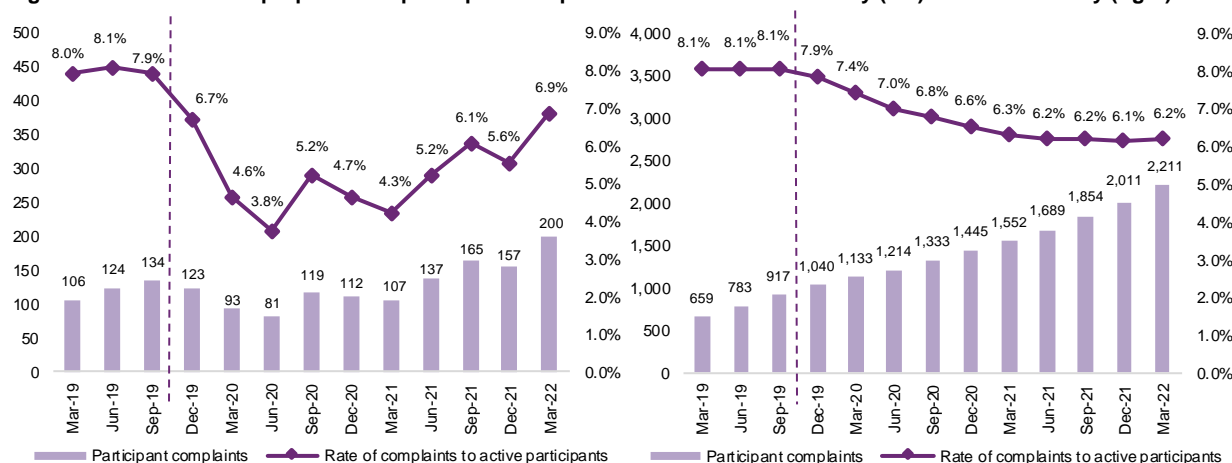


Table K.62 Participant complaints by type – Tasmania

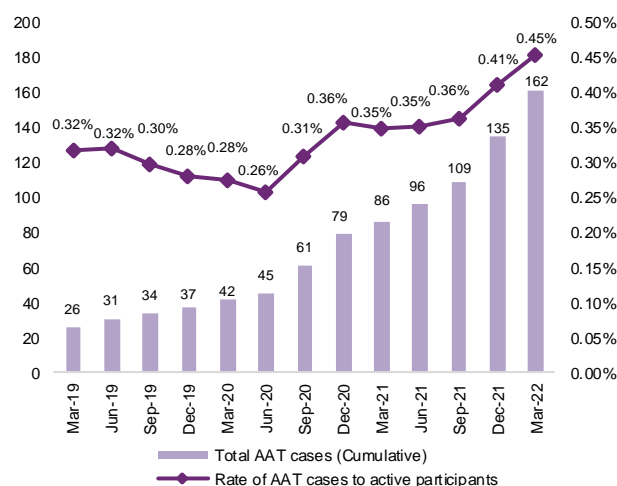
Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	84	(5%)	0	(0%)	84	(5%)
Information unclear	43	(3%)	0	(0%)	43	(2%)
NDIA Access	52	(3%)	13	(8%)	65	(4%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	64	(4%)	16	(10%)	80	(4%)
NDIA Fraud and Compliance	2	(0%)	1	(1%)	3	(0%)
NDIA Plan	243	(15%)	57	(37%)	300	(17%)
NDIA Process	97	(6%)	15	(10%)	112	(6%)
NDIA Resources	9	(1%)	2	(1%)	11	(1%)
NDIA Staff	51	(3%)	12	(8%)	63	(3%)
NDIA Timeliness	209	(13%)	33	(21%)	242	(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	76	(5%)	1	(1%)	77	(4%)
Staff conduct - Agency	44	(3%)	0	(0%)	44	(2%)
The way the NDIA carried out its decision making	66	(4%)	1	(1%)	67	(4%)
Timeliness	297	(18%)	1	(1%)	298	(16%)
Other	310	(19%)	2	(1%)	312	(17%)
Total	1,659		154		1,813	
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%)
LAC Fraud and Compliance	2	(10%)	0		2	(10%)
LAC Plan	5	(24%)	0		5	(24%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Process	4	(19%)	0		4	(19%)
LAC Resources	1	(5%)	0		1	(5%)
LAC Staff	8	(38%)	0		8	(38%)
LAC Timeliness	1	(5%)	0		1	(5%)
Other	0	(0%)	0		0	(0%)
Total	21		0		21	
<i>Complaints about service providers</i>						
Provider costs.	6	(5%)	0	(0%)	6	(4%)
Provider Finance	3	(2%)	0	(0%)	3	(2%)
Provider Fraud and Compliance	7	(5%)	2	(18%)	9	(6%)
Provider process	13	(10%)	0	(0%)	13	(9%)
Provider Service	29	(22%)	5	(45%)	34	(24%)
Provider Staff	7	(5%)	1	(9%)	8	(6%)
Service Delivery	19	(15%)	0	(0%)	19	(13%)
Staff conduct	14	(11%)	0	(0%)	14	(10%)
Supports being provided	13	(10%)	1	(9%)	14	(10%)
Other	19	(15%)	2	(18%)	21	(15%)
Total	130		11		141	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	31	(20%)	5	(14%)	36	(19%)
Allegations against Informal Supports	29	(19%)	0	(0%)	29	(15%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	29	(19%)	6	(17%)	35	(19%)
Provider reporting	64	(42%)	24	(69%)	88	(47%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	153		35		188	
<i>Unclassified</i>	39		0		39	
Participants total	2,011		200		2,211	

Table K.63 AAT Cases by category at 31 March 2022 – Tasmania ⁶⁹⁴

Category	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Total cases	135	100%	27	100%	162	100%
% of the number of active participants	0.41%		0.93%		0.45%	

Figure K.12 Number and proportion of AAT cases over time cumulatively – Tasmania ⁶⁹⁵



⁶⁹⁴ The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

⁶⁹⁵ There are insufficient numbers to show the incremental count of AAT cases.

Table K.64 AAT cases by open/closed and decision – Tasmania ^{696 697}

	Number of cases	Number of unique active participants
AAT Cases	162	158
Open AAT Cases	70	70
Closed AAT Cases	92	88
<i>Resolved before hearing</i>	<i>91</i>	<i>87</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

⁶⁹⁶ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

⁶⁹⁷ 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.

Part Four: Providers and the growing market

Table K.65 Key markets indicators by quarter – Tasmania ^{698 699}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.49	1.44
b) Number of providers delivering new types of supports	96	75
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	85%	86%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	88%	88%
<i>Early Childhood Supports (%)</i>	92%	91%
<i>Assist Personal Activities (%)</i>	87%	89%

Table K.66 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – Tasmania ⁷⁰⁰

Activity	Number of providers
Active for the first time in 2021-22 Q3	22
Active in 2021-22 Q3 and also in previous quarters	468
Active in 2021-22 Q3	490
Inactive in 2021-22 Q3	981
Active ever	1,471

⁶⁹⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁹⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷⁰⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table K.67 Cumulative number of providers that have been ever active by registration group – Tasmania ⁷⁰¹

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	27	1	28	4%
Assistance Animals	14	0	14	0%
Assistance with daily life tasks in a group or shared living arrangement	158	4	162	3%
Assistance with travel/transport arrangements	139	3	142	2%
Daily Personal Activities	287	10	297	3%
Group and Centre Based Activities	197	4	201	2%
High Intensity Daily Personal Activities	181	5	186	3%
Household tasks	227	8	235	4%
Interpreting and translation	26	0	26	0%
Participation in community, social and civic activities	336	9	345	3%
Assistive Technology				
Assistive equipment for recreation	36	1	37	3%
Assistive products for household tasks	35	0	35	0%
Assistance products for personal care and safety	357	7	364	2%
Communication and information equipment	102	6	108	6%
Customised Prosthetics	97	5	102	5%
Hearing Equipment	43	3	46	7%
Hearing Services	13	0	13	0%
Personal Mobility Equipment	140	3	143	2%
Specialised Hearing Services	12	1	13	8%
Vision Equipment	38	1	39	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	336	8	344	2%
Behaviour Support	110	2	112	2%
Community nursing care for high needs	56	7	63	13%
Development of daily living and life skills	185	5	190	3%
Early Intervention supports for early childhood	199	7	206	4%
Exercise Physiology and Physical Wellbeing activities	98	3	101	3%
Innovative Community Participation	36	1	37	3%
Specialised Driving Training	15	1	16	7%
Therapeutic Supports	566	8	574	1%
Capital services				
Home modification design and construction	60	1	61	2%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	36	1	37	3%
Choice and control support services				
Management of funding for supports in participants plan	158	4	162	3%
Support Coordination	56	3	59	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	65	2	67	3%
Specialised Supported Employment	54	1	55	2%
Total	1,449	22	1,471	2%

⁷⁰¹ 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.68 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – Tasmania ⁷⁰²

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	22	28	21%	79%	100%
Assistance Animals	0	14	14	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	144	162	11%	89%	100%
Assistance with travel/transport arrangements	22	120	142	15%	85%	100%
Daily Personal Activities	34	263	297	11%	89%	100%
Group and Centre Based Activities	22	179	201	11%	89%	100%
High Intensity Daily Personal Activities	18	168	186	10%	90%	100%
Household tasks	43	192	235	18%	82%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	44	301	345	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	37	37	0%	100%	100%
Assistive products for household tasks	3	32	35	9%	91%	100%
Assistance products for personal care and safety	34	330	364	9%	91%	100%
Communication and information equipment	17	91	108	16%	84%	100%
Customised Prosthetics	13	89	102	13%	87%	100%
Hearing Equipment	6	40	46	13%	87%	100%
Hearing Services	0	13	13	0%	100%	100%
Personal Mobility Equipment	18	125	143	13%	87%	100%
Specialised Hearing Services	1	12	13	8%	92%	100%
Vision Equipment	3	36	39	8%	92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	57	287	344	17%	83%	100%
Behaviour Support	27	85	112	24%	76%	100%
Community nursing care for high needs	5	58	63	8%	92%	100%
Development of daily living and life skills	26	164	190	14%	86%	100%
Early Intervention supports for early childhood	50	156	206	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	16	85	101	16%	84%	100%
Innovative Community Participation	11	26	37	30%	70%	100%
Specialised Driving Training	3	13	16	19%	81%	100%
Therapeutic Supports	199	375	574	35%	65%	100%
Capital services						
Home modification design and construction	9	52	61	15%	85%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	33	37	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	26	136	162	16%	84%	100%
Support Coordination	10	49	59	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	62	67	7%	93%	100%
Specialised Supported Employment	5	50	55	9%	91%	100%
Total	346	1,125	1,471	24%	76%	100%

⁷⁰² Ibid.

Table K.69 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – Tasmania ⁷⁰³

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	2	1	3	33%
Assistance Animals	11	0	11	0%
Assistance with daily life tasks in a group or shared living arrangement	86	4	90	4%
Assistance with travel/transport arrangements	61	3	64	5%
Daily Personal Activities	116	10	126	8%
Group and Centre Based Activities	73	4	77	5%
High Intensity Daily Personal Activities	70	5	75	7%
Household tasks	98	8	106	8%
Interpreting and translation	10	0	10	0%
Participation in community, social and civic activities	141	9	150	6%
Assistive Technology				
Assistive equipment for recreation	7	1	8	13%
Assistive products for household tasks	3	0	3	0%
Assistance products for personal care and safety	117	7	124	6%
Communication and information equipment	33	6	39	15%
Customised Prosthetics	28	5	33	15%
Hearing Equipment	12	3	15	20%
Hearing Services	0	0	0	
Personal Mobility Equipment	37	3	40	8%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	12	1	13	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	130	8	138	6%
Behaviour Support	47	2	49	4%
Community nursing care for high needs	33	7	40	18%
Development of daily living and life skills	62	5	67	7%
Early Intervention supports for early childhood	43	7	50	14%
Exercise Physiology and Physical Wellbeing activities	43	3	46	7%
Innovative Community Participation	11	1	12	8%
Specialised Driving Training	4	1	5	20%
Therapeutic Supports	198	8	206	4%
Capital services				
Home modification design and construction	15	1	16	6%
Specialist Disability Accommodation	9	0	9	0%
Vehicle Modifications	7	1	8	13%
Choice and control support services				
Management of funding for supports in participants plan	102	4	106	4%
Support Coordination	16	3	19	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	26	2	28	7%
Specialised Supported Employment	29	1	30	3%
Total	468	22	490	4%

⁷⁰³ Ibid.

Table K.70 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – Tasmania

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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	0	11	11	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	7	83	90	8%	92%	100%
Assistance with travel/transport arrangements	8	56	64	13%	88%	100%
Daily Personal Activities	14	112	126	11%	89%	100%
Group and Centre Based Activities	5	72	77	6%	94%	100%
High Intensity Daily Personal Activities	6	69	75	8%	92%	100%
Household tasks	14	92	106	13%	87%	100%
Interpreting and translation	1	9	10	10%	90%	100%
Participation in community, social and civic activities	19	131	150	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	8	8	0%	100%	100%
Assistive products for household tasks	0	3	3	0%	100%	100%
Assistance products for personal care and safety	9	115	124	7%	93%	100%
Communication and information equipment	2	37	39	5%	95%	100%
Customised Prosthetics	2	31	33	6%	94%	100%
Hearing Equipment	2	13	15	13%	87%	100%
Hearing Services	0	0	0			
Personal Mobility Equipment	1	39	40	3%	98%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	0	13	13	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	24	114	138	17%	83%	100%
Behaviour Support	9	40	49	18%	82%	100%
Community nursing care for high needs	2	38	40	5%	95%	100%
Development of daily living and life skills	6	61	67	9%	91%	100%
Early Intervention supports for early childhood	5	45	50	10%	90%	100%
Exercise Physiology and Physical Wellbeing activities	4	42	46	9%	91%	100%
Innovative Community Participation	1	11	12	8%	92%	100%
Specialised Driving Training	0	5	5	0%	100%	100%
Therapeutic Supports	57	149	206	28%	72%	100%
Capital services						
Home modification design and construction	2	14	16	13%	88%	100%
Specialist Disability Accommodation	1	8	9	11%	89%	100%
Vehicle Modifications	1	7	8	13%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	17	89	106	16%	84%	100%
Support Coordination	4	15	19	21%	79%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	27	28	4%	96%	100%
Specialised Supported Employment	1	29	30	3%	97%	100%
Total	108	382	490	22%	78%	100%

⁷⁰⁴ Ibid.

Figure K.13 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – Tasmania ⁷⁰⁵

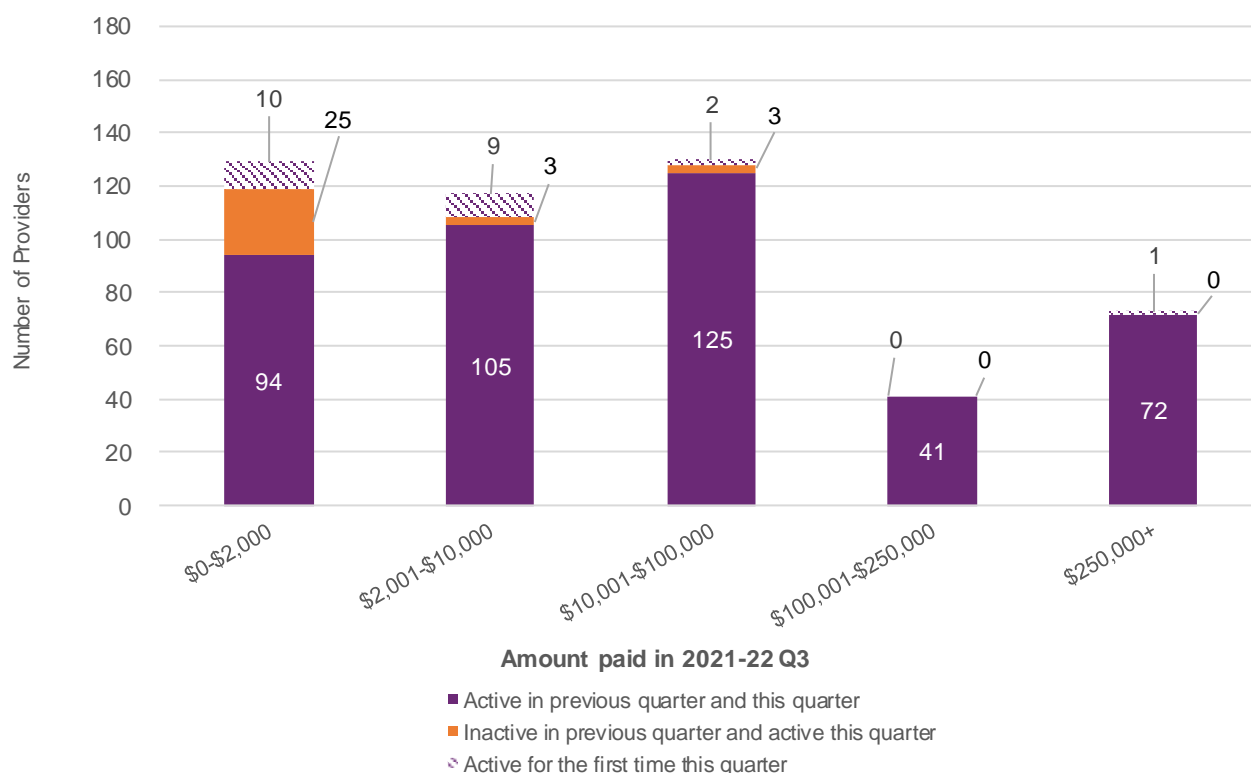
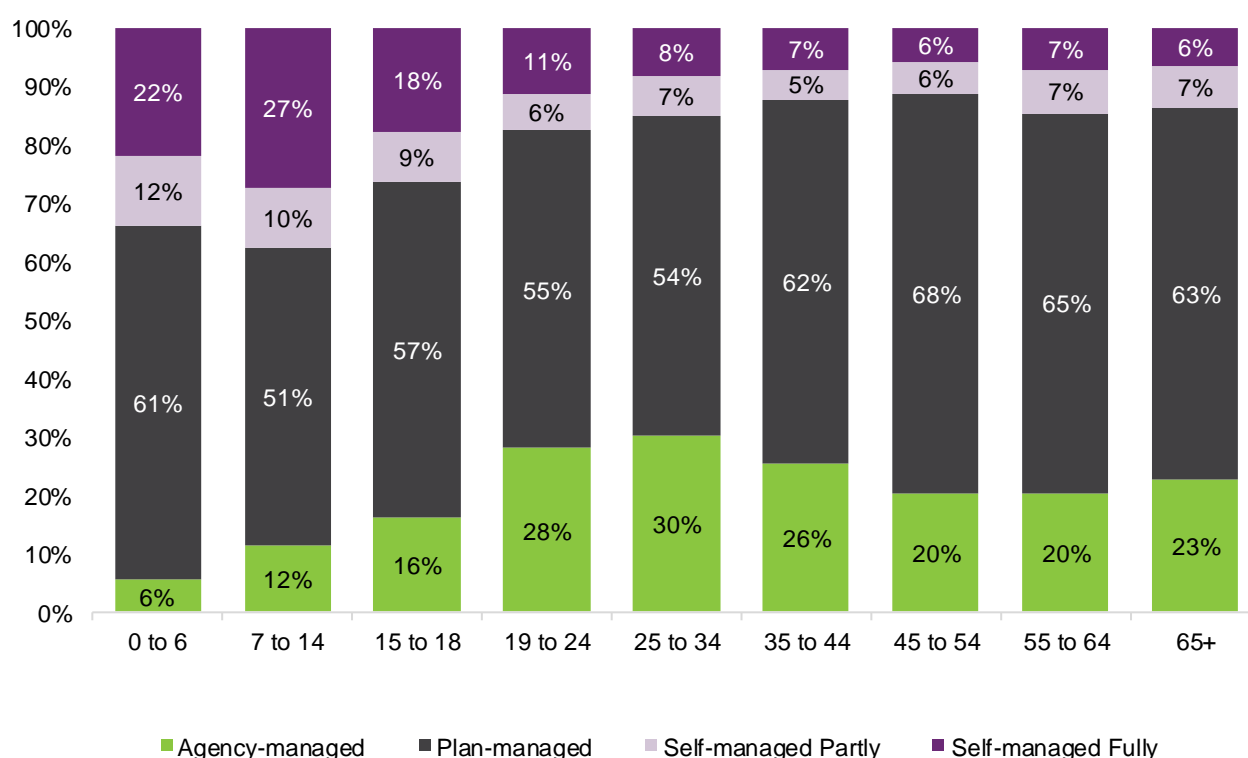


Figure K.14 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – Tasmania ^{706 707}



⁷⁰⁵ 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.

⁷⁰⁶ For the total number of active participants in each age group, see Table K.18.

⁷⁰⁷ 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.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – Tasmania ^{708 709}

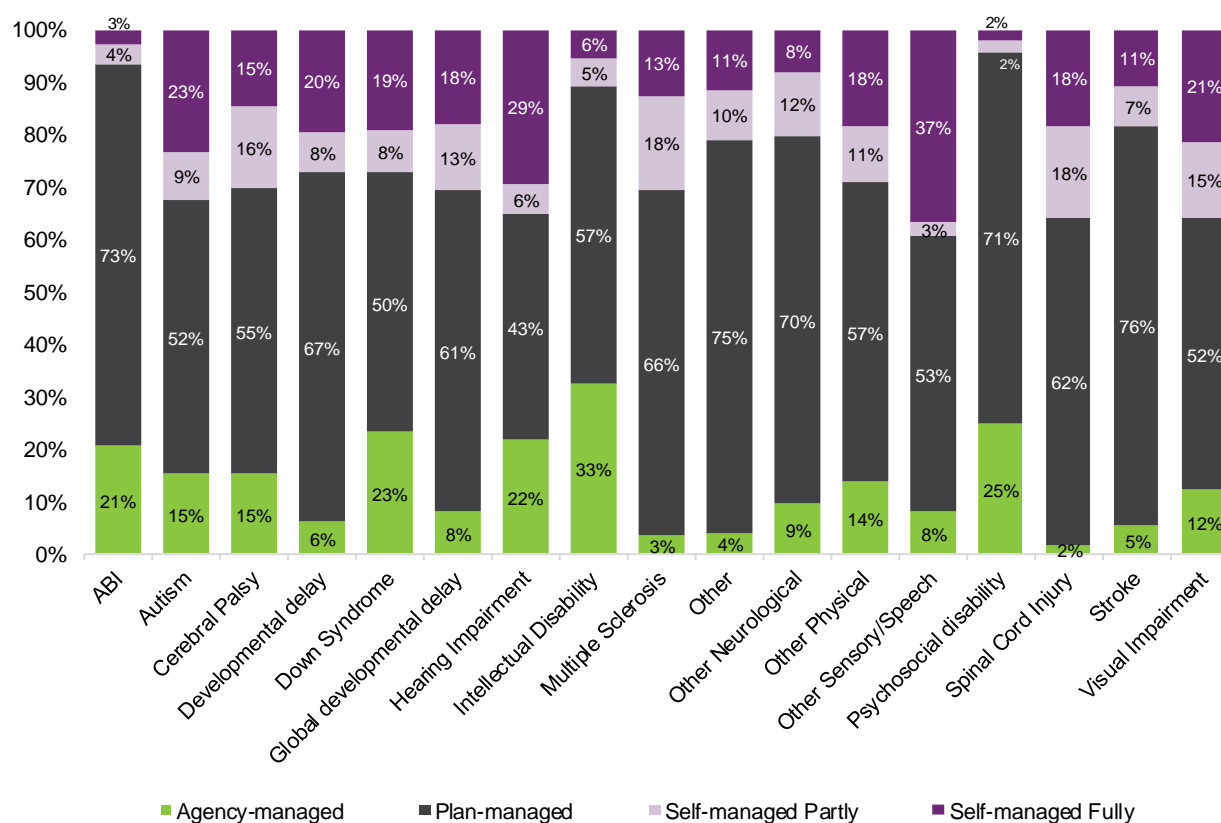


Table K.71 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ⁷¹⁰

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	15%	14%	15%
Self-managed partly	8%	8%	8%
Plan-managed	57%	64%	58%
Agency-managed	20%	14%	18%
Total	100%	100%	100%

⁷⁰⁸ For the total number of active participants in each primary disability group, see Table K.14.

⁷⁰⁹ 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.

⁷¹⁰ Ibid.

Figure K.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁷¹¹

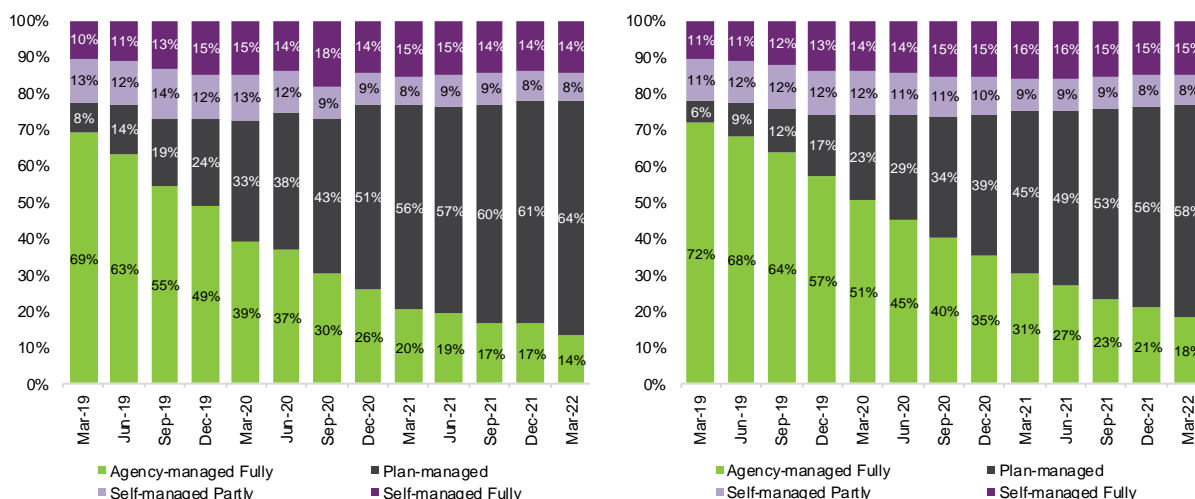


Table K.72 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania

	Prior Quarters	2021-22 Q3	Total
Self-managed	9%	8%	9%
Plan-managed	27%	47%	29%
Agency-managed	64%	44%	62%
Total	100%	100%	100%

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

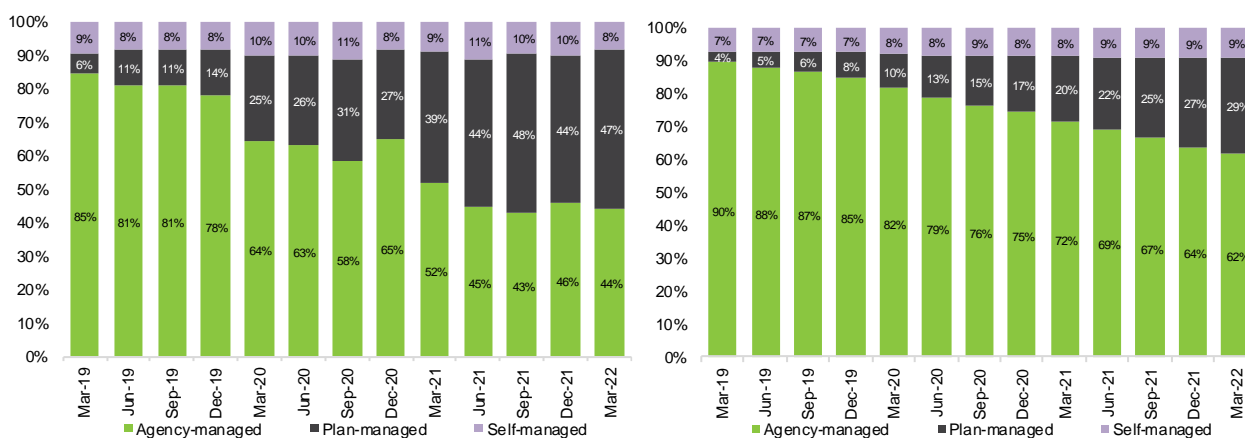


Table K.73 Distribution of active participants by support coordination and quarter of plan approval – Tasmania

	Prior Quarters	2021-22 Q3	Total
Support coordination	47%	48%	47%

⁷¹¹ 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.74 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁷¹²

Plan activation	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Less than 30 days	6,415	68%	327	73%	6,742	68%
30 to 59 days	1,037	11%	53	12%	1,090	11%
60 to 89 days	513	5%	17	4%	530	5%
Activated within 90 days	7,965	84%	397	89%	8,362	84%
90 to 119 days	329	3%	<11		337	3%
120 days and over	981	10%	<11		991	10%
Activated after 90 days	1,310	14%	18	4%	1,328	13%
No payments	188	2%	32	7%	220	2%
Total plans approved	9,463	100%	447	100%	9,910	100%

⁷¹² Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.75 Proportion of participants who have activated within 12 months at 31 March 2022 – Tasmania ⁷¹³

	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	810	844	96%
Not Aboriginal and Torres Strait Islander	7,156	7,426	96%
Not Stated	1,801	1,871	96%
Total	9,767	10,141	96%
by Culturally and Linguistically Diverse status			
CALD	295	303	97%
Not CALD	9,463	9,828	96%
Not Stated	<11	<11	90%
Total	9,767	10,141	96%
by Remoteness			
Major Cities	<11	<11	
Regional	9,650	10,014	96%
Remote	117	127	92%
Missing	<11	<11	
Total	9,767	10,141	96%
by Primary Disability type			
Autism	3,187	3,325	96%
Intellectual disability (including Down syndrome)	2,531	2,625	96%
Psychosocial disability	793	807	98%
Developmental delay (including global developmental delay)	606	645	94%
Other	2,650	2,739	97%
Total	9,767	10,141	96%
by Gender			
Male	5,872	6,131	96%
Female	3,675	3,783	97%
Other	220	227	97%
Total	9,767	10,141	96%
by Age Group			
0-6	992	1,035	96%
7-14	2,303	2,382	97%
15-18	848	888	95%
19-24	1,107	1,194	93%
25-34	1,110	1,195	93%
35-44	796	808	99%
45-54	1,050	1,059	99%
55-64	1,212	1,225	99%
65+	349	355	98%
Missing	<11	<11	
Total	9,767	10,141	96%

⁷¹³ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
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Table K.76 Distribution of plans by utilisation – Tasmania ^{714 715}

Plan utilisation	Total
0 to 50%	31%
50% to 75%	23%
> 75%	46%
Total	100%

Table K.77 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁷¹⁶

	Prior Quarters	2021-22 Q3	Total
Daily Activities	13%	13%	13%
Health & Wellbeing	64%	66%	64%
Lifelong Learning	22%	23%	23%
Other	23%	27%	24%
Non-categorised	20%	15%	19%
Any mainstream service	95%	93%	95%

⁷¹⁴ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁷¹⁵ 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.

⁷¹⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table K.78 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	65.8	100.5	190.2	401.5	663.6	846.3	691.4

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Tasmania

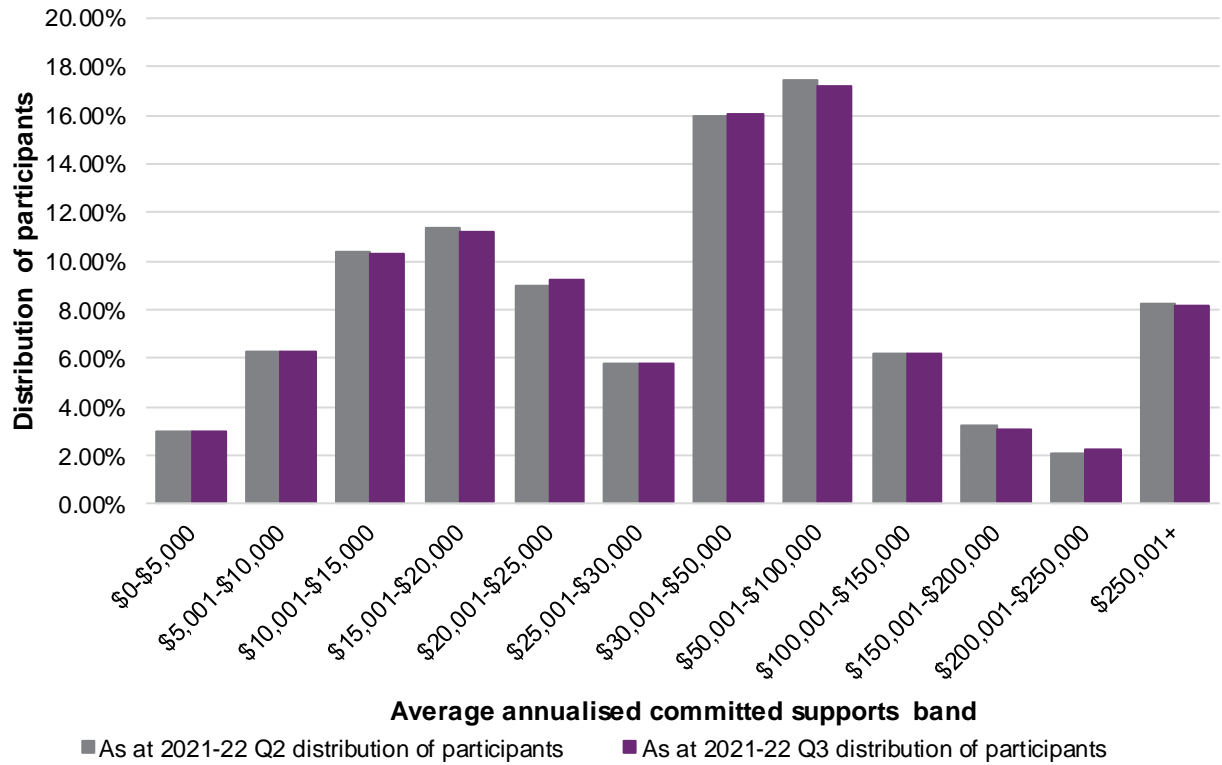


Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Tasmania

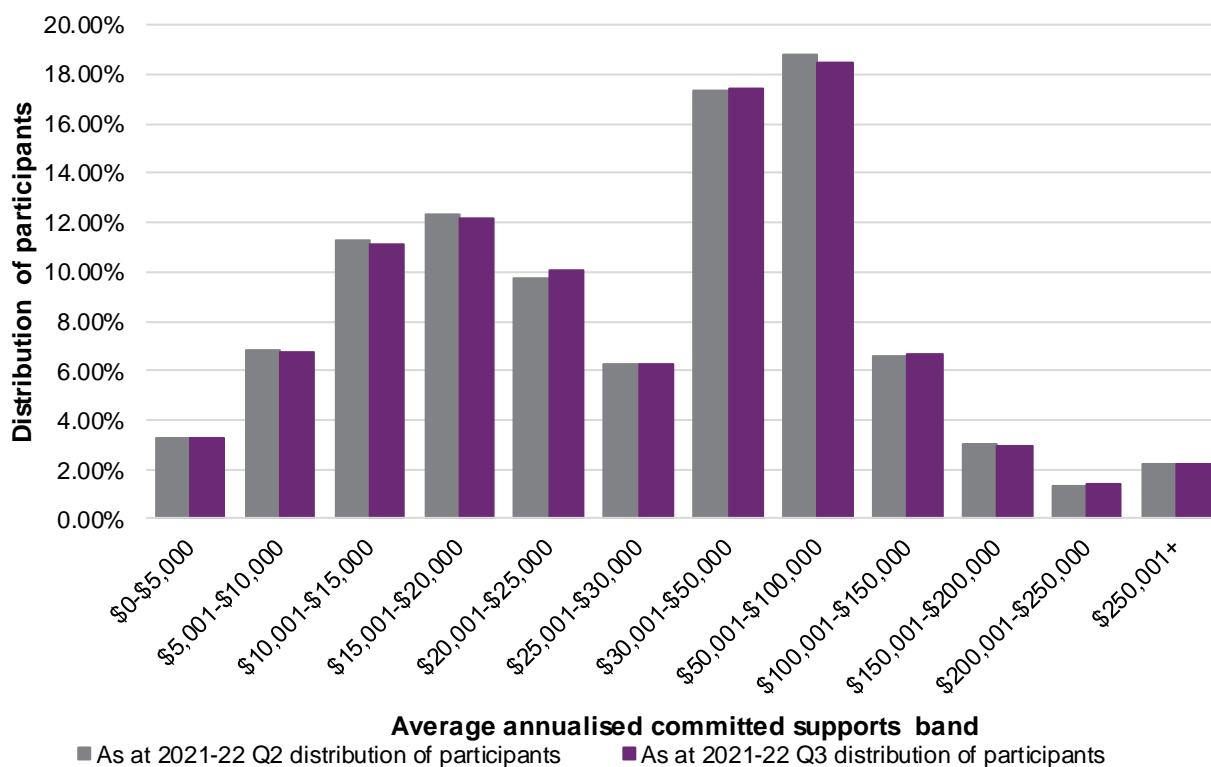
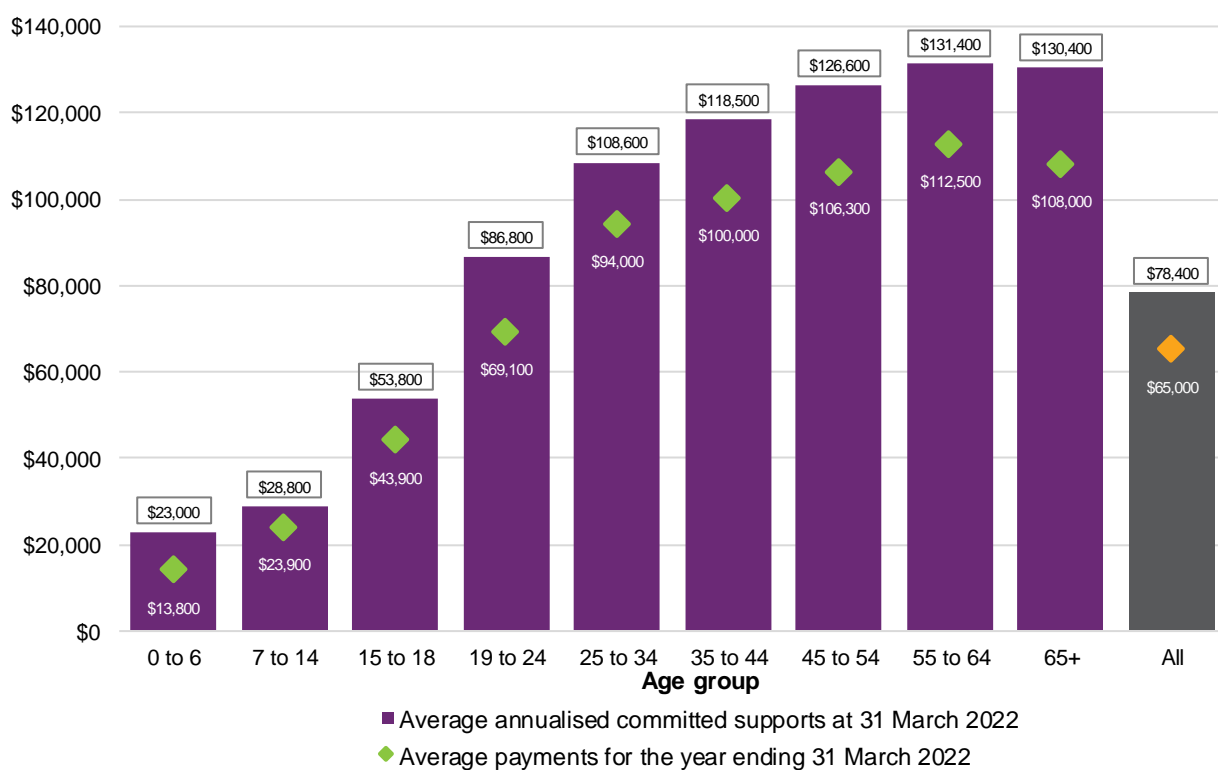


Figure K.20 Average annualised committed supports and average payments by age group as at 31 March 2022 – Tasmania ⁷¹⁷



⁷¹⁷ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure K.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – Tasmania ⁷¹⁸

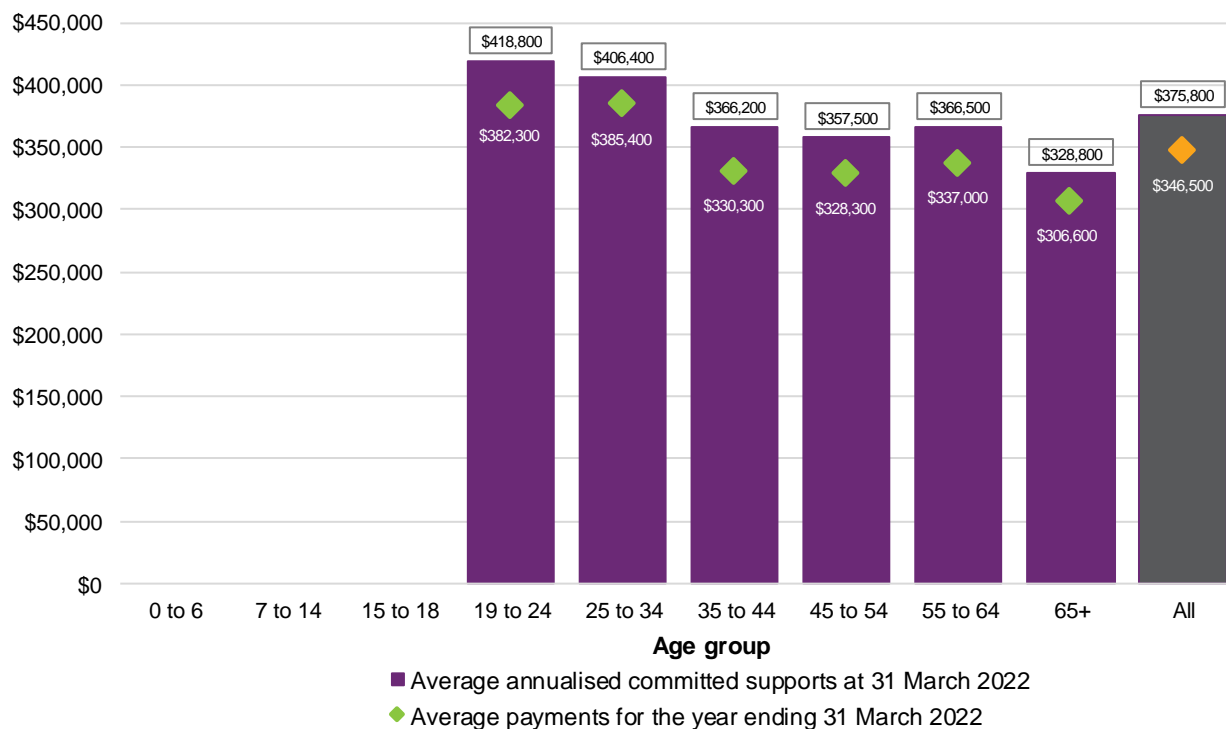


Figure K.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – Tasmania ⁷¹⁹



⁷¹⁸ Ibid.

⁷¹⁹ Ibid.

Figure K.23 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – Tasmania ⁷²⁰

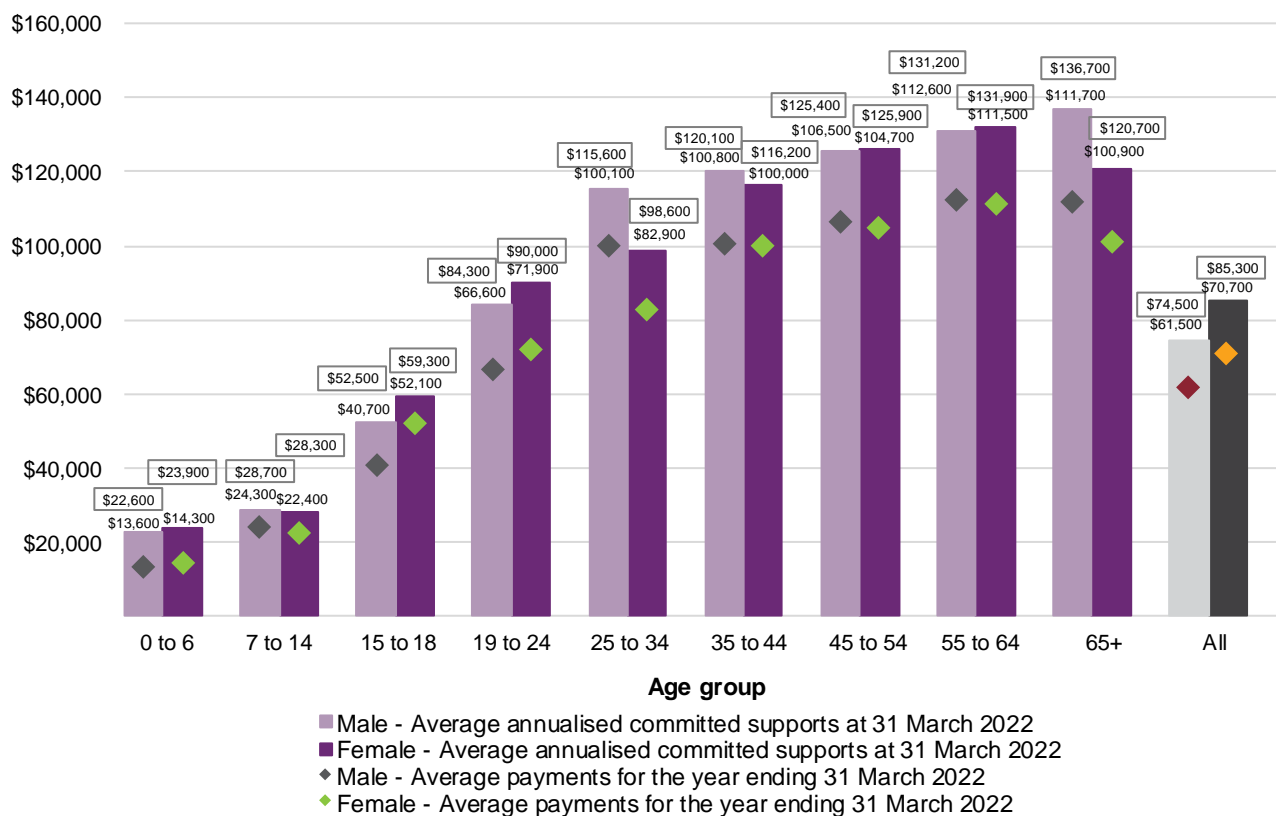
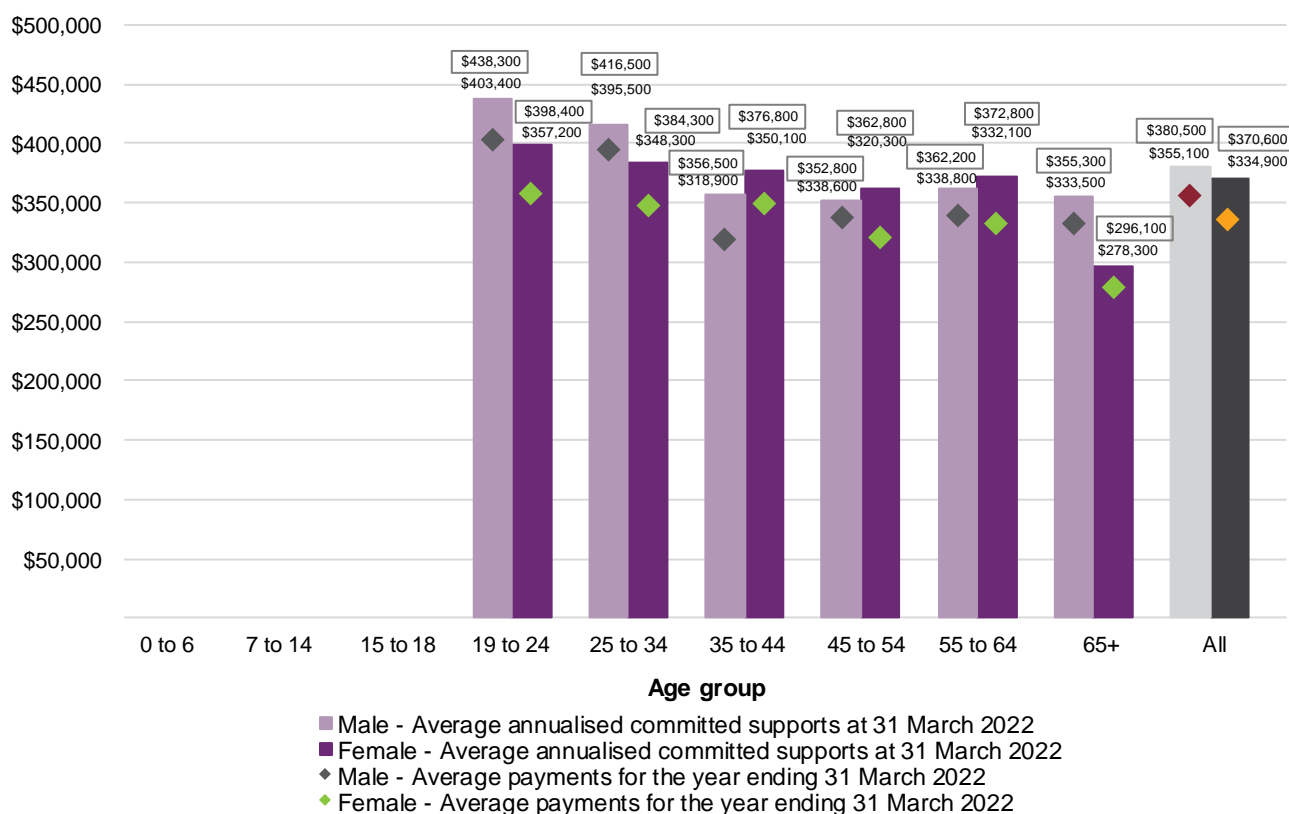


Figure K.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – Tasmania ⁷²¹



⁷²⁰ Ibid.

⁷²¹ Ibid.

Figure K.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – Tasmania ⁷²²

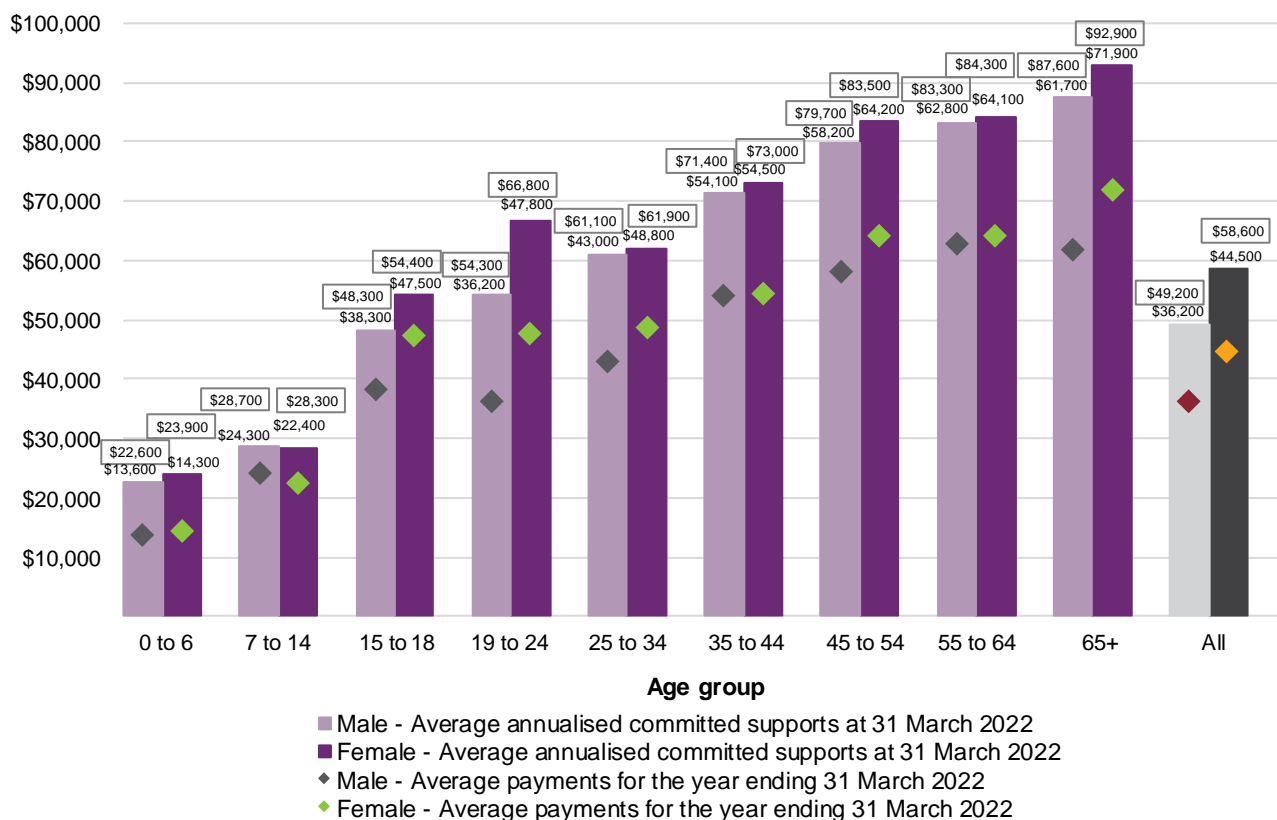
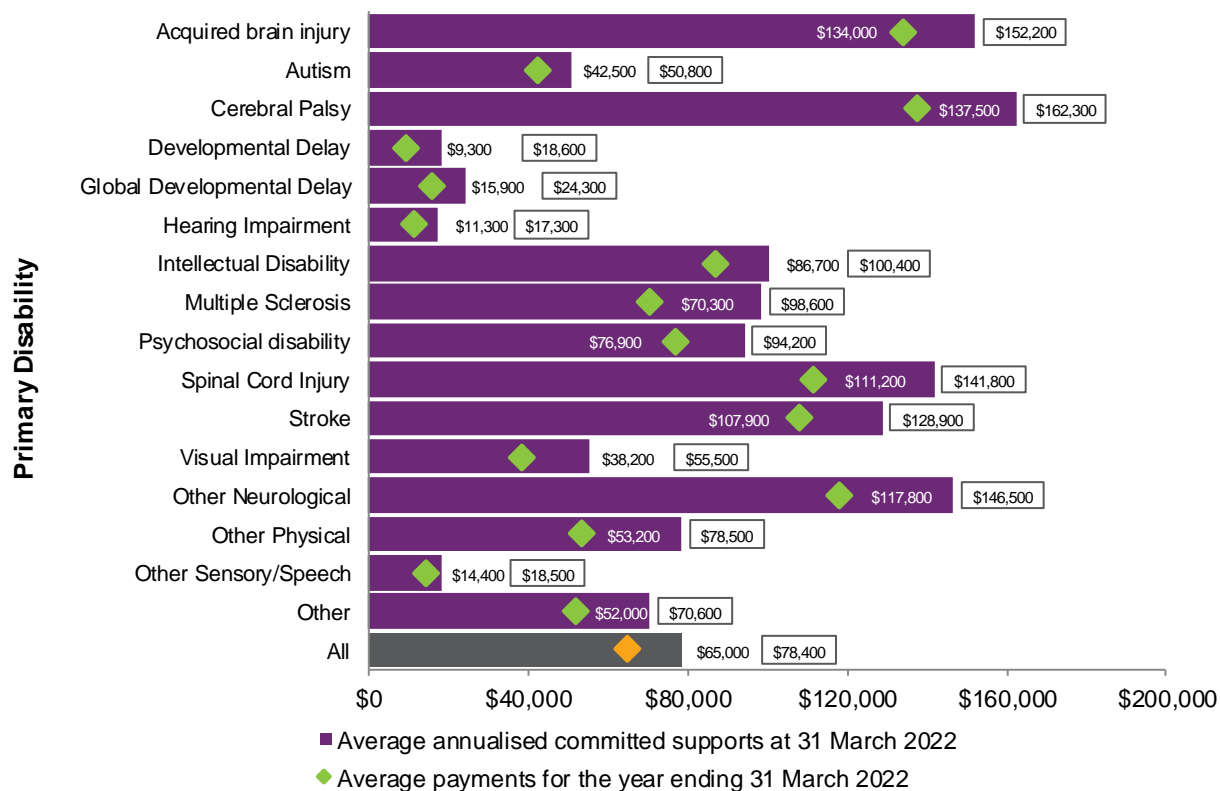


Figure K.26 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – Tasmania ⁷²³



⁷²² Ibid.

⁷²³ Ibid.

Figure K.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – Tasmania ⁷²⁴

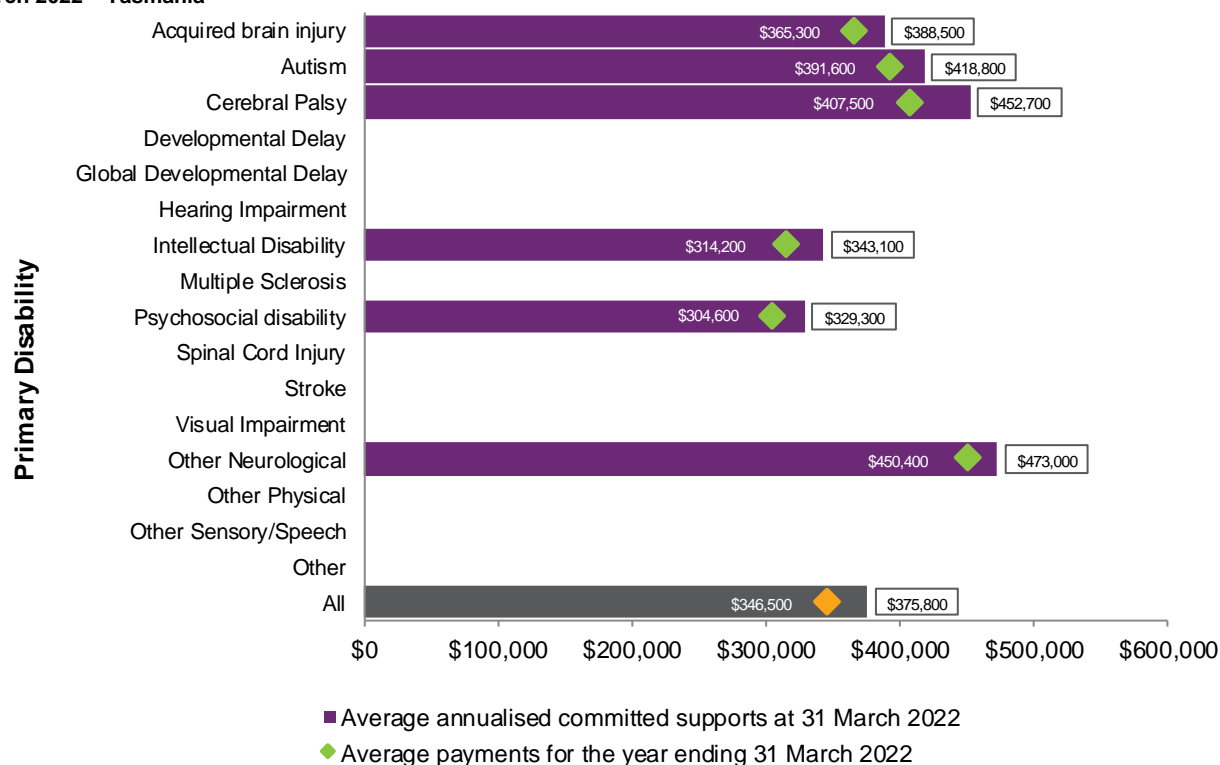
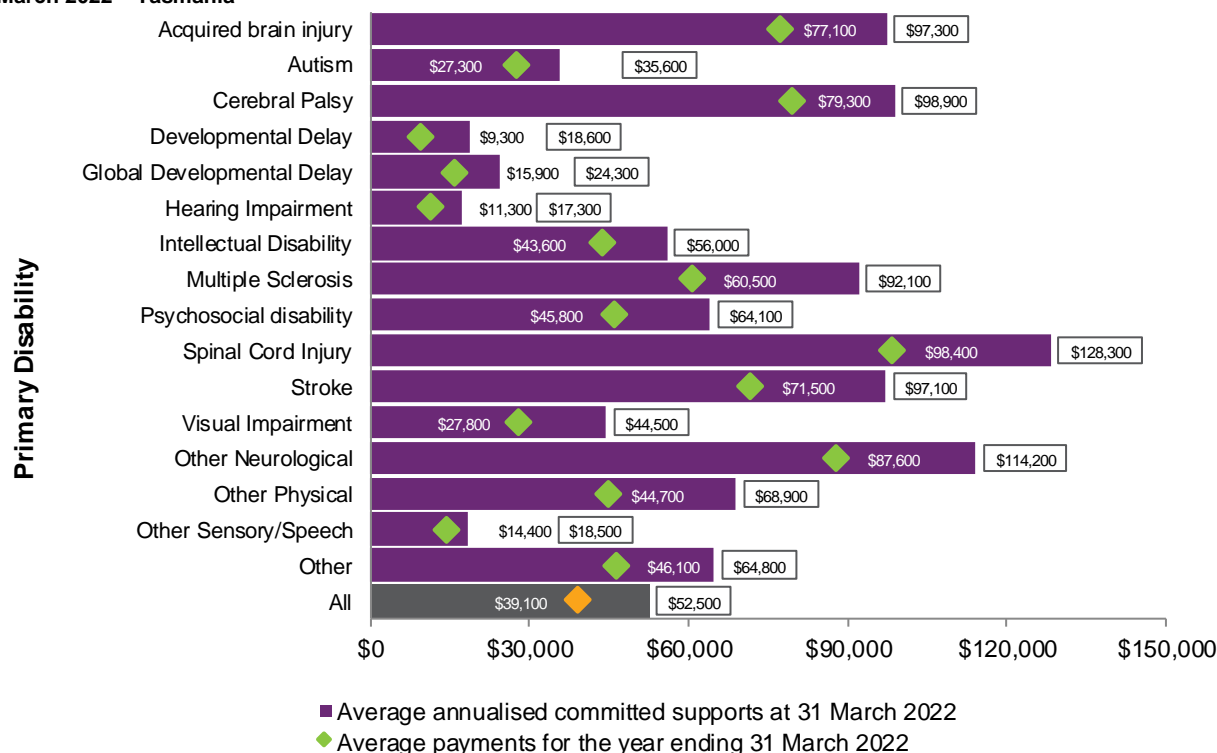


Figure K.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – Tasmania ⁷²⁵



⁷²⁴ Ibid.

⁷²⁵ Ibid.

Figure K.29 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – Tasmania ⁷²⁶

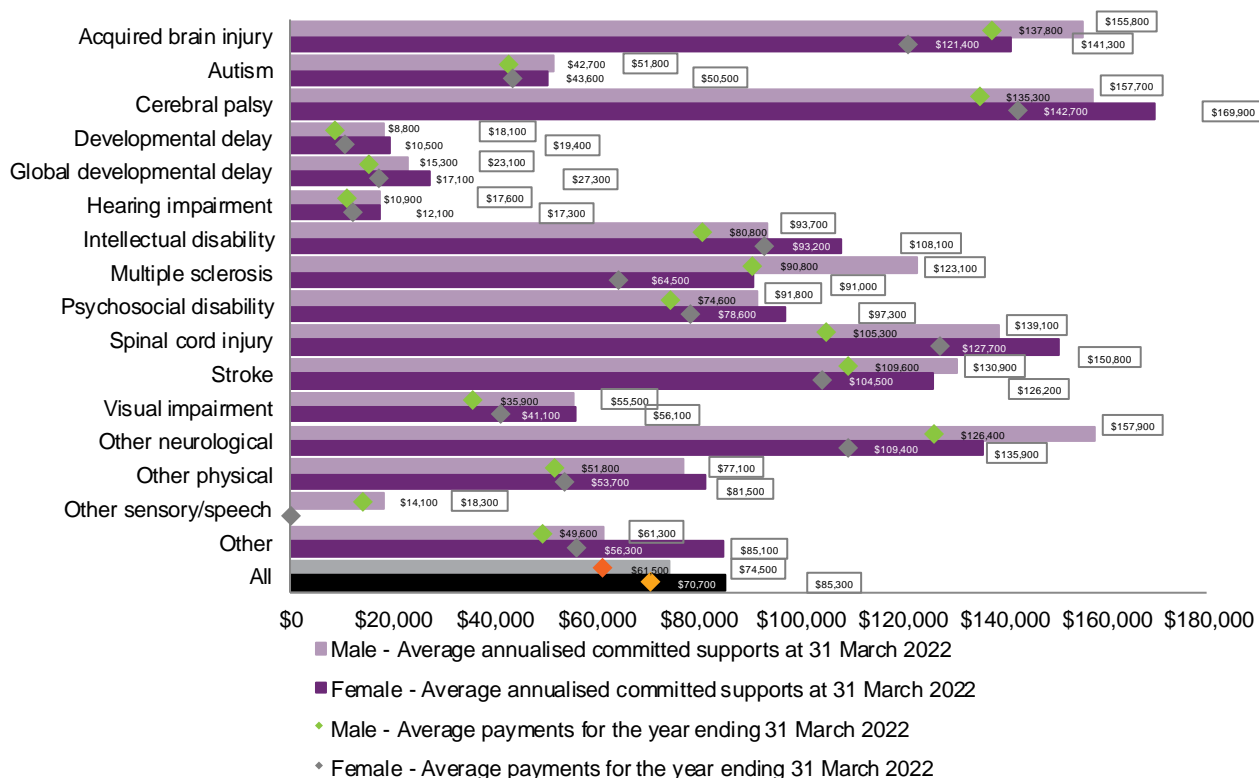
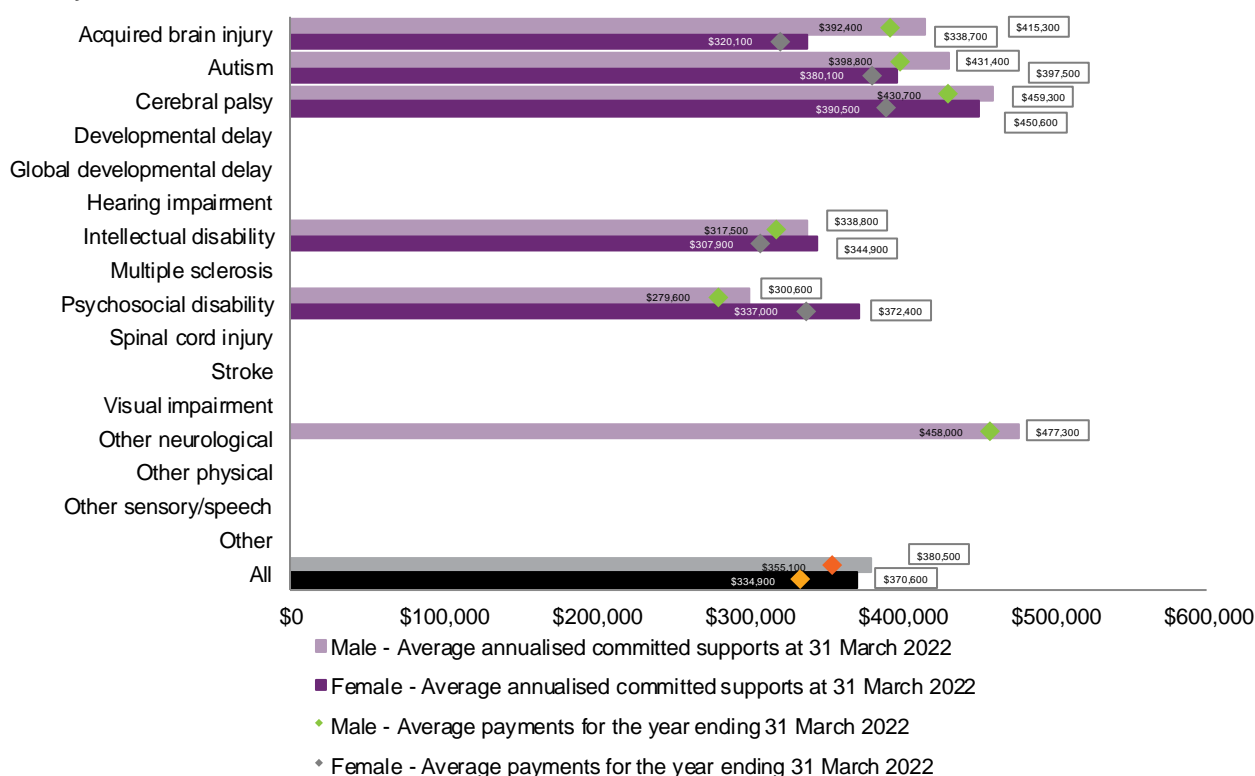


Figure K.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – Tasmania ⁷²⁷



⁷²⁶ Ibid.

⁷²⁷ Ibid.

Figure K.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – Tasmania ⁷²⁸

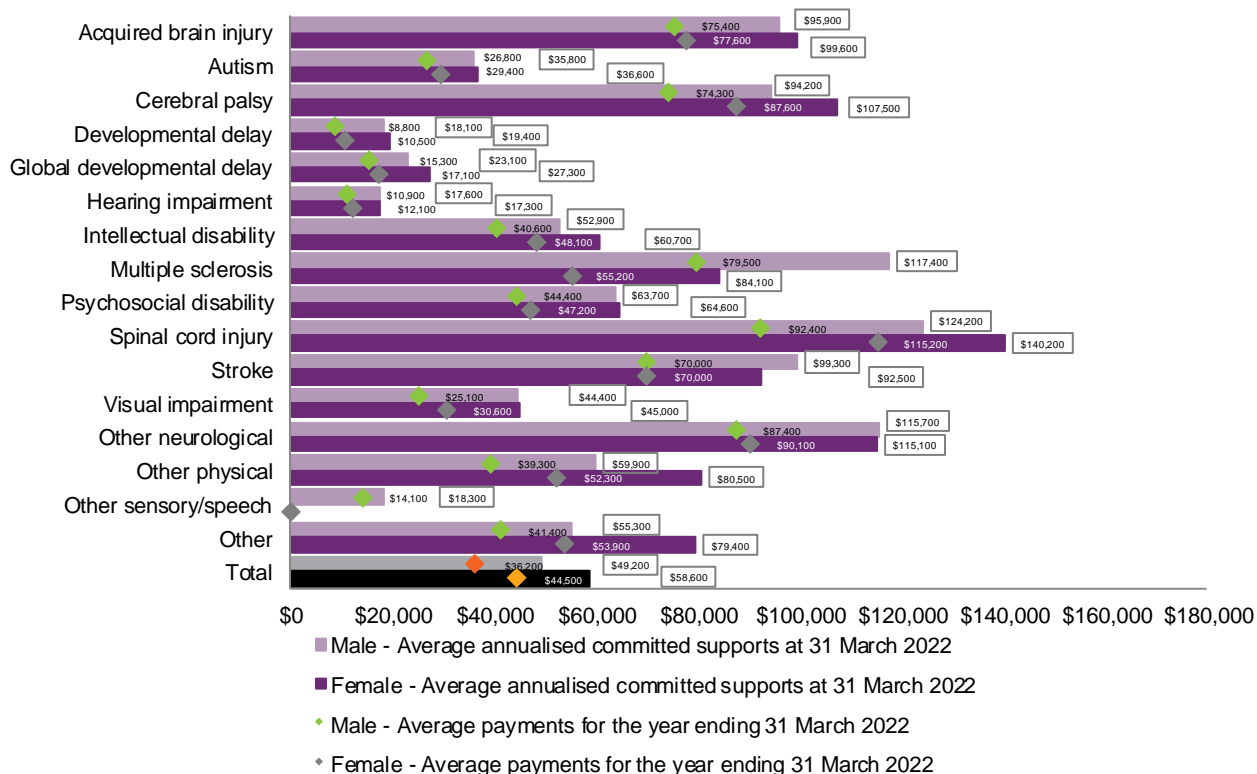
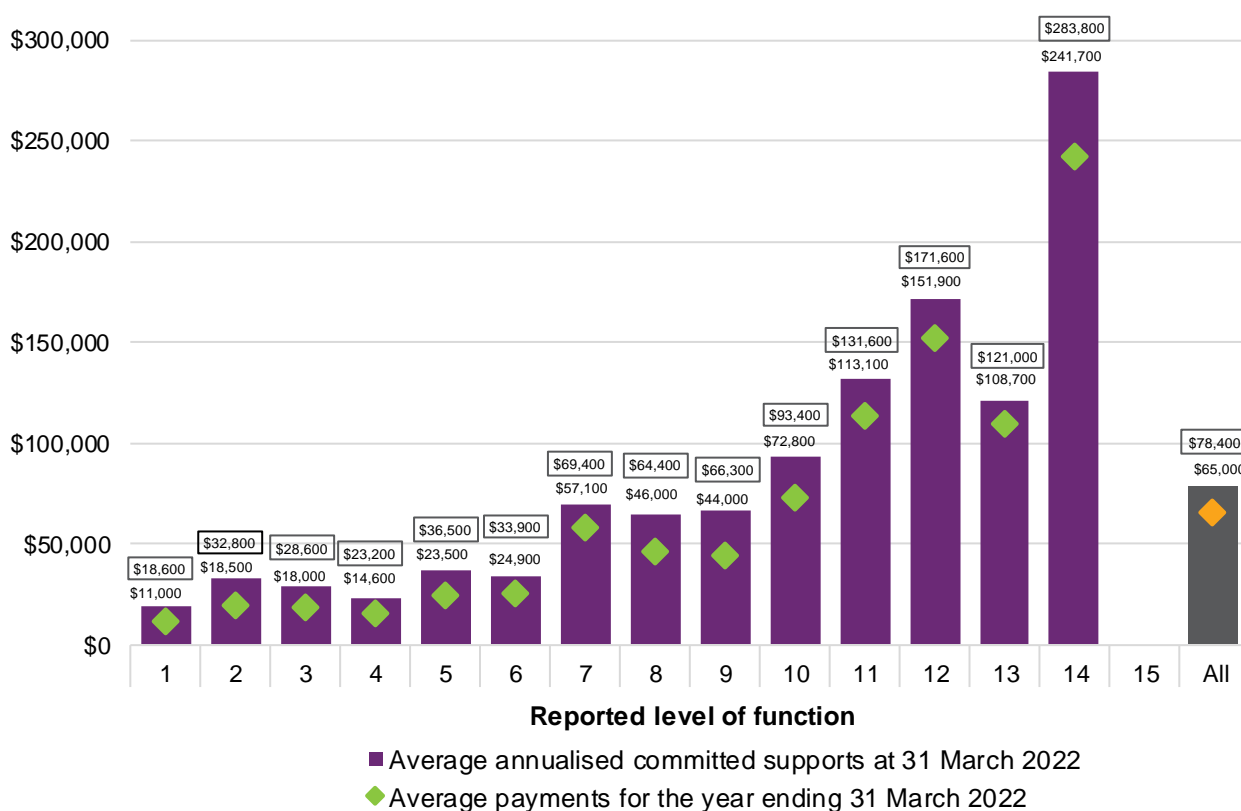


Figure K.32 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – Tasmania ⁷²⁹



⁷²⁸ Ibid.

⁷²⁹ Ibid.

Figure K.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – Tasmania ⁷³⁰

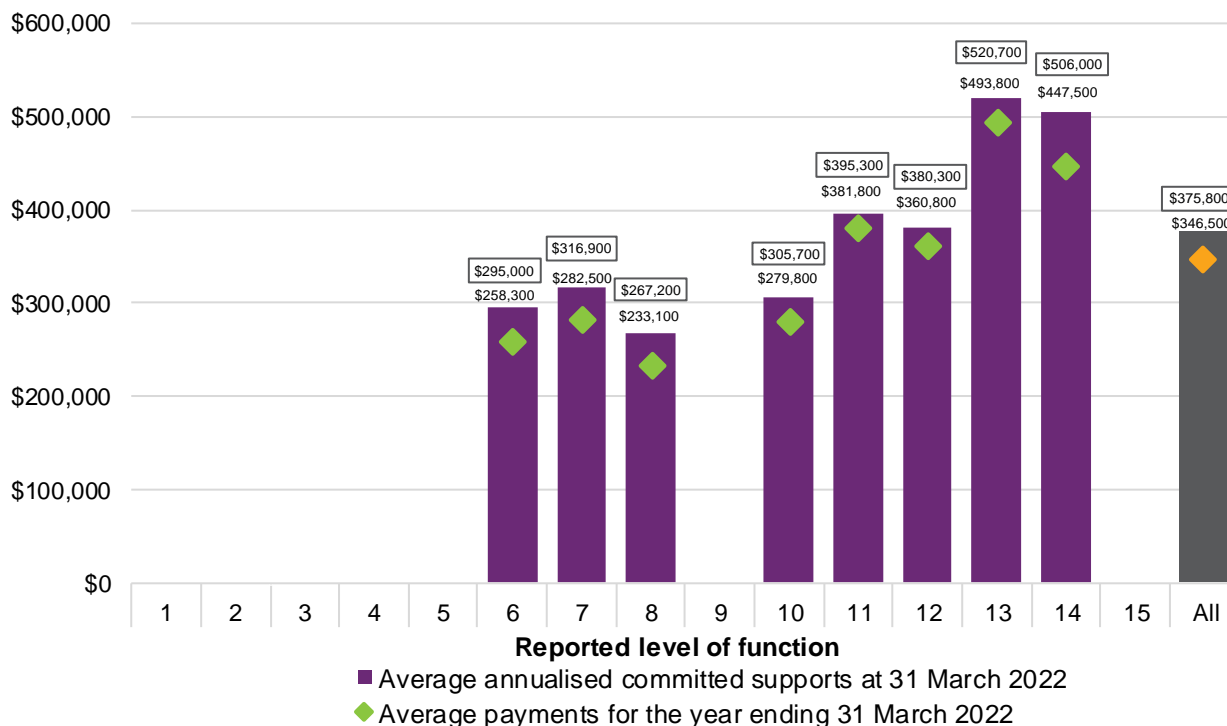
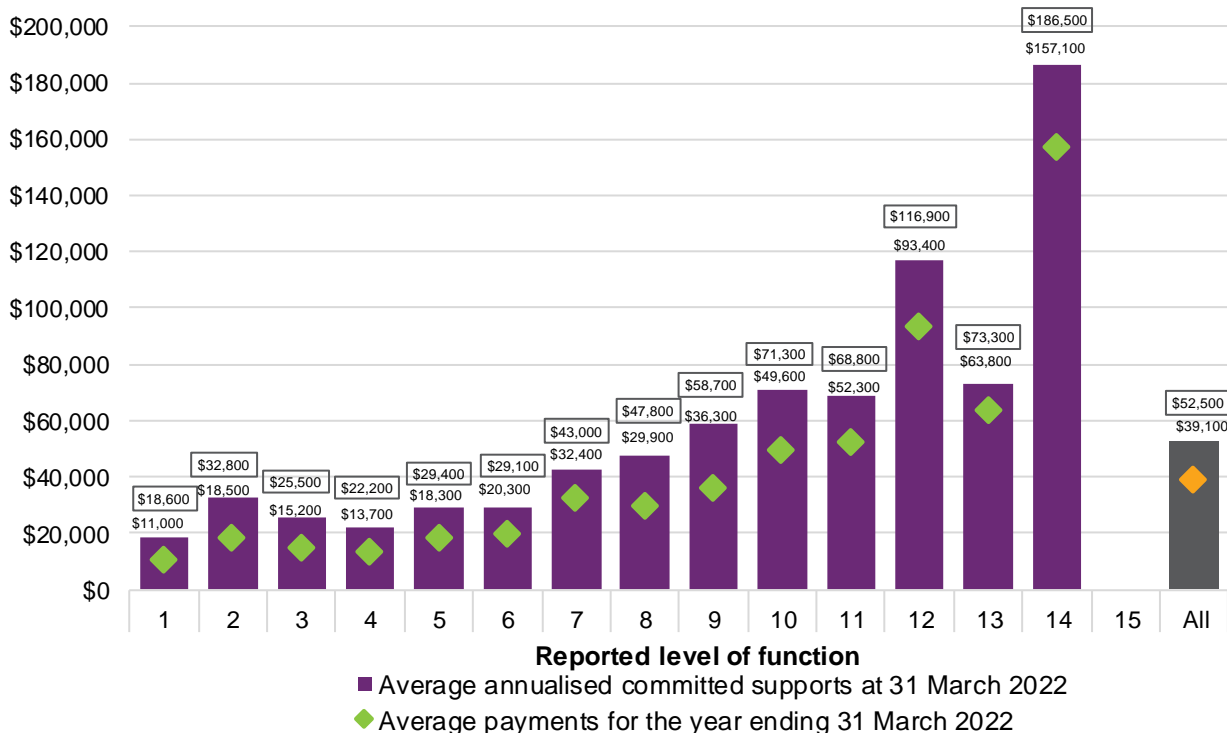


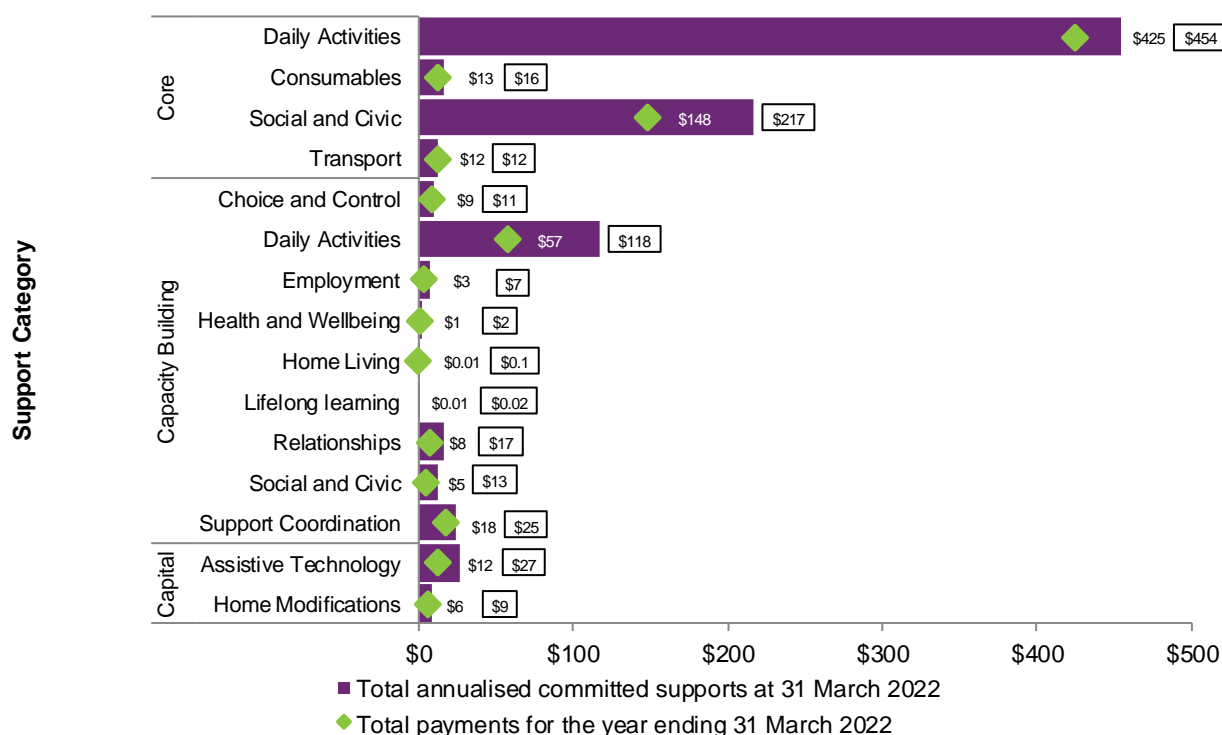
Figure K.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – Tasmania ⁷³¹



⁷³⁰ Ibid.

⁷³¹ Ibid.

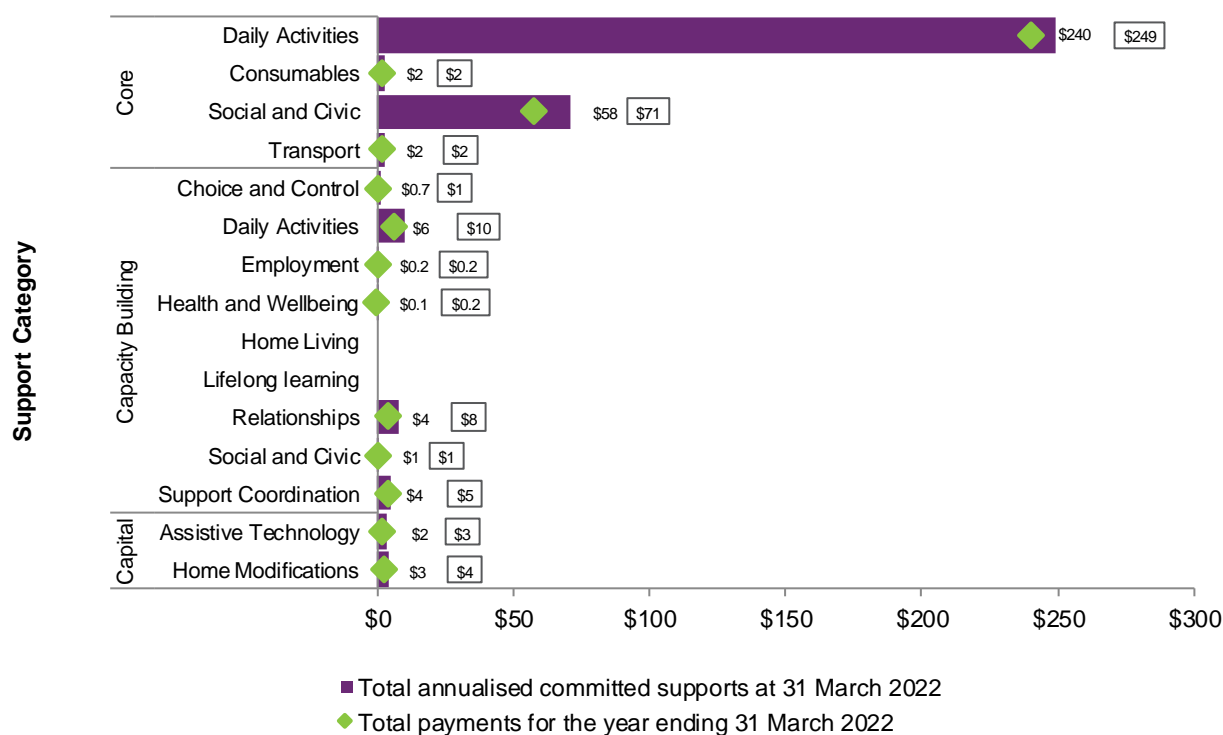
Figure K.35 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – Tasmania ^{732 733}



⁷³² Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁷³³ Total payments for home modifications in Tasmania were \$6m. Of which, \$1m (18%) has been paid for specialised disability accommodation (SDA) supports, and \$5m (82%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$9m. Of which, \$3m (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$6m (63%) has been allocated for non-SDA supports.

Figure K.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – Tasmania ^{734 735}



⁷³⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁷³⁵ Total payments for home modifications in Tasmania were \$3m. Of which, \$1m (29%) has been paid for specialised disability accommodation (SDA) supports, and \$2m (71%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$4m. Of which, \$3m (72%) has been allocated for specialised disability accommodation (SDA) supports, and \$1m (28%) has been allocated for non-SDA supports.

Figure K.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – Tasmania ^{736 737}

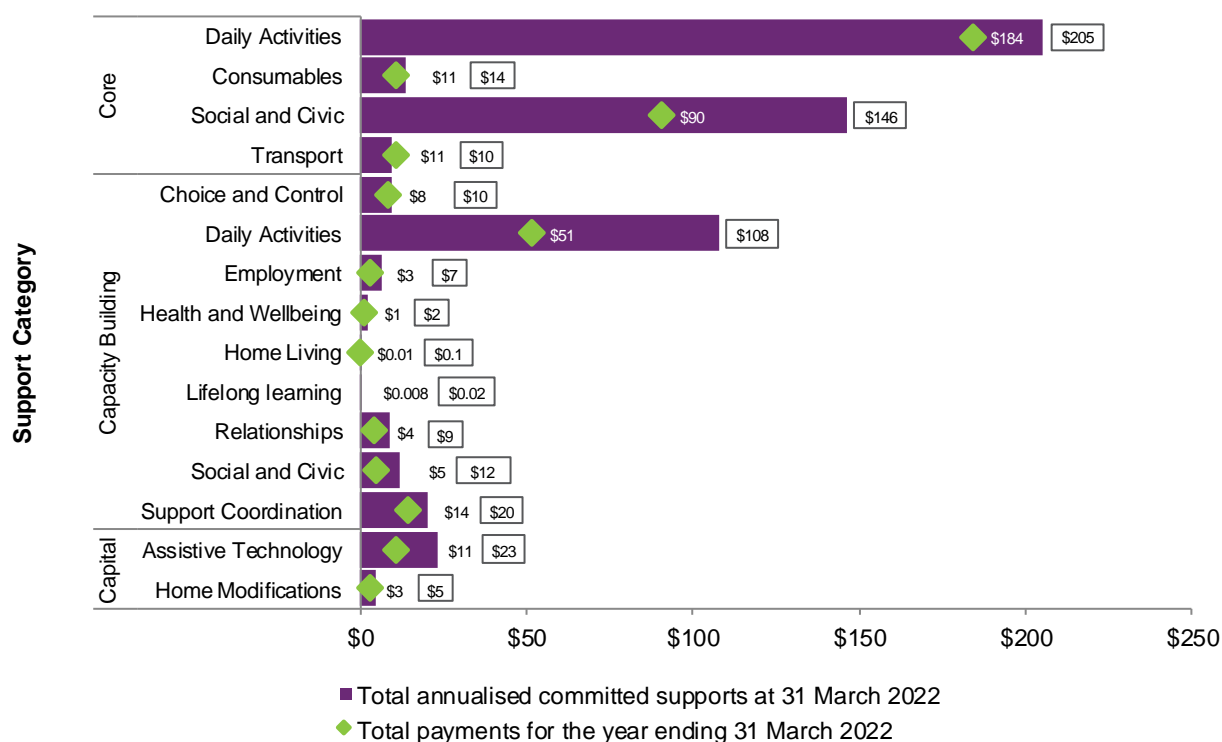


Table K.79 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ⁷³⁸

	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	65.8	100.5	190.2	401.5	663.6	846.3	691.4
Total Paid	9.7	35.9	48.3	78.0	154.1	296.9	478.6	631.3	509.4
% utilised to date	56%	71%	73%	78%	81%	74%	72%	75%	74%

⁷³⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁷³⁷ Total payments for home modifications in Tasmania were \$3m. Of which, \$0.2m (8%) has been paid for specialised disability accommodation (SDA) supports, and \$2.8m (92%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$5m. Of which, \$m (6%) has been allocated for specialised disability accommodation (SDA) supports, and \$m (94%) has been allocated for non-SDA supports.

⁷³⁸ The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure K.38 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – Tasmania

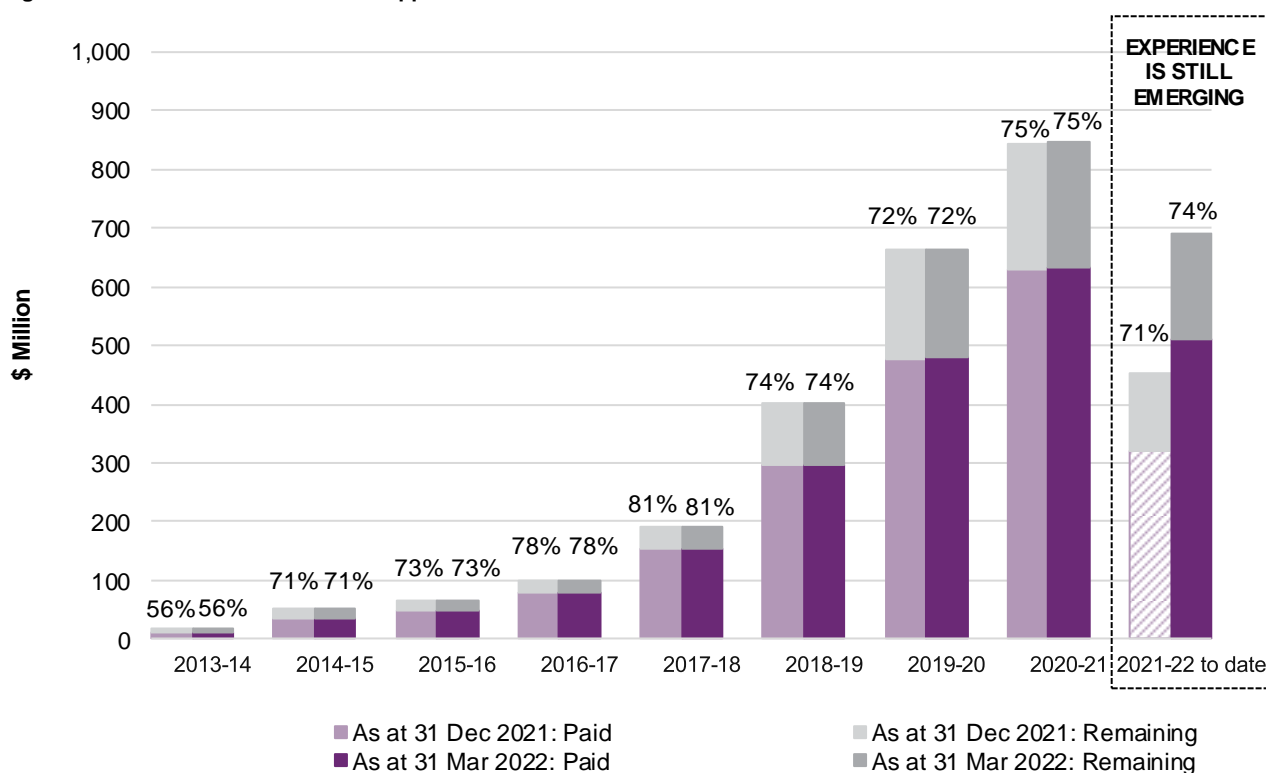
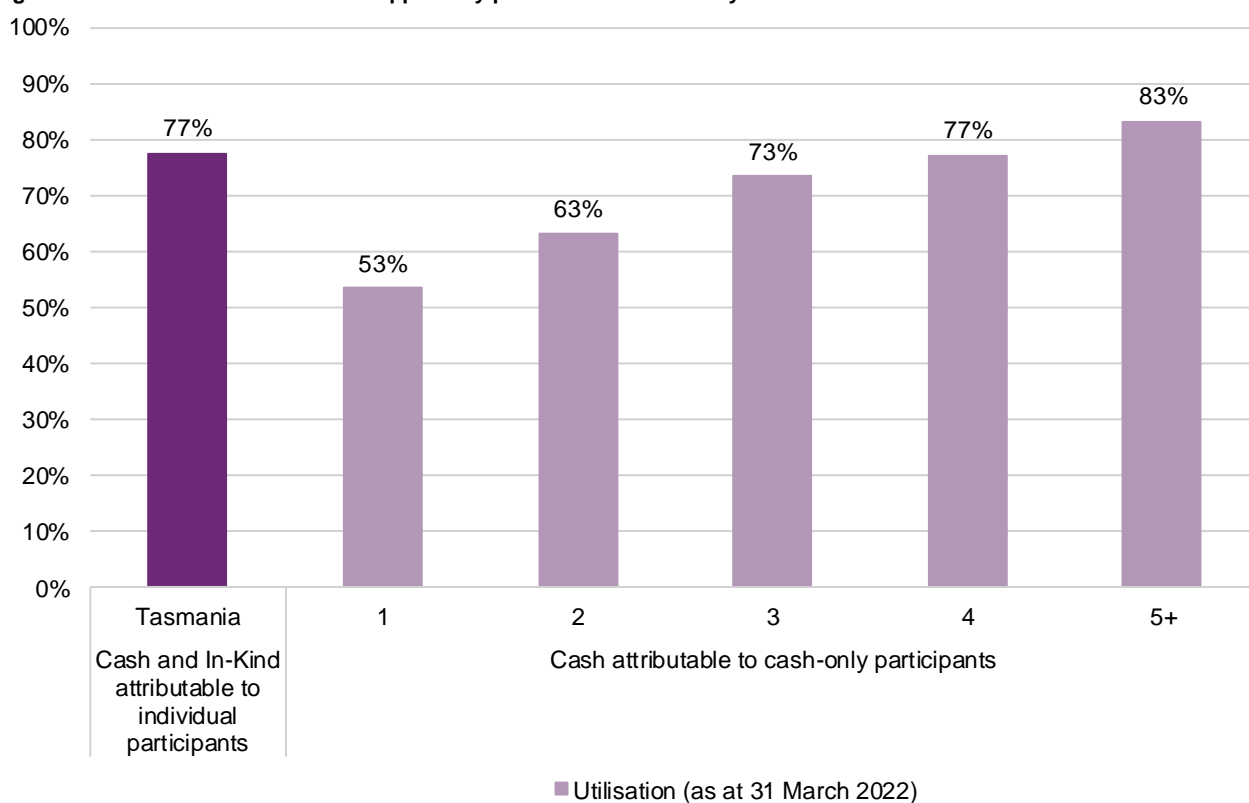


Figure K.39 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – Tasmania ⁷³⁹



⁷³⁹ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure K.40 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – Tasmania ⁷⁴⁰

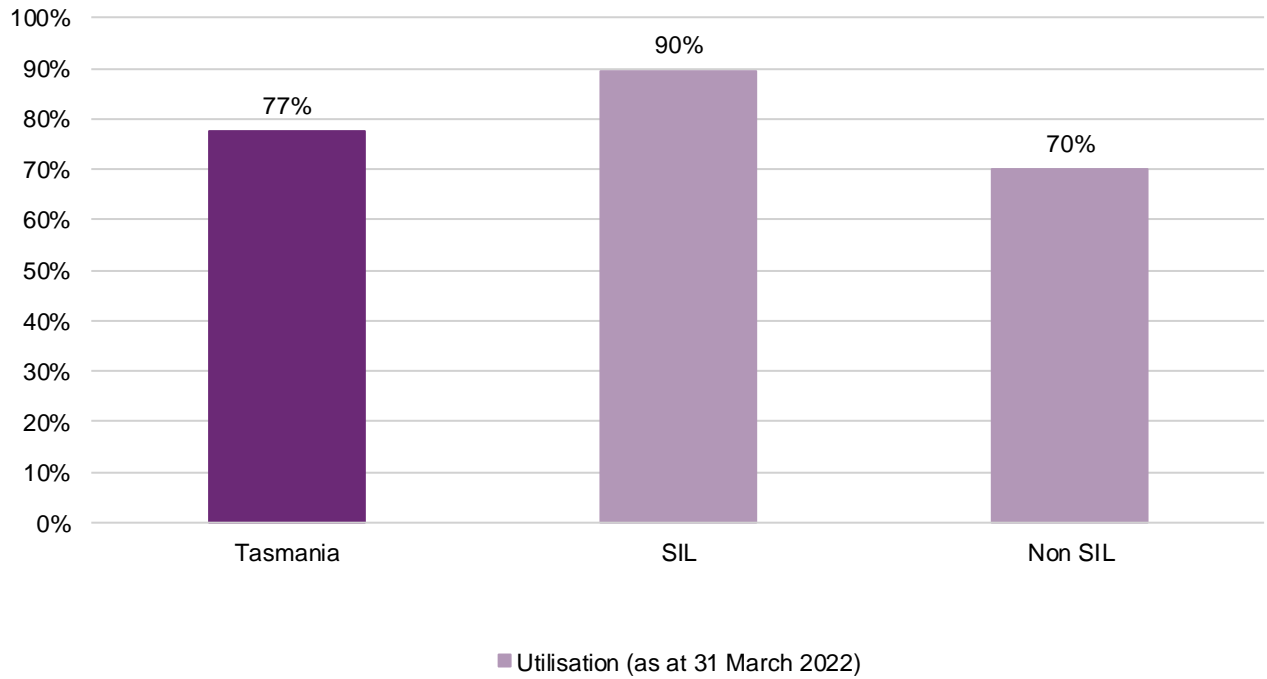
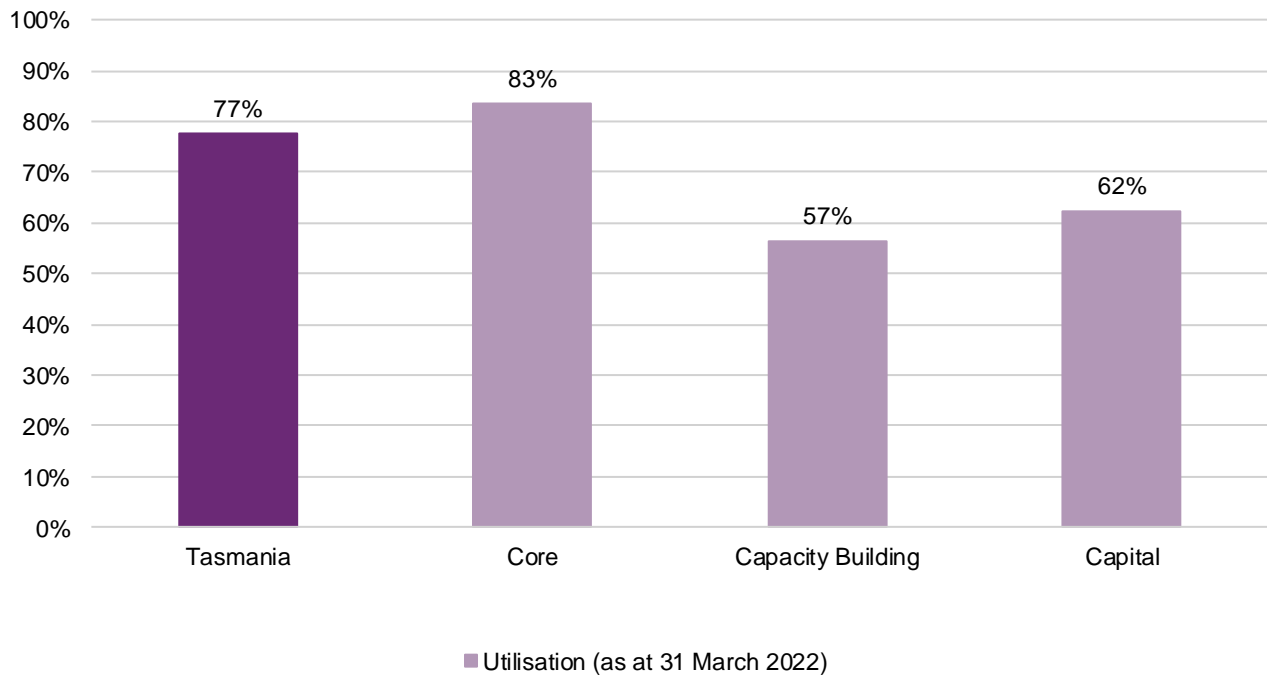


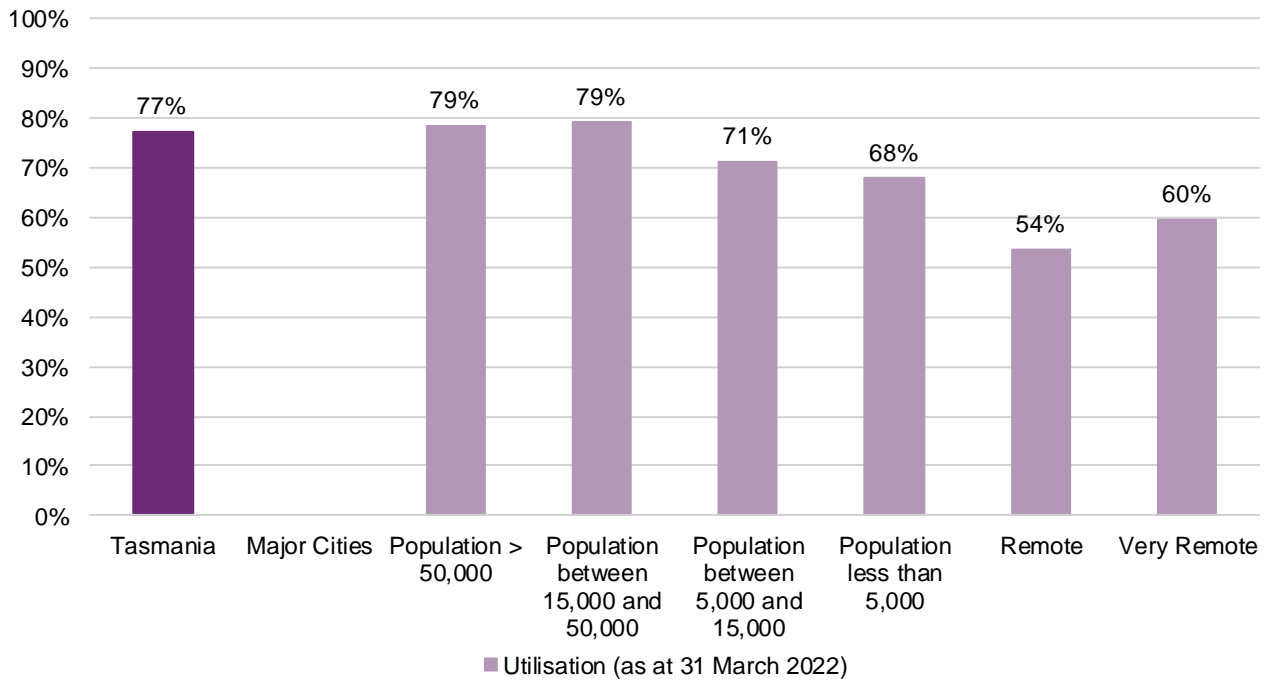
Figure K.41 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – Tasmania ⁷⁴¹



⁷⁴⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

⁷⁴¹ Ibid.

Figure K.42 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – Tasmania ^{742 743}



⁷⁴² Ibid.

⁷⁴³ 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 ⁷⁴⁴

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Australian Capital Territory	8,883	280	9,163	165	9,328

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ⁷⁴⁵

	Prior Quarters	2021-22 Q3	Total
Access decisions	12,570	300	12,870
Active Eligible	9,063	228	9,291
<i>New</i>	6,282	224	6,506
<i>State</i>	2,471	<11	2,474
<i>Commonwealth</i>	310	<11	311
Active Participant Plans (excl ECA)	8,883	280	9,163
<i>New</i>	6,107	276	6,383
<i>State</i>	2,467	<11	2,469
<i>Commonwealth</i>	309	<11	311
Active Participant Plans	9,017	445	9,328
<i>Early Intervention (s25)</i>	3,068	141	3,209
<i>Permanent Disability (s24)</i>	5,815	139	5,954
<i>ECA</i>	134	165	165

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – Australian Capital Territory

Exits	Total
Total participant exits	1,283
<i>Early Intervention participants</i>	735
<i>Permanent disability participants</i>	548

⁷⁴⁴ 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.

⁷⁴⁵ 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 ⁷⁴⁶

	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
End of 2021-22 Q3	2,469	311	6,383	165	9,328

Table L.5 Cumulative numbers of active participants by entry criteria into the Scheme – Australian Capital Territory ^{747 748 749}

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	Total
End of 2016-17	1,962	3,752	<11	5,714
End of 2017-18	1,929	3,986	49	5,964
End of 2018-19	2,320	4,428	<11	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
End of 2021-22 Q3	3,209	5,954	165	9,328

⁷⁴⁶ This table shows the total numbers of active participants at the end of each period.

⁷⁴⁷ Ibid.

⁷⁴⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁷⁴⁹ 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 ⁷⁵⁰

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	3,249	94%	86	97%	3,335	94%
7 to 14	2,006	84%	52	81%	2,058	84%
15 to 18	649	86%	<11		655	86%
19 to 24	478	83%	14	70%	492	83%
25 to 34	768	81%	17	61%	785	80%
35 to 44	944	77%	12	55%	956	77%
45 to 54	1,040	76%	19	70%	1,059	76%
55 to 64	1,285	74%	24	59%	1,309	73%
65+	63	54%	<11		63	53%
Missing	<11		<11		<11	
Total	10,482	83%	230	77%	10,712	83%

Table L.7 Assessment of access by age group and gender – Australian Capital Territory

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,348	95%	964	93%	23	92%	3,335	94%
7 to 14	1,377	85%	656	81%	25	83%	2,058	84%
15 to 18	411	88%	233	82%	11	100%	655	86%
19 to 24	268	88%	212	77%	12	92%	492	83%
25 to 34	406	84%	367	77%	12	67%	785	80%
35 to 44	489	80%	458	74%	<11		956	77%
45 to 54	516	82%	532	72%	11	69%	1,059	76%
55 to 64	595	77%	709	71%	<11		1,309	73%
65+	28	56%	34	50%	<11		63	53%
Missing	<11		<11		<11		<11	
Total	6,438	87%	4,165	78%	109	78%	10,712	83%

⁷⁵⁰ 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.

Table L.8 Assessment of access by disability – Australian Capital Territory ⁷⁵¹

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	241	95%	<11		244	93%
Autism	3,015	97%	92	99%	3,107	97%
Cerebral palsy	320	95%	<11		320	95%
Developmental delay	1,226	93%	66	97%	1,292	93%
Global developmental delay	180	98%	<11		184	98%
Hearing impairment	475	85%	<11		478	85%
Intellectual disability	1,566	96%	<11		1,574	96%
Multiple sclerosis	217	90%	<11		220	90%
Psychosocial disability	1,234	70%	15	42%	1,249	69%
Spinal cord injury	88	93%	<11		89	93%
Stroke	148	90%	<11		153	89%
Visual impairment	198	93%	<11		199	92%
Other neurological	485	76%	<11		494	76%
Other physical	661	54%	<11		670	54%
Other sensory/speech	266	58%	<11		267	58%
Other	123	48%	<11		133	47%
Missing	39	39%	<11		39	39%
Total	10,482	83%	230	77%	10,712	83%

Table L.9 Assessment of access by disability and gender – Australian Capital Territory

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	171	93%	72	94%	<11		244	93%
Autism	2,197	97%	860	96%	50	100%	3,107	97%
Cerebral palsy	180	96%	140	93%	<11		320	95%
Developmental delay	909	94%	377	93%	<11		1,292	93%
Global developmental delay	138	98%	45	98%	<11		184	98%
Hearing impairment	214	86%	258	83%	<11		478	85%
Intellectual disability	886	96%	678	95%	<11		1,574	96%
Multiple sclerosis	51	93%	166	89%	<11		220	90%
Psychosocial disability	647	73%	586	65%	16	70%	1,249	69%
Spinal cord injury	65	94%	23	92%	<11		89	93%
Stroke	80	89%	72	90%	<11		153	89%
Visual impairment	100	91%	98	93%	<11		199	92%
Other neurological	274	79%	217	74%	<11		494	76%
Other physical	251	56%	410	52%	<11		670	54%
Other sensory/speech	193	60%	74	55%	<11		267	58%
Other	62	52%	71	45%	<11		133	47%
Missing	20	34%	18	43%	<11		39	39%
Total	6,438	87%	4,165	78%	109	78%	10,712	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.

⁷⁵¹ Ibid.

Table L.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	396	4.5%	13	4.6%	409	4.5%
Not Aboriginal and Torres Strait Islander	7,313	82.3%	206	73.6%	7,519	82.1%
Not Stated	1,174	13.2%	61	21.8%	1,235	13.5%
Total	8,883	100.0%	280	100.0%	9,163	100.0%

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{752 753}

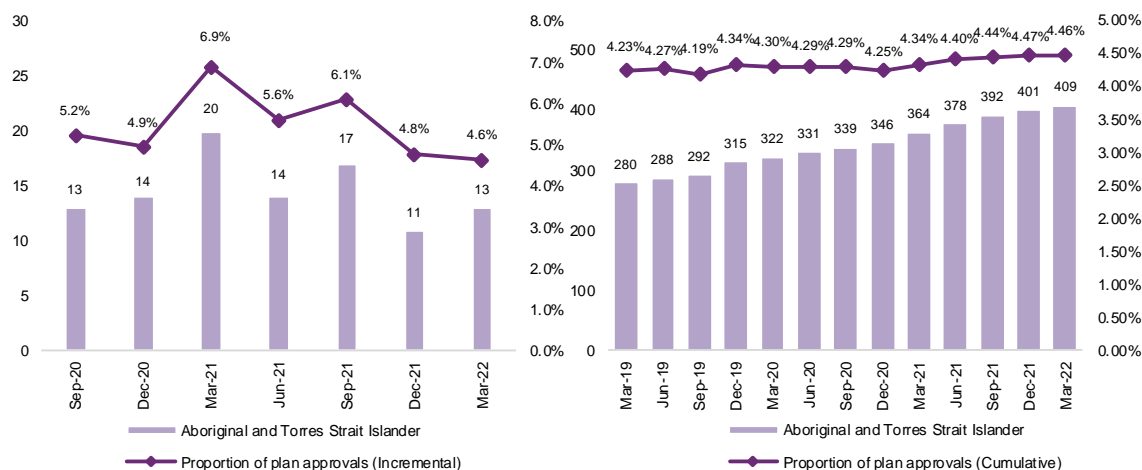
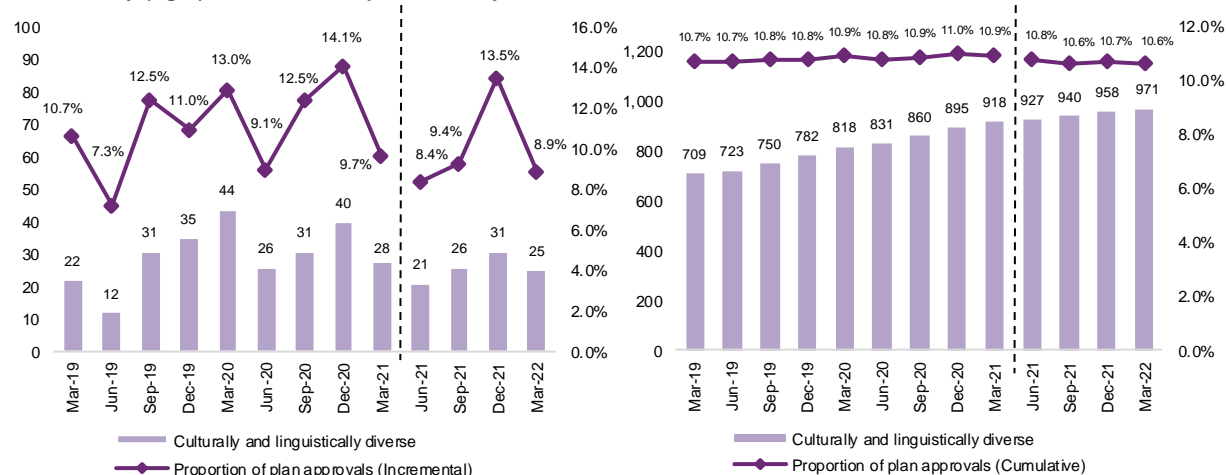


Table L.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ⁷⁵⁴

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	946	10.6%	25	8.9%	971	10.6%
Not culturally and linguistically diverse	7,870	88.6%	255	91.1%	8,125	88.7%
Not stated	67	0.8%	<11		67	0.7%
Total	8,883	100.0%	280	100.0%	9,163	100.0%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{755 756}



⁷⁵² 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.

⁷⁵³ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to September 2020 quarter.

⁷⁵⁴ 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.

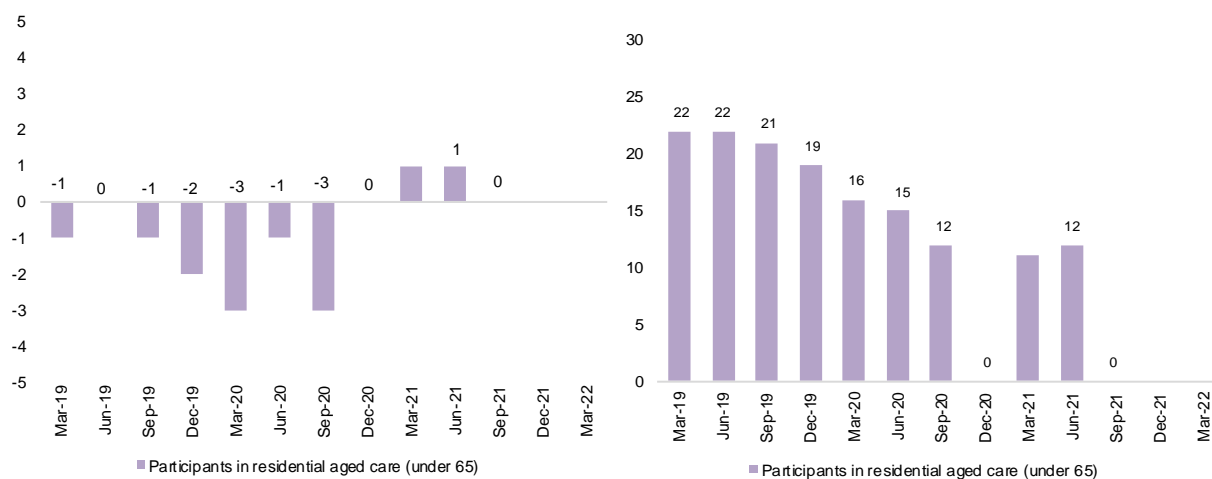
⁷⁵⁵ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁷⁵⁶ 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 L.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – Australian Capital Territory ^{757 758}

	Total
Age group	N
Total YPIRAC (under 65)	<11

Figure L.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷⁵⁹



⁷⁵⁷ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁷⁵⁸ There are a further 27 active participants aged 65 years or over who are currently in residential aged care.

⁷⁵⁹ 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.

Table L.13 Participant profile per quarter by remoteness – Australian Capital Territory ^{760 761}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	8,872	99.9%	279	99.6%	9,151	99.9%
Population > 50,000	<11		<11		11	0.1%
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	8,883	100.0%	280	100.0%	9,163	100.0%

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

Table L.14 Participant profile per quarter by primary disability group – Australian Capital Territory ^{762 763 764}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	2,904	33%	105	38%	3,009	33%
Intellectual disability	1,452	16%	11	4%	1,463	16%
Psychosocial disability	1,094	12%	25	9%	1,119	12%
Developmental delay	695	8%	78	28%	773	8%
Hearing impairment	433	5%	<11		439	5%
Other neurological	373	4%	14	5%	387	4%
Other physical	526	6%	<11		536	6%
Cerebral palsy	296	3%	<11		297	3%
Acquired brain injury	214	2%	<11		216	2%
Global developmental delay	139	2%	<11		144	2%
Visual impairment	178	2%	<11		183	2%
Multiple sclerosis	200	2%	<11		204	2%
Stroke	135	2%	<11		136	1%
Spinal cord injury	75	1%	<11		77	1%
Other	93	1%	<11		103	1%
Other sensory/speech	76	1%	<11		77	1%
Total	8,883	100%	280	100%	9,163	100%

⁷⁶⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

⁷⁶¹ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁷⁶² Table order based on national proportions in Table E.14 (highest to lowest).

⁷⁶³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁷⁶⁴ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Australian Capital Territory (223).

Table L.15 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{765 766}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	57	12%	<11		57	12%
Intellectual disability	213	44%	<11		213	44%
Psychosocial disability	80	17%	<11		80	17%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	36	7%	<11		36	7%
Other physical	<11		<11		<11	
Cerebral palsy	42	9%	<11		42	9%
Acquired brain injury	31	6%	<11		31	6%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	<11		<11		<11	
Spinal cord injury	<11		<11		<11	
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	484	100%	<11		484	100%

Table L.16 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ⁷⁶⁷

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	2,847	34%	105	38%	2,952	34%
Intellectual disability	1,239	15%	11	4%	1,250	14%
Psychosocial disability	1,014	12%	25	9%	1,039	12%
Developmental delay	695	8%	78	28%	773	9%
Hearing impairment	433	5%	<11		439	5%
Other neurological	337	4%	14	5%	351	4%
Other physical	525	6%	<11		535	6%
Cerebral palsy	254	3%	<11		255	3%
Acquired brain injury	183	2%	<11		185	2%
Global developmental delay	139	2%	<11		144	2%
Visual impairment	178	2%	<11		183	2%
Multiple sclerosis	193	2%	<11		197	2%
Stroke	129	2%	<11		130	1%
Spinal cord injury	70	1%	<11		72	1%
Other	87	1%	<11		97	1%
Other sensory/speech	76	1%	<11		77	1%
Total	8,399	100%	280	100%	8,679	100%

⁷⁶⁵ 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.

⁷⁶⁶ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (40).

⁷⁶⁷ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (183).

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷⁶⁸

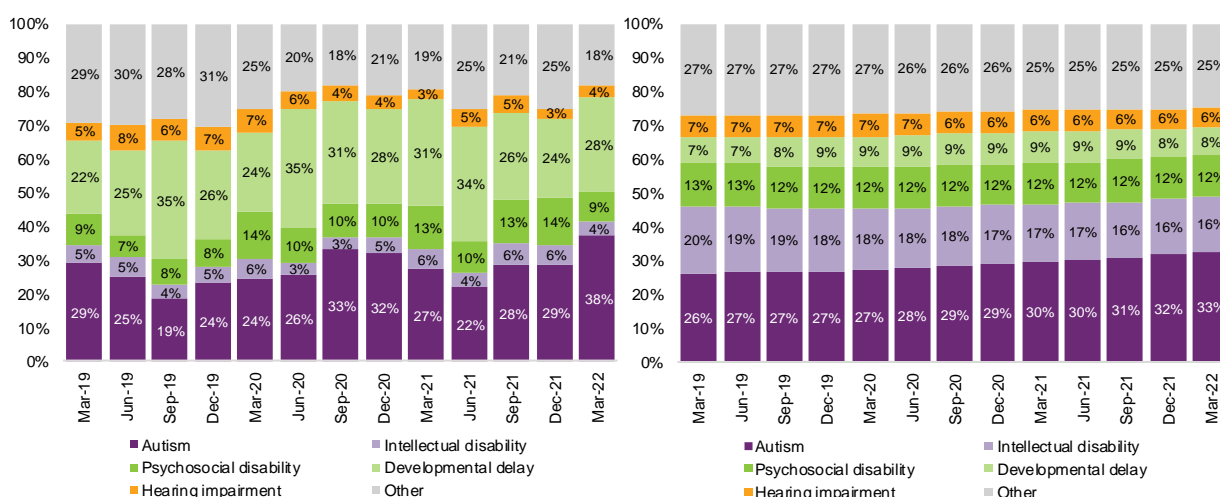


Table L.17 Participant profile per quarter by reported level of function – Australian Capital Territory ⁷⁶⁹

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	950	11%	62	22%	1,012	11%
2 (High Function)	19	0%	<11		20	0%
3 (High Function)	467	5%	18	6%	485	5%
4 (High Function)	854	10%	19	7%	873	10%
5 (High Function)	537	6%	23	8%	560	6%
6 (Moderate Function)	1,908	22%	95	34%	2,003	22%
7 (Moderate Function)	453	5%	<11		462	5%
8 (Moderate Function)	656	7%	16	6%	672	7%
9 (Moderate Function)	56	1%	<11		56	1%
10 (Moderate Function)	913	10%	22	8%	935	10%
11 (Low Function)	276	3%	<11		276	3%
12 (Low Function)	1,018	11%	14	5%	1,032	11%
13 (Low Function)	606	7%	<11		607	7%
14 (Low Function)	152	2%	<11		152	2%
15 (Low Function)	<11		<11		<11	
Missing	18	0%	<11		18	0%
Total	8,883	100%	280	100%	9,163	100%

⁷⁶⁸ 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.

⁷⁶⁹ The distributions are calculated excluding participants with a missing reported level of function.

Figure L.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷⁷⁰

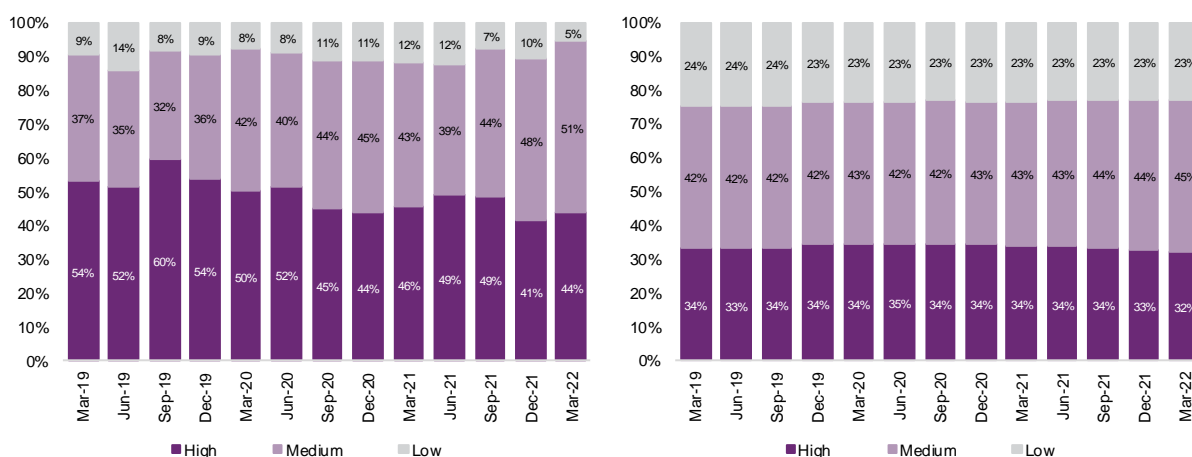


Table L.18 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	1,067	12%	105	38%	1,172	13%
7 to 14	2,314	26%	47	17%	2,361	26%
15 to 18	741	8%	13	5%	754	8%
19 to 24	837	9%	18	6%	855	9%
25 to 34	788	9%	23	8%	811	9%
35 to 44	789	9%	19	7%	808	9%
45 to 54	879	10%	26	9%	905	10%
55 to 64	947	11%	26	9%	973	11%
65+	521	6%	<11		524	6%
Total	8,883	100%	280	100%	9,163	100%

Table L.19 Participant profile per quarter (participants in SIL) by age group – Australian Capital Territory ⁷⁷¹

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	<11		<11		<11	
19 to 24	32	7%	<11		32	7%
25 to 34	69	14%	<11		69	14%
35 to 44	91	19%	<11		91	19%
45 to 54	128	26%	<11		128	26%
55 to 64	126	26%	<11		126	26%
65+	34	7%	<11		34	7%
Total	484	100%	<11		484	100%

⁷⁷⁰ 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.

⁷⁷¹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Table L.20 Participant profile per quarter (participants not in SIL) by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	1,067	13%	105	38%	1,172	14%
7 to 14	2,314	28%	47	17%	2,361	27%
15 to 18	737	9%	13	5%	750	9%
19 to 24	805	10%	18	6%	823	9%
25 to 34	719	9%	23	8%	742	9%
35 to 44	698	8%	19	7%	717	8%
45 to 54	751	9%	26	9%	777	9%
55 to 64	821	10%	26	9%	847	10%
65+	487	6%	<11		490	6%
Total	8,399	100%	280	100%	8,679	100%

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory

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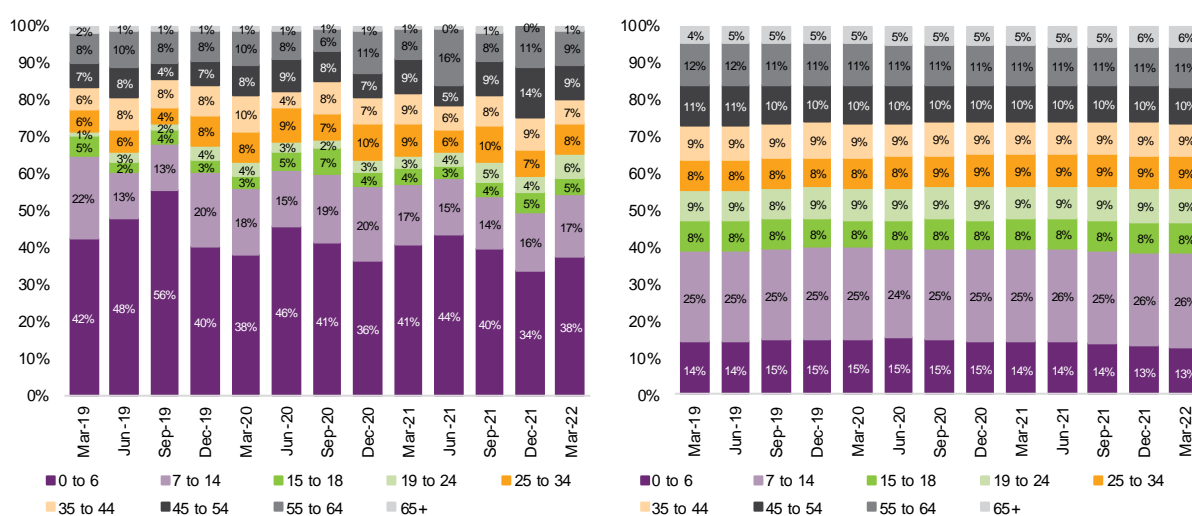


Table L.21 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	5,312	60%	163	58%	5,475	60%
Female	3,473	39%	112	40%	3,585	39%
Other	98	1%	<11		103	1%
Total	8,883	100%	280	100%	9,163	100%

Table L.22 Participant profile per quarter (participants in SIL) by gender – Australian Capital Territory

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	297	61%	<11	0%	297	61%
Female	184	38%	<11	0%	184	38%
Other	<11	1%	<11	0%	<11	1%
Total	484	100%	<11	0%	484	100%

⁷⁷² 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.23 Participant profile per quarter (participants not in SIL) by gender – Australian Capital Territory

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	5,015	60%	163	58%	5,178	60%
Female	3,289	39%	112	40%	3,401	39%
Other	95	1%	<11		100	1%
Total	8,399	100%	280	100%	8,679	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷⁷³

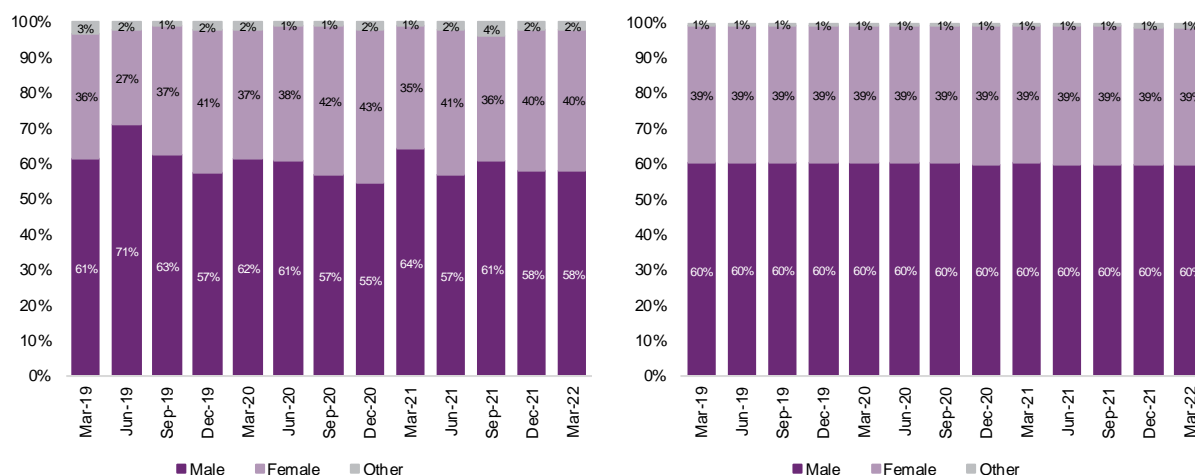


Table L.24 Participation rates by age group and gender at 31 March 2022 – Australian Capital Territory ⁷⁷⁴

Age group	Participation Rate		
	Male	Female	Total
0-6	3.9%	1.7%	2.9%
7-14	7.1%	3.2%	5.3%
15-18	4.9%	2.8%	3.9%
19-24	2.8%	1.6%	2.2%
25-44	1.3%	1.0%	1.2%
45-64	1.8%	1.8%	1.9%
Total (aged 0-64)	2.7%	1.7%	2.2%

Table L.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory ⁷⁷⁵

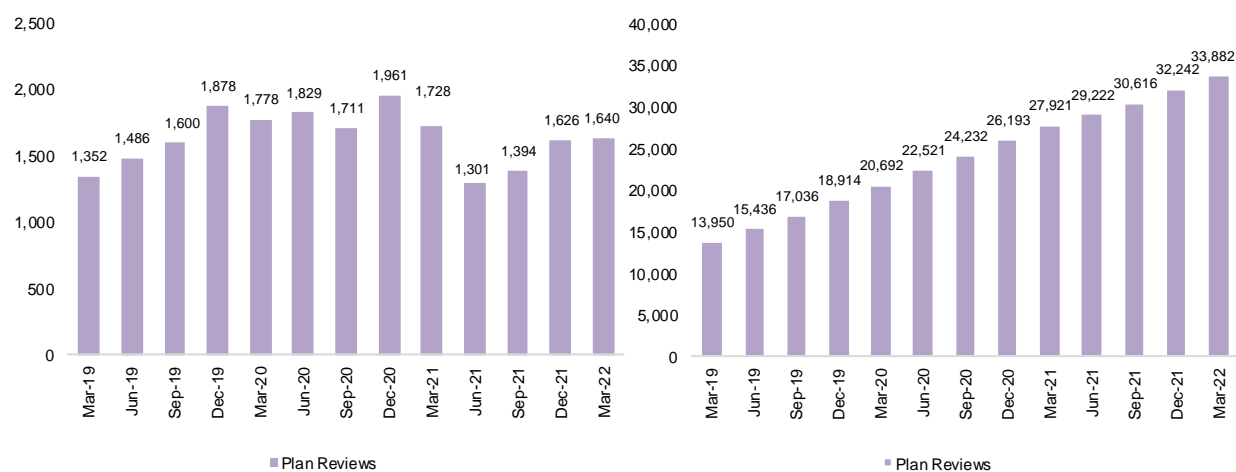
	Prior Quarters	2021-22 Q3	Total
Total plan reviews	32,242	1,640	33,882
<i>Early intervention plans</i>	9,753	483	10,236
<i>Permanent disability plans</i>	22,489	1,157	23,646

⁷⁷³ Ibid.

⁷⁷⁴ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

⁷⁷⁵ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure L.8 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory



Part Two: Participant experience and outcomes

Table L.26 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory ⁷⁷⁶

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	174	158	277	362	323	220	1,514
Participant school to 14	200	174	267	297	282	196	1,416
Participant 15 to 24	172	76	76	87	83	78	572
Participant 25 and over	813	240	290	358	356	285	2,342
Total Participant	1,359	648	910	1,104	1,044	779	5,844
Family 0 to 14	315	316	537	648	604	410	2,830
Family 15 to 24	45	43	61	50	57	55	311
Family 25 and over	25	46	85	123	109	81	469
Total Family	385	405	683	821	770	546	3,610
Total	1,744	1,053	1,593	1,925	1,814	1,325	9,454

Table L.27 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	60%			
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			51%	69%
CC	% who choose what they do each day			59%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			24%	28%
CC	% who want more choice and control in their life			74%	70%

⁷⁷⁶ 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.28 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%	66%		
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%	70%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			26%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	34%

Table L.29 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			84%	65%
HW	% who rate their health as good, very good or excellent			59%	38%
HW	% who did not have any difficulties accessing health services			72%	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				85%
LL	% unable to do a course or training they wanted to do in the last 12 months				41%
WK	% who have a paid job			26%	30%
WK	% who volunteer			11%	14%

Table L.30 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%	13%	9%
% receiving Carer Allowance	18%	24%	15%
% working in a paid job	60%	68%	49%
Of those in a paid job, % in permanent employment	87%	87%	89%
Of those in a paid job, % working 15 hours or more	89%	94%	91%
% who say they (and their partner) are able to work as much as they want	52%	59%	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%	93%	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	24%	20%	12%
% able to advocate for their child/family member	81%	71%	65%
% who have friends and family they see as often as they like	51%	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		41%	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			31%
% who rate their health as good, very good or excellent	79%	63%	62%

Table L.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=294) - participants who entered between 1 July 2016 and 31 March 2021 – Australian Capital Territory ⁷⁷⁷

	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?	66%

Table L.32 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 March 2021 – 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?	53%
REL	Has the NDIS improved your child's relationships with family and friends?	64%
S/CP	Has the NDIS improved your child's social and recreational life?	62%

Table L.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=122) and ‘Participant 25 and over’ (n=497) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	65%	79%
REL	Has the NDIS helped you to meet more people?	47%	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?	56%	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?	31%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	22%
S/CP	Has the NDIS helped you be more involved?	46%	61%

⁷⁷⁷ Results in Tables L.31 to L.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table L.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=897); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=233) - participants who entered between 1 July 2016 and 31 March 2021 – 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%	72%
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.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=236) - participants who entered between 1 July 2016 and 31 March 2020 – Australian Capital Territory⁷⁷⁸

	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?	90%	91%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	87%	+3%
REL	Has the NDIS improved how your child fits into family life?	80%	81%	+1%
S/CP	Has the NDIS improved how your child fits into community life?	70%	75%	+5%

Table L.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=280) - participants who entered between 1 July 2016 and 31 March 2020 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	78%	85%	+7%
LL	Has the NDIS improved your child's access to education?	55%	61%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	66%	68%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	64%	64%	0%

⁷⁷⁸ Results in Tables L.35 to L.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table L.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=78) and ‘Participant 25 and over’ (n=312) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	66%	71%	+5%	72%	77%	+5%
DL	Has the NDIS helped you with daily living activities?	70%	72%	+2%	77%	82%	+5%
REL	Has the NDIS helped you to meet more people?	47%	56%	+9%	49%	53%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	13%	-5%	30%	30%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	57%	+8%	62%	65%	+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?	31%	32%	+1%	31%	27%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	17%	+7%	18%	16%	-2%
S/CP	Has the NDIS helped you be more involved?	52%	60%	+8%	56%	58%	+2%

Table L.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=431); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=65) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	54%	60%	+6%
	Has the NDIS improved the level of support for your family?	75%	81%	+6%	82%	73%	-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?	80%	84%	+4%	71%	62%	-9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	86%	+3%			
	Has the NDIS improved your health and wellbeing?	59%	62%	+3%	54%	49%	-5%

Table L.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=153) - participants who entered between 1 July 2016 and 31 March 2019 – Australian Capital Territory⁷⁷⁹

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	89%	95%	100%	+11%
DL	Has the NDIS improved your child's access to specialist services?	90%	93%	98%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%	88%	93%	+15%
REL	Has the NDIS improved how your child fits into family life?	74%	82%	88%	+14%
S/CP	Has the NDIS improved how your child fits into community life?	57%	60%	72%	+15%

Table L.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=200) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	79%	81%	+5%
LL	Has the NDIS improved your child's access to education?	47%	53%	55%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	58%	63%	66%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	56%	61%	+10%

⁷⁷⁹ Results in Tables L.39 to L.44 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table L.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=97) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	67%	67%	73%	+6%
Has the NDIS helped you with daily living activities?	63%	67%	75%	+12%
Has the NDIS helped you to meet more people?	49%	45%	50%	+1%
Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	16%	18%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	53%	52%	58%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	29%	31%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	20%	18%	-4%
Has the NDIS helped you be more involved?	55%	55%	58%	+3%

Table L.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=366) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	71%	76%	81%	+10%
Has the NDIS helped you with daily living activities?	75%	82%	85%	+10%
Has the NDIS helped you to meet more people?	51%	52%	58%	+7%
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?	55%	62%	68%	+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%	27%	28%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	12%	13%	13%	+1%
Has the NDIS helped you be more involved?	56%	61%	65%	+9%

Table L.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=254) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	65%	72%	76%	+11%
Has the NDIS improved the level of support for your family?	74%	78%	81%	+7%
Has the NDIS improved your access to services, programs and activities in the community?	73%	78%	83%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	83%	86%	+6%
Has the NDIS improved your health and wellbeing?	44%	50%	54%	+10%

Table L.44 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=40) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	47%	64%	68%	+21%
Has the NDIS improved the level of support for your family?	60%	59%	77%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	62%	61%	72%	+10%
Has the NDIS improved your health and wellbeing?	45%	50%	42%	-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.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=125) - participants who entered between 1 July 2016 and 31 March 2018 – Australian Capital Territory⁷⁸⁰

	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?	60%	69%	75%	77%	+17%
LL	Has the NDIS improved your child's access to education?	36%	41%	48%	53%	+17%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	52%	61%	62%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	49%	53%	53%	+8%

Table L.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 15 to 24’ (n=72) - participants who entered between 1 July 2016 and 31 March 2018 – Australian Capital Territory

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	54%	63%	60%	64%	+10%
DL	Has the NDIS helped you with daily living activities?	49%	61%	59%	65%	+16%
REL	Has the NDIS helped you to meet more people?	37%	42%	32%	46%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	12%	12%	8%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	46%	41%	48%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	27%	16%	22%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	17%	16%	15%	+2%
S/CP	Has the NDIS helped you be more involved?	43%	53%	45%	53%	+10%

⁷⁸⁰ Results in Tables L.45 to L.48 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table L.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=225) - participants who entered between 1 July 2016 and 31 March 2018 – Australian Capital Territory

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	72%	73%	77%	80%	+8%
DL	Has the NDIS helped you with daily living activities?	74%	80%	81%	84%	+10%
REL	Has the NDIS helped you to meet more people?	50%	53%	61%	60%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	17%	19%	23%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	60%	60%	64%	68%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	28%	25%	27%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	56%	57%	65%	66%	+10%

Table L.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=103) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	61%	62%	67%	74%	+13%
	Has the NDIS improved the level of support for your family?	73%	85%	86%	84%	+11%
	Has the NDIS improved your access to services, programs and activities in the community?	78%	87%	80%	83%	+5%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	77%	83%	+11%
	Has the NDIS improved your health and wellbeing?	40%	49%	55%	58%	+18%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third and fourth plan review, for ‘Family 15 to 24’ and ‘Family 25 and over’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’.

Table L.49 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=47) - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory⁷⁸¹

	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?	73%	73%	79%	74%	82%	+9%
LL	Has the NDIS improved your child's access to education?	50%	49%	51%	50%	63%	+13%
REL	Has the NDIS improved your child's relationships with family and friends?	59%	50%	51%	57%	68%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	56%	62%	65%	46%	59%	+3%

Table L.50 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=38) - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory

	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%	69%	64%	70%	78%	+16%
DL	Has the NDIS helped you with daily living activities?	57%	70%	66%	74%	78%	+21%
REL	Has the NDIS helped you to meet more people?	54%	66%	55%	50%	55%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	23%	21%	12%	24%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	57%	62%	55%	50%	57%	0%
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%	30%	29%	40%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	10%	9%	13%	10%	+1%
S/CP	Has the NDIS helped you be more involved?	50%	67%	61%	68%	69%	+19%

⁷⁸¹ Results in Tables L.49 to L.51 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table L.51 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=164) - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory

	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?	75%	82%	85%	81%	85%	+10%
DL	Has the NDIS helped you with daily living activities?	82%	84%	90%	88%	92%	+10%
REL	Has the NDIS helped you to meet more people?	56%	56%	57%	54%	64%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	23%	18%	24%	26%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	68%	72%	72%	72%	77%	+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?	35%	32%	31%	25%	33%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	18%	17%	20%	17%	-4%
S/CP	Has the NDIS helped you be more involved?	61%	64%	64%	62%	70%	+9%

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.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=438), 'participant social and community engagement rate' (n=437), 'parent and carer employment rate' (n=499) and 'participant choice and control' (n=346) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – Australian Capital Territory⁷⁸²

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	11%	20%	26%	24%
Aged 25 to 34 years	47%	50%	46%	
Aged 35 to 44 years	31%	28%	28%	
Aged 45 to 54 years	29%	30%	28%	
Aged 55 to 64 years	23%	18%	19%	
Aged 65+ years	15%	14%	7%	
Aged 25+	31%	30%	28%	
Aged 15+	26%	28%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	37%	37%	37%	48%
Aged 25 to 34 years	39%	45%	50%	
Aged 35 to 44 years	31%	36%	33%	
Aged 45 to 54 years	29%	36%	38%	
Aged 55 to 64 years	48%	52%	48%	
Aged 65+ years	42%	40%	38%	
Aged 25+	37%	42%	41%	
Aged 15+	37%	41%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	57%	62%	64%	49%
Aged 15+	60%	62%	63%	
All ages	57%	62%	64%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		66%	71%	75%
Aged 25+		72%	77%	
Aged 15+		71%	76%	

⁷⁸² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table L.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=461), 'participant social and community engagement rate' (n=464), 'parent and carer employment rate' (n=280) and 'participant choice and control' (n=425) at entry, first, second and third plan review - participants who entered between 1 July 2021 to 31 December 2021 – Australian Capital Territory ⁷⁸³

2019 to 31 December 2021 – Australian Capital Territory					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	17%	23%	27%	26%	24%
Aged 25 to 34 years	32%	32%	32%	40%	
Aged 35 to 44 years	41%	38%	29%	37%	
Aged 45 to 54 years	34%	34%	25%	32%	
Aged 55 to 64 years	25%	28%	23%	27%	
Aged 65+ years	Numbers are too small				
Aged 25+	32%	32%	27%	32%	
Aged 15+	30%	31%	27%	31%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	29%	31%	32%	29%	48%
Aged 25 to 34 years	29%	31%	37%	41%	
Aged 35 to 44 years	44%	48%	41%	48%	
Aged 45 to 54 years	40%	43%	43%	43%	
Aged 55 to 64 years	42%	47%	48%	45%	
Aged 65+ years	Numbers are too small				
Aged 25+	40%	43%	43%	45%	
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	51%	54%	60%	58%	49%
Aged 15+	61%	65%	69%	66%	
All ages	53%	56%	62%	60%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		67%	67%	73%	75%
Aged 25+		71%	76%	81%	
Aged 15+		70%	74%	79%	

⁷⁸³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table L.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=286), 'participant social and community engagement rate' (n=285), 'parent and carer employment rate' (n=99) and 'participant choice and control' (n=276) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2018 – Australian Capital Territory ⁷⁸⁴

Capital Territory						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	Numbers are too small					24%
Aged 25 to 34 years	33%	34%	32%	29%	32%	
Aged 35 to 44 years	38%	40%	40%	48%	38%	
Aged 45 to 54 years	36%	40%	34%	33%	32%	
Aged 55 to 64 years	30%	28%	33%	24%	23%	
Aged 65+ years	Numbers are too small					
Aged 25+	33%	34%	33%	31%	30%	
Aged 15+	31%	32%	33%	31%	31%	
Aged 15+		68%	70%	73%	77%	

Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	Numbers are too small					48%
Aged 25 to 34 years	42%	49%	54%	62%	63%	
Aged 35 to 44 years	41%	47%	54%	56%	52%	
Aged 45 to 54 years	38%	35%	45%	52%	45%	
Aged 55 to 64 years	29%	40%	43%	38%	44%	
Aged 65+ years	Numbers are too small					
Aged 25+	37%	42%	48%	51%	50%	
Aged 15+	38%	43%	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	49%	57%	54%	59%	63%	49%
Aged 15+	Numbers are too small					
All ages	57%	62%	61%	63%	67%	

Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		54%	63%	60%	64%	75%
Aged 25+		72%	73%	77%	80%	
Aged 15+		68%	70%	73%	77%	

⁷⁸⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table L.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=210), 'participant social and community engagement rate' (n=206), 'parent and carer employment rate' (n=26) and 'participant choice and control' (n=180) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory ⁷⁸⁵

Australian Capital Territory							
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 to 34 years							
Aged 35 to 44 years	25%	29%	30%	39%	33%	31%	
Aged 45 to 54 years	Numbers are too small						
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+	30%	27%	26%	27%	26%	25%	
Aged 15+	29%	26%	25%	26%	26%	27%	
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 to 34 years							
Aged 35 to 44 years	31%	42%	44%	51%	52%	49%	
Aged 45 to 54 years	Numbers are too small						
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+	38%	41%	46%	46%	49%	48%	
Aged 15+	38%	41%	44%	46%	49%	48%	
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%	69%	64%	70%	78%	75%
Aged 25+		75%	82%	85%	81%	85%	
Aged 15+		73%	79%	81%	78%	84%	

⁷⁸⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table L.56 Number of active plans by goal type and primary disability – Australian Capital Territory ⁷⁸⁶

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	58	154	147	38	48	160	74	62	216
Autism	497	2,556	1,288	1,191	1,401	2,072	227	612	3,009
Cerebral palsy	70	240	188	64	54	192	65	78	297
Developmental delay	181	700	381	535	339	523	5	0	773
Down syndrome	48	182	134	51	60	171	56	94	223
Global developmental delay	34	134	87	99	69	85	1	0	144
Hearing impairment	100	318	109	105	62	233	67	93	439
Intellectual disability	262	983	576	365	375	872	293	429	1,240
Multiple sclerosis	69	152	146	11	27	120	75	49	204
Psychosocial disability	260	702	758	231	258	852	426	405	1,119
Spinal cord injury	18	54	48	16	7	46	29	25	77
Stroke	36	108	81	14	19	91	33	26	136
Visual impairment	49	158	81	44	13	133	45	62	183
Other neurological	94	289	242	68	81	262	128	78	387
Other physical	116	417	349	76	56	335	140	103	536
Other sensory/speech	19	58	28	31	29	39	4	4	77
Other	24	88	48	22	20	70	36	20	103
Total	1,935	7,293	4,691	2,961	2,918	6,256	1,704	2,140	9,163

⁷⁸⁶ 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.57 Percentage of active plans by goal type and primary disability – Australian Capital Territory ⁷⁸⁷

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	27%	71%	68%	18%	22%	74%	34%	29%
Autism	17%	85%	43%	40%	47%	69%	8%	20%
Cerebral palsy	24%	81%	63%	22%	18%	65%	22%	26%
Developmental delay	23%	91%	49%	69%	44%	68%	1%	0%
Down syndrome	22%	82%	60%	23%	27%	77%	25%	42%
Global developmental delay	24%	93%	60%	69%	48%	59%	1%	0%
Hearing impairment	23%	72%	25%	24%	14%	53%	15%	21%
Intellectual disability	21%	79%	46%	29%	30%	70%	24%	35%
Multiple sclerosis	34%	75%	72%	5%	13%	59%	37%	24%
Psychosocial disability	23%	63%	68%	21%	23%	76%	38%	36%
Spinal cord injury	23%	70%	62%	21%	9%	60%	38%	32%
Stroke	26%	79%	60%	10%	14%	67%	24%	19%
Visual impairment	27%	86%	44%	24%	7%	73%	25%	34%
Other neurological	24%	75%	63%	18%	21%	68%	33%	20%
Other physical	22%	78%	65%	14%	10%	63%	26%	19%
Other sensory/speech	25%	75%	36%	40%	38%	51%	5%	5%
Other	23%	85%	47%	21%	19%	68%	35%	19%
Total	21%	80%	51%	32%	32%	68%	19%	23%

⁷⁸⁷ 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 L.58 Number of goals in active plans by goal type and primary disability – Australian Capital Territory ⁷⁸⁸

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	214	705	551	111	148	579	272	177	2,757
Autism	1,760	15,336	4,663	4,552	4,993	7,437	737	1,890	41,368
Cerebral palsy	295	1,525	753	268	221	836	275	252	4,425
Developmental delay	639	4,767	1,551	2,112	1,194	1,929	10	0	12,202
Down syndrome	162	988	475	210	207	632	181	293	3,148
Global developmental delay	134	957	389	419	266	341	2	0	2,508
Hearing impairment	273	1,250	356	293	185	656	195	268	3,476
Intellectual disability	845	4,964	2,113	1,405	1,339	3,207	996	1,321	16,190
Multiple sclerosis	208	676	592	32	88	441	233	175	2,445
Psychosocial disability	793	2,582	2,546	688	716	2,636	1,214	1,160	12,335
Spinal cord injury	58	263	162	46	12	179	94	61	875
Stroke	130	555	323	64	59	298	111	70	1,610
Visual impairment	131	623	222	110	23	388	116	160	1,773
Other neurological	359	1,390	999	289	272	941	433	258	4,941
Other physical	387	1,902	1,235	240	189	1,108	440	327	5,828
Other sensory/speech	34	221	66	67	80	108	10	15	601
Other	86	522	199	87	82	271	119	71	1,437
Total	6,508	39,226	17,195	10,993	10,074	21,987	5,438	6,498	117,919

Table L.59 Number of active plans by goal type and age group – Australian Capital Territory ⁷⁸⁹

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	264	1,074	634	834	502	855	3	0	1,172
7 to 14	352	2,093	851	1,036	1,115	1,422	31	22	2,361
15 to 18	132	627	279	252	310	525	42	208	754
19 to 24	177	652	393	242	204	555	167	541	855
25 to 34	201	580	447	171	181	582	267	459	811
35 to 44	217	561	516	144	179	577	278	337	808
45 to 54	232	639	589	137	168	649	332	323	905
55 to 64	232	684	637	93	180	718	413	209	973
65+	128	383	345	52	79	373	171	41	524
Total	1,935	7,293	4,691	2,961	2,918	6,256	1,704	2,140	9,163

⁷⁸⁸ Participants have set over seven million goals in total across Australia since July 2016. The 117,919 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

⁷⁸⁹ 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.60 Percentage of active plans by goal type and age group – Australian Capital Territory ⁷⁹⁰

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%	71%	43%	73%	0%	0%
7 to 14	15%	89%	36%	44%	47%	60%	1%	1%
15 to 18	18%	83%	37%	33%	41%	70%	6%	28%
19 to 24	21%	76%	46%	28%	24%	65%	20%	63%
25 to 34	25%	72%	55%	21%	22%	72%	33%	57%
35 to 44	27%	69%	64%	18%	22%	71%	34%	42%
45 to 54	26%	71%	65%	15%	19%	72%	37%	36%
55 to 64	24%	70%	65%	10%	18%	74%	42%	21%
65+	24%	73%	66%	10%	15%	71%	33%	8%
Total	21%	80%	51%	32%	32%	68%	19%	23%

Table L.61 Number of goals in active plans by goal type and age group – Australian Capital Territory ⁷⁹¹

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,065	8,301	2,940	3,679	2,052	3,477	9	0	21,523
7 to 14	1,173	13,006	2,946	3,753	3,756	4,946	70	75	29,725
15 to 18	420	2,982	864	955	1,036	1,795	187	672	8,911
19 to 24	537	2,819	1,297	776	663	1,761	508	1,617	9,978
25 to 34	682	2,589	1,507	486	618	2,004	808	1,296	9,990
35 to 44	732	2,355	1,887	454	592	2,006	935	1,030	9,991
45 to 54	782	2,786	2,277	476	561	2,326	1,087	1,085	11,380
55 to 64	738	2,918	2,311	256	578	2,477	1,338	593	11,209
65+	379	1,470	1,166	158	218	1,195	496	130	5,212
Total	6,508	39,226	17,195	10,993	10,074	21,987	5,438	6,498	117,919

⁷⁹⁰ 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.

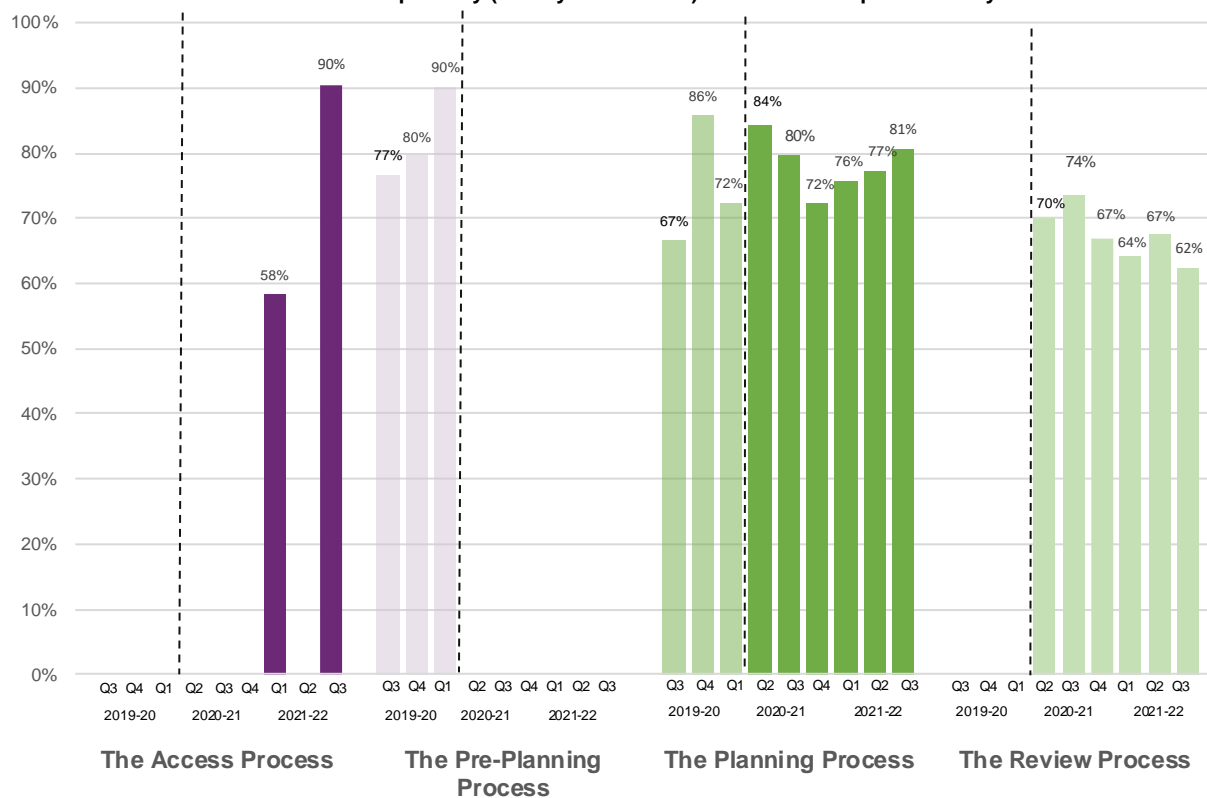
⁷⁹¹ Participants have set over seven million goals in total across Australia since July 2016. The 117,919 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

Table L.62 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory ⁷⁹²

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 91	n = 21
Are you happy with how coming into the NDIS has gone?	75%	95%
Was the person from the NDIS respectful?	96%	100%
Do you understand what will happen next with your plan?	79%	90%
% of participants rating their overall experience as Very Good or Good.	64%	90%
Pre-planning	n = 77	n = 12
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?	87%	N/A
Were decisions about your plan clearly explained?	61%	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?	61%	N/A
% of participants rating their overall experience as Very Good or Good.	71%	N/A
Planning	n = 436	n = 77
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%	96%
Were decisions about your plan clearly explained?	80%	83%
Are you clear on what happens next with your plan?	80%	87%
Do you know where to go for more help with your plan?	87%	87%
% of participants rating their overall experience as Very Good or Good.	78%	81%
Plan review	n = 1,805	n = 335
Did the person from the NDIS understand how your disability affects your life?	76%	73%
Did you feel prepared for your plan review?	84%	85%
Is your NDIS plan helping you to make progress towards your goals?	87%	82%
% of participants rating their overall experience as Very Good or Good.	69%	62%

⁷⁹² 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.9 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{793 794 795}



⁷⁹³ 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.

⁷⁹⁴ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁷⁹⁵ Participant satisfaction results are not shown if there is insufficient data in the group.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.63 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table L.64 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.63 Complaints by quarter – Australian Capital Territory ^{796 797 798}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	4	0	4	4
Complaint about LAC Partner	36	7	43	41
Complaints about service providers	108	2	110	97
Complaints about the Agency	2,100	136	2,236	1,225
Critical/ Reportable Incident	110	7	117	92
Unclassified	168	0	168	145
Total	2,526	152	2,678	1,421
% of the number of active participants	6.8%	6.7%	6.8%	

⁷⁹⁶ Note that 61% of all complainants made only one complaint, 21% made two complaints and 18% made three or more complaints.

⁷⁹⁷ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁷⁹⁸ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory

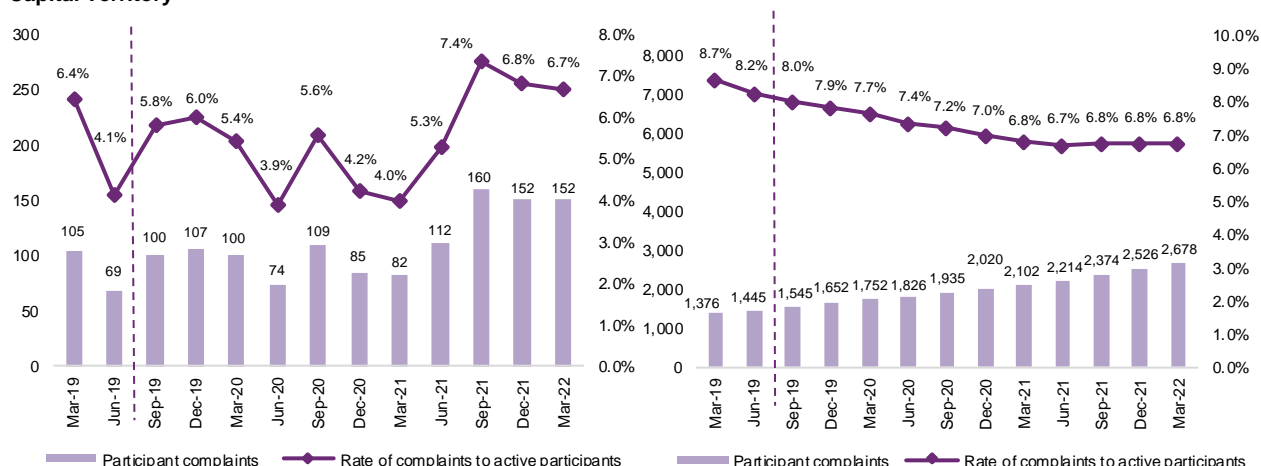


Table L.64 Participant complaints by type – Australian Capital Territory

Complaints by source, subject and type			Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request								
Complaints about the Agency								
Individual needs	190	(9%)	0	(0%)	190	(8%)		
Information unclear	41	(2%)	1	(1%)	42	(2%)		
NDIA Access	37	(2%)	6	(4%)	43	(2%)		
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)		
NDIA Finance	69	(3%)	16	(12%)	85	(4%)		
NDIA Fraud and Compliance	6	(0%)	3	(2%)	9	(0%)		
NDIA Plan	259	(12%)	41	(30%)	300	(13%)		
NDIA Process	100	(5%)	17	(13%)	117	(5%)		
NDIA Resources	12	(1%)	4	(3%)	16	(1%)		
NDIA Staff	63	(3%)	10	(7%)	73	(3%)		
NDIA Timeliness	186	(9%)	35	(26%)	221	(10%)		
Participation, engagement and inclusion	25	(1%)	0	(0%)	25	(1%)		
Provider Portal	8	(0%)	0	(0%)	8	(0%)		
Quality & Safeguards Commission	0	(0%)	1	(1%)	1	(0%)		
Reasonable and necessary supports	134	(6%)	0	(0%)	134	(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	419	(20%)	0	(0%)	419	(19%)		
Other	459	(22%)	2	(1%)	461	(21%)		
Total	2,100		136		2,236			
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	(2%)		

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Plan	8	(22%)	2	(29%)	10	(23%)
LAC Process	6	(17%)	0	(0%)	6	(14%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	15	(42%)	3	(43%)	18	(42%)
LAC Timeliness	6	(17%)	2	(29%)	8	(19%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	36		7		43	
<i>Complaints about service providers</i>						
Provider costs.	7	(6%)	0	(0%)	7	(6%)
Provider Finance	3	(3%)	0	(0%)	3	(3%)
Provider Fraud and Compliance	4	(4%)	0	(0%)	4	(4%)
Provider process	15	(14%)	0	(0%)	15	(14%)
Provider Service	13	(12%)	1	(50%)	14	(13%)
Provider Staff	8	(7%)	0	(0%)	8	(7%)
Service Delivery	19	(18%)	0	(0%)	19	(17%)
Staff conduct	9	(8%)	0	(0%)	9	(8%)
Supports being provided	13	(12%)	1	(50%)	14	(13%)
Other	17	(16%)	0	(0%)	17	(15%)
Total	108		2		110	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	20	(18%)	1	(14%)	21	(18%)
Allegations against Informal Supports	18	(16%)	0	(0%)	18	(15%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	25	(23%)	2	(29%)	27	(23%)
Provider reporting	47	(43%)	4	(57%)	51	(44%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	110		7		117	
<i>Unclassified</i>	168		0		168	
Participants total	2,526		152		2,678	

Table L.65 AAT Cases by category at 31 March 2022 – Australian Capital Territory

	Prior Quarters		2021-22 Q3		Total	
Category	N	%	N	%	N	%
Access	180	34%	<11		187	30%
Plan	305	57%	69	83%	374	61%
Plan Review	27	5%	<11		27	4%
Other	20	4%	<11		27	4%
Total cases	532	100%	83	100%	615	100%
% of the number of active participants	1.43%		3.66%		1.55%	

Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

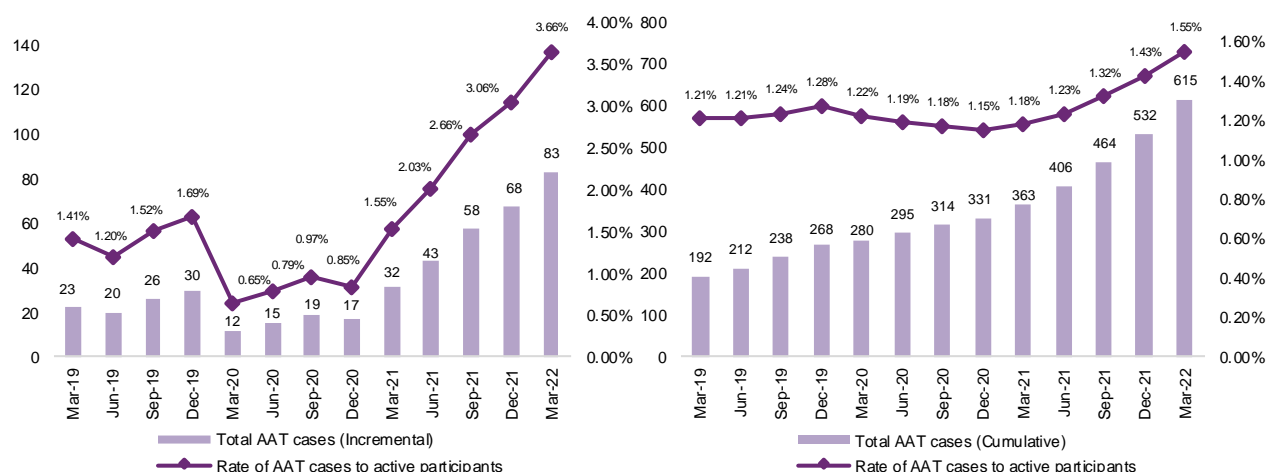


Table L.66 AAT cases by open/closed and decision – Australian Capital Territory ^{799 800}

	Number of cases	Number of unique active participants
AAT Cases	615	563
Open AAT Cases	190	188
Closed AAT Cases	425	394
<i>Resolved before hearing</i>	<i>405</i>	<i>377</i>
<i>Gone to hearing and received a substantive decision</i>	<i>20</i>	<i>17</i>

⁷⁹⁹ Of the 20 cases which went to hearing and received a substantive decision: 14 affirmed the Agency's decision, 1 varied the Agency's decision and 5 set aside the Agency's decision.

⁸⁰⁰ 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.

Part Four: Providers and the growing market

Table L.67 Key markets indicators by quarter – Australian Capital Territory ^{801 802}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	0.95	0.93
b) Number of providers delivering new types of supports	70	78
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	78%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	93%	93%
<i>Early Childhood Supports (%)</i>	81%	84%
<i>Assist Personal Activities (%)</i>	94%	94%

Table L.68 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – Australian Capital Territory ⁸⁰³

Activity	Number of providers
Active for the first time in 2021-22 Q3	30
Active in 2021-22 Q3 and also in previous quarters	392
Active in 2021-22 Q3	422
Inactive in 2021-22 Q3	999
Active ever	1,421

⁸⁰¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁸⁰² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁸⁰³ Active providers refer to those who have received payment for support Agency-managed participants.

Table L.69 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory ⁸⁰⁴

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	25	0	25	0%
Assistance Animals	16	0	16	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	263	7	270	3%
Group and Centre Based Activities	131	4	135	3%
High Intensity Daily Personal Activities	162	13	175	8%
Household tasks	272	7	279	3%
Interpreting and translation	25	0	25	0%
Participation in community, social and civic activities	263	5	268	2%
Assistive Technology				
Assistive equipment for recreation	43	2	45	5%
Assistive products for household tasks	34	0	34	0%
Assistance products for personal care and safety	321	8	329	2%
Communication and information equipment	86	3	89	3%
Customised Prosthetics	116	2	118	2%
Hearing Equipment	36	0	36	0%
Hearing Services	14	0	14	0%
Personal Mobility Equipment	165	3	168	2%
Specialised Hearing Services	22	0	22	0%
Vision Equipment	32	0	32	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	309	17	326	6%
Behaviour Support	110	3	113	3%
Community nursing care for high needs	55	2	57	4%
Development of daily living and life skills	147	4	151	3%
Early Intervention supports for early childhood	222	2	224	1%
Exercise Physiology and Physical Wellbeing activities	116	1	117	1%
Innovative Community Participation	46	4	50	9%
Specialised Driving Training	24	2	26	8%
Therapeutic Supports	595	14	609	2%
Capital services				
Home modification design and construction	55	1	56	2%
Specialist Disability Accommodation	11	2	13	18%
Vehicle Modifications	33	0	33	0%
Choice and control support services				
Management of funding for supports in participants plan	168	8	176	5%
Support Coordination	50	2	52	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	55	3	58	5%
Specialised Supported Employment	35	2	37	6%
Total	1,391	30	1,421	2%

⁸⁰⁴ 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.70 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – Australian Capital Territory ⁸⁰⁵

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	13	16	19%	81%	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	32	238	270	12%	88%	100%
Group and Centre Based Activities	14	121	135	10%	90%	100%
High Intensity Daily Personal Activities	18	157	175	10%	90%	100%
Household tasks	63	216	279	23%	77%	100%
Interpreting and translation	4	21	25	16%	84%	100%
Participation in community, social and civic activities	33	235	268	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	5	40	45	11%	89%	100%
Assistive products for household tasks	5	29	34	15%	85%	100%
Assistance products for personal care and safety	35	294	329	11%	89%	100%
Communication and information equipment	14	75	89	16%	84%	100%
Customised Prosthetics	12	106	118	10%	90%	100%
Hearing Equipment	4	32	36	11%	89%	100%
Hearing Services	1	13	14	7%	93%	100%
Personal Mobility Equipment	27	141	168	16%	84%	100%
Specialised Hearing Services	2	20	22	9%	91%	100%
Vision Equipment	4	28	32	13%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	45	281	326	14%	86%	100%
Behaviour Support	22	91	113	19%	81%	100%
Community nursing care for high needs	5	52	57	9%	91%	100%
Development of daily living and life skills	18	133	151	12%	88%	100%
Early Intervention supports for early childhood	66	158	224	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	28	89	117	24%	76%	100%
Innovative Community Participation	14	36	50	28%	72%	100%
Specialised Driving Training	3	23	26	12%	88%	100%
Therapeutic Supports	185	424	609	30%	70%	100%
Capital services						
Home modification design and construction	4	52	56	7%	93%	100%
Specialist Disability Accommodation	0	13	13	0%	100%	100%
Vehicle Modifications	3	30	33	9%	91%	100%
Choice and control support services						
Management of funding for supports in participants plan	26	150	176	15%	85%	100%
Support Coordination	10	42	52	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	53	58	9%	91%	100%
Specialised Supported Employment	2	35	37	5%	95%	100%
Total	320	1,101	1,421	23%	77%	100%

⁸⁰⁵ Ibid.

Table L.71 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – Australian Capital Territory⁸⁰⁶

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	2	0	2	0%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	61	4	65	6%
Assistance with travel/transport arrangements	21	1	22	5%
Daily Personal Activities	103	7	110	6%
Group and Centre Based Activities	47	4	51	8%
High Intensity Daily Personal Activities	49	13	62	21%
Household tasks	84	7	91	8%
Interpreting and translation	9	0	9	0%
Participation in community, social and civic activities	112	5	117	4%
Assistive Technology				
Assistive equipment for recreation	1	2	3	67%
Assistive products for household tasks	5	0	5	0%
Assistance products for personal care and safety	87	8	95	8%
Communication and information equipment	20	3	23	13%
Customised Prosthetics	21	2	23	9%
Hearing Equipment	9	0	9	0%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	36	3	39	8%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	8	0	8	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	130	17	147	12%
Behaviour Support	40	3	43	7%
Community nursing care for high needs	22	2	24	8%
Development of daily living and life skills	35	4	39	10%
Early Intervention supports for early childhood	64	2	66	3%
Exercise Physiology and Physical Wellbeing activities	40	1	41	2%
Innovative Community Participation	11	4	15	27%
Specialised Driving Training	9	2	11	18%
Therapeutic Supports	153	14	167	8%
Capital services				
Home modification design and construction	10	1	11	9%
Specialist Disability Accommodation	4	2	6	33%
Vehicle Modifications	3	0	3	0%
Choice and control support services				
Management of funding for supports in participants plan	100	8	108	7%
Support Coordination	7	2	9	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	19	3	22	14%
Specialised Supported Employment	20	2	22	9%
Total	392	30	422	7%

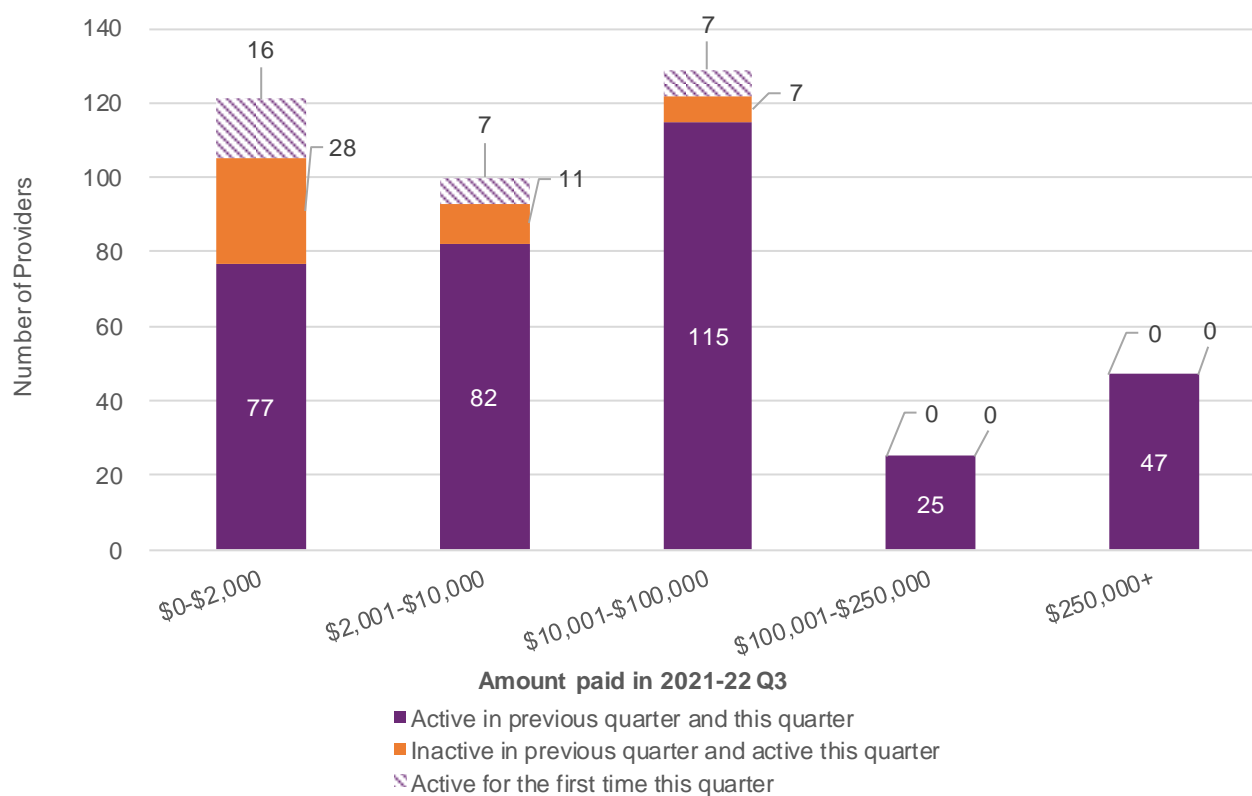
⁸⁰⁶ Ibid.

Table L.72 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – Australian Capital Territory ⁸⁰⁷

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	1	5	6	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	4	61	65	6%	94%	100%
Assistance with travel/transport arrangements	2	20	22	9%	91%	100%
Daily Personal Activities	13	97	110	12%	88%	100%
Group and Centre Based Activities	7	44	51	14%	86%	100%
High Intensity Daily Personal Activities	7	55	62	11%	89%	100%
Household tasks	14	77	91	15%	85%	100%
Interpreting and translation	2	7	9	22%	78%	100%
Participation in community, social and civic activities	12	105	117	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	1	2	3	33%	67%	100%
Assistive products for household tasks	0	5	5	0%	100%	100%
Assistance products for personal care and safety	15	80	95	16%	84%	100%
Communication and information equipment	5	18	23	22%	78%	100%
Customised Prosthetics	0	23	23	0%	100%	100%
Hearing Equipment	2	7	9	22%	78%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	4	35	39	10%	90%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	2	6	8	25%	75%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	19	128	147	13%	87%	100%
Behaviour Support	3	40	43	7%	93%	100%
Community nursing care for high needs	3	21	24	13%	88%	100%
Development of daily living and life skills	5	34	39	13%	87%	100%
Early Intervention supports for early childhood	10	56	66	15%	85%	100%
Exercise Physiology and Physical Wellbeing activities	5	36	41	12%	88%	100%
Innovative Community Participation	5	10	15	33%	67%	100%
Specialised Driving Training	0	11	11	0%	100%	100%
Therapeutic Supports	33	134	167	20%	80%	100%
Capital services						
Home modification design and construction	1	10	11	9%	91%	100%
Specialist Disability Accommodation	0	6	6	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	16	92	108	15%	85%	100%
Support Coordination	0	9	9	0%	100%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	20	22	9%	91%	100%
Specialised Supported Employment	2	20	22	9%	91%	100%
Total	64	358	422	15%	85%	100%

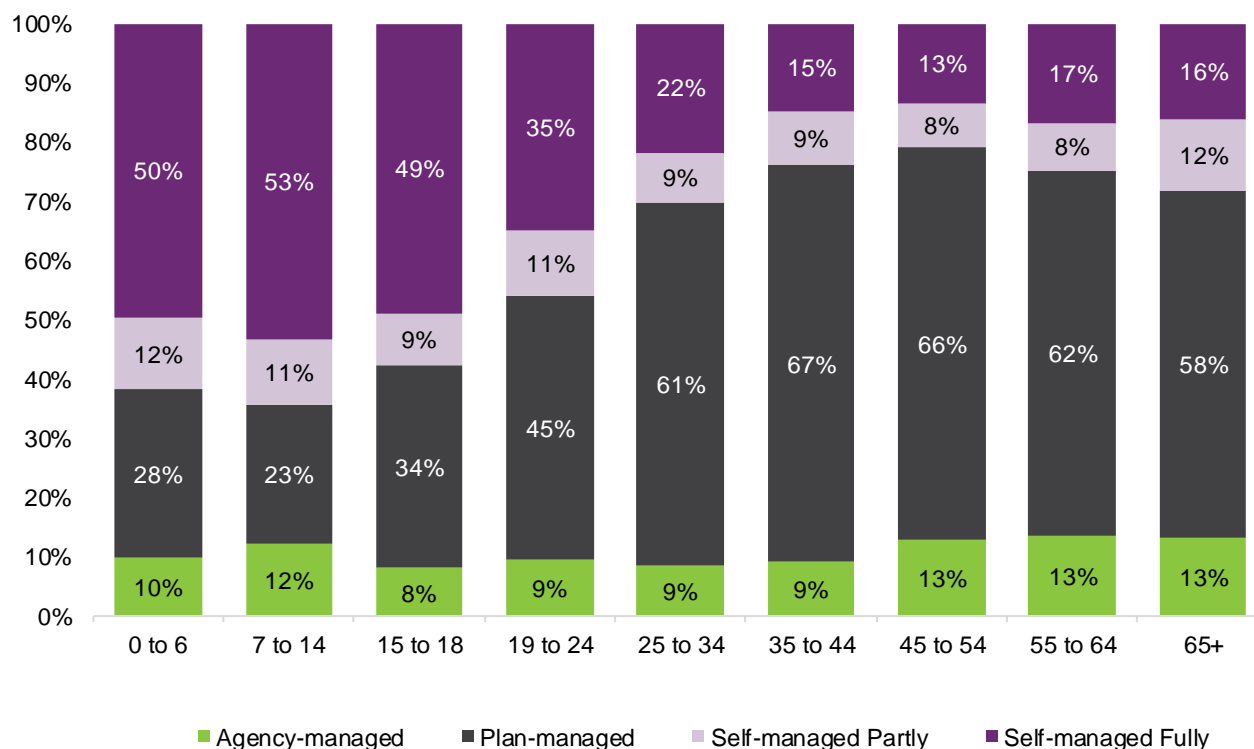
⁸⁰⁷ Ibid.

Figure L.12 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – Australian Capital Territory ⁸⁰⁸



⁸⁰⁸ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure L.13 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – Australian Capital Territory ^{809 810}



⁸⁰⁹ For the total number of active participants in each age group, see Table L.18.

⁸¹⁰ 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.14 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – Australian Capital Territory ^{811 812}

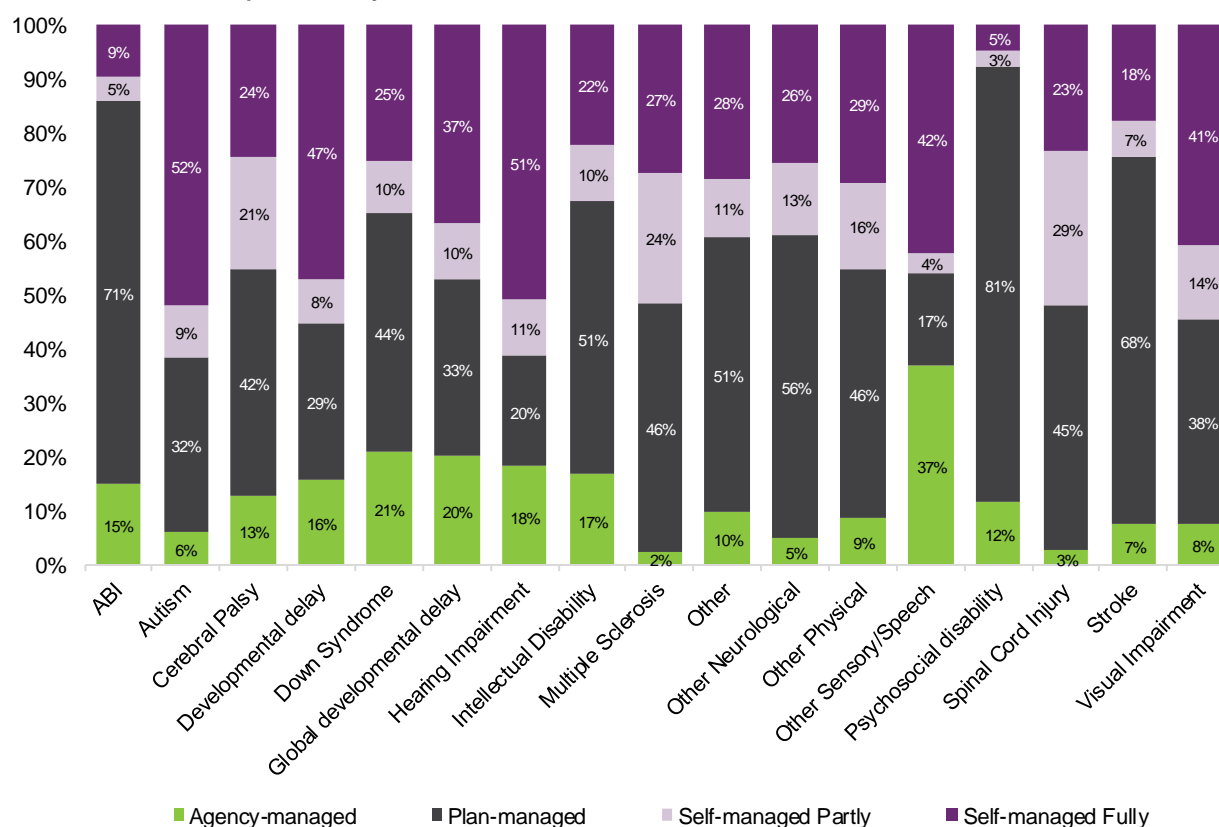


Table L.73 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁸¹³

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	36%	30%	35%
Self-managed partly	10%	10%	10%
Plan-managed	43%	50%	44%
Agency-managed	11%	10%	11%
Total	100%	100%	100%

⁸¹¹ For the total number of active participants in each primary disability group, see Table L.14.

⁸¹² 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.

⁸¹³ Ibid.

Figure L.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁸¹⁴

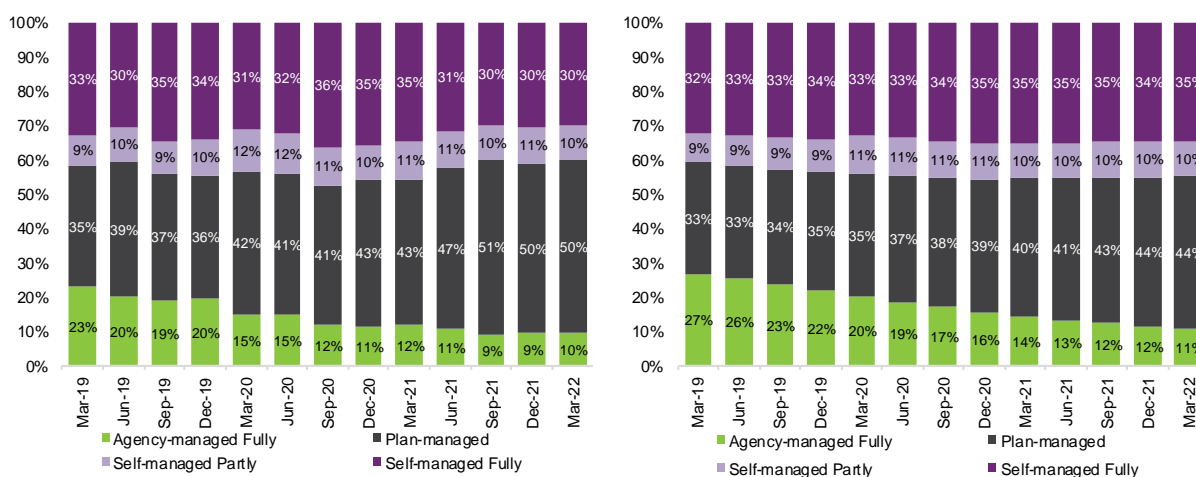


Table L.74 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2021-22 Q3	Total
Self-managed	19%	20%	19%
Plan-managed	45%	53%	46%
Agency-managed	35%	27%	34%
Total	100%	100%	100%

Figure L.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory

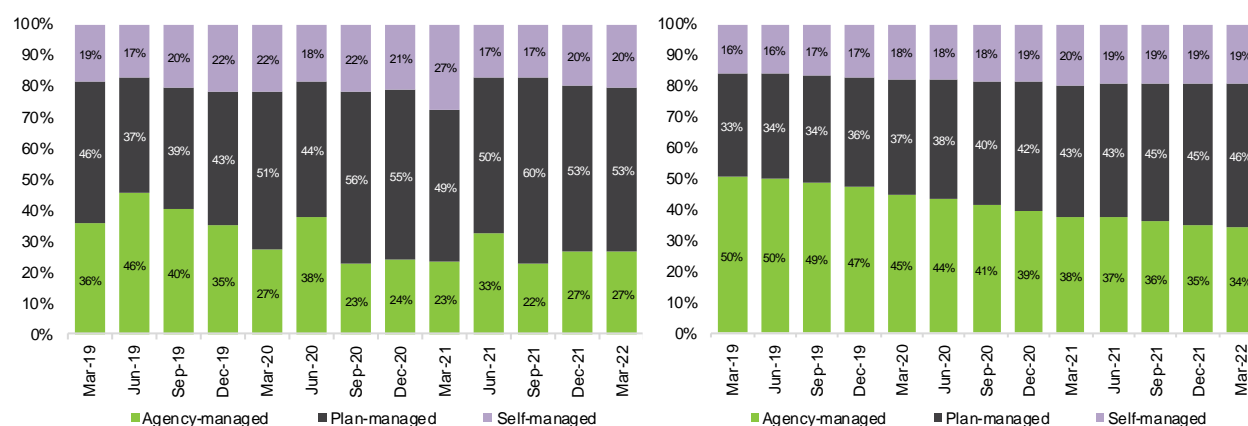


Table L.75 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2021-22 Q3	Total
Support coordination	36%	46%	38%

⁸¹⁴ 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.76 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory ⁸¹⁵

Plan activation	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Less than 30 days	3,212	60%	173	63%	3,385	60%
30 to 59 days	799	15%	34	12%	833	15%
60 to 89 days	363	7%	11	4%	374	7%
Activated within 90 days	4,374	81%	218	80%	4,592	81%
90 to 119 days	184	3%	11	4%	195	3%
120 days and over	669	12%	19	7%	688	12%
Activated after 90 days	853	16%	30	11%	883	16%
No payments	158	3%	25	9%	183	3%
Total plans approved	5,385	100%	273	100%	5,658	100%

⁸¹⁵ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.77 Proportion of participants who have activated within 12 months at 31 March 2022 – Australian Capital Territory ⁸¹⁶

	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	336	356	94%
Not Aboriginal and Torres Strait Islander	6,461	6,719	96%
Not Stated	1,010	1,065	95%
Total	7,807	8,140	96%
by Culturally and Linguistically Diverse status			
CALD	836	871	96%
Not CALD	6,904	7,202	96%
Not Stated	67	67	100%
Total	7,807	8,140	96%
by Remoteness			
Major Cities	7,796	8,129	96%
Regional	<11	<11	100%
Remote	<11	<11	100%
Missing	<11	<11	100%
Total	7,807	8,140	96%
by Primary Disability type			
Autism	2,583	2,686	96%
Intellectual disability (including Down syndrome)	1,357	1,411	96%
Psychosocial disability	972	1,001	97%
Developmental delay (including global developmental delay)	597	622	96%
Other	2,298	2,420	95%
Total	7,807	8,140	96%
by Gender			
Male	4,652	4,877	95%
Female	3,076	3,182	97%
Other	79	81	98%
Total	7,807	8,140	96%
by Age Group			
0-6	760	790	96%
7-14	2,124	2,192	97%
15-18	655	710	92%
19-24	732	801	91%
25-34	696	731	95%
35-44	712	729	98%
45-54	789	812	97%
55-64	849	868	98%
65+	490	507	97%
Missing	<11	<11	100%
Total	7,807	8,140	96%

⁸¹⁶ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
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Table L.78 Distribution of plans by utilisation – Australian Capital Territory ^{817 818}

Plan utilisation	Total
0 to 50%	34%
50% to 75%	22%
> 75%	44%
Total	100%

Table L.79 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory

⁸¹⁹

	Prior Quarters	2021-22 Q3	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	68%	71%	69%
Lifelong Learning	32%	32%	32%
Other	23%	27%	24%
Non-categorised	11%	8%	11%
Any mainstream service	95%	95%	95%

⁸¹⁷ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁸¹⁸ 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.

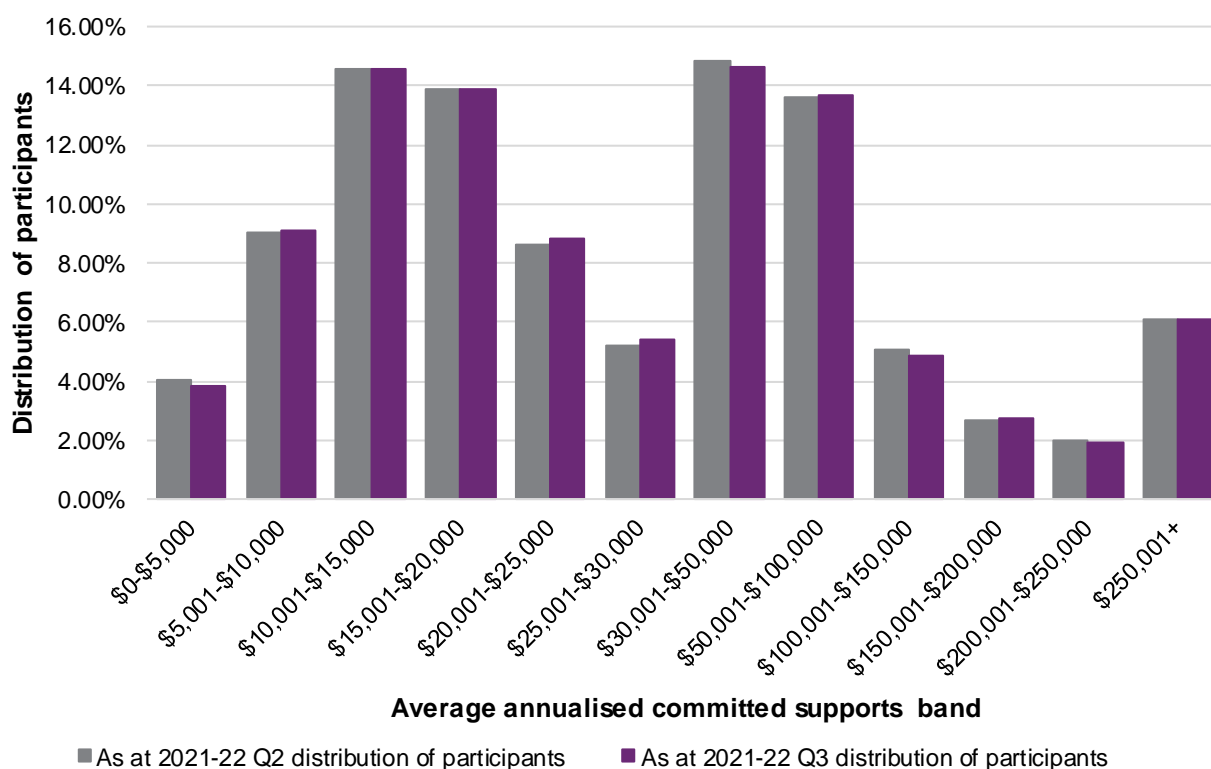
⁸¹⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table L.80 Committed supports by financial year (\$m) – Australian Capital Territory ⁸²⁰

	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	128.9	268.7	306.9	368.7	461.2	551.1	433.6

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Australian Capital Territory



⁸²⁰ 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 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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Australian Capital Territory

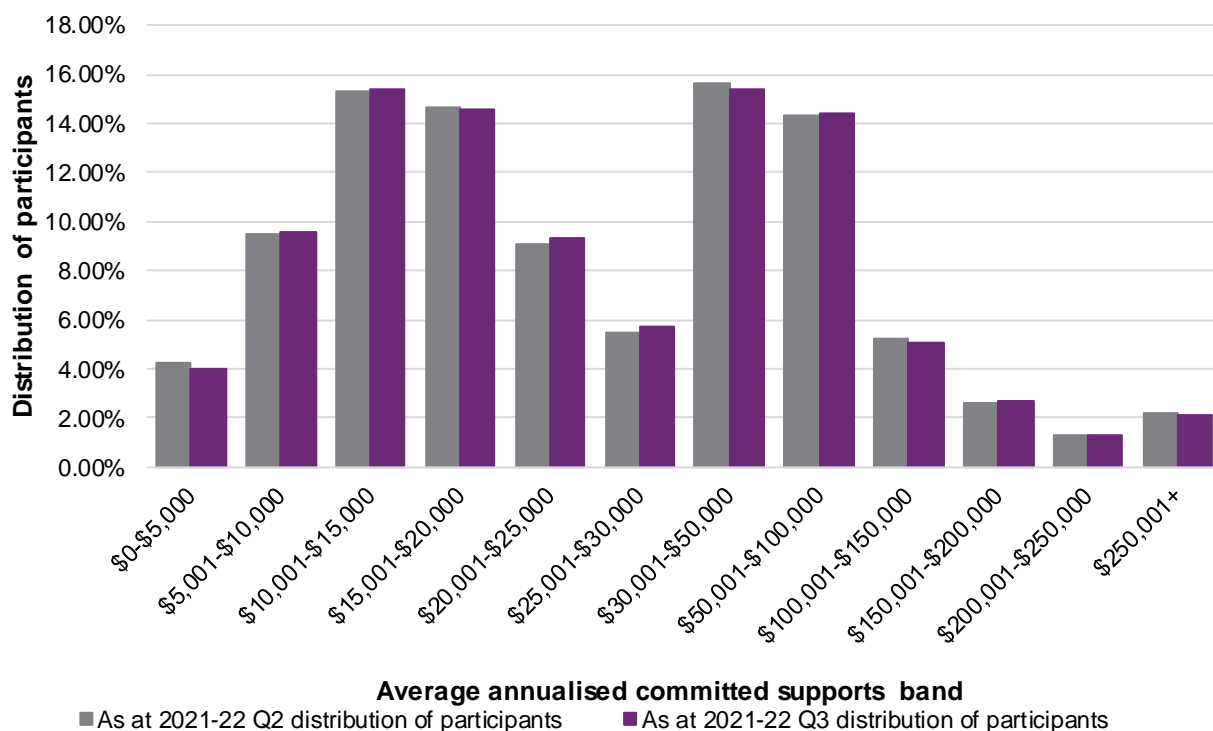
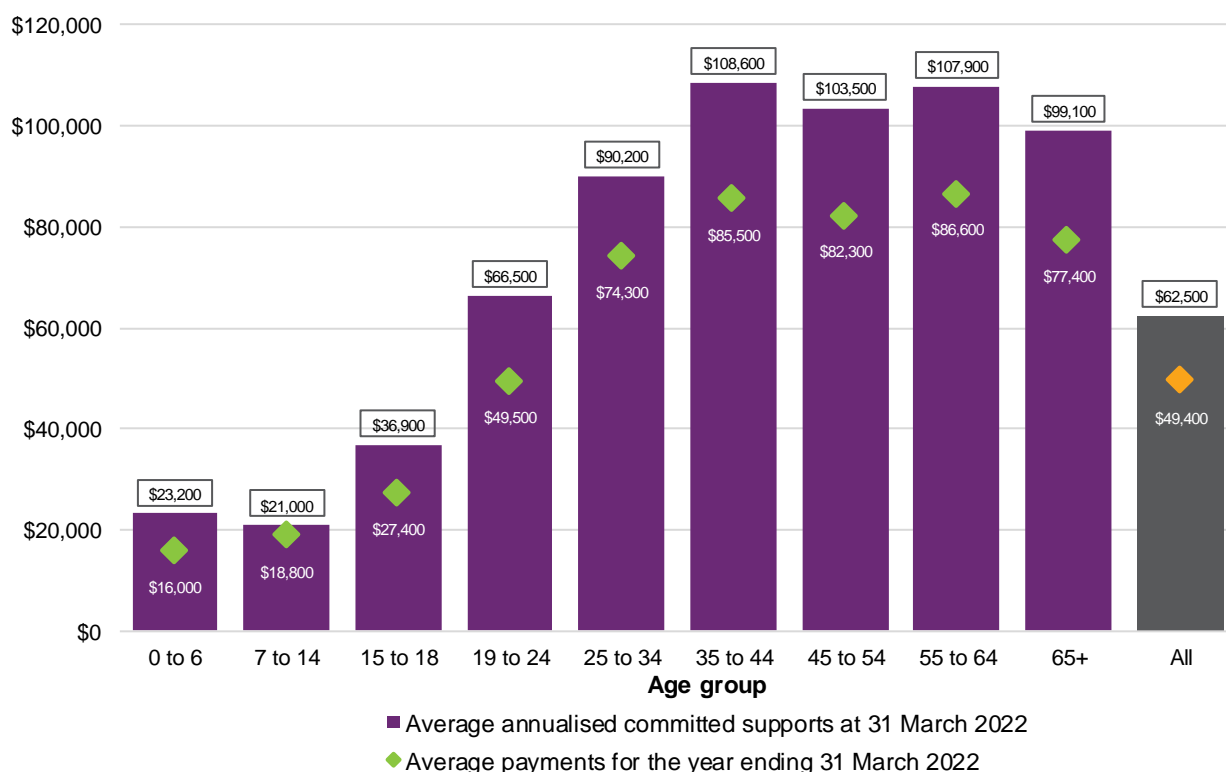


Figure L.19 Average annualised committed supports and average payments by age group as at 31 March 2022 – Australian Capital Territory⁸²¹



⁸²¹ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure L.20 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – Australian Capital Territory ⁸²²

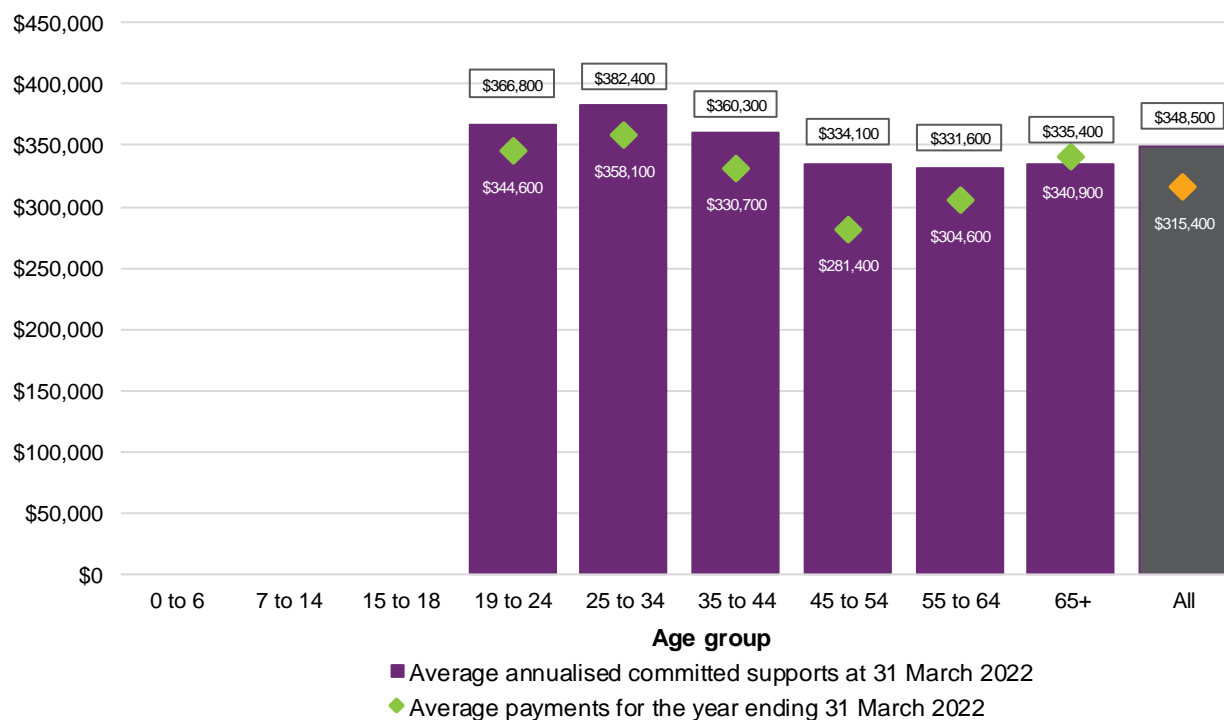
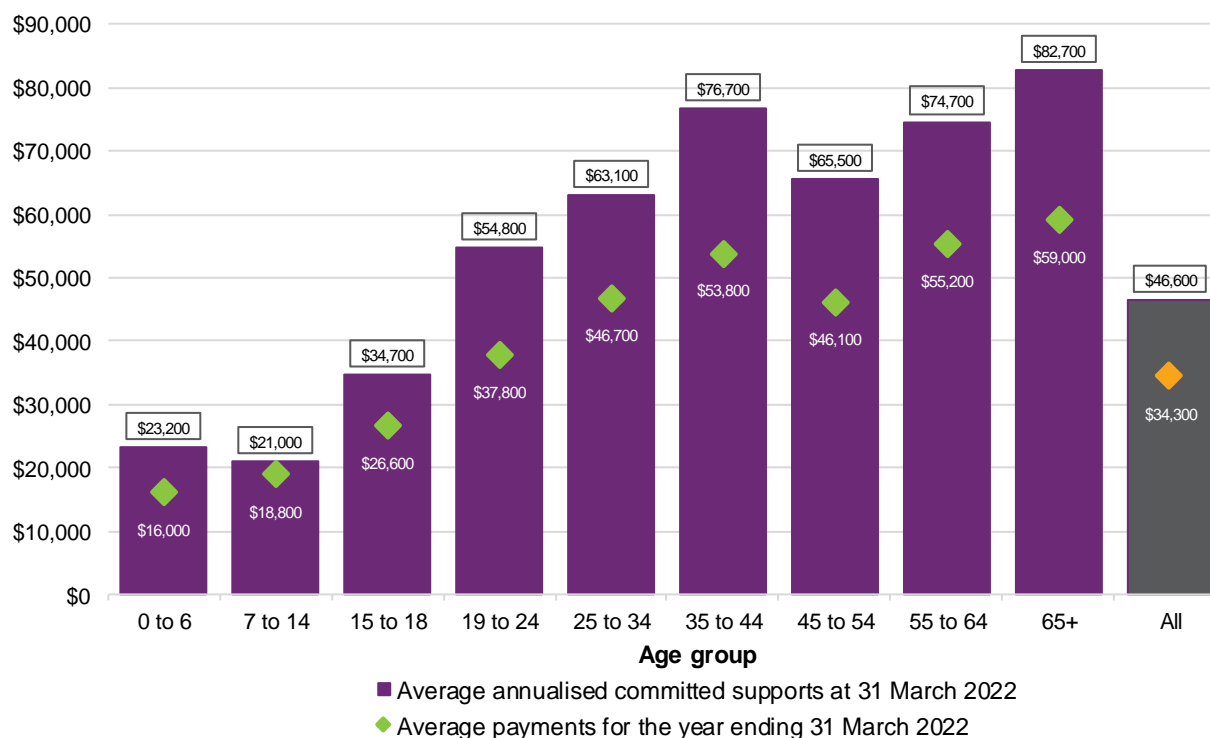


Figure L.21 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – Australian Capital Territory ⁸²³



⁸²² Ibid.

⁸²³ Ibid.

Figure L.22 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – Australian Capital Territory ⁸²⁴

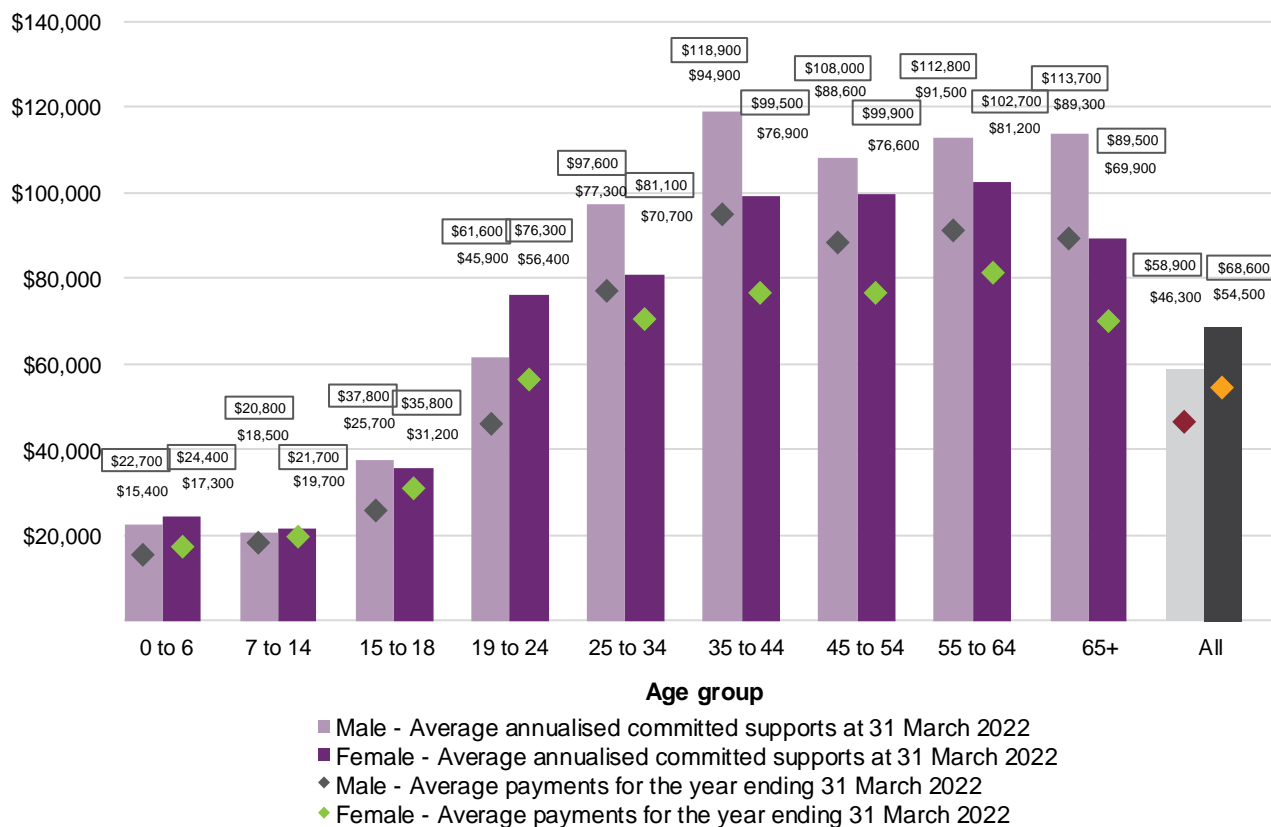
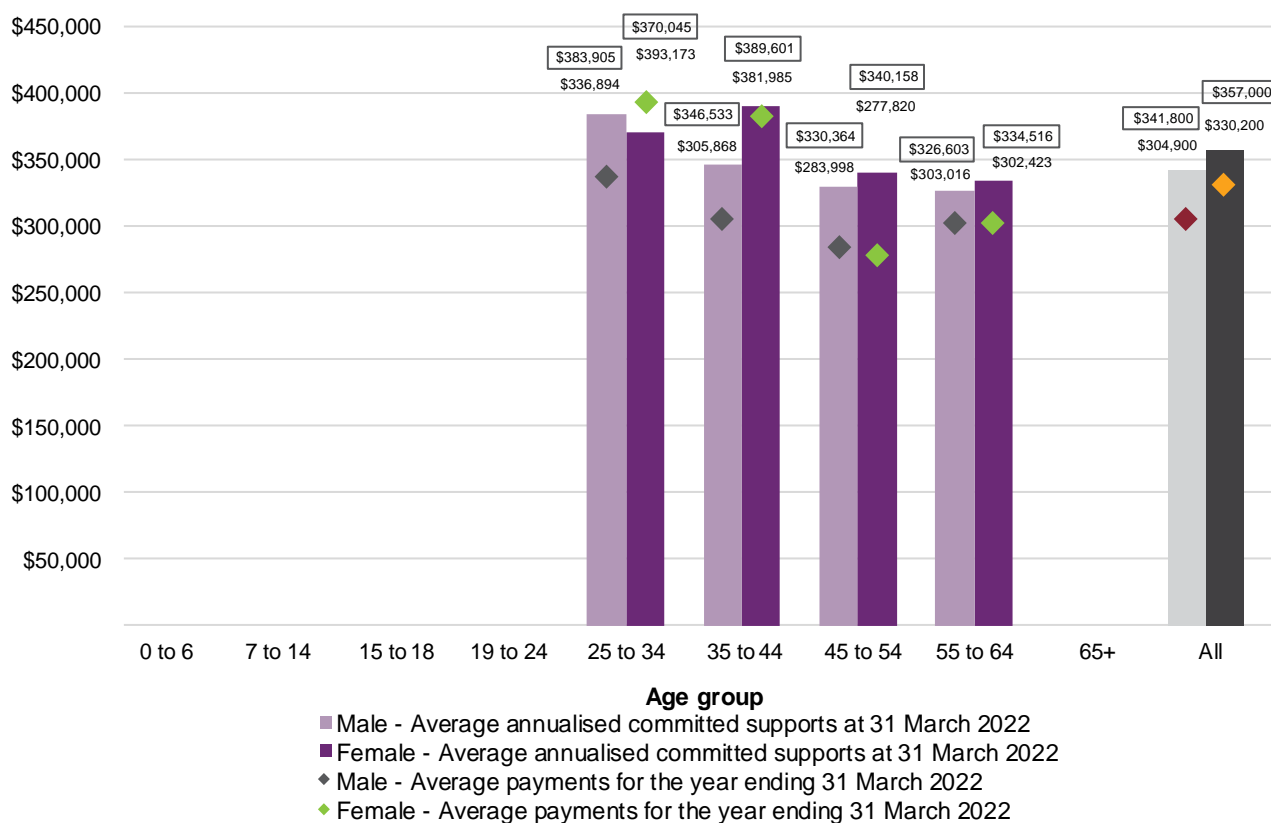


Figure L.23 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – Australian Capital Territory ⁸²⁵



⁸²⁴ Ibid.

⁸²⁵ Ibid.

Figure L.24 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – Australian Capital Territory ⁸²⁶

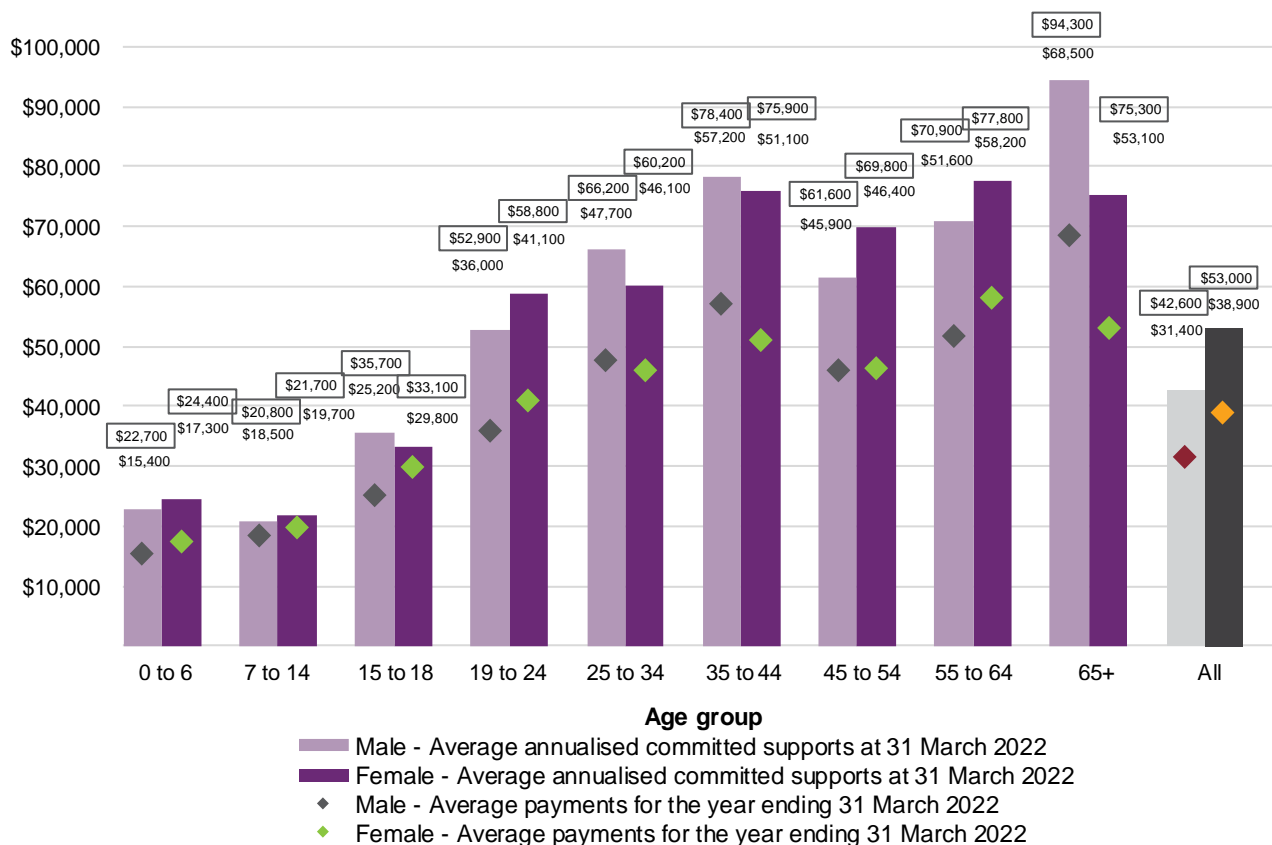
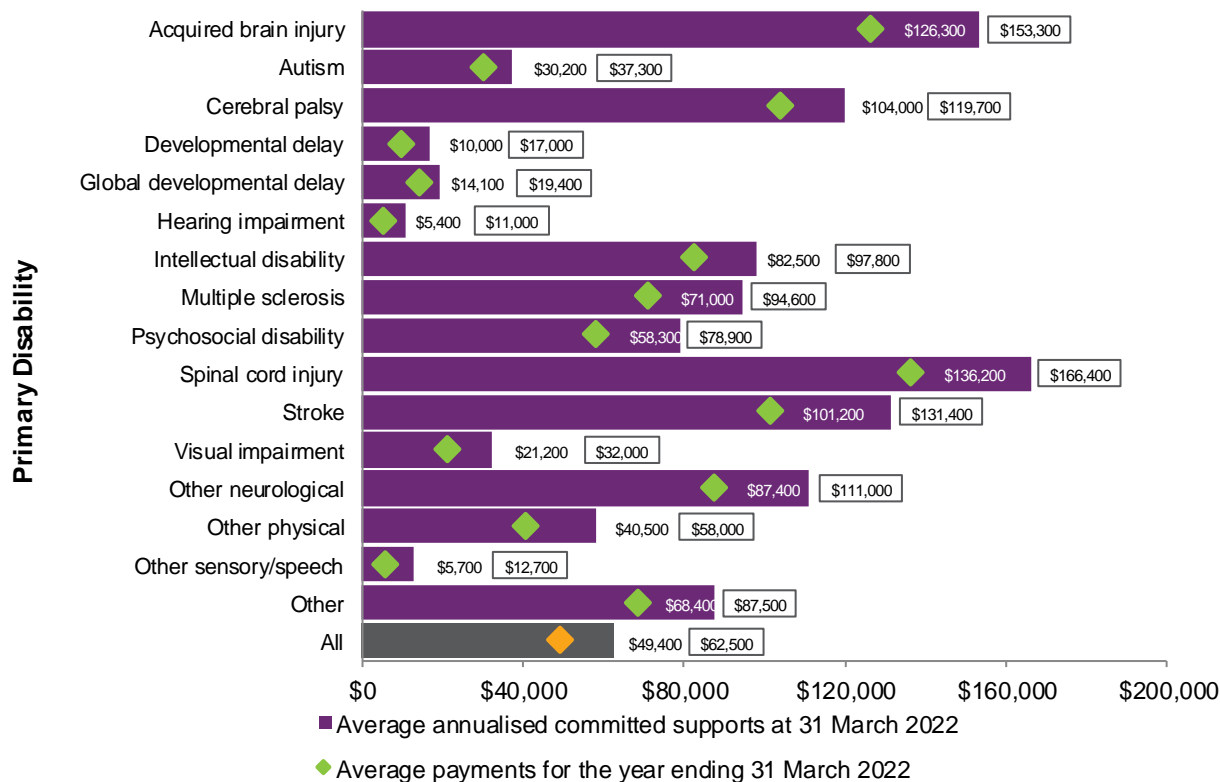


Figure L.25 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – Australian Capital Territory ⁸²⁷



⁸²⁶ Ibid.

⁸²⁷ Ibid.

Figure L.26 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – Australian Capital Territory⁸²⁸

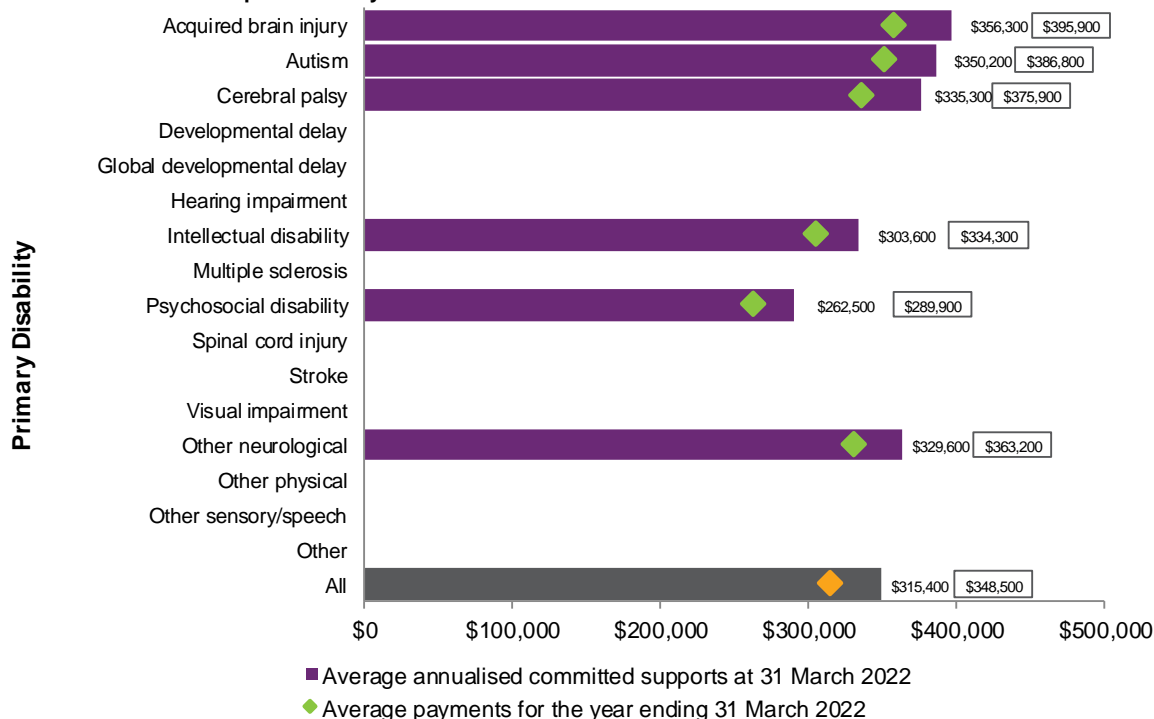
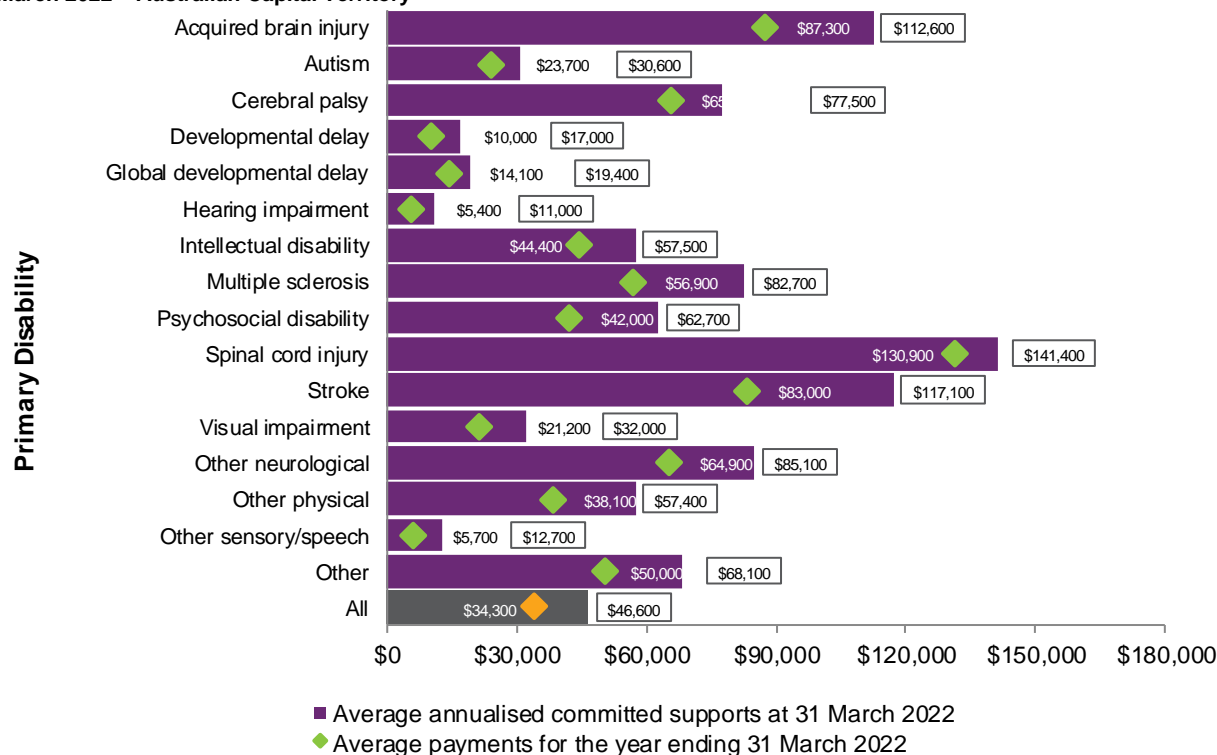


Figure L.27 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – Australian Capital Territory⁸²⁹



⁸²⁸ Ibid.

⁸²⁹ Ibid.

Figure L.28 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – 830

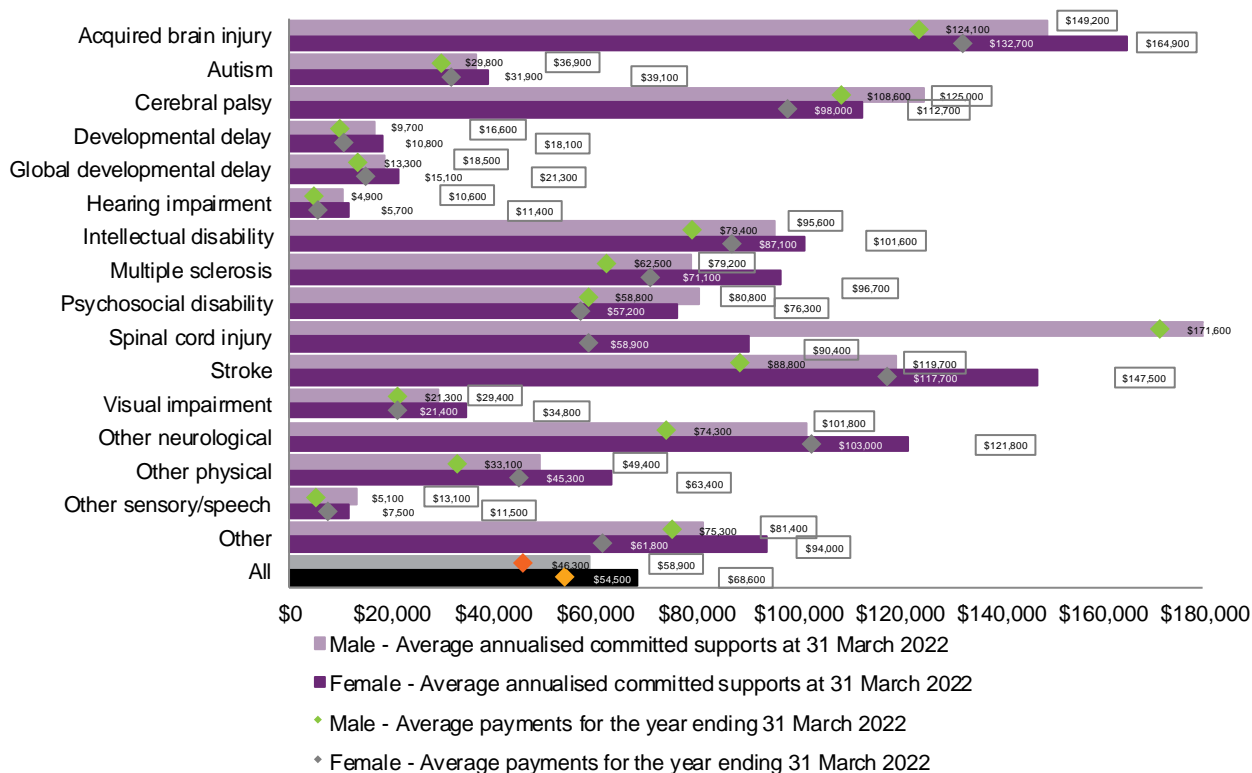
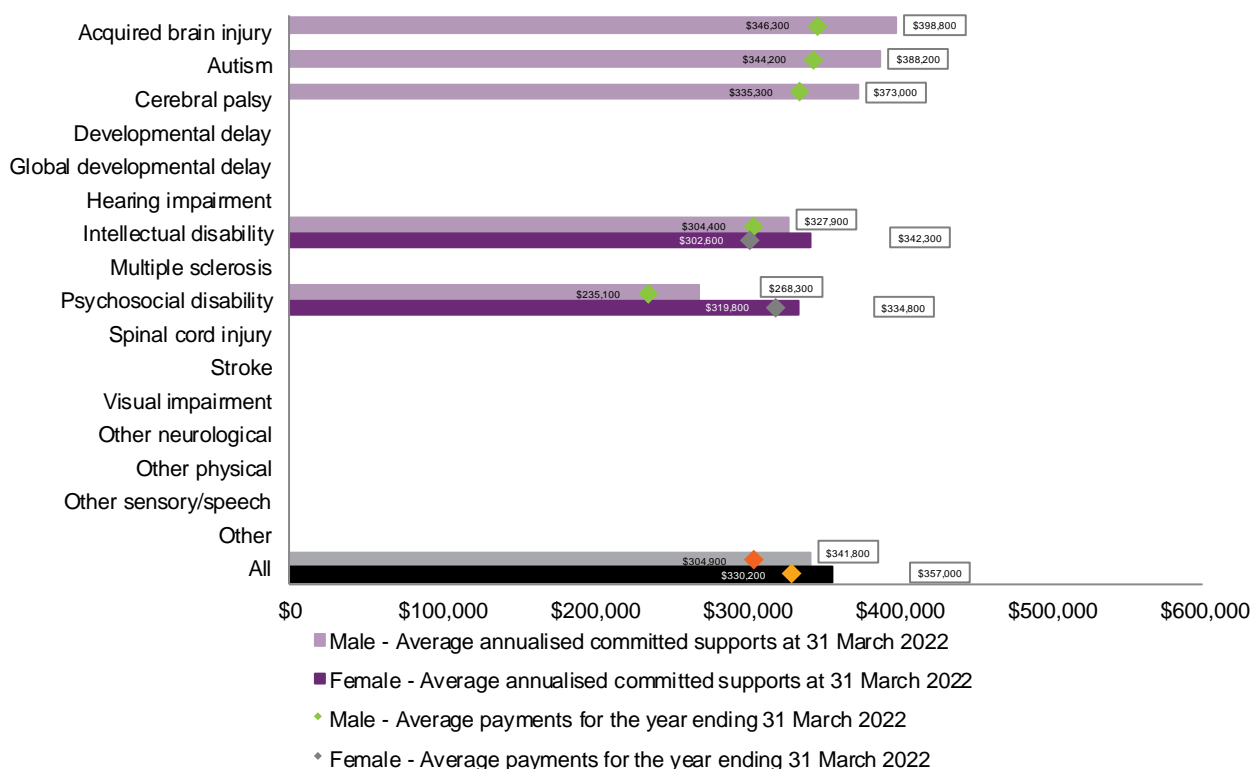


Figure L.29 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – Australian Capital Territory 831



830 Ibid.

831 Ibid.

Figure L.30 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – Australian Capital Territory ⁸³²

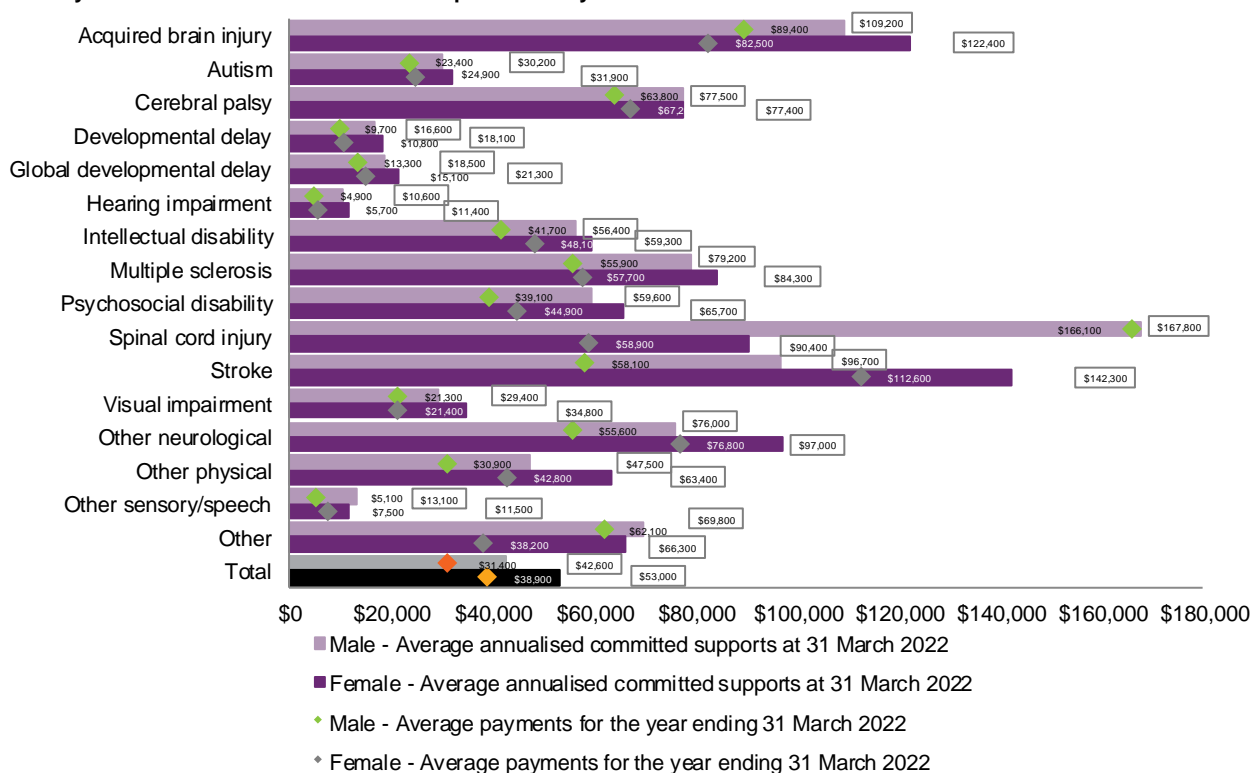
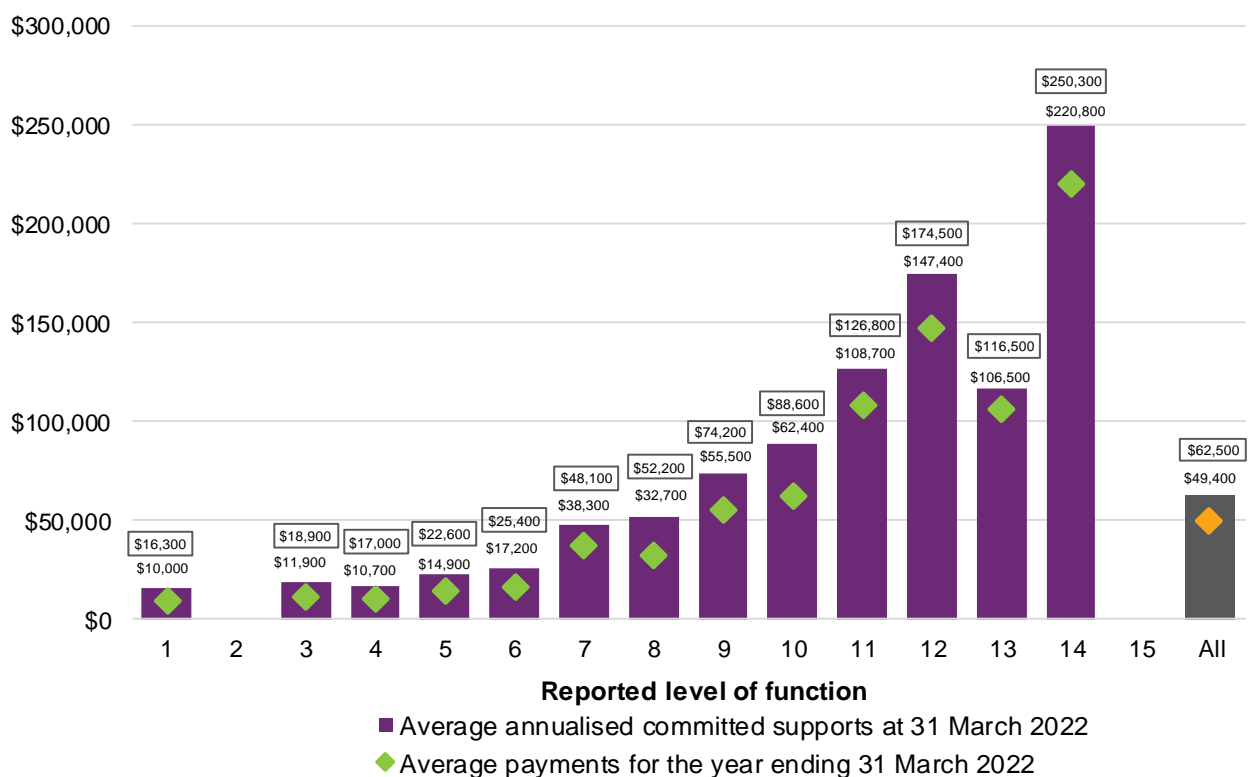


Figure L.31 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – Australian Capital Territory ⁸³³



⁸³² Ibid.

⁸³³ Ibid.

Figure L.32 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – Australian Capital Territory ⁸³⁴

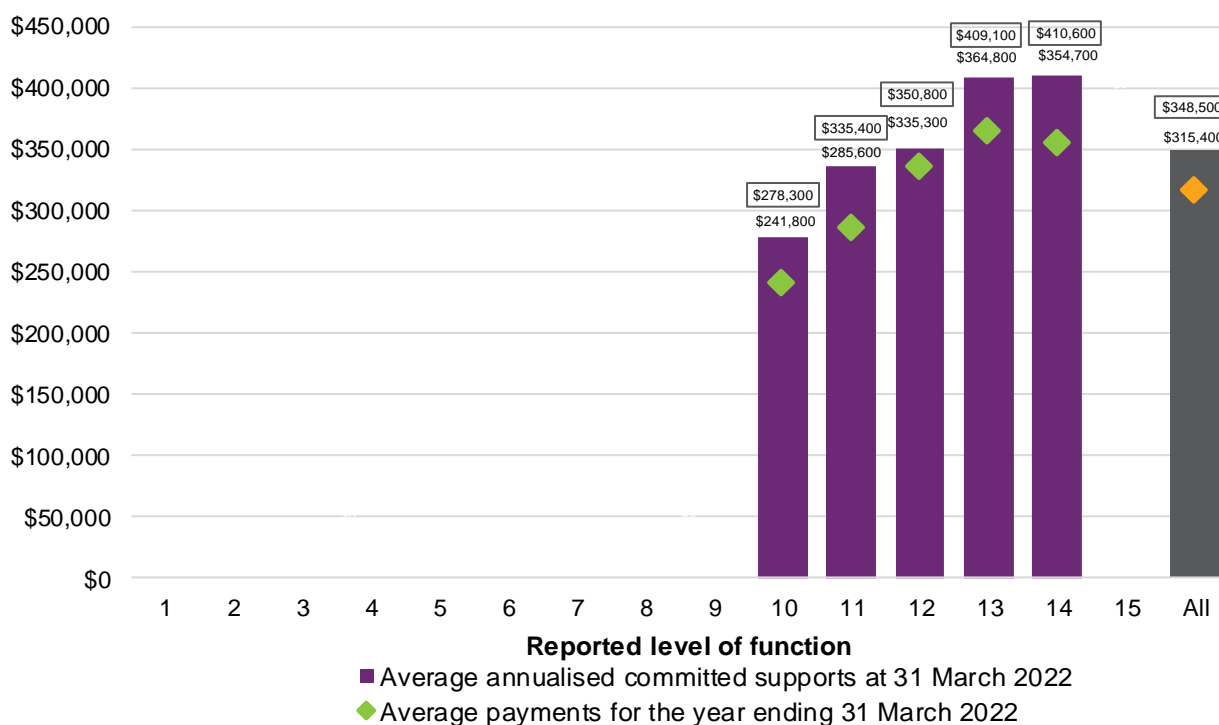
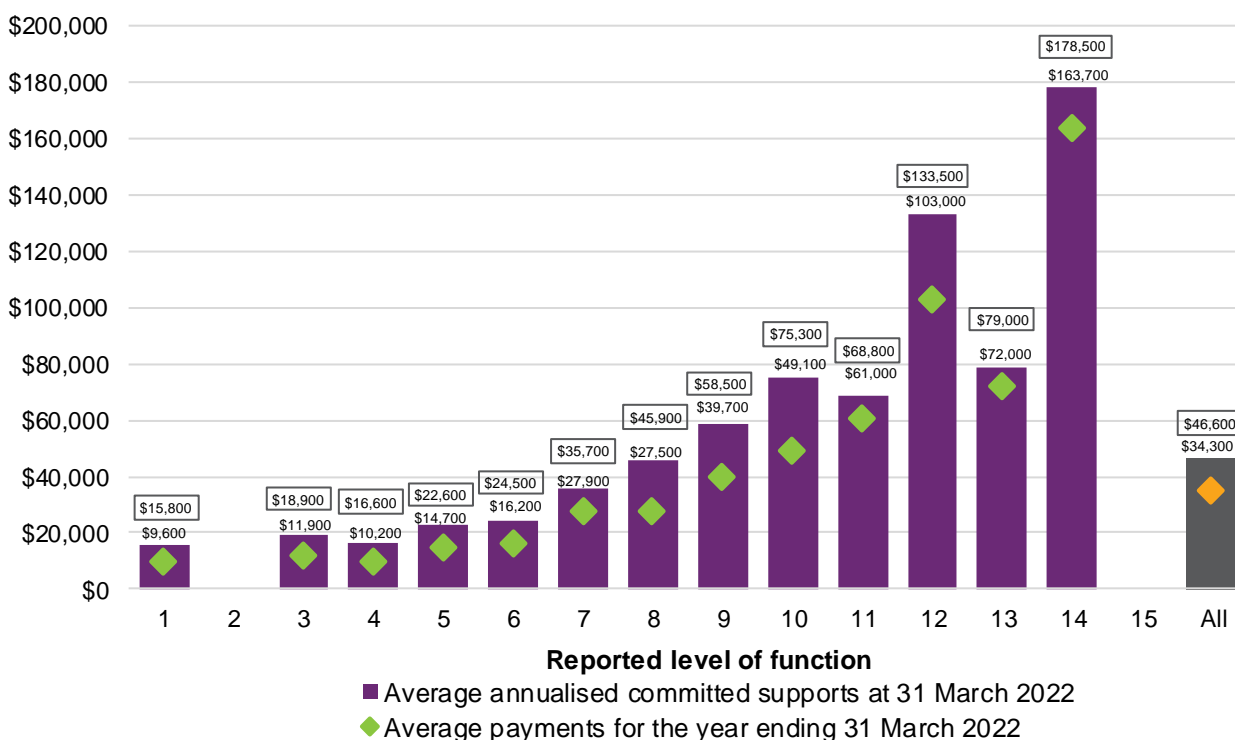


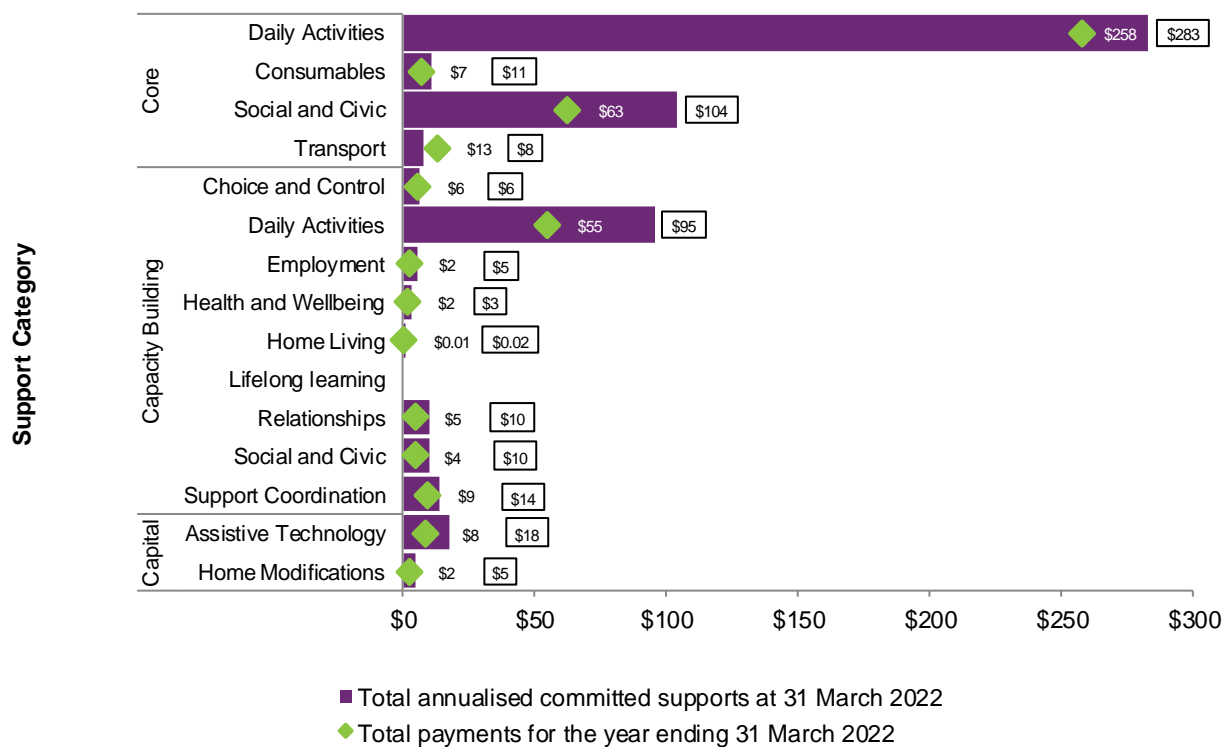
Figure L.33 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – Australian Capital Territory ⁸³⁵



⁸³⁴ Ibid.

⁸³⁵ Ibid.

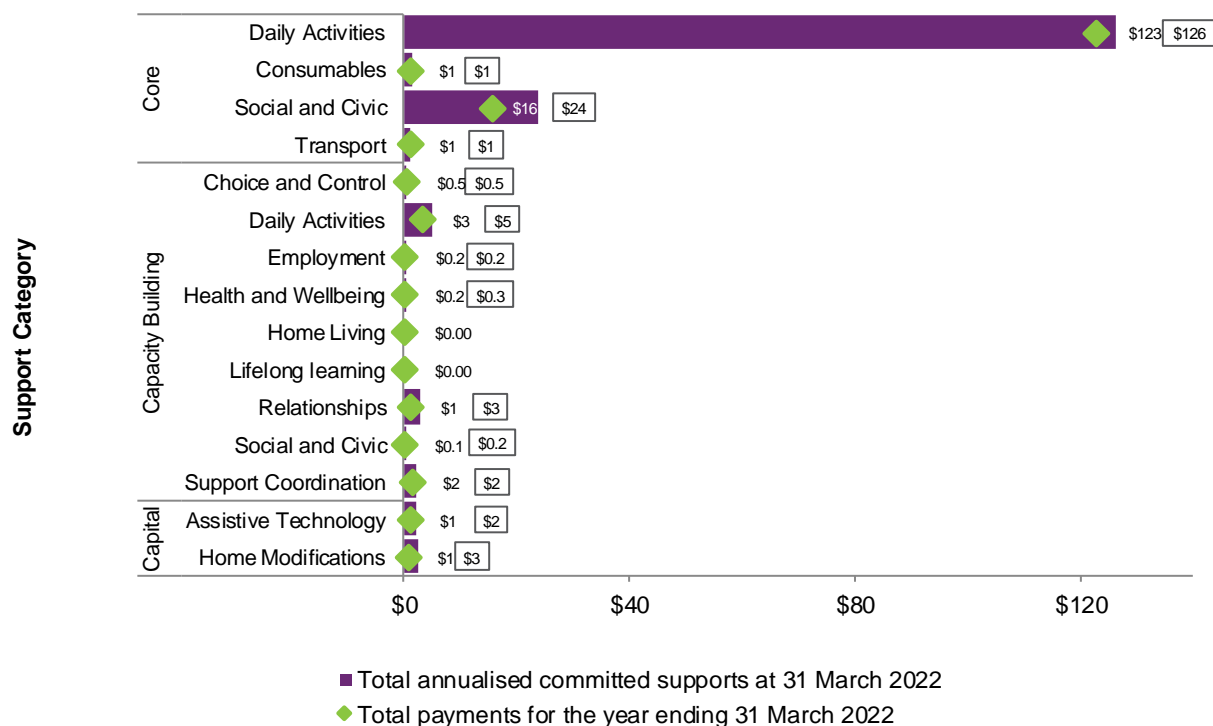
Figure L.34 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – Australian Capital Territory ^{836 837}



⁸³⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁸³⁷ Total payments for home modifications in Australian Capital Territory were \$2m. Of which, \$1m (60%) has been paid for specialised disability accommodation (SDA) supports, and \$1m (40%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$5m. Of which, \$2m (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$3m (55%) has been allocated for non-SDA supports.

Figure L.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – Australian Capital Territory ^{838 839}



⁸³⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁸³⁹ Total payments for home modifications in Australian Capital Territory were \$1m. Of which, \$m (70%) has been paid for specialised disability accommodation (SDA) supports, and \$m (30%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3m. Of which, \$2m (63%) has been allocated for specialised disability accommodation (SDA) supports, and \$1m (37%) has been allocated for non-SDA supports.

Figure L.36 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – Australian Capital Territory ^{840 841}

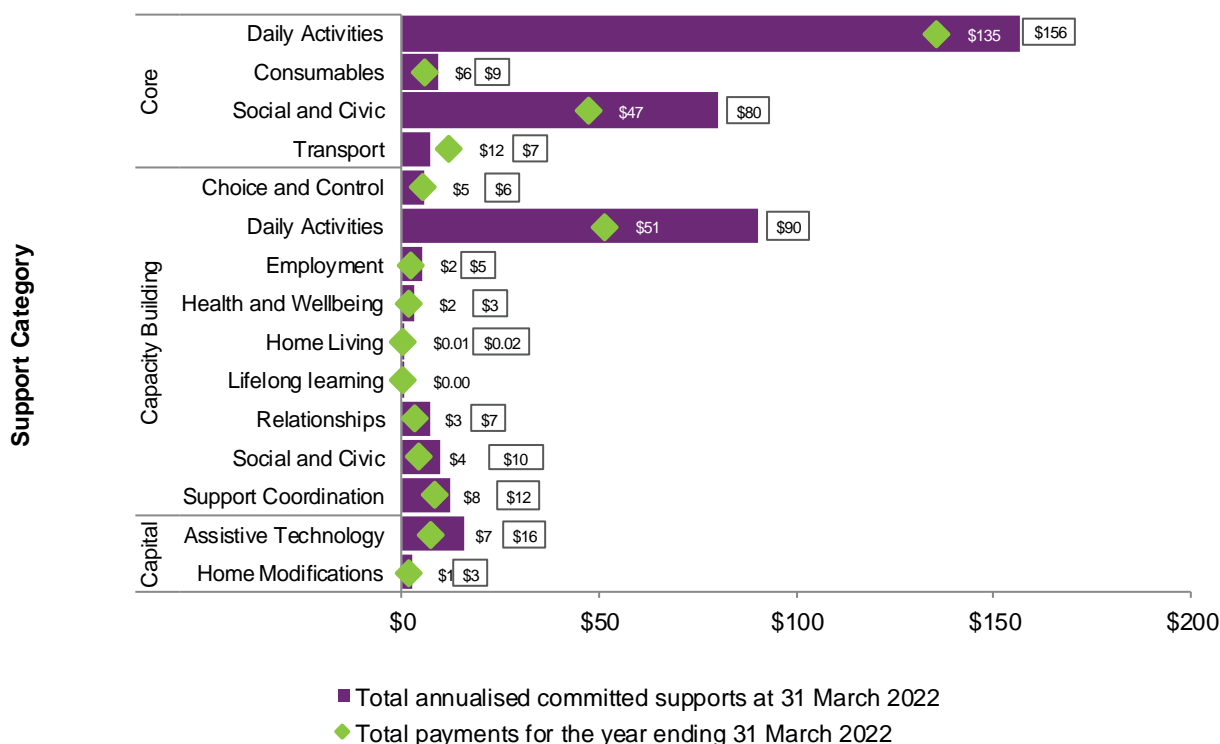


Table L.81 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{842 843}

	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	128.9	268.7	306.9	368.7	461.2	551.1	433.6
Total Paid	0.2	21.1	111.3	182.8	222.2	277.7	337.6	413.5	302.9
% utilised to date	55%	82%	86%	68%	72%	75%	73%	75%	70%

⁸⁴⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁸⁴¹ Total payments for home modifications in Australian Capital Territory were \$1m. Of which, \$1m (44%) has been paid for specialised disability accommodation (SDA) supports, and \$1m (56%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3m. Of which, \$1m (27%) has been allocated for specialised disability accommodation (SDA) supports, and \$2m (73%) has been allocated for non-SDA supports.

⁸⁴² 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 Australian Capital Territory.

⁸⁴³ The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure L.37 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – Australian Capital Territory

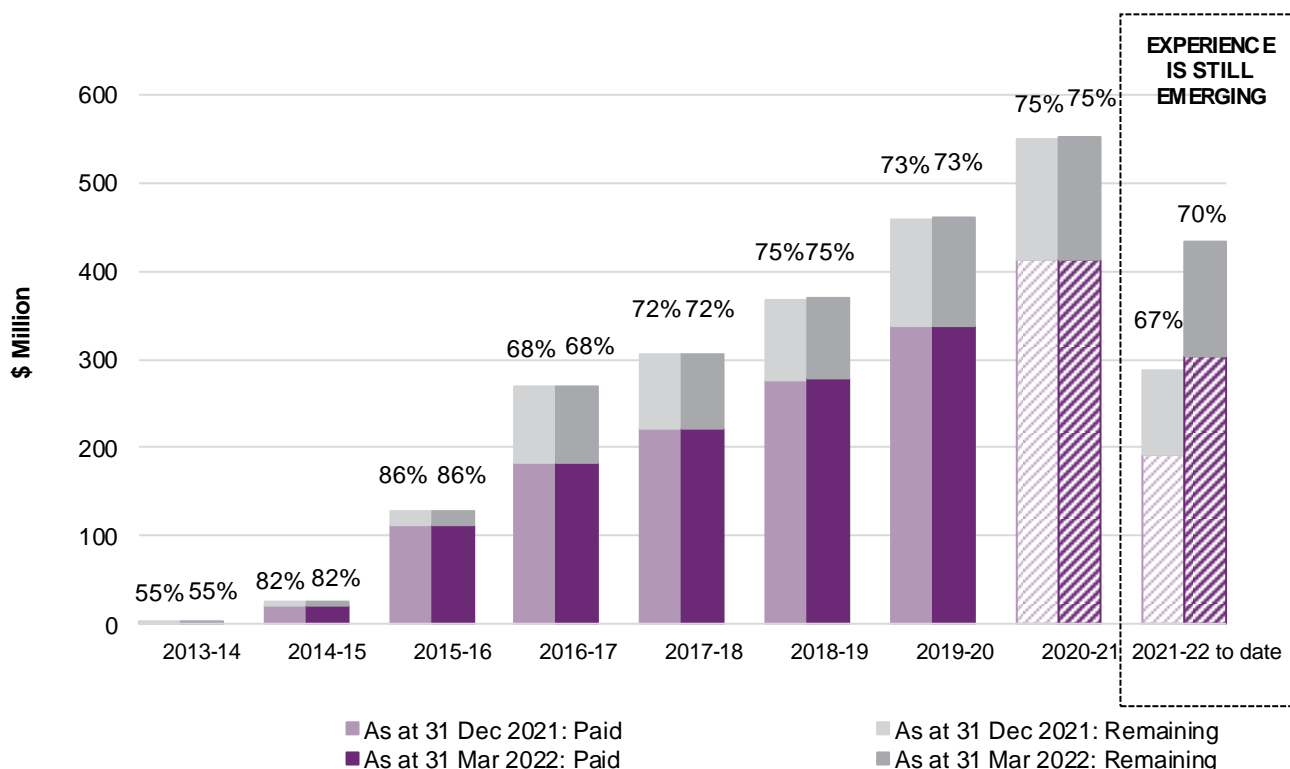
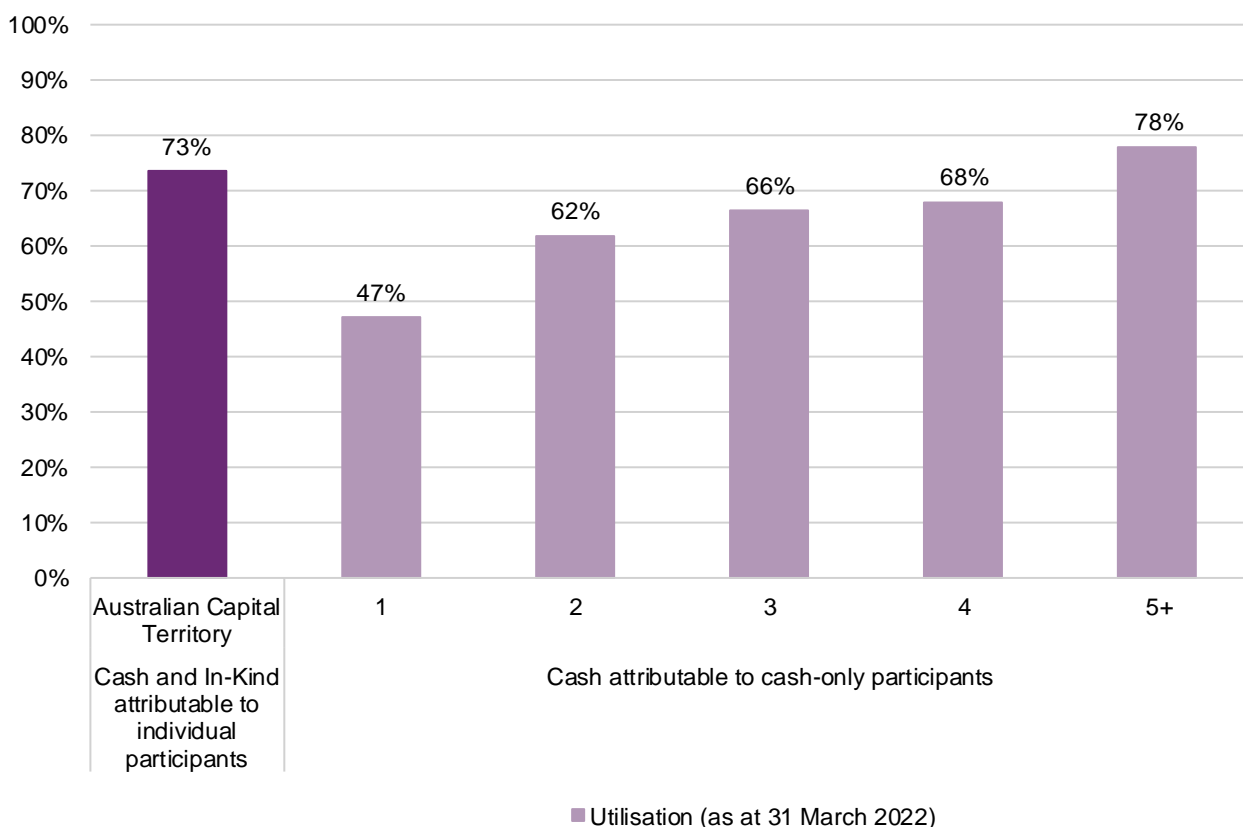


Figure L.38 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – Australian Capital Territory⁸⁴⁴



⁸⁴⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure L.39 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – Australian Capital Territory

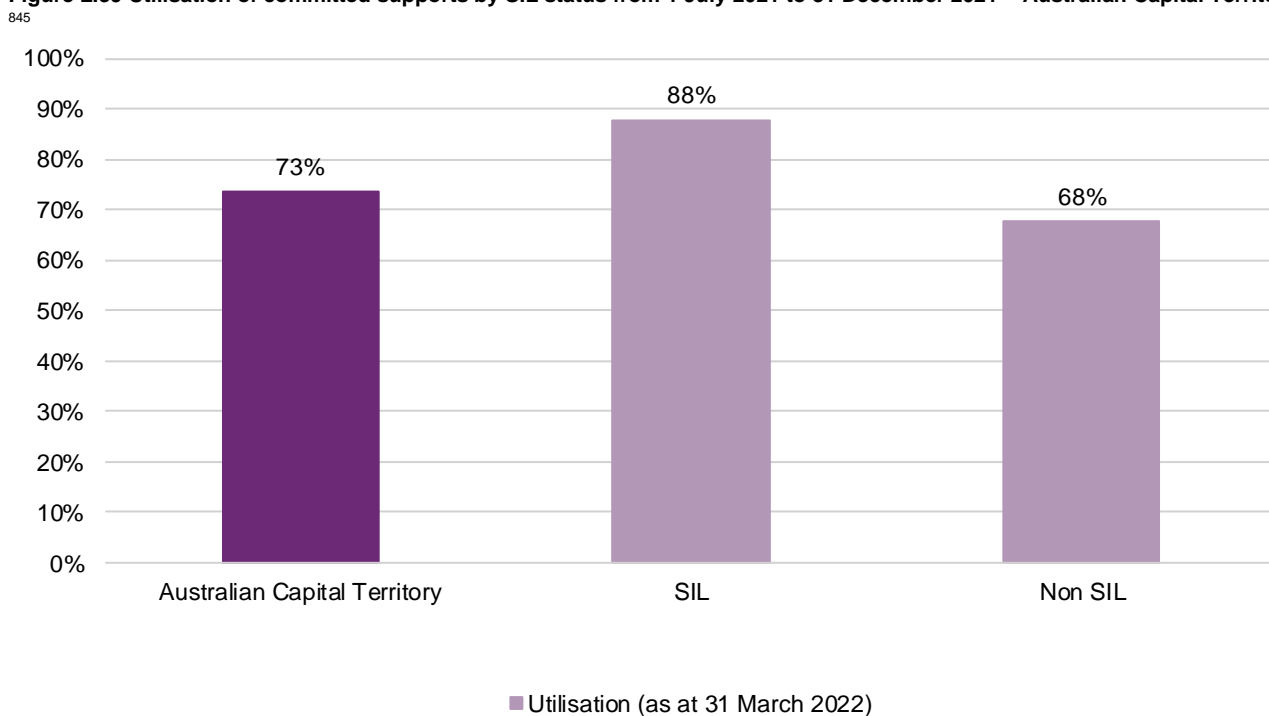
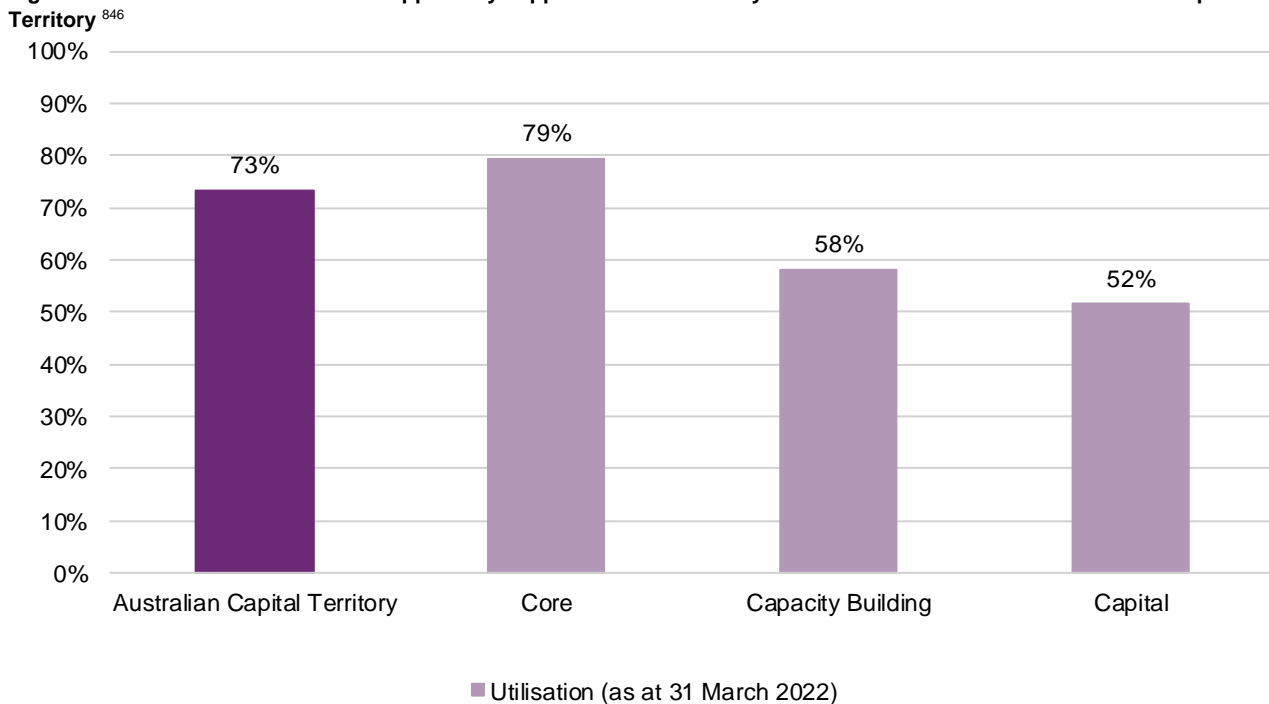


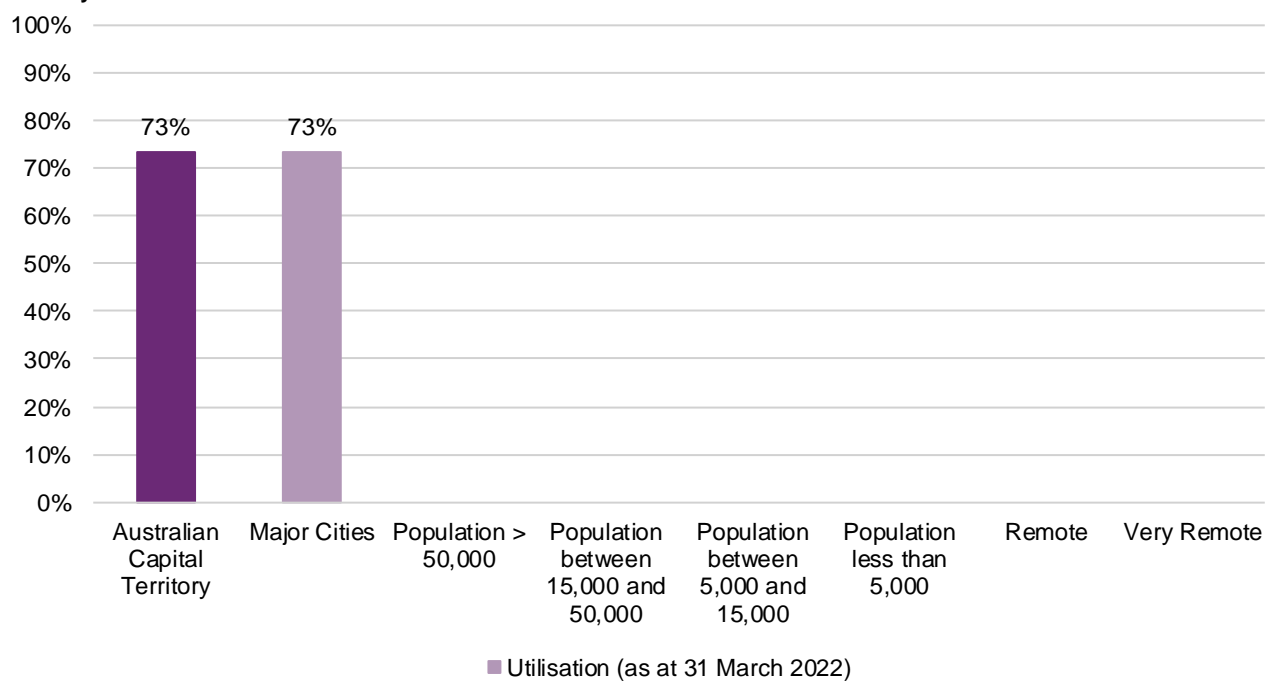
Figure L.40 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – Australian Capital Territory



⁸⁴⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

⁸⁴⁶ Ibid.

Figure L.41 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – Australian Capital Territory ^{847 848}



⁸⁴⁷ Ibid.

⁸⁴⁸ 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 ⁸⁴⁹

	Prior Quarters	2021-22 Q3	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Northern Territory	4,543	218	4,761	103	4,864

Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory ⁸⁵⁰

	Prior Quarters	2021-22 Q3	Total
Access decisions	5,907	251	6,158
Active Eligible	4,786	202	4,988
<i>New</i>	2,704	191	2,895
<i>State</i>	1,671	<11	1,679
<i>Commonwealth</i>	411	<11	414
Active Participant Plans (excl ECA)	4,543	218	4,761
<i>New</i>	2,493	207	2,700
<i>State</i>	1,644	<11	1,652
<i>Commonwealth</i>	406	<11	409
Active Participant Plans	4,641	321	4,864
<i>Early Intervention (s25)</i>	1,277	107	1,384
<i>Permanent Disability (s24)</i>	3,266	111	3,377
<i>ECA</i>	98	103	103

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 March 2022 – Northern Territory

Exits	Total
Total participant exits	255
<i>Early Intervention participants</i>	59
<i>Permanent disability participants</i>	196

⁸⁴⁹ 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.

⁸⁵⁰ 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 ⁸⁵¹

	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
End of 2021-22 Q3	1,652	409	2,700	103	4,864

Table M.5 Cumulative numbers of active participants by entry criteria into the Scheme – Northern Territory ^{852 853 854}

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	Total
End of 2016-17	82	318	<11	400
End of 2017-18	134	724	<11	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
End of 2021-22 Q3	1,384	3,377	103	4,864

⁸⁵¹ This table shows the total numbers of active participants at the end of each period.⁸⁵² Ibid.⁸⁵³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.⁸⁵⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table M.6 Assessment of access by age group – Northern Territory ⁸⁵⁵

Age Group	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,423	96%	90	98%	1,513	96%
7 to 14	940	85%	30	83%	970	85%
15 to 18	307	84%	12	86%	319	84%
19 to 24	267	88%	<11		273	87%
25 to 34	447	85%	<11		455	85%
35 to 44	533	86%	12	67%	545	85%
45 to 54	593	82%	17	65%	610	81%
55 to 64	579	79%	28	67%	607	78%
65+	29	57%	<11		29	56%
Missing	<11		<11		<11	
Total	5,118	87%	203	81%	5,321	86%

Table M.7 Assessment of access by age group and gender – Northern Territory

Age Group	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,088	96%	421	96%	<11		1,513	96%
7 to 14	680	86%	284	84%	<11		970	85%
15 to 18	212	87%	105	80%	<11		319	84%
19 to 24	174	89%	97	84%	<11		273	87%
25 to 34	280	88%	171	81%	<11		455	85%
35 to 44	328	88%	213	81%	<11		545	85%
45 to 54	337	83%	271	80%	<11		610	81%
55 to 64	333	81%	270	75%	<11		607	78%
65+	<11		19	68%	<11		29	56%
Missing	<11		<11		<11		<11	
Total	3,442	88%	1,851	83%	28	70%	5,321	86%

⁸⁵⁵ 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.

Table M.8 Assessment of access by disability – Northern Territory ⁸⁵⁶

Disability	Prior Quarters		2021-22 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	309	94%	<11		316	93%
Autism	1,081	98%	27	93%	1,108	98%
Cerebral palsy	200	97%	<11		201	97%
Developmental delay	611	97%	70	97%	681	97%
Global developmental delay	123	97%	<11		130	97%
Hearing impairment	212	85%	<11		218	85%
Intellectual disability	982	94%	29	94%	1,011	94%
Multiple sclerosis	23	92%	<11		23	92%
Psychosocial disability	513	74%	19	73%	532	74%
Spinal cord injury	91	98%	<11		93	98%
Stroke	180	87%	<11		189	87%
Visual impairment	73	80%	<11		76	80%
Other neurological	248	78%	<11		256	78%
Other physical	271	61%	<11		274	59%
Other sensory/speech	35	45%	<11		35	45%
Other	138	57%	12	55%	150	56%
Missing	28	97%	<11		28	97%
Total	5,118	87%	203	81%	5,321	86%

Table M.9 Assessment of access by disability and gender – Northern Territory

Disability	Male		Female		Other		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	225	94%	91	93%	<11		316	93%
Autism	840	98%	257	98%	11	100%	1,108	98%
Cerebral palsy	112	97%	89	97%	<11		201	97%
Developmental delay	498	97%	181	98%	<11		681	97%
Global developmental delay	88	99%	42	93%	<11		130	97%
Hearing impairment	111	87%	105	83%	<11		218	85%
Intellectual disability	602	95%	406	94%	<11		1,011	94%
Multiple sclerosis	<11		18	95%	<11		23	92%
Psychosocial disability	372	78%	155	66%	<11		532	74%
Spinal cord injury	70	97%	23	100%	<11		93	98%
Stroke	94	88%	95	86%	<11		189	87%
Visual impairment	34	79%	42	81%	<11		76	80%
Other neurological	141	78%	114	77%	<11		256	78%
Other physical	137	60%	137	59%	<11		274	59%
Other sensory/speech	30	50%	<11		<11		35	45%
Other	72	54%	78	61%	<11		150	56%
Missing	11	100%	13	93%	<11		28	97%
Total	3,442	88%	1,851	83%	28	70%	5,321	86%

⁸⁵⁶ Ibid.

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.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,276	50.1%	110	50.5%	2,386	50.1%
Not Aboriginal and Torres Strait Islander	1,922	42.3%	81	37.2%	2,003	42.1%
Not Stated	345	7.6%	27	12.4%	372	7.8%
Total	4,543	100.0%	218	100.0%	4,761	100.0%

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory⁸⁵⁷

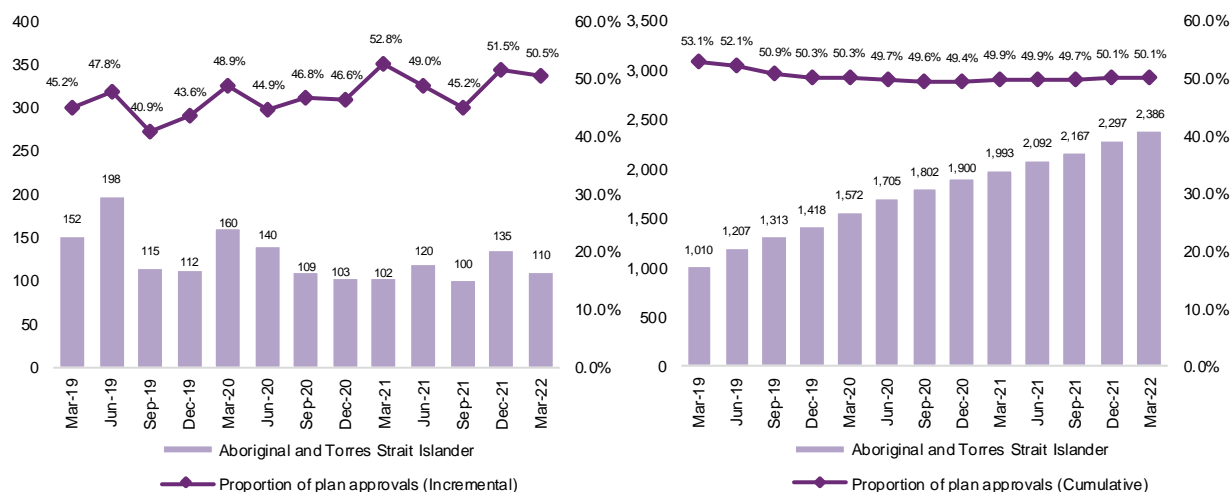


Table M.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory⁸⁵⁸

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	296	6.5%	16	7.3%	312	6.6%
Not culturally and linguistically diverse	4,238	93.3%	202	92.7%	4,440	93.3%
Not stated	<11		<11		<11	
Total	4,543	100.0%	218	100.0%	4,761	100.0%

⁸⁵⁷ 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.

⁸⁵⁸ 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 M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{859 860}

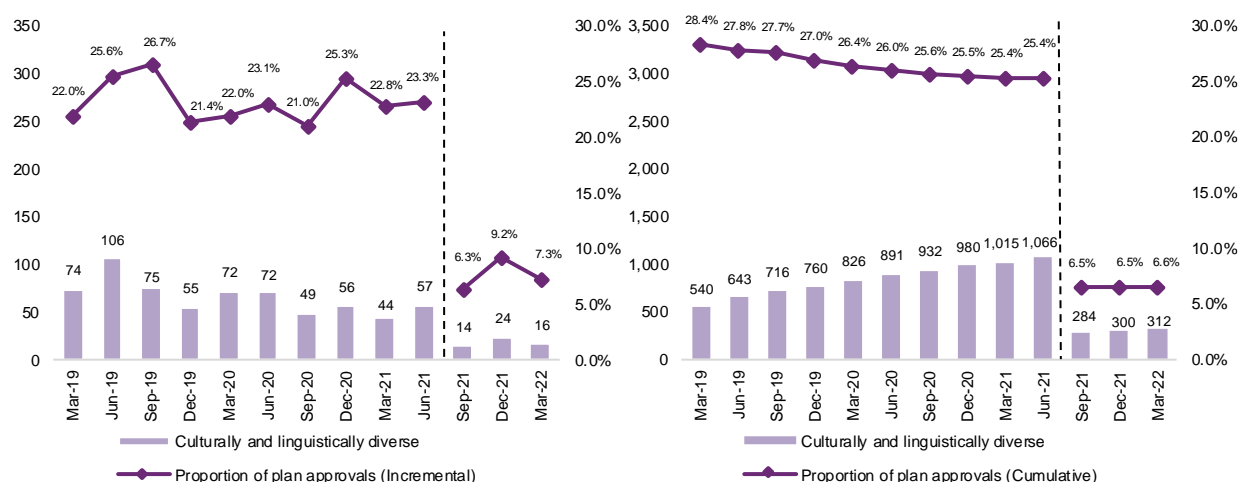
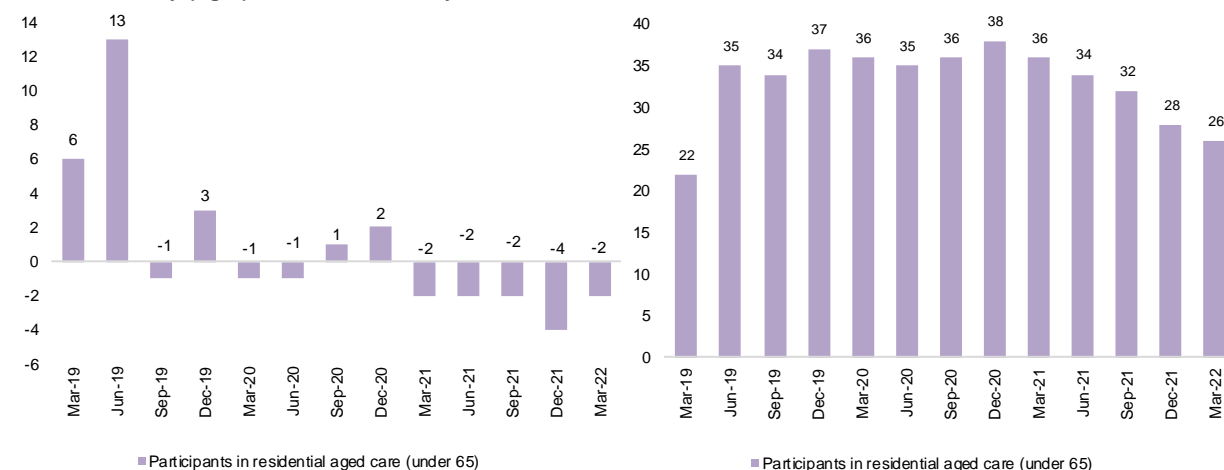


Table M.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2022 – Northern Territory ^{861 862}

	Total
Age group	N
Total YPIRAC (under 65)	26

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 ⁸⁶³



⁸⁵⁹ 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.

⁸⁶⁰ 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.

⁸⁶¹ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

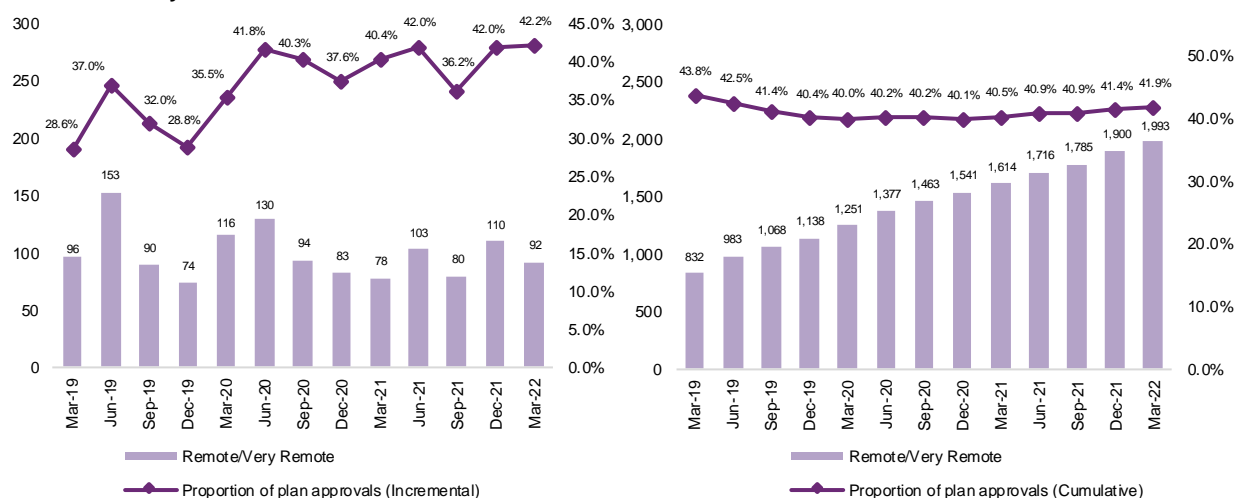
⁸⁶² There are a further 15 active participants aged 65 years or over who are currently in residential aged care.

⁸⁶³ 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.

Table M.13 Participant profile per quarter by remoteness – Northern Territory ^{864 865}

Participant profile	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,594	57.1%	120	55.0%	2,714	57.0%
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	48	1.1%	<11		54	1.1%
Remote	897	19.7%	58	26.6%	955	20.1%
Very Remote	1,004	22.1%	34	15.6%	1,038	21.8%
Missing	<11		<11		<11	
Total	4,543	100.0%	218	100.0%	4,761	100.0%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{866 867}



⁸⁶⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

⁸⁶⁵ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁸⁶⁶ Ibid.

⁸⁶⁷ 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.14 Participant profile per quarter by primary disability group – Northern Territory ^{868 869 870}

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	1,044	23%	38	17%	1,082	23%
Intellectual disability	889	20%	37	17%	926	19%
Psychosocial disability	462	10%	23	11%	485	10%
Developmental delay	521	11%	61	28%	582	12%
Hearing impairment	194	4%	<11		198	4%
Other neurological	205	5%	12	6%	217	5%
Other physical	203	4%	<11		207	4%
Cerebral palsy	190	4%	<11		191	4%
Acquired brain injury	272	6%	<11		280	6%
Global developmental delay	110	2%	<11		118	2%
Visual impairment	67	1%	<11		67	1%
Multiple sclerosis	21	0%	<11		22	0%
Stroke	154	3%	<11		160	3%
Spinal cord injury	77	2%	<11		80	2%
Other	105	2%	12	6%	117	2%
Other sensory/speech	29	1%	<11		29	1%
Total	4,543	100%	218	100%	4,761	100%

Table M.15 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{871 872}

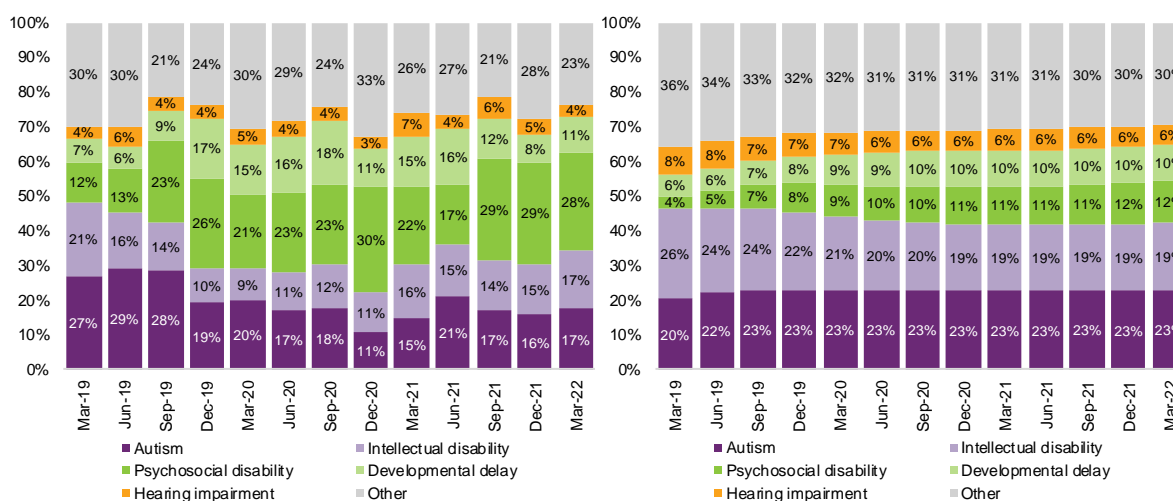
Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	26	6%	<11		26	6%
Intellectual disability	128	31%	<11		128	31%
Psychosocial disability	53	13%	<11		53	13%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	27	6%	<11		27	6%
Other physical	<11		<11		<11	
Cerebral palsy	58	14%	<11		58	14%
Acquired brain injury	71	17%	<11		71	17%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	29	7%	<11		29	7%
Spinal cord injury	13	3%	<11		13	3%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	416	100%	<11		416	100%

⁸⁶⁸ Table order based on national proportions in Table E.14 (highest to lowest).⁸⁶⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.⁸⁷⁰ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Northern Territory (105).⁸⁷¹ 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.⁸⁷² Down syndrome is included in intellectual disability, representing 4% of participants in SIL (16).

Table M.16 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ⁸⁷³

Disability	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Autism	1,018	25%	38	17%	1,056	24%
Intellectual disability	761	18%	37	17%	798	18%
Psychosocial disability	409	10%	23	11%	432	10%
Developmental delay	521	13%	61	28%	582	13%
Hearing impairment	194	5%	<11		198	5%
Other neurological	178	4%	12	6%	190	4%
Other physical	199	5%	<11		203	5%
Cerebral palsy	132	3%	<11		133	3%
Acquired brain injury	201	5%	<11		209	5%
Global developmental delay	110	3%	<11		118	3%
Visual impairment	65	2%	<11		65	1%
Multiple sclerosis	20	0%	<11		21	0%
Stroke	125	3%	<11		131	3%
Spinal cord injury	64	2%	<11		67	2%
Other	101	2%	12	6%	113	3%
Other sensory/speech	29	1%	<11		29	1%
Total	4,127	100%	218	100%	4,345	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁸⁷⁴



⁸⁷³ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (89).

⁸⁷⁴ 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 by reported level of function – Northern Territory ⁸⁷⁵

Level of Function	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	699	15%	66	30%	765	16%
2 (High Function)	<11		<11		<11	
3 (High Function)	276	6%	21	10%	297	6%
4 (High Function)	253	6%	<11		260	5%
5 (High Function)	300	7%	21	10%	321	7%
6 (Moderate Function)	853	19%	37	17%	890	19%
7 (Moderate Function)	241	5%	<11		248	5%
8 (Moderate Function)	385	8%	12	6%	397	8%
9 (Moderate Function)	23	1%	<11		25	1%
10 (Moderate Function)	508	11%	18	8%	526	11%
11 (Low Function)	114	3%	<11		117	2%
12 (Low Function)	493	11%	15	7%	508	11%
13 (Low Function)	282	6%	<11		291	6%
14 (Low Function)	108	2%	<11		108	2%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	4,543	100%	218	100%	4,761	100%

Figure M.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Northern Territory ⁸⁷⁶

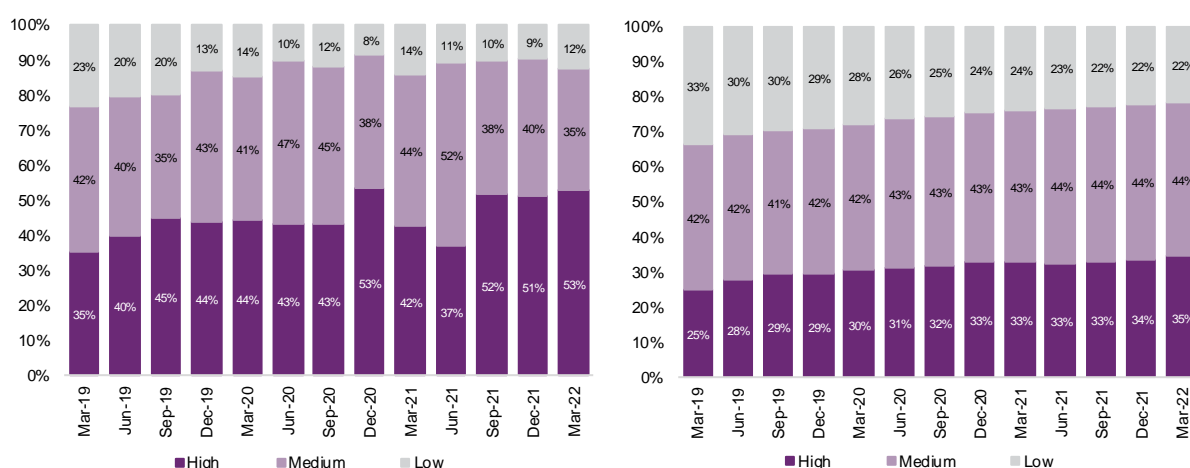


Table M.18 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	780	17%	84	39%	864	18%
7 to 14	1,122	25%	50	23%	1,172	25%
15 to 18	338	7%	<11		346	7%
19 to 24	315	7%	13	6%	328	7%
25 to 34	400	9%	11	5%	411	9%
35 to 44	480	11%	16	7%	496	10%
45 to 54	500	11%	11	5%	511	11%
55 to 64	472	10%	25	11%	497	10%
65+	136	3%	<11		136	3%
Total	4,543	100%	218	100%	4,761	100%

⁸⁷⁵ The distributions are calculated excluding participants with a missing reported level of function.

⁸⁷⁶ 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.19 Participant profile per quarter (participants in SIL) by age group – Northern Territory ⁸⁷⁷

Age Group	Prior Quarters		2021-22 Q3		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	35	8%	<11		35	8%
25 to 34	79	19%	<11		79	19%
35 to 44	95	23%	<11		95	23%
45 to 54	103	25%	<11		103	25%
55 to 64	75	18%	<11		75	18%
65+	24	6%	<11		24	6%
Total	416	100%	<11		416	100%

Table M.20 Participant profile per quarter (participants not in SIL) by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
0 to 6	780	19%	84	39%	864	20%
7 to 14	1,122	27%	50	23%	1,172	27%
15 to 18	333	8%	<11		341	8%
19 to 24	280	7%	13	6%	293	7%
25 to 34	321	8%	11	5%	332	8%
35 to 44	385	9%	16	7%	401	9%
45 to 54	397	10%	11	5%	408	9%
55 to 64	397	10%	25	11%	422	10%
65+	112	3%	<11		112	3%
Total	4,127	100%	218	100%	4,345	100%

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory ⁸⁷⁸

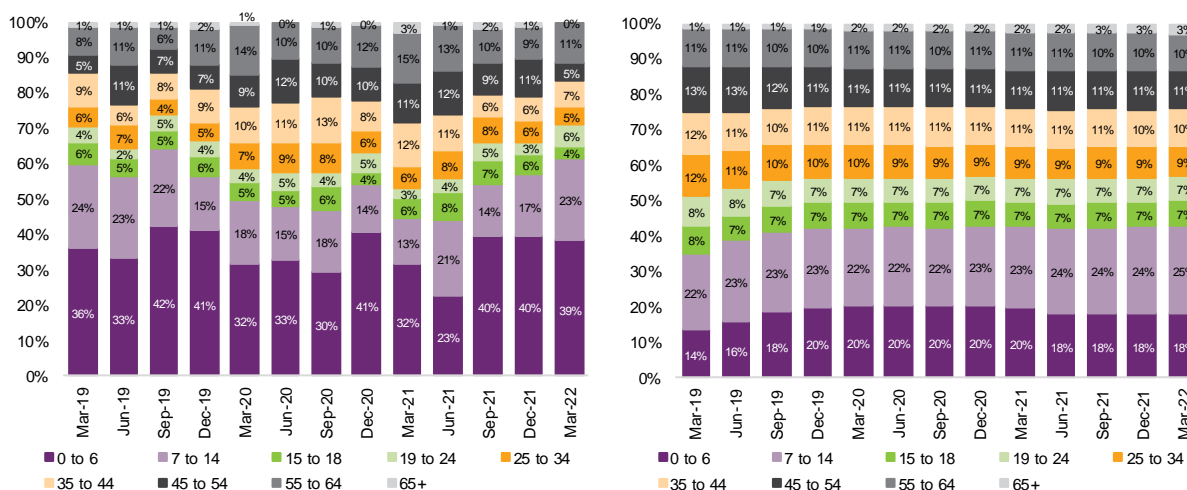


Table M.21 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	2,967	65%	141	65%	3,108	65%
Female	1,555	34%	76	35%	1,631	34%
Other	21	0%	<11		22	0%
Total	4,543	100%	218	100%	4,761	100%

⁸⁷⁷ 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.

⁸⁷⁸ 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.22 Participant profile per quarter (participants in SIL) by gender – Northern Territory

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	257	62%	<11		257	62%
Female	158	38%	<11		158	38%
Other	<11		<11		<11	
Total	416	100%	<11		416	100%

Table M.23 Participant profile per quarter (participants not in SIL) by gender – Northern Territory

Gender	Prior Months		2021-22 Q3		Total	
	N	%	N	%	N	%
Male	2,710	66%	141	65%	2,851	66%
Female	1,397	34%	76	35%	1,473	34%
Other	20	0%	<11		21	0%
Total	4,127	100%	218	100%	4,345	100%

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory ⁸⁷⁹

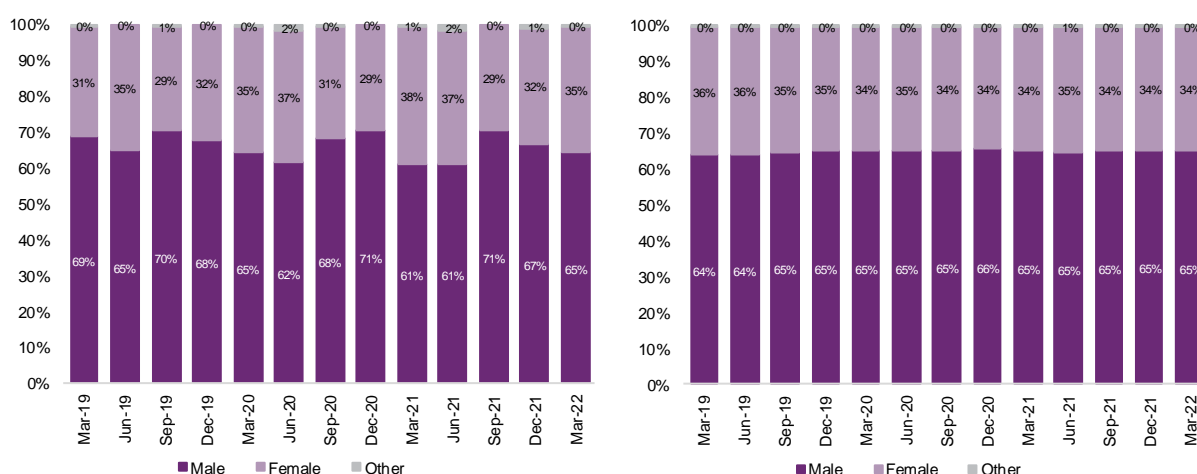


Table M.24 Participation rates by age group at 31 March 2022 – Northern Territory ⁸⁸⁰

Age group	Participation Rate		
	Male	Female	Total
0-6	4.7%	1.9%	3.4%
7-14	5.8%	2.5%	4.2%
15-18	3.5%	1.7%	2.7%
19-24	2.1%	1.2%	1.7%
25-44	1.3%	0.8%	1.1%
45-64	1.9%	1.5%	1.7%
Total (aged 0-64)	2.6%	1.4%	2.0%

Table M.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory ⁸⁸¹

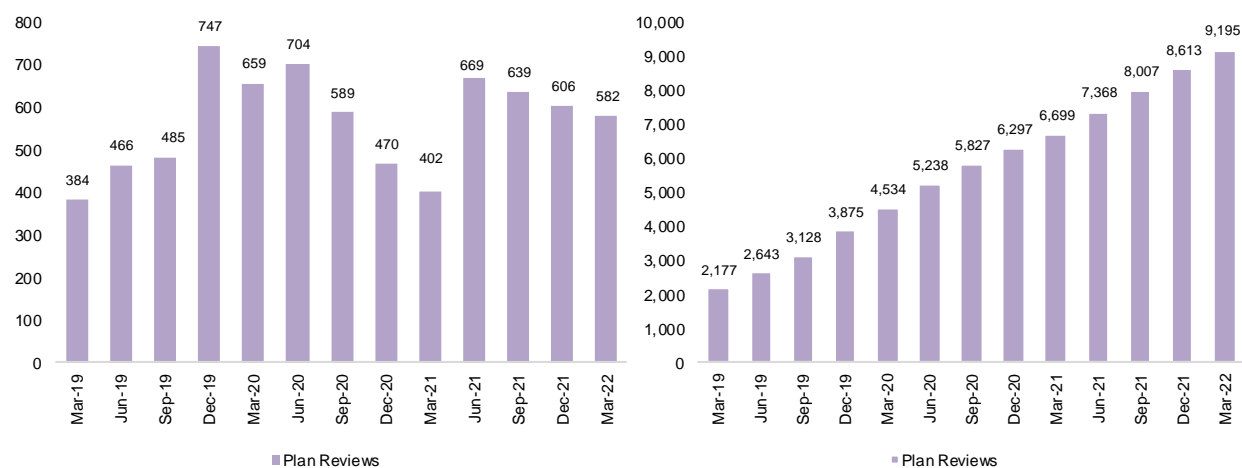
	Prior Quarters	2021-22 Q3	Total
Total plan reviews	8,613	582	9,195
Early intervention plans	1,455	123	1,578
Permanent disability plans	7,158	459	7,617

⁸⁷⁹ Ibid.

⁸⁸⁰ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

⁸⁸¹ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory



Part Two: Participant experience and outcomes

Table M.26 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁸⁸²

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	22	40	161	267	186	200	876
Participant school to 14	38	72	483	319	221	207	1,340
Participant 15 to 24	26	63	181	100	85	71	526
Participant 25 and over	158	247	502	389	341	220	1,857
Total Participant	244	422	1,327	1,075	833	698	4,599
Family 0 to 14	56	97	607	556	362	354	2,032
Family 15 to 24	2	32	125	70	52	44	325
Family 25 and over	15	56	231	187	98	65	652
Total Family	73	185	963	813	512	463	3,009
Total	317	607	2,290	1,888	1,345	1,161	7,608

Table M.27 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Northern Territory

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	60%			
CC	% who say their child is able to tell them what he/she wants	66%			
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		72%		
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			39%	61%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			13%	18%
CC	% who want more choice and control in their life			83%	78%

⁸⁸² 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.28 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	52%	68%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	68%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	63%	75%		
REL	% of children who spend time with friends without an adult present		19%		
REL	% with no friends other than family or paid staff			32%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			38%	40%

Table M.29 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		62%		
HM	% who are happy with their home			72%	57%
HM	% who feel safe or very safe in their home			81%	60%
HW	% who rate their health as good, very good or excellent			71%	40%
HW	% who did not have any difficulties accessing health services			67%	49%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				69%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			12%	16%
WK	% who volunteer			10%	7%

Table M.30 Selected key baseline indicators for families/carers of participants – Northern Territory

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	10%	14%	12%
% receiving Carer Allowance	22%	20%	13%
% working in a paid job	45%	57%	37%
Of those in a paid job, % in permanent employment	83%	84%	84%
Of those in a paid job, % working 15 hours or more	89%	95%	91%
% who say they (and their partner) are able to work as much as they want	61%	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	84%	83%	80%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	33%	33%
% able to advocate for their child/family member	63%	52%	39%
% who have friends and family they see as often as they like	59%	54%	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			21%
% who rate their health as good, very good or excellent	88%	77%	68%

Table M.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=138) - participants who entered between 1 July 2016 and 31 March 2021 – Northern Territory ⁸⁸³

Question	% Yes
DL Has the NDIS improved your child's development?	72%
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?	62%
REL Has the NDIS improved how your child fits into family life?	49%
S/CP Has the NDIS improved how your child fits into community life?	50%

⁸⁸³ Results in Tables M.31 to M.34 include participants who entered between 1 July 2016 and 31 March 2021 and have had a first plan review to date.

Table M.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=456) - participants who entered between 1 July 2016 and 31 March 2021 – Northern Territory

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	35%
REL	Has the NDIS improved your child's relationships with family and friends?	44%
S/CP	Has the NDIS improved your child's social and recreational life?	41%

Table M.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=121) and ‘Participant 25 and over’ (n=409) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	56%	67%
REL	Has the NDIS helped you to meet more people?	43%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	41%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	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?	41%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%
S/CP	Has the NDIS helped you be more involved?	50%	62%

Table M.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=623); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=261) - participants who entered between 1 July 2016 and 31 March 2021 – 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?	53%	59%
Has the NDIS improved the level of support for your family?	65%	66%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	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?	35%	40%

Table M.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=74) - participants who entered between 1 July 2016 and 31 March 2020 – Northern Territory ⁸⁸⁴

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	89%	92%	+3%
DL	Has the NDIS improved your child's access to specialist services?	88%	94%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	84%	-3%
REL	Has the NDIS improved how your child fits into family life?	69%	64%	-5%
S/CP	Has the NDIS improved how your child fits into community life?	59%	54%	-5%

Table M.36 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=150) - participants who entered between 1 July 2016 and 31 March 2020 – Northern Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	60%	+5%
LL	Has the NDIS improved your child's access to education?	37%	39%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	48%	+1%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	46%	+1%

⁸⁸⁴ Results in Tables M.35 to M.38 include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table M.37 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=77) and ‘Participant 25 and over’ (n=209) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	60%	66%	+6%	57%	66%	+9%
DL	Has the NDIS helped you with daily living activities?	68%	73%	+5%	65%	79%	+14%
REL	Has the NDIS helped you to meet more people?	51%	55%	+4%	52%	61%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	40%	40%	0%	39%	49%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	+3%	54%	59%	+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?	40%	38%	-2%	24%	30%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%	0%	13%	15%	+2%
S/CP	Has the NDIS helped you be more involved?	55%	61%	+6%	62%	70%	+8%

Table M.38 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=139); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=61) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	48%	58%	+10%	44%	55%	+11%
	Has the NDIS improved the level of support for your family?	57%	63%	+6%	58%	68%	+10%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	69%	+1%	59%	70%	+11%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	70%	+7%			
	Has the NDIS improved your health and wellbeing?	33%	36%	+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.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=79) - participants who entered between 1 July 2016 and 31 March 2019 – Northern Territory⁸⁸⁵

	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?	44%	53%	56%	+12%
LL	Has the NDIS improved your child's access to education?	29%	23%	41%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	37%	32%	40%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	29%	41%	39%	+10%

Table M.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=61) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	83%	67%	+7%
	Has the NDIS helped you with daily living activities?	57%	80%	68%	+11%
	Has the NDIS helped you to meet more people?	54%	70%	58%	+4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	38%	31%	+6%
	Has your involvement with the NDIS improved your health and wellbeing?	48%	53%	51%	+3%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	27%	32%	-1%
	Has your involvement with the NDIS helped you find a job that's right for you?	14%	14%	25%	+11%
	Has the NDIS helped you be more involved?	52%	69%	63%	+11%

⁸⁸⁵ Results in Tables M.39 to M.42 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table M.41 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=172) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	56%	62%	68%	+12%
Has the NDIS helped you with daily living activities?	61%	77%	79%	+18%
Has the NDIS helped you to meet more people?	44%	52%	58%	+14%
Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	36%	43%	+11%
Has your involvement with the NDIS improved your health and wellbeing?	42%	50%	56%	+14%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	20%	16%	26%	+6%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	7%	17%	+3%
Has the NDIS helped you be more involved?	44%	52%	65%	+21%

Table M.42 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=76) - participants who entered between 1 July 2016 and 31 March 2019 – Northern Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	58%	50%	63%	+5%
Has the NDIS improved the level of support for your family?	44%	41%	61%	+17%
Has the NDIS improved your access to services, programs and activities in the community?	58%	66%	73%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	69%	70%	+7%
Has the NDIS improved your health and wellbeing?	37%	31%	44%	+7%

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'.

Table M.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=74) - participants who entered between 1 July 2016 and 31 March 2018 – Northern Territory⁸⁸⁶

	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%	70%	76%	75%	+27%
DL	Has the NDIS helped you with daily living activities?	52%	72%	76%	79%	+27%
REL	Has the NDIS helped you to meet more people?	39%	51%	72%	70%	+31%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	36%	55%	58%	+27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	64%	67%	+27%
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%	41%	38%	+16%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	9%	17%	18%	+13%
S/CP	Has the NDIS helped you be more involved?	42%	62%	66%	71%	+29%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Family 0 to 14', 'Family 15 to 25' 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'.

⁸⁸⁶ Results in Table M.43 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table M.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=419), 'participant social and community engagement rate' (n=418), 'parent and carer employment rate' (n=252) and 'participant choice and control' (n=259) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2020 – Northern Territory⁸⁸⁷

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	8%	11%	16%	24%
Aged 25 to 34 years	19%	19%	20%	
Aged 35 to 44 years	11%	4%	9%	
Aged 45 to 54 years	16%	10%	15%	
Aged 55 to 64 years	9%	12%	14%	
Aged 65+ years	Numbers are too small			
Aged 25+	13%	11%	14%	
Aged 15+	12%	11%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	48%	48%	49%	48%
Aged 25 to 34 years	43%	56%	54%	
Aged 35 to 44 years	51%	45%	48%	
Aged 45 to 54 years	41%	44%	46%	
Aged 55 to 64 years	43%	38%	43%	
Aged 65+ years	Numbers are too small			
Aged 25+	44%	46%	47%	
Aged 15+	44%	46%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	50%	57%	54%	49%
Aged 15+	46%	56%	49%	
All ages	48%	57%	52%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		60%	66%	75%
Aged 25+		57%	66%	
Aged 15+		58%	66%	

⁸⁸⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

Table M.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=251), 'participant social and community engagement rate' (n=257), 'parent and carer employment rate' (n=100) and 'participant choice and control' (n=208) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2019 – Northern Territory⁸⁸⁸

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 to 34 years		14%	15%	5%	19%					
Aged 35 to 44 years		Numbers are too small								
Aged 45 to 54 years		21%	20%	15%	23%					
Aged 55 to 64 years		Numbers are too small								
Aged 65+ years										
Aged 25+		14%	12%	7%	16%					
Aged 15+		13%	13%	7%	16%					
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 to 34 years		41%	47%	43%	48%					
Aged 35 to 44 years		Numbers are too small								
Aged 45 to 54 years		33%	35%	33%	40%					
Aged 55 to 64 years		34%	38%	36%	42%					
Aged 65+ years		Numbers are too small								
Aged 25+		39%	40%	37%	44%					
Aged 15+		40%	41%	37%	42%					
Parent and carer employment rate		Baseline	Review 1	Review 2	Review 3	2021-22 Target				
Aged 0 to 14 years		52%	56%	52%	59%	49%				
Aged 15+		Numbers are too small								
All ages		54%	55%	52%	57%					
Participant Choice and Control			Review 1	Review 2	Review 3	2021-22 Target				
Aged 15 to 24 years			60%	83%	67%	75%				
Aged 25+			56%	62%	68%					
Aged 15+			57%	66%	68%					

⁸⁸⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a third plan review to date.

Table M.47 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=21), 'participant social and community engagement rate' (n=21), 'parent and carer employment rate' (n=1) and 'participant choice and control' (n=12) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Northern Territory⁸⁸⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	Numbers are too small					24%
Aged 25 to 34 years						
Aged 35 to 44 years						
Aged 45 to 54 years						
Aged 55 to 64 years						
Aged 65+ years						
Aged 25+	11%	6%	7%	7%	9%	
Aged 15+	10%	6%	7%	10%	9%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	Numbers are too small					48%
Aged 25 to 34 years						
Aged 35 to 44 years						
Aged 45 to 54 years						
Aged 55 to 64 years						
Aged 65+ years						
Aged 25+	55%	49%	54%	55%	57%	
Aged 15+	57%	50%	55%	55%	58%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	Numbers are too small					49%
Aged 15+						
All ages						
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		Numbers are too small				75%
Aged 25+		48%	70%	76%	75%	
Aged 15+		44%	66%	76%	70%	

⁸⁸⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fourth plan review to date.

Table M.47 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=21), 'participant social and community engagement rate' (n=21), 'parent and carer employment rate' (n=1) and 'participant choice and control' (n=12) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Northern Territory⁸⁹⁰

Northern Territory							
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 to 34 years							
Aged 35 to 44 years							
Aged 45 to 54 years							
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+							
Aged 15+							
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 to 34 years							
Aged 35 to 44 years							
Aged 45 to 54 years							
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+							
Aged 15+							
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	Numbers are too small						49%
Aged 15+							
All ages							
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		Numbers are too small					75%
Aged 25+							
Aged 15+		58%	60%	64%	89%	83%	

⁸⁹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fifth plan review to date.

Table M.48 Number of active plans by goal type and primary disability – Northern Territory ⁸⁹¹

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	85	218	159	69	143	233	126	75	280
Autism	269	928	319	359	593	656	82	130	1,082
Cerebral palsy	63	148	104	50	92	135	53	37	191
Developmental delay	62	557	188	230	213	318	5	1	582
Down syndrome	31	89	50	29	36	76	21	30	105
Global developmental delay	11	109	38	52	46	55	0	1	118
Hearing impairment	54	159	40	54	63	111	27	39	198
Intellectual disability	232	630	311	322	450	589	208	261	821
Multiple sclerosis	11	17	20	1	6	21	10	4	22
Psychosocial disability	148	321	274	138	232	407	186	180	485
Spinal cord injury	40	61	43	12	20	63	45	24	80
Stroke	48	129	101	24	56	133	66	29	160
Visual impairment	17	56	24	20	21	48	26	17	67
Other neurological	73	154	136	44	85	159	100	42	217
Other physical	66	159	115	29	63	148	71	44	207
Other sensory/speech	6	24	8	12	17	15	1	2	29
Other	40	103	70	20	40	85	48	28	117
Total	1,256	3,862	2,000	1,465	2,176	3,252	1,075	944	4,761

⁸⁹¹ 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.49 Percentage of active plans by goal type and primary disability – Northern Territory ⁸⁹²

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%	78%	57%	25%	51%	83%	45%	27%
Autism	25%	86%	29%	33%	55%	61%	8%	12%
Cerebral palsy	33%	77%	54%	26%	48%	71%	28%	19%
Developmental delay	11%	96%	32%	40%	37%	55%	1%	0%
Down syndrome	30%	85%	48%	28%	34%	72%	20%	29%
Global developmental delay	9%	92%	32%	44%	39%	47%	0%	1%
Hearing impairment	27%	80%	20%	27%	32%	56%	14%	20%
Intellectual disability	28%	77%	38%	39%	55%	72%	25%	32%
Multiple sclerosis	50%	77%	91%	5%	27%	95%	45%	18%
Psychosocial disability	31%	66%	56%	28%	48%	84%	38%	37%
Spinal cord injury	50%	76%	54%	15%	25%	79%	56%	30%
Stroke	30%	81%	63%	15%	35%	83%	41%	18%
Visual impairment	25%	84%	36%	30%	31%	72%	39%	25%
Other neurological	34%	71%	63%	20%	39%	73%	46%	19%
Other physical	32%	77%	56%	14%	30%	71%	34%	21%
Other sensory/speech	21%	83%	28%	41%	59%	52%	3%	7%
Other	34%	88%	60%	17%	34%	73%	41%	24%
Total	26%	81%	42%	31%	46%	68%	23%	20%

⁸⁹² 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.50 Number of goals in active plans by goal type and primary disability – Northern Territory ⁸⁹³

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	321	1,006	636	290	600	1,002	485	257	4,597
Autism	948	6,558	1,138	1,301	2,114	2,345	302	452	15,158
Cerebral palsy	258	1,289	465	212	400	707	287	147	3,765
Developmental delay	216	5,176	790	828	733	1,363	17	1	9,124
Down syndrome	87	579	169	85	137	252	80	87	1,476
Global developmental delay	41	853	127	219	149	211	0	6	1,606
Hearing impairment	170	853	115	171	242	382	80	125	2,138
Intellectual disability	827	3,588	1,241	1,311	1,838	2,338	773	927	12,843
Multiple sclerosis	38	56	106	4	30	67	36	10	347
Psychosocial disability	558	1,309	1,088	589	952	1,567	789	654	7,506
Spinal cord injury	182	353	175	58	92	314	207	84	1,465
Stroke	192	671	416	94	219	556	232	88	2,468
Visual impairment	52	197	87	77	55	175	65	63	771
Other neurological	291	857	579	203	364	696	408	152	3,550
Other physical	270	707	369	89	183	480	229	140	2,467
Other sensory/speech	6	130	20	23	39	31	2	9	260
Other	184	651	311	94	161	355	164	93	2,013
Total	4,641	24,833	7,832	5,648	8,308	12,841	4,156	3,295	71,554

Table M.51 Number of active plans by goal type and age group – Northern Territory ⁸⁹⁴

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	89	828	298	341	337	489	10	0	864
7 to 14	249	1,025	311	438	615	615	46	10	1,172
15 to 18	109	274	92	143	196	235	50	119	346
19 to 24	113	238	121	113	152	244	105	197	328
25 to 34	158	286	209	118	185	328	151	195	411
35 to 44	166	349	276	128	222	404	197	179	496
45 to 54	167	375	315	99	232	420	235	134	511
55 to 64	153	383	299	69	193	414	219	98	497
65+	52	104	79	16	44	103	62	12	136
Total	1,256	3,862	2,000	1,465	2,176	3,252	1,075	944	4,761

⁸⁹³ Participants have set over seven million goals in total across Australia since July 2016. The 71,554 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

⁸⁹⁴ 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.52 Percentage of active plans by goal type and age group – Northern Territory ⁸⁹⁵

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	10%	96%	34%	39%	39%	57%	1%	0%
7 to 14	21%	87%	27%	37%	52%	52%	4%	1%
15 to 18	32%	79%	27%	41%	57%	68%	14%	34%
19 to 24	34%	73%	37%	34%	46%	74%	32%	60%
25 to 34	38%	70%	51%	29%	45%	80%	37%	47%
35 to 44	33%	70%	56%	26%	45%	81%	40%	36%
45 to 54	33%	73%	62%	19%	45%	82%	46%	26%
55 to 64	31%	77%	60%	14%	39%	83%	44%	20%
65+	38%	76%	58%	12%	32%	76%	46%	9%
Total	26%	81%	42%	31%	46%	68%	23%	20%

Table M.53 Number of goals in active plans by goal type and age group – Northern Territory ⁸⁹⁶

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	346	8,377	1,307	1,335	1,242	2,142	44	0	14,793
7 to 14	740	6,875	1,005	1,532	2,168	2,023	150	35	14,528
15 to 18	454	1,472	317	542	790	908	236	465	5,184
19 to 24	452	1,160	476	481	645	959	433	640	5,246
25 to 34	569	1,327	798	467	759	1,304	596	700	6,520
35 to 44	627	1,524	1,121	540	879	1,686	728	613	7,718
45 to 54	667	1,723	1,293	399	886	1,781	921	451	8,121
55 to 64	605	1,875	1,230	266	767	1,660	852	358	7,613
65+	181	500	285	86	172	378	196	33	1,831
Total	4,641	24,833	7,832	5,648	8,308	12,841	4,156	3,295	71,554

⁸⁹⁵ 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.

⁸⁹⁶ Participants have set over seven million goals in total across Australia since July 2016. The 71,554 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.54 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory⁸⁹⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q3
Access	n = 59	n = 17
Are you happy with how coming into the NDIS has gone?	68%	N/A
Was the person from the NDIS respectful?	97%	N/A
Do you understand what will happen next with your plan?	59%	N/A
% of participants rating their overall experience as Very Good or Good.	56%	N/A
Pre-planning	n = 80	n = 10
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?	68%	N/A
Are you clear on what happens next with your plan?	61%	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 = 208	n = 35
Did the person from the NDIS understand how your disability affects your life?	88%	89%
Did you understand why you needed to give the information you did?	100%	97%
Were decisions about your plan clearly explained?	84%	80%
Are you clear on what happens next with your plan?	80%	71%
Do you know where to go for more help with your plan?	88%	80%
% of participants rating their overall experience as Very Good or Good.	79%	77%
Plan review	n = 423	n = 69
Did the person from the NDIS understand how your disability affects your life?	76%	83%
Did you feel prepared for your plan review?	79%	87%
Is your NDIS plan helping you to make progress towards your goals?	82%	81%
% of participants rating their overall experience as Very Good or Good.	64%	71%

There is insufficient data to show participant satisfaction results over time.

⁸⁹⁷ 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.

Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q3. 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.55 shows the number of complaints in 2021-22 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table M.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 M.55 Complaints by quarter – Northern Territory ^{898 899 900}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q3	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	1	0	1	1
Complaint about LAC Partner	11	1	12	11
Complaints about service providers	45	5	50	38
Complaints about the Agency	468	64	532	345
Critical/ Reportable Incident	205	15	220	168
Unclassified	14	3	17	14
Total	744	88	832	516
% of the number of active participants	6.6%	7.5%	6.7%	

⁸⁹⁸ Note that 70% of all complainants made only one complaint, 17% made two complaints and 13% made three or more complaints.

⁸⁹⁹ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁹⁰⁰ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory

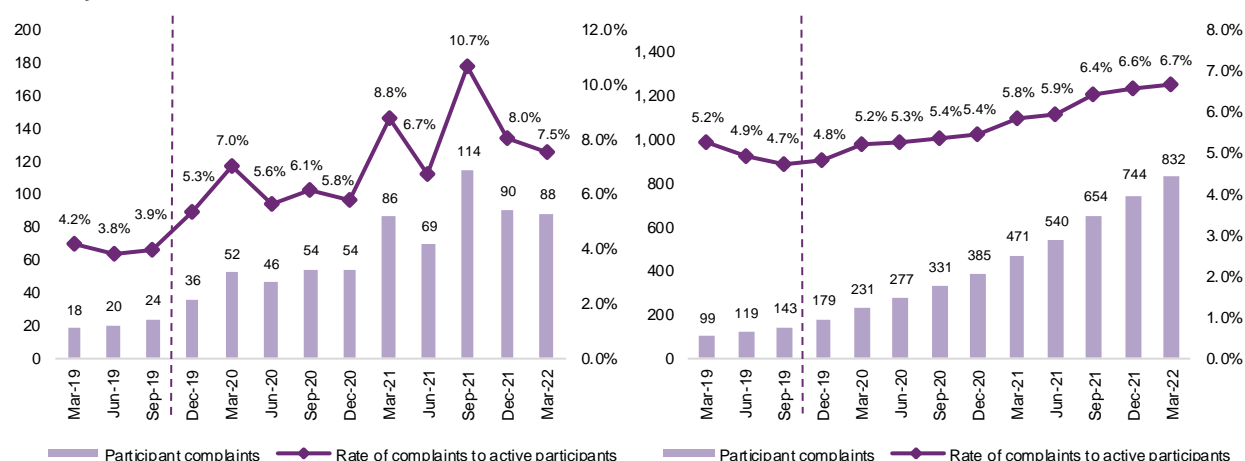


Table M.56 Participant complaints by type – Northern Territory

Complaints by source, subject and type		Prior Quarters		2021-22 Q3		Total	
Complaints with a related party who has submitted an access request							
Complaints about the Agency							
Individual needs	11	(2%)	0	(0%)	11	(2%)	
Information unclear	3	(1%)	0	(0%)	3	(1%)	
NDIA Access	6	(1%)	0	(0%)	6	(1%)	
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)	
NDIA Finance	51	(11%)	9	(14%)	60	(11%)	
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)	
NDIA Plan	107	(23%)	12	(19%)	119	(22%)	
NDIA Process	44	(9%)	11	(17%)	55	(10%)	
NDIA Resources	3	(1%)	2	(3%)	5	(1%)	
NDIA Staff	24	(5%)	4	(6%)	28	(5%)	
NDIA Timeliness	103	(22%)	26	(41%)	129	(24%)	
Participation, engagement and inclusion	1	(0%)	0	(0%)	1	(0%)	
Provider Portal	1	(0%)	0	(0%)	1	(0%)	
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)	
Reasonable and necessary supports	9	(2%)	0	(0%)	9	(2%)	
Staff conduct - Agency	3	(1%)	0	(0%)	3	(1%)	
The way the NDIA carried out its decision making	12	(3%)	0	(0%)	12	(2%)	
Timeliness	36	(8%)	0	(0%)	36	(7%)	
Other	52	(11%)	0	(0%)	52	(10%)	
Total	468		64		532		
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%)	

Complaints by source, subject and type	Prior Quarters		2021-22 Q3		Total	
LAC Plan	1	(9%)	0	(0%)	1	(8%)
LAC Process	3	(27%)	1	(100%)	4	(33%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	6	(55%)	0	(0%)	6	(50%)
LAC Timeliness	1	(9%)	0	(0%)	1	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	11		1		12	
<i>Complaints about service providers</i>						
Provider costs.	3	(7%)	0	(0%)	3	(6%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	2	(4%)	0	(0%)	2	(4%)
Provider process	3	(7%)	0	(0%)	3	(6%)
Provider Service	8	(18%)	3	(60%)	11	(22%)
Provider Staff	2	(4%)	1	(20%)	3	(6%)
Service Delivery	2	(4%)	0	(0%)	2	(4%)
Staff conduct	3	(7%)	0	(0%)	3	(6%)
Supports being provided	7	(16%)	1	(20%)	8	(16%)
Other	15	(33%)	0	(0%)	15	(30%)
Total	45		5		50	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	66	(32%)	6	(40%)	72	(33%)
Allegations against Informal Supports	32	(16%)	0	(0%)	32	(15%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	35	(17%)	1	(7%)	36	(16%)
Provider reporting	72	(35%)	8	(53%)	80	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	205		15		220	
<i>Unclassified</i>	14		3		17	
Participants total	744		88		832	

Table M.57 AAT Cases by category at 31 March 2022 – Northern Territory ⁹⁰¹

	Prior Quarters		2021-22 Q3		Total	
Category	N	%	N	%	N	%
Total cases	12	100%	<11		12	100%
% of the number of active participants	0.11%		0.00%		0.10%	

There is insufficient data to show the number and proportion of AAT cases over time.

⁹⁰¹ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

Table M.58 AAT cases by open/closed and decision – Northern Territory ^{902 903}

	Number of cases	Number of unique active participants
AAT Cases	12	11
Open AAT Cases	<11	<11
Closed AAT Cases	<11	<11
<i>Resolved before hearing</i>	<i><11</i>	<i><11</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

Part Four: Providers and the growing market

Table M.59 Key markets indicators by quarter – Northern Territory ^{904 905}

Market indicators	Previous Quarter	2021-22 Q3
a) Average number of active providers per active participant	1.69	1.71
b) Number of providers delivering new types of supports	71	80
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	<i>79%</i>	<i>79%</i>
<i>Therapeutic Supports (%)</i>	<i>89%</i>	<i>91%</i>
<i>Participate Community (%)</i>	<i>83%</i>	<i>81%</i>
<i>Early Childhood Supports (%)</i>	<i>76%</i>	<i>82%</i>
<i>Assist Personal Activities (%)</i>	<i>84%</i>	<i>81%</i>

Table M.60 Cumulative number of providers that have been ever active as at 31 March 2022 by quarter of activity – Northern Territory ⁹⁰⁶

Activity	Number of providers
Active for the first time in 2021-22 Q3	31
Active in 2021-22 Q3 and also in previous quarters	276
Active in 2021-22 Q3	307
Inactive in 2021-22 Q3	554
Active ever	861

⁹⁰² Ibid.

⁹⁰³ 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.

⁹⁰⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁹⁰⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁹⁰⁶ Active providers refer to those who have received payment for support Agency-managed participants.

Table M.61 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁹⁰⁷

Registration Group	Prior Quarters	2021-22 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	18	2	20	11%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	98	10	108	10%
Assistance with travel/transport arrangements	90	6	96	7%
Daily Personal Activities	152	4	156	3%
Group and Centre Based Activities	90	3	93	3%
High Intensity Daily Personal Activities	95	3	98	3%
Household tasks	120	3	123	3%
Interpreting and translation	16	0	16	0%
Participation in community, social and civic activities	204	3	207	1%
Assistive Technology				
Assistive equipment for recreation	16	2	18	13%
Assistive products for household tasks	17	2	19	12%
Assistance products for personal care and safety	234	10	244	4%
Communication and information equipment	67	3	70	4%
Customised Prosthetics	60	3	63	5%
Hearing Equipment	23	3	26	13%
Hearing Services	7	0	7	0%
Personal Mobility Equipment	92	3	95	3%
Specialised Hearing Services	11	1	12	9%
Vision Equipment	23	1	24	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	198	9	207	5%
Behaviour Support	62	6	68	10%
Community nursing care for high needs	37	4	41	11%
Development of daily living and life skills	101	5	106	5%
Early Intervention supports for early childhood	128	7	135	5%
Exercise Physiology and Physical Wellbeing activities	42	2	44	5%
Innovative Community Participation	38	0	38	0%
Specialised Driving Training	15	0	15	0%
Therapeutic Supports	326	12	338	4%
Capital services				
Home modification design and construction	32	3	35	9%
Specialist Disability Accommodation	4	1	5	25%
Vehicle Modifications	19	2	21	11%
Choice and control support services				
Management of funding for supports in participants plan	95	5	100	5%
Support Coordination	53	2	55	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	27	3	30	11%
Specialised Supported Employment	31	0	31	0%
Total	830	31	861	4%

⁹⁰⁷ 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.62 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2022 – Northern Territory ⁹⁰⁸

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	19	20	5%	95%	100%
Assistance Animals	0	6	6	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	8	100	108	7%	93%	100%
Assistance with travel/transport arrangements	8	88	96	8%	92%	100%
Daily Personal Activities	11	145	156	7%	93%	100%
Group and Centre Based Activities	6	87	93	6%	94%	100%
High Intensity Daily Personal Activities	9	89	98	9%	91%	100%
Household tasks	19	104	123	15%	85%	100%
Interpreting and translation	2	14	16	13%	88%	100%
Participation in community, social and civic activities	19	188	207	9%	91%	100%
Assistive Technology						
Assistive equipment for recreation	0	18	18	0%	100%	100%
Assistive products for household tasks	1	18	19	5%	95%	100%
Assistance products for personal care and safety	23	221	244	9%	91%	100%
Communication and information equipment	11	59	70	16%	84%	100%
Customised Prosthetics	6	57	63	10%	90%	100%
Hearing Equipment	2	24	26	8%	92%	100%
Hearing Services	0	7	7	0%	100%	100%
Personal Mobility Equipment	8	87	95	8%	92%	100%
Specialised Hearing Services	0	12	12	0%	100%	100%
Vision Equipment	2	22	24	8%	92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	26	181	207	13%	87%	100%
Behaviour Support	14	54	68	21%	79%	100%
Community nursing care for high needs	2	39	41	5%	95%	100%
Development of daily living and life skills	10	96	106	9%	91%	100%
Early Intervention supports for early childhood	20	115	135	15%	85%	100%
Exercise Physiology and Physical Wellbeing activities	4	40	44	9%	91%	100%
Innovative Community Participation	4	34	38	11%	89%	100%
Specialised Driving Training	3	12	15	20%	80%	100%
Therapeutic Supports	88	250	338	26%	74%	100%
Capital services						
Home modification design and construction	2	33	35	6%	94%	100%
Specialist Disability Accommodation	0	5	5	0%	100%	100%
Vehicle Modifications	1	20	21	5%	95%	100%
Choice and control support services						
Management of funding for supports in participants plan	12	88	100	12%	88%	100%
Support Coordination	5	50	55	9%	91%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	30	30	0%	100%	100%
Specialised Supported Employment	2	29	31	6%	94%	100%
Total	150	711	861	17%	83%	100%

⁹⁰⁸ Ibid.

Table M.63 Number and proportion of providers active in 2021-22 Q3 by registration group and first quarter of activity – Northern Territory ⁹⁰⁹

Registration Group	Active in previous quarters and in 2021-22 Q3	Active for the first time in 2021-22 Q3	Total	% active for the first time in 2021-22 Q3
Assistance services				
Accommodation / Tenancy Assistance	5	2	7	29%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	64	10	74	14%
Assistance with travel/transport arrangements	31	6	37	16%
Daily Personal Activities	66	4	70	6%
Group and Centre Based Activities	50	3	53	6%
High Intensity Daily Personal Activities	42	3	45	7%
Household tasks	51	3	54	6%
Interpreting and translation	6	0	6	0%
Participation in community, social and civic activities	99	3	102	3%
Assistive Technology				
Assistive equipment for recreation	2	2	4	50%
Assistive products for household tasks	3	2	5	40%
Assistance products for personal care and safety	69	10	79	13%
Communication and information equipment	28	3	31	10%
Customised Prosthetics	13	3	16	19%
Hearing Equipment	10	3	13	23%
Hearing Services	0	0	0	
Personal Mobility Equipment	34	3	37	8%
Specialised Hearing Services	0	1	1	100%
Vision Equipment	6	1	7	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	91	9	100	9%
Behaviour Support	35	6	41	15%
Community nursing care for high needs	19	4	23	17%
Development of daily living and life skills	44	5	49	10%
Early Intervention supports for early childhood	38	7	45	16%
Exercise Physiology and Physical Wellbeing activities	23	2	25	8%
Innovative Community Participation	19	0	19	0%
Specialised Driving Training	2	0	2	0%
Therapeutic Supports	100	12	112	11%
Capital services				
Home modification design and construction	7	3	10	30%
Specialist Disability Accommodation	3	1	4	25%
Vehicle Modifications	3	2	5	40%
Choice and control support services				
Management of funding for supports in participants plan	69	5	74	7%
Support Coordination	22	2	24	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	15	3	18	17%
Specialised Supported Employment	22	0	22	0%
Total	276	31	307	10%

⁹⁰⁹ Ibid.

Table M.64 Number and proportion of providers active in 2021-22 Q3 in each registration group by legal entity type – Northern Territory ⁹¹⁰

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	7	7	0%	100%	100%
Assistance Animals	0	2	2	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	2	72	74	3%	97%	100%
Assistance with travel/transport arrangements	3	34	37	8%	92%	100%
Daily Personal Activities	5	65	70	7%	93%	100%
Group and Centre Based Activities	4	49	53	8%	92%	100%
High Intensity Daily Personal Activities	2	43	45	4%	96%	100%
Household tasks	7	47	54	13%	87%	100%
Interpreting and translation	1	5	6	17%	83%	100%
Participation in community, social and civic activities	10	92	102	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	4	4	0%	100%	100%
Assistive products for household tasks	0	5	5	0%	100%	100%
Assistance products for personal care and safety	6	73	79	8%	92%	100%
Communication and information equipment	2	29	31	6%	94%	100%
Customised Prosthetics	0	16	16	0%	100%	100%
Hearing Equipment	1	12	13	8%	92%	100%
Hearing Services	0	0	0			
Personal Mobility Equipment	2	35	37	5%	95%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	1	6	7	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	10	90	100	10%	90%	100%
Behaviour Support	5	36	41	12%	88%	100%
Community nursing care for high needs	2	21	23	9%	91%	100%
Development of daily living and life skills	3	46	49	6%	94%	100%
Early Intervention supports for early childhood	3	42	45	7%	93%	100%
Exercise Physiology and Physical Wellbeing activities	2	23	25	8%	92%	100%
Innovative Community Participation	1	18	19	5%	95%	100%
Specialised Driving Training	0	2	2	0%	100%	100%
Therapeutic Supports	20	92	112	18%	82%	100%
Capital services						
Home modification design and construction	0	10	10	0%	100%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	0	5	5	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	8	66	74	11%	89%	100%
Support Coordination	3	21	24	13%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	18	18	0%	100%	100%
Specialised Supported Employment	1	21	22	5%	95%	100%
Total	42	265	307	14%	86%	100%

⁹¹⁰ Ibid.

Figure M.11 Distribution of active providers in 2021-22 Q3 by their status in 2021-22 Q2 and payment band in 2021-22 Q3 – Northern Territory ⁹¹¹

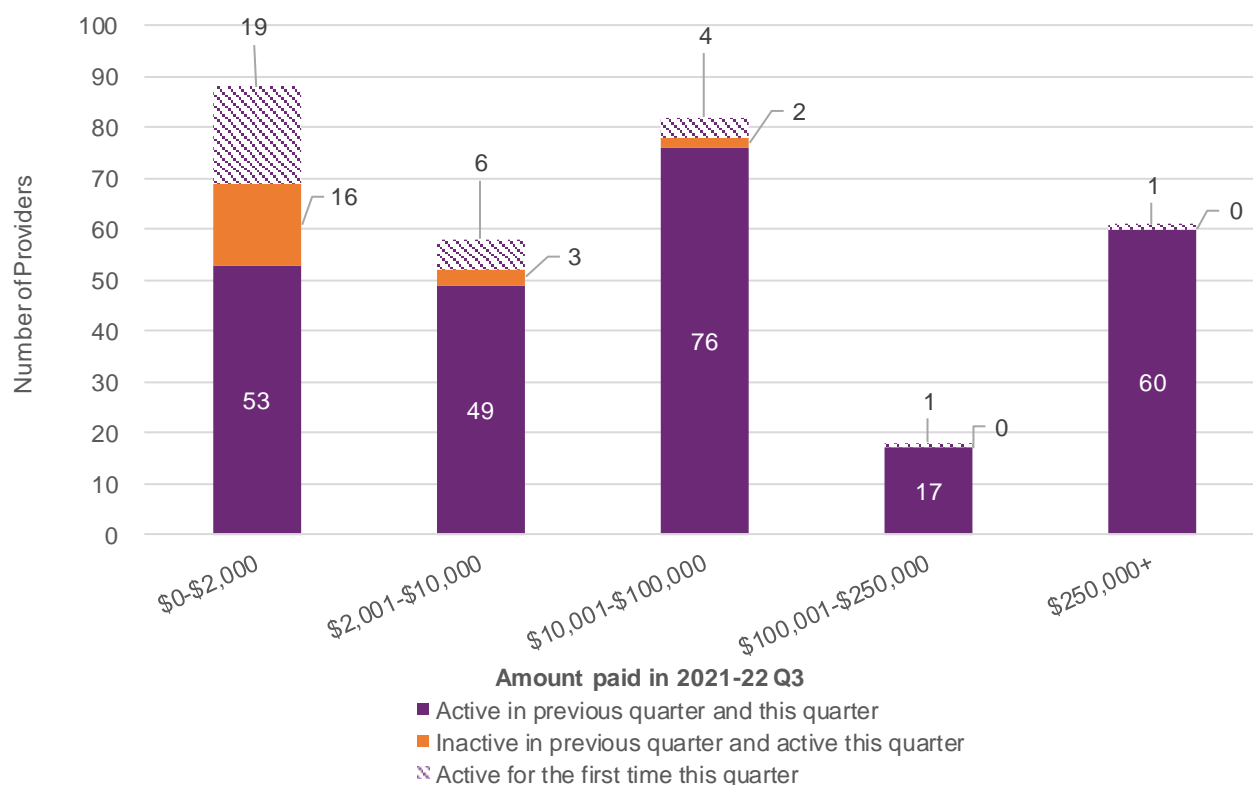
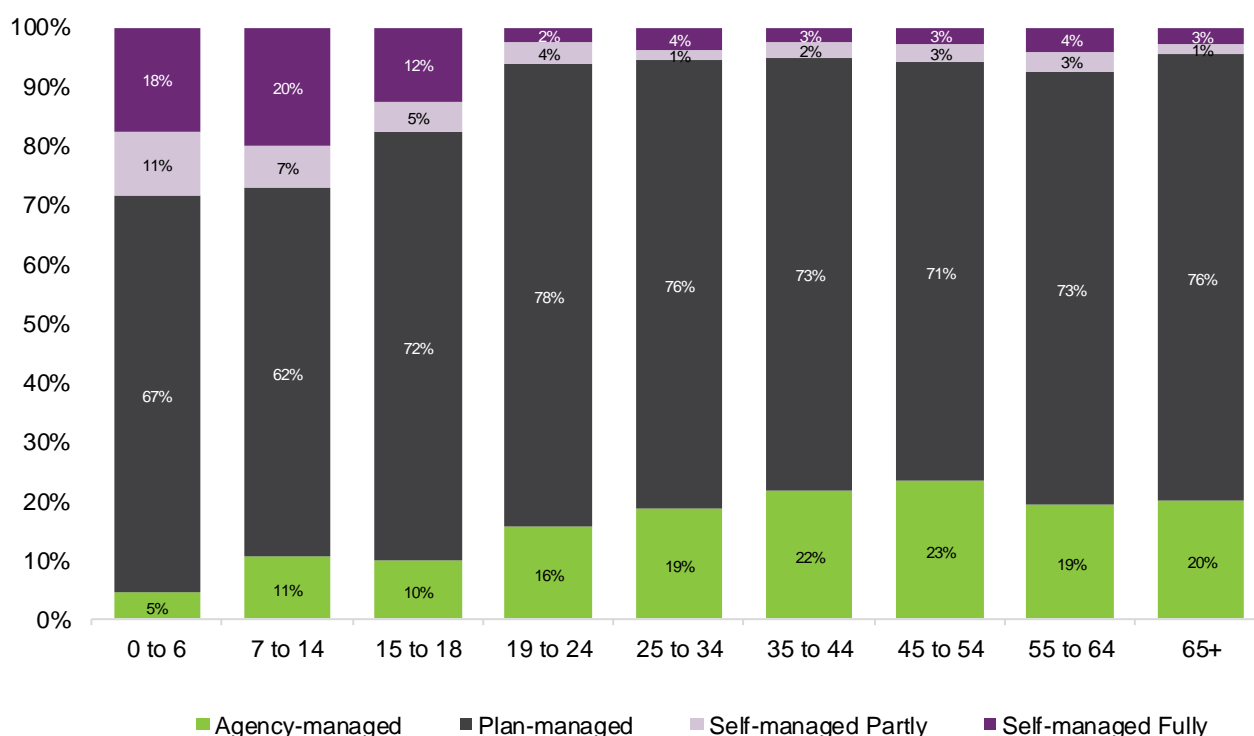


Figure M.12 Distribution of active participants by method of financial plan management and age group as at 31 March 2022 – Northern Territory ^{912 913}



⁹¹¹ 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.

⁹¹² For the total number of active participants in each age group, see Table M.18.

⁹¹³ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure M.13 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2022 – Northern Territory ^{914 915}

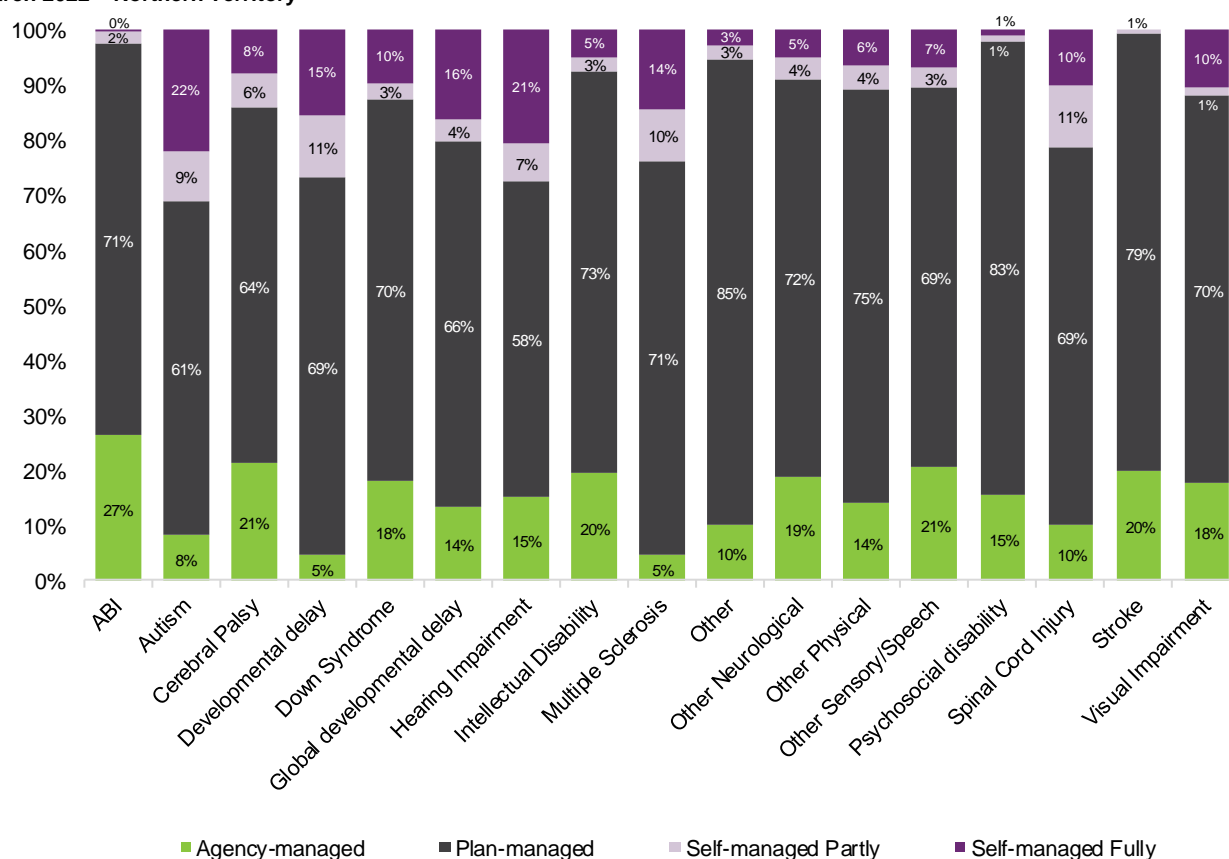


Table M.65 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory ⁹¹⁶

	Prior Quarters	2021-22 Q3	Total
Self-managed fully	11%	11%	11%
Self-managed partly	6%	4%	5%
Plan-managed	68%	77%	70%
Agency-managed	15%	9%	14%
Total	100%	100%	100%

⁹¹⁴ For the total number of active participants in each primary disability group, see Table M.14.

⁹¹⁵ 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.

⁹¹⁶ Ibid.

Figure M.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory ⁹¹⁷

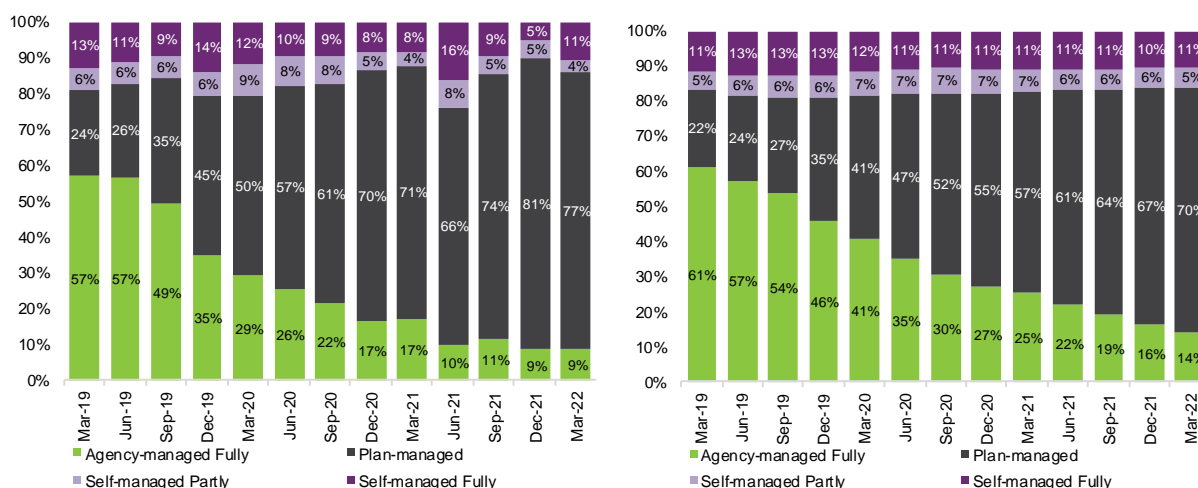


Table M.66 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory

	Prior Quarters	2021-22 Q3	Total
Self-managed	4%	4%	4%
Plan-managed	30%	50%	31%
Agency-managed	66%	46%	65%
Total	100%	100%	100%

Figure M.15 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory

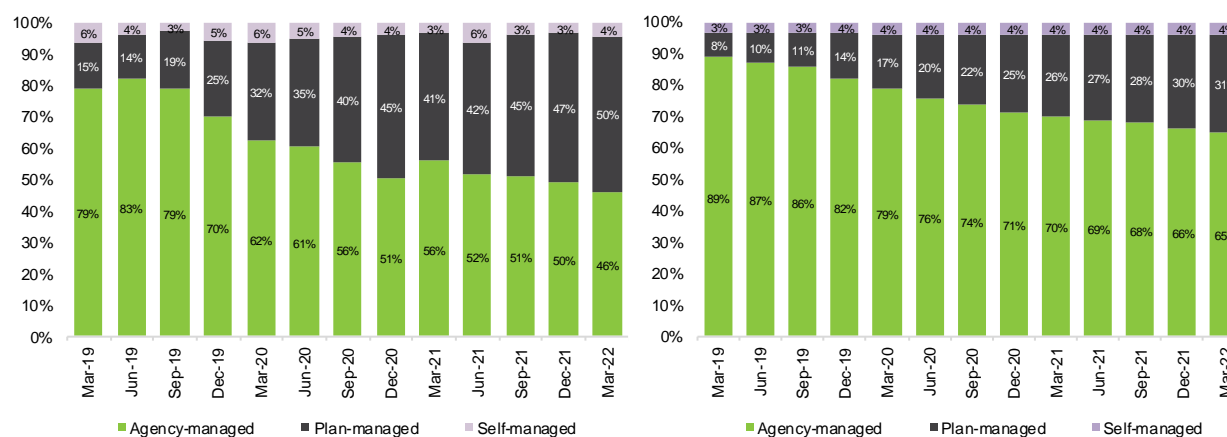


Table M.67 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory

	Prior Quarters	2021-22 Q3	Total
Support coordination	74%	76%	74%

⁹¹⁷ 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.68 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁹¹⁸

	Prior Quarters		2021-22 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	2,557	65%	125	57%	2,682	65%
30 to 59 days	472	12%	37	17%	509	12%
60 to 89 days	222	6%	13	6%	235	6%
Activated within 90 days	3,251	83%	175	80%	3,426	83%
90 to 119 days	173	4%	<11		183	4%
120 days and over	438	11%	<11		447	11%
Activated after 90 days	611	16%	19	9%	630	15%
No payments	53	1%	26	12%	79	2%
Total plans approved	3,915	100%	220	100%	4,135	100%

⁹¹⁸ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table M.69 Proportion of participants who have activated within 12 months at 31 March 2022 – Northern Territory ⁹¹⁹

	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	1,865	1,926	97%
Not Aboriginal and Torres Strait Islander	1,588	1,631	97%
Not Stated	261	272	96%
Total	3,714	3,829	97%
by Culturally and Linguistically Diverse status			
CALD	243	246	99%
Not CALD	3,462	3,574	97%
Not Stated	<11	<11	
Total	3,714	3,829	97%
by Remoteness			
Major Cities	<11	<11	
Regional	2,148	2,216	97%
Remote	1,566	1,613	97%
Missing	<11	<11	
Total	3,714	3,829	97%
by Primary Disability type			
Autism	885	910	97%
Intellectual disability (including Down syndrome)	766	782	98%
Psychosocial disability	371	377	98%
Developmental delay (including global developmental delay)	402	429	94%
Other	1,290	1,331	97%
Total	3,714	3,829	97%
by Gender			
Male	2,418	2,492	97%
Female	1,281	1,322	97%
Other	15	15	100%
Total	3,714	3,829	97%
by Age Group			
0-6	510	537	95%
7-14	972	1,003	97%
15-18	257	275	93%
19-24	280	287	98%
25-34	340	348	98%
35-44	421	428	98%
45-54	416	426	98%
55-64	396	403	98%
65+	122	122	100%
Missing	<11	<11	
Total	3,714	3,829	97%

⁹¹⁹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
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Table M.70 Distribution of plans by utilisation – Northern Territory ^{920 921}

Plan utilisation	Total
0 to 50%	40%
50% to 75%	23%
> 75%	37%
Total	100%

Table M.71 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁹²²

	Prior Quarters	2021-22 Q3	Total
Daily Activities	15%	18%	16%
Health & Wellbeing	53%	64%	55%
Lifelong Learning	17%	23%	18%
Other	21%	26%	22%
Non-categorised	18%	7%	16%
Any mainstream service	96%	95%	96%

⁹²⁰ This table only considers participants with initial plans approved up to 30 September 2021, and includes committed supports and payments for supports provided up to 31 December 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁹²¹ 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.

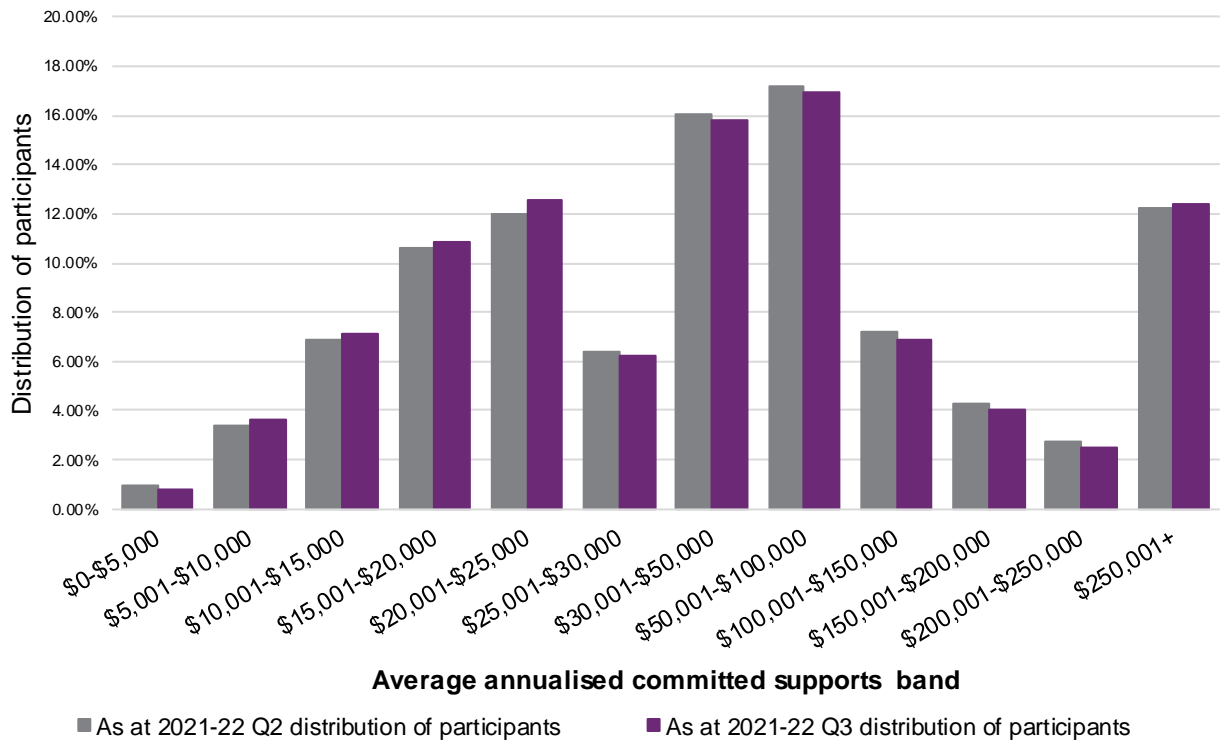
⁹²² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table M.72 Committed supports by financial year (\$m) – Northern Territory ⁹²³

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.1	2.1	5.9	20.7	101.4	203.3	391.8	518.3	394.7

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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Northern Territory



⁹²³ 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.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 Q3 compared with active participants with initial plan approvals as at 2021-22 Q2 – Northern Territory

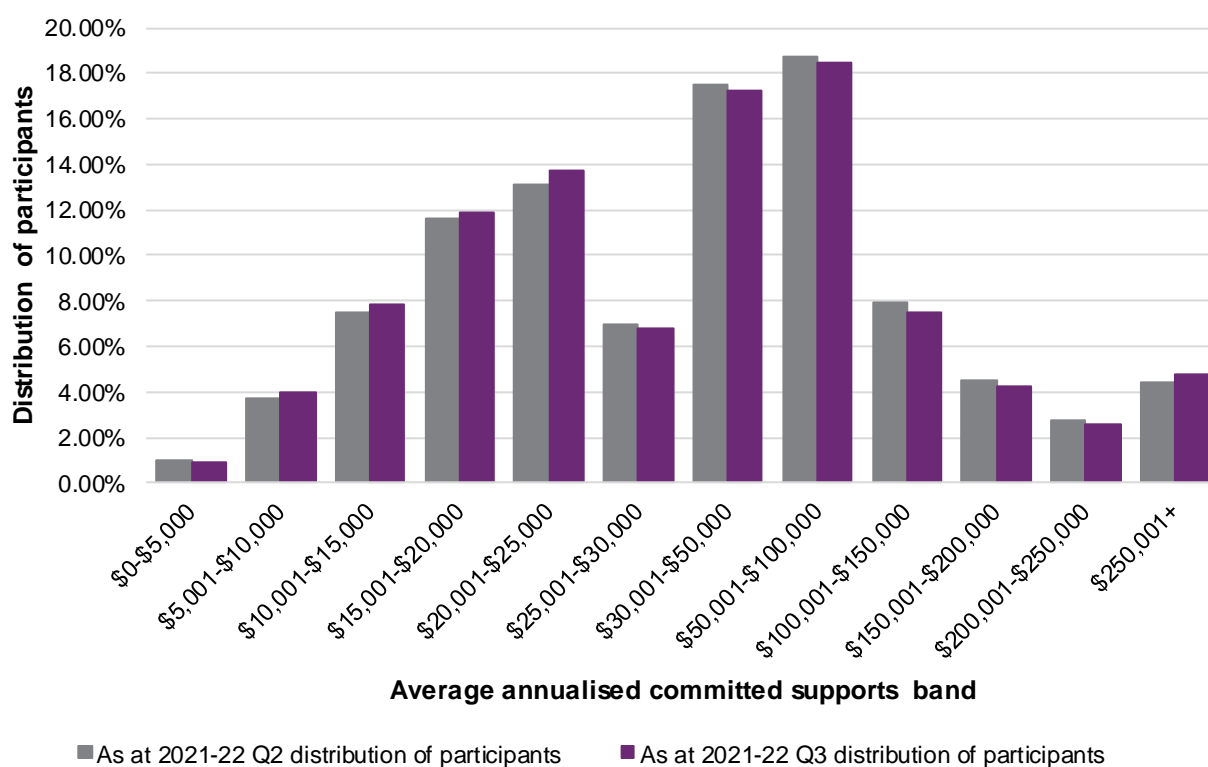


Figure M.18 Average annualised committed supports and average payments by age group as at 31 March 2022 – Northern Territory⁹²⁴



⁹²⁴ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure M.19 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2022 – Northern Territory ⁹²⁵

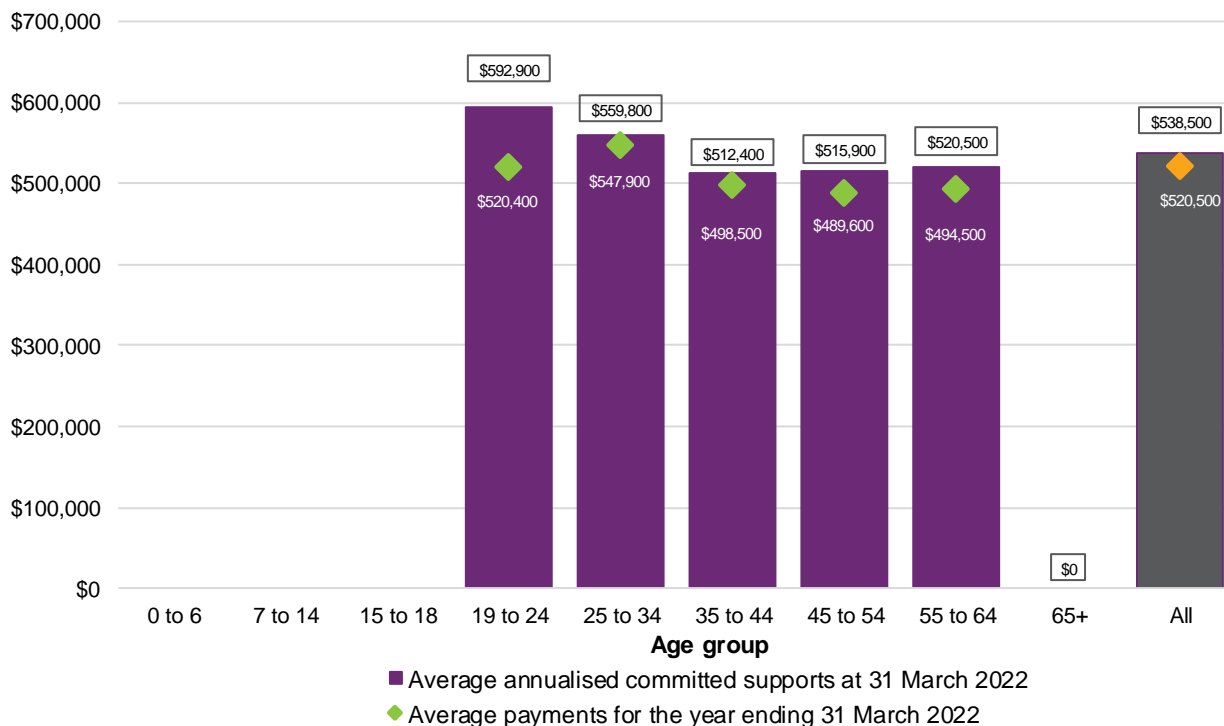
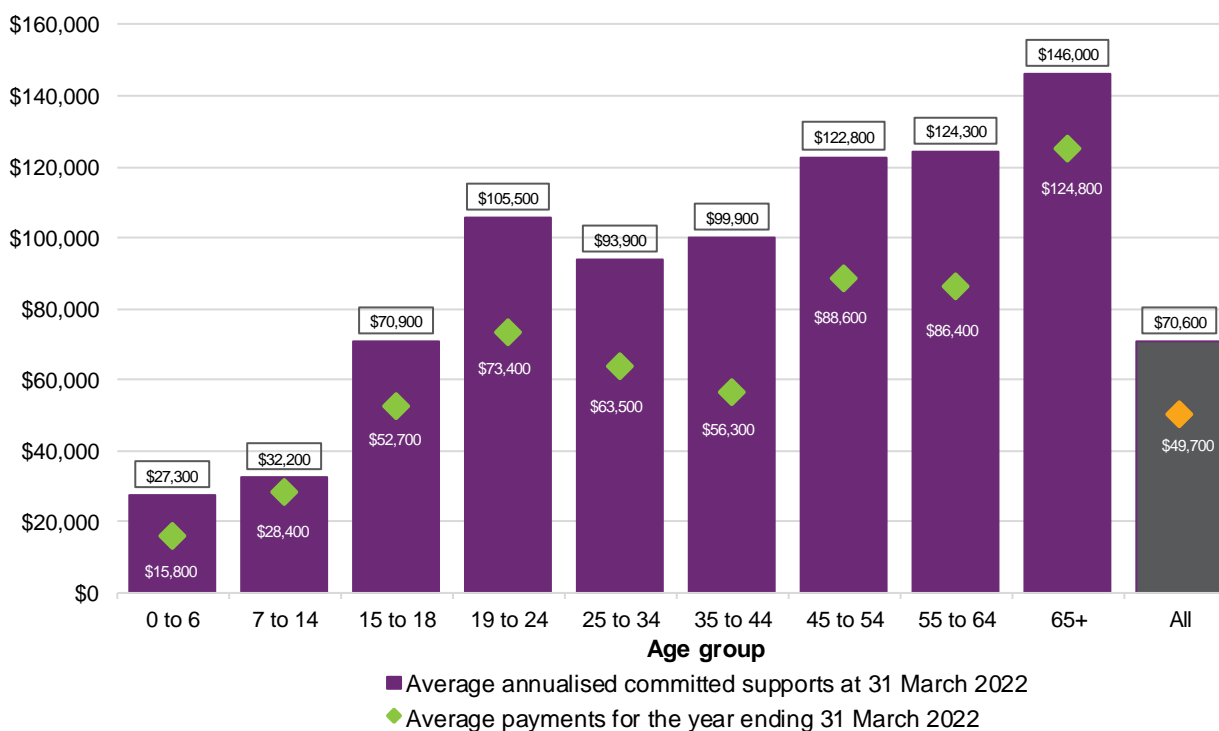


Figure M.20 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2022 – Northern Territory ⁹²⁶



⁹²⁵ Ibid.

⁹²⁶ Ibid.

Figure M.21 Average annualised committed supports and average payments by gender and age group as at 31 March 2022 – Northern Territory ⁹²⁷

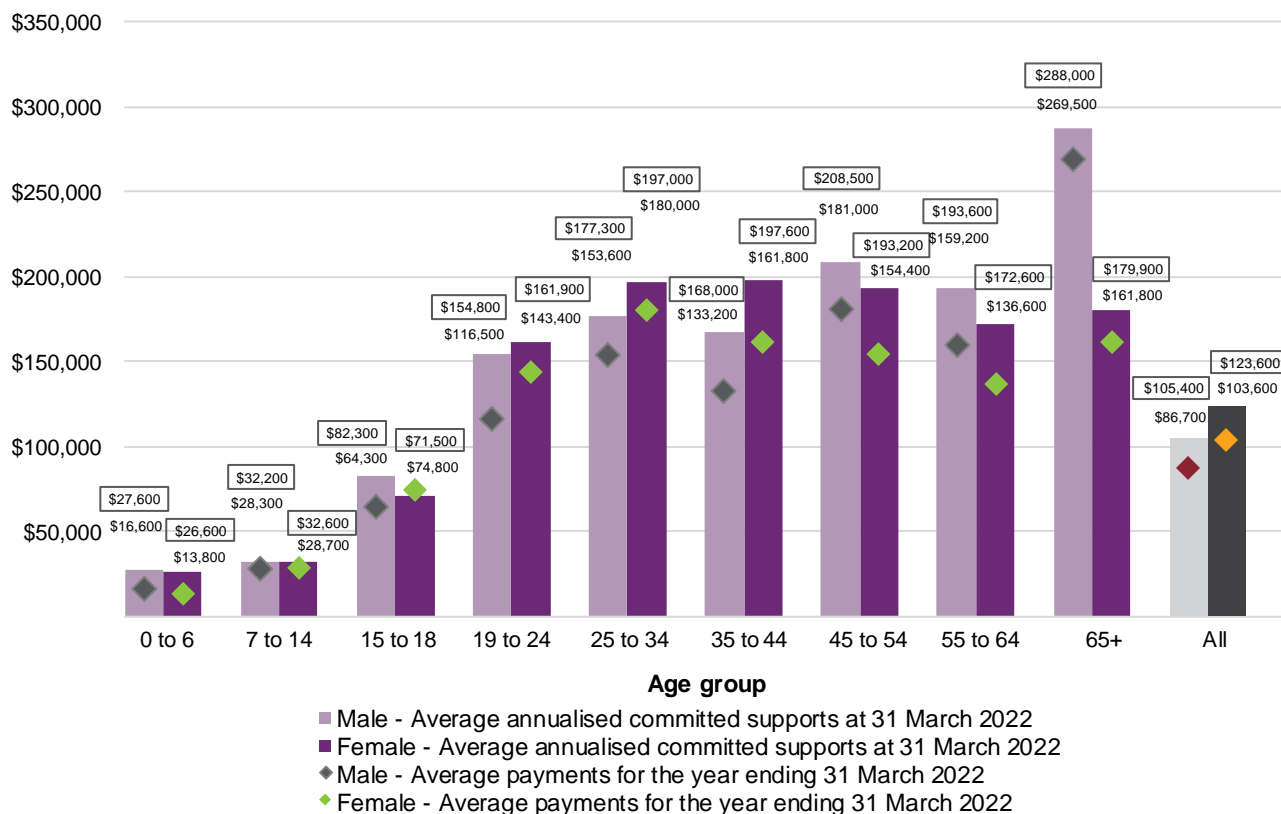
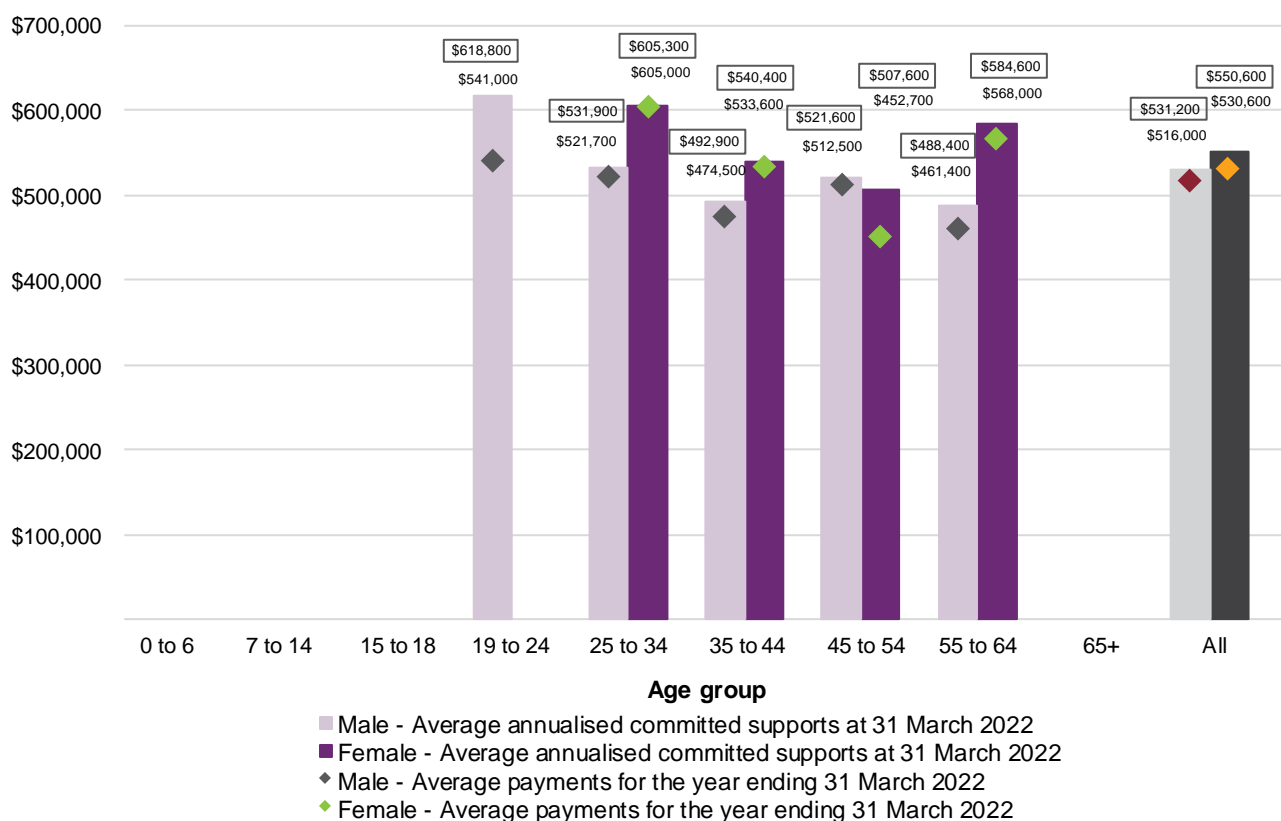


Figure M.22 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 31 March 2022 – Northern Territory ⁹²⁸



⁹²⁷ Ibid.

⁹²⁸ Ibid.

Figure M.23 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 31 March 2022 – Northern Territory ⁹²⁹

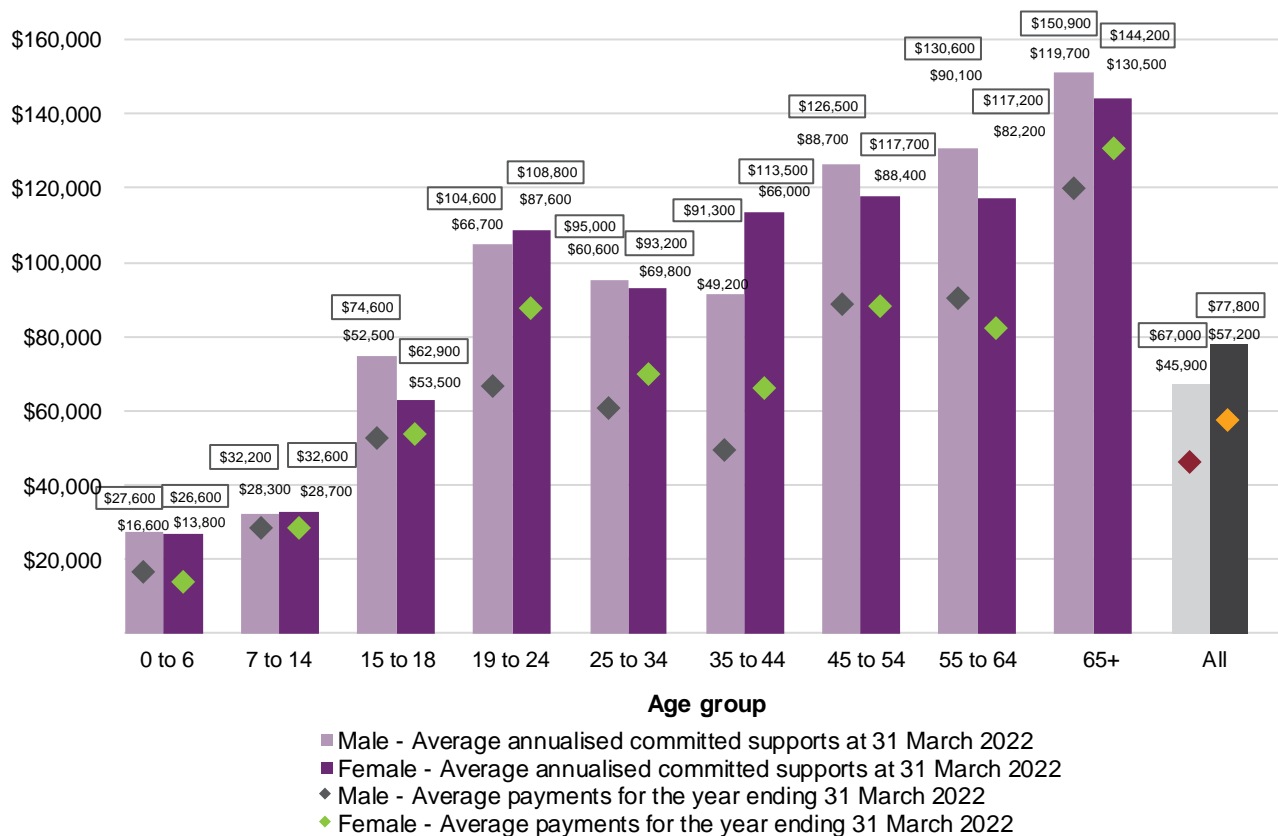
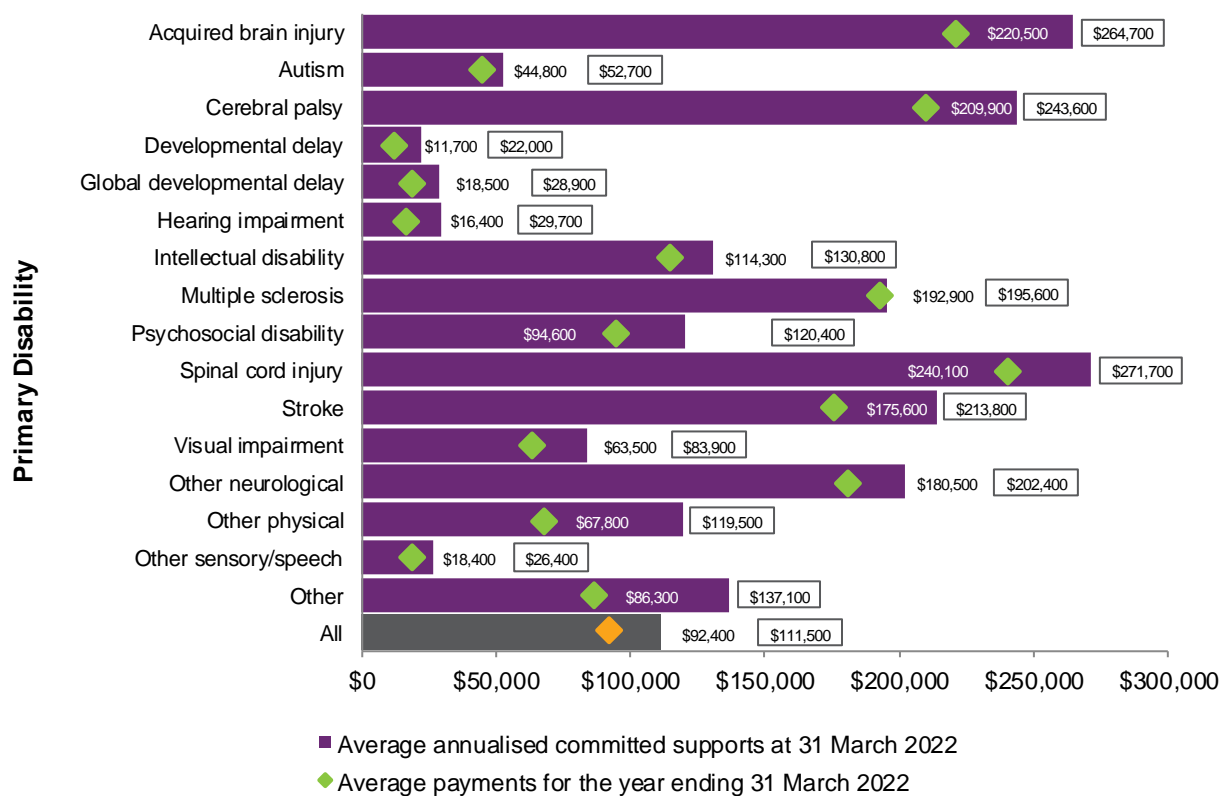


Figure M.24 Average annualised committed supports and average payments by primary disability as at 31 March 2022 – Northern Territory ⁹³⁰



⁹²⁹ Ibid.

⁹³⁰ Ibid.

Figure M.25 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 March 2022 – Northern Territory ⁹³¹

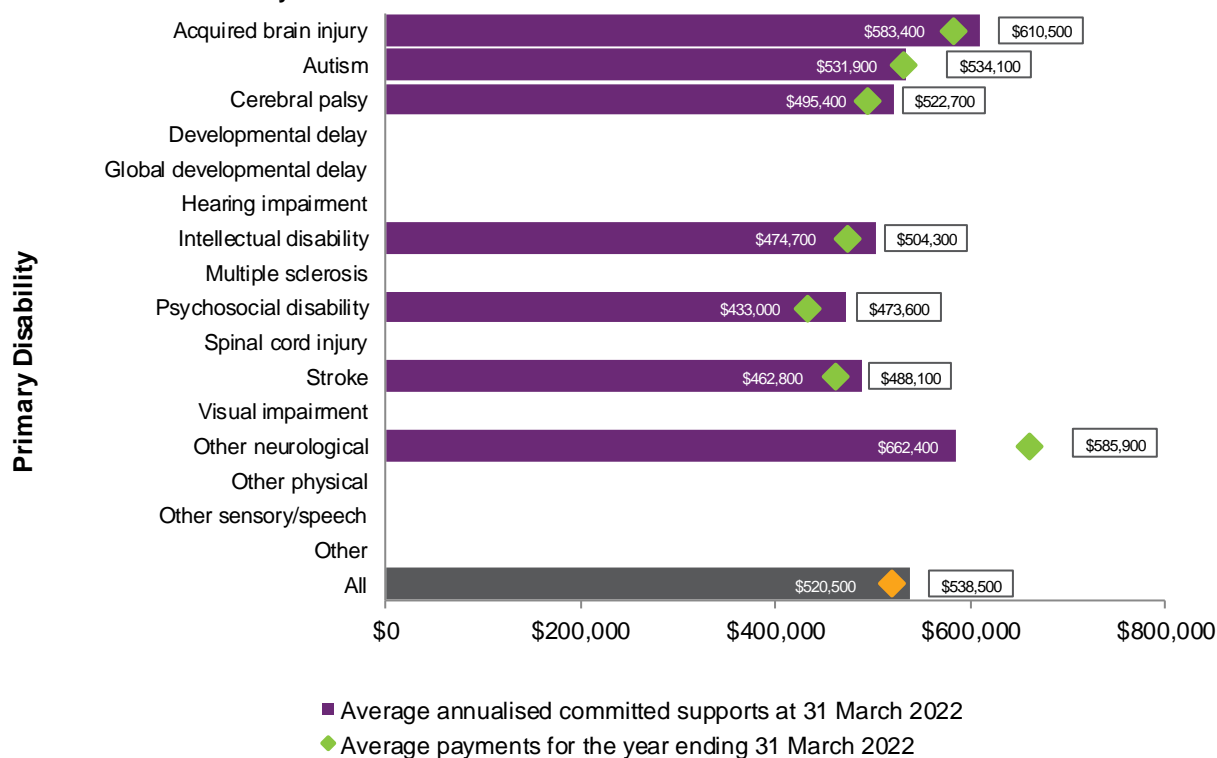
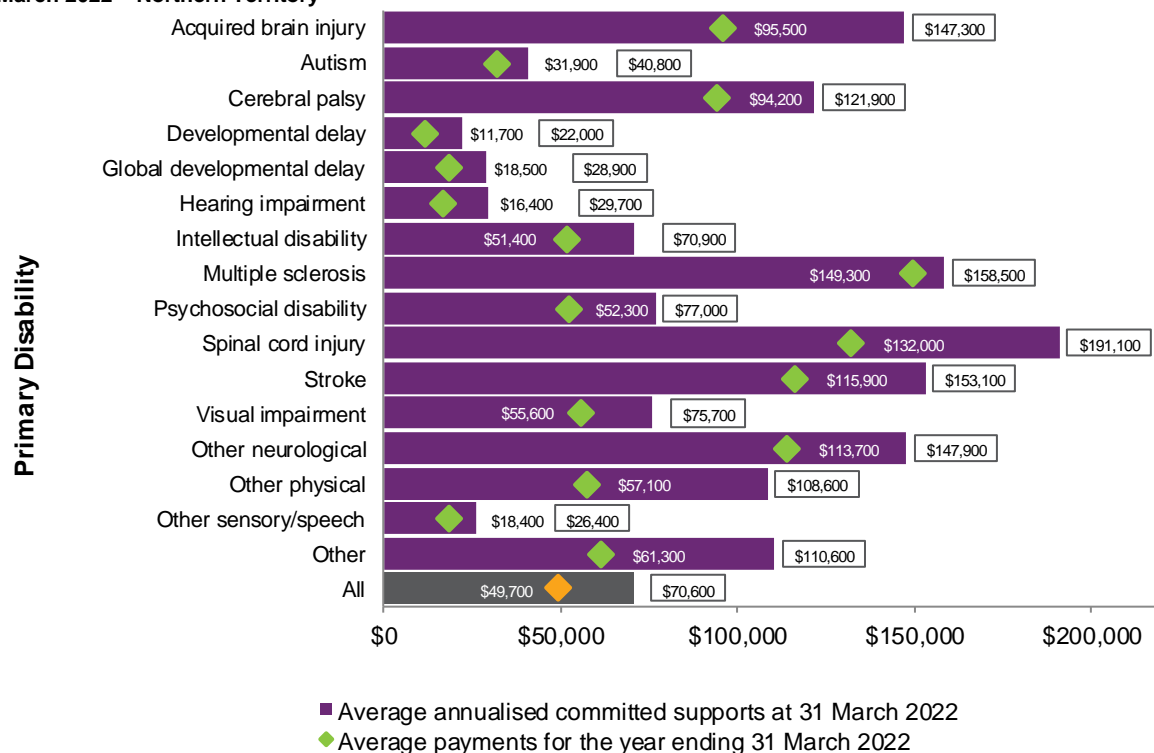


Figure M.26 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 March 2022 – Northern Territory ⁹³²



⁹³¹ Ibid.

⁹³² Ibid.

Figure M.27 Average annualised committed supports and average payments by gender and primary disability as at 31 March 2022 – Northern Territory ⁹³³

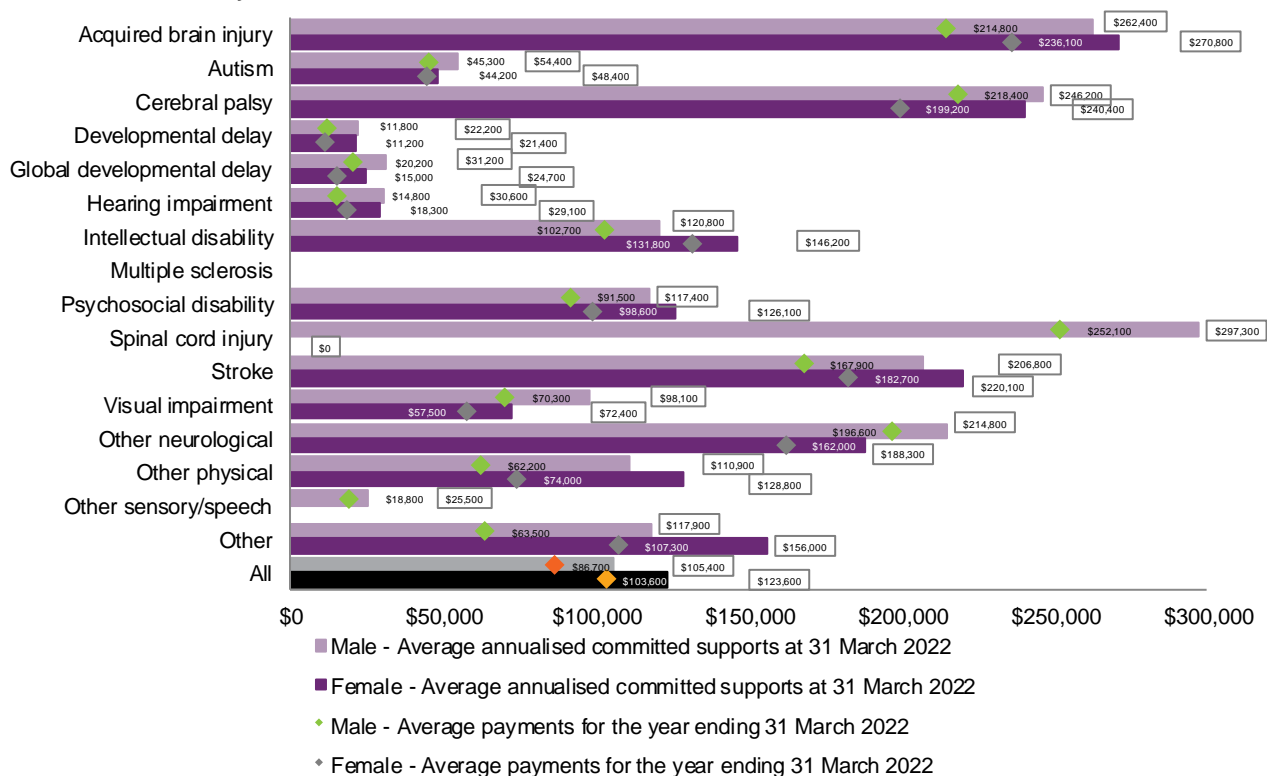
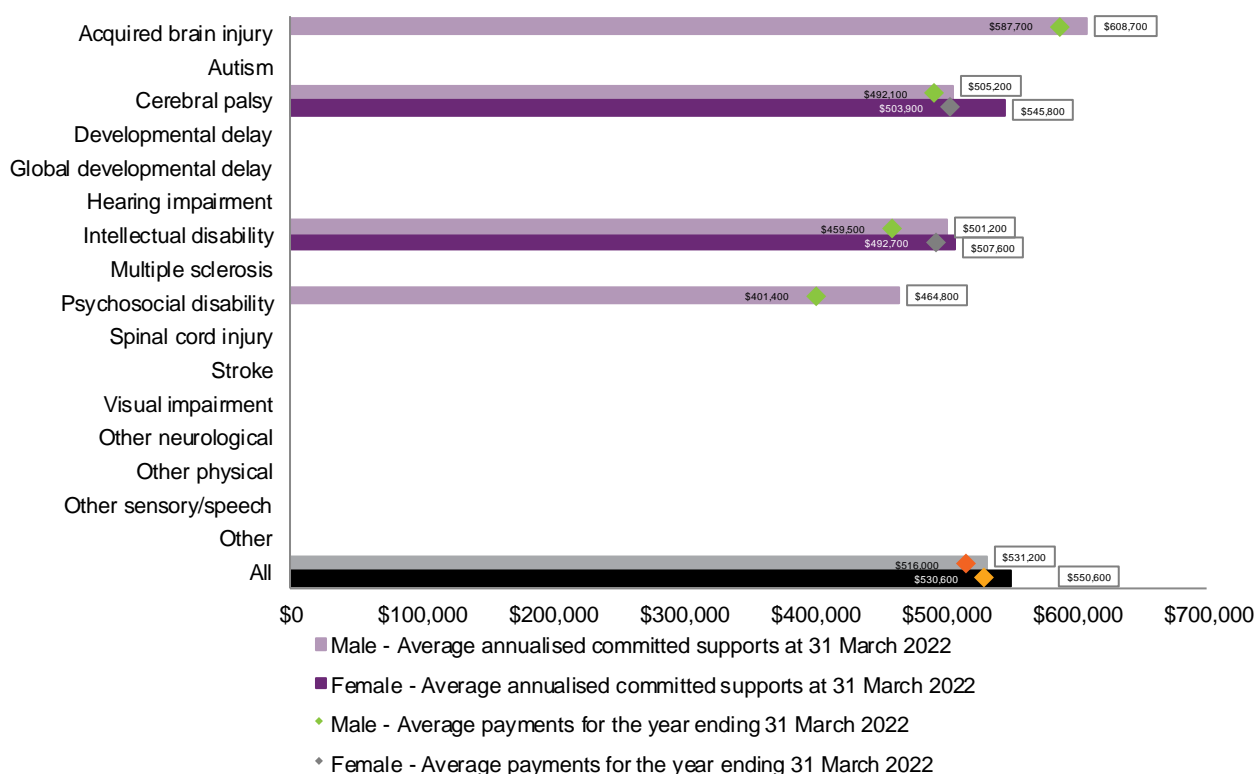


Figure M.28 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 31 March 2022 – Northern Territory ⁹³⁴



⁹³³ Ibid.

⁹³⁴ Ibid.

Figure M.29 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 31 March 2022 – Northern Territory ⁹³⁵

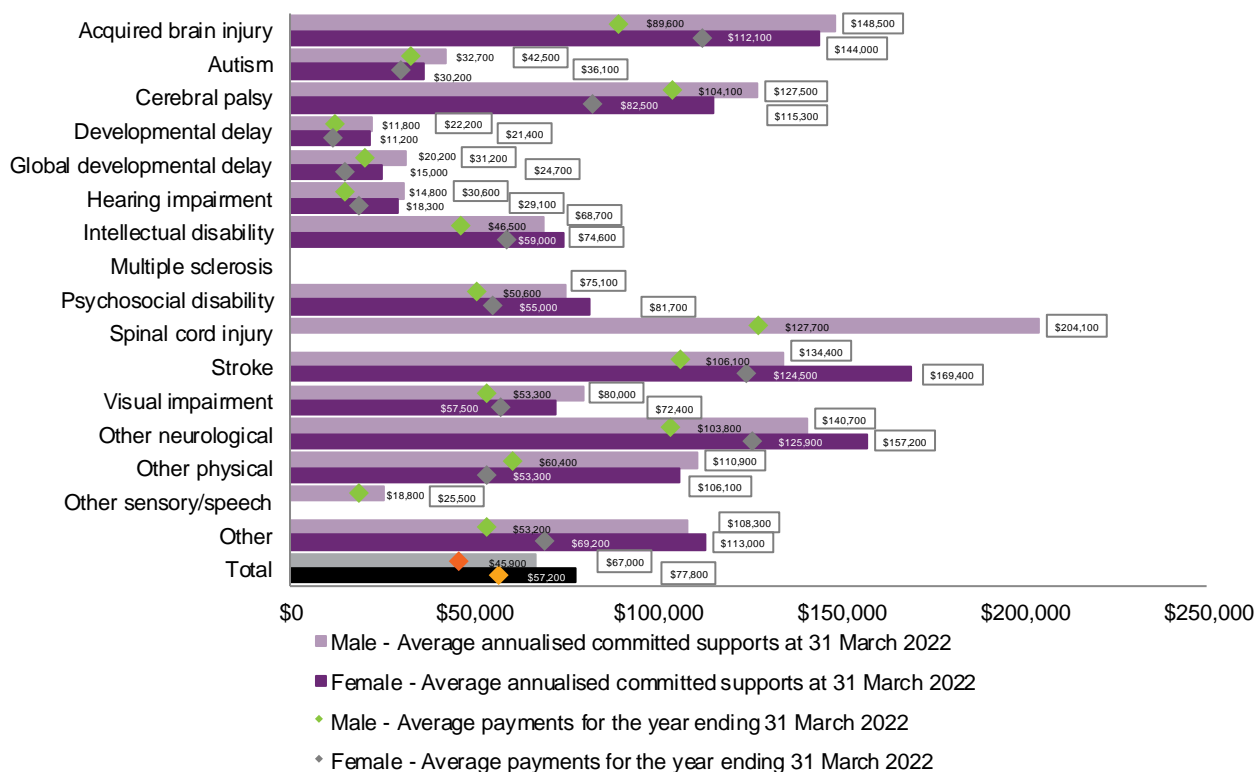
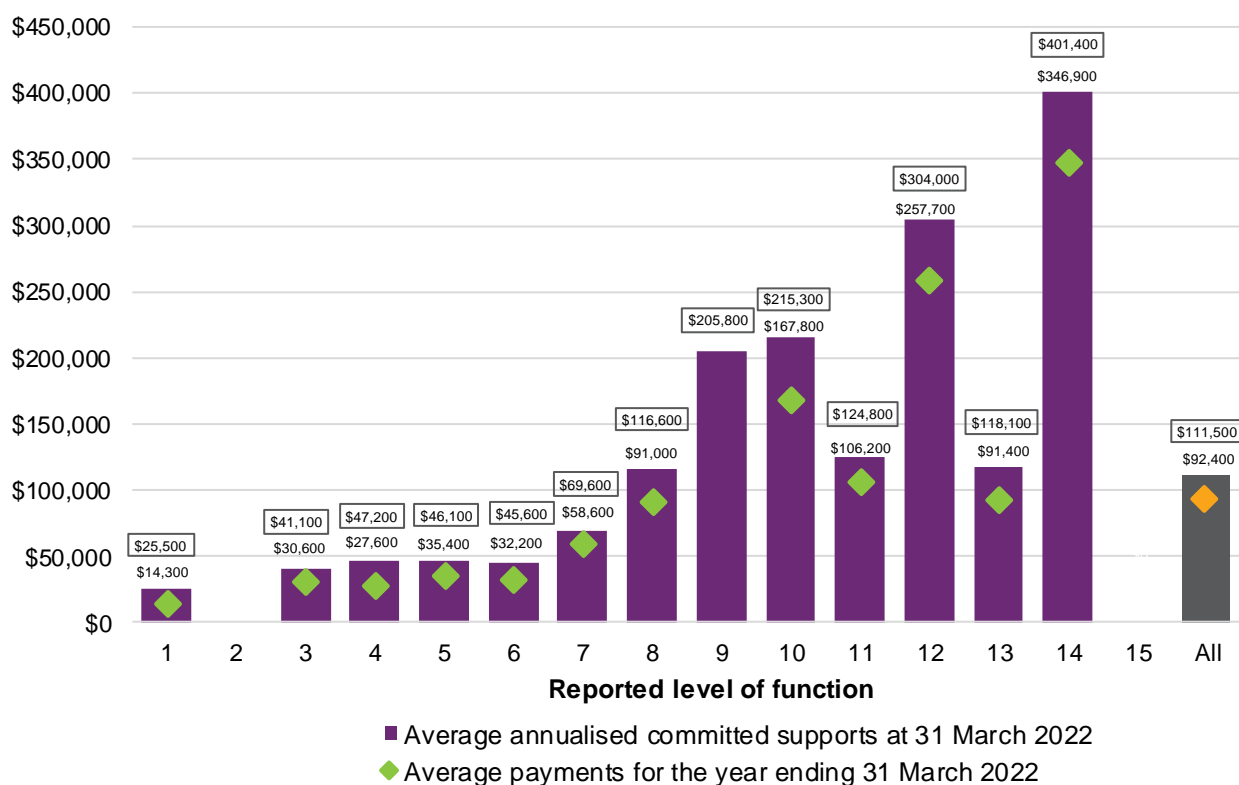


Figure M.30 Average annualised committed supports and average payments by reported level of function as at 31 March 2022 – Northern Territory ⁹³⁶



⁹³⁵ Ibid.

⁹³⁶ Ibid.

Figure M.31 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2022 – Northern Territory ⁹³⁷

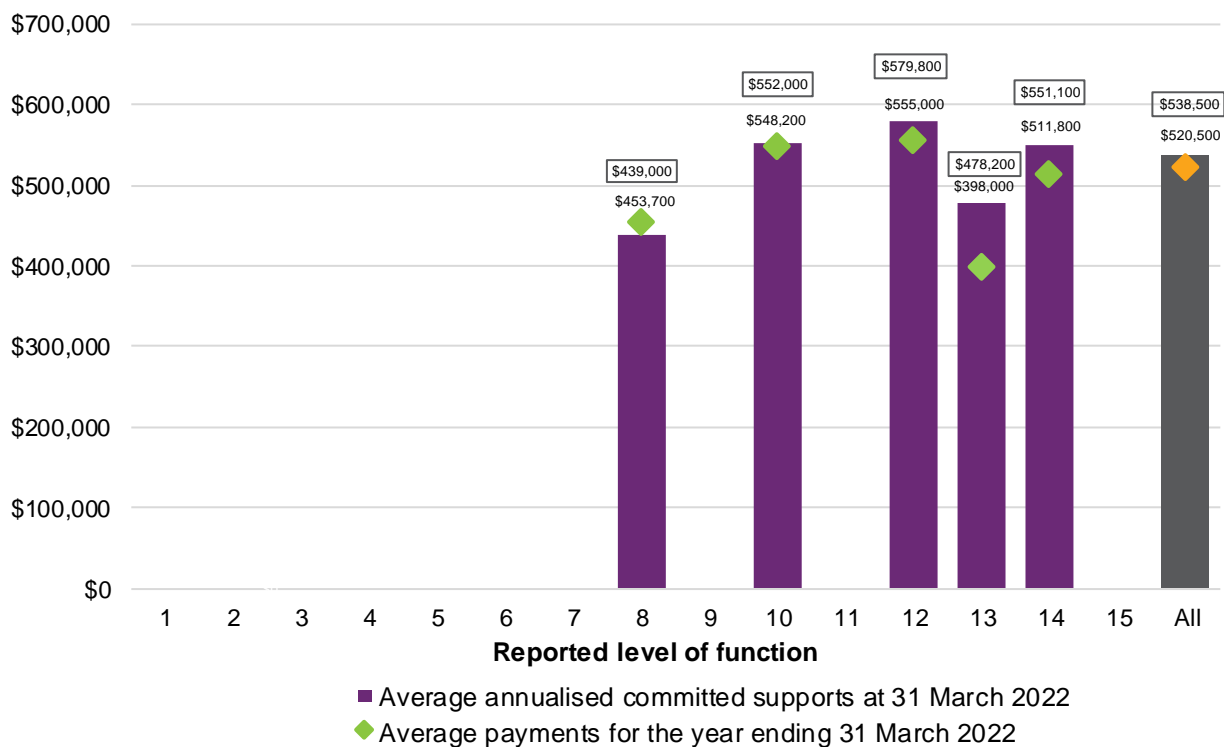
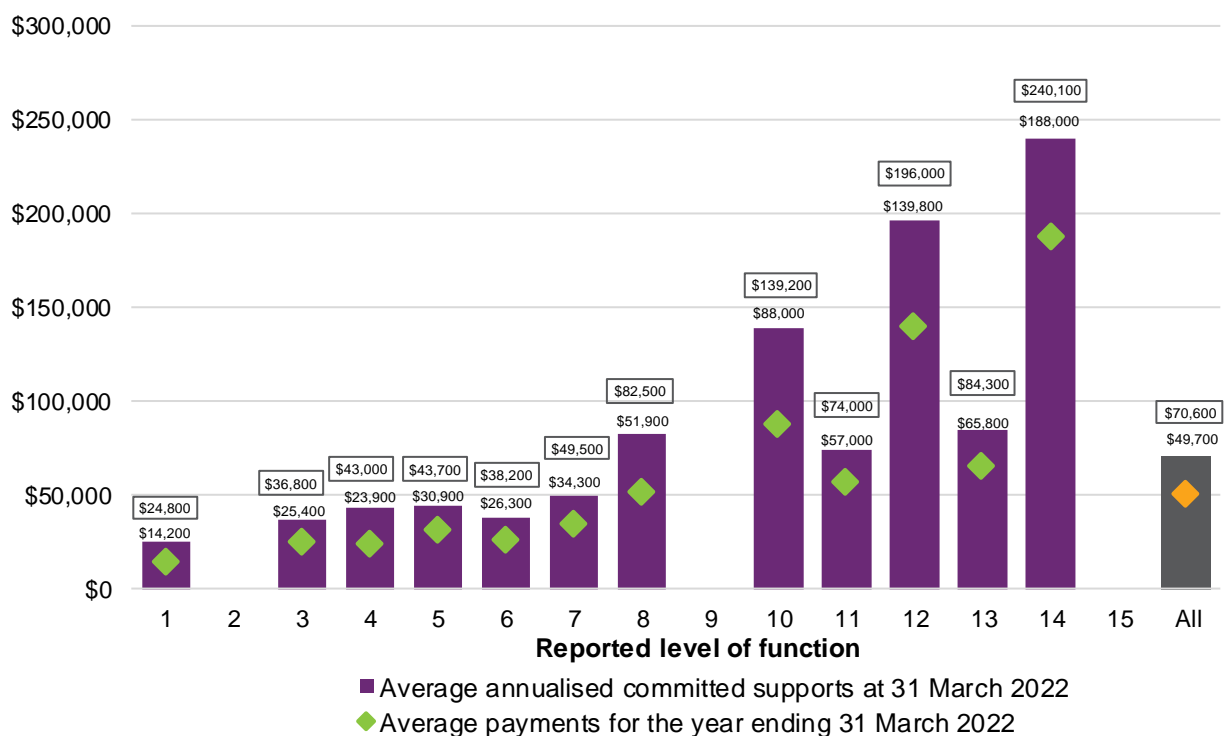


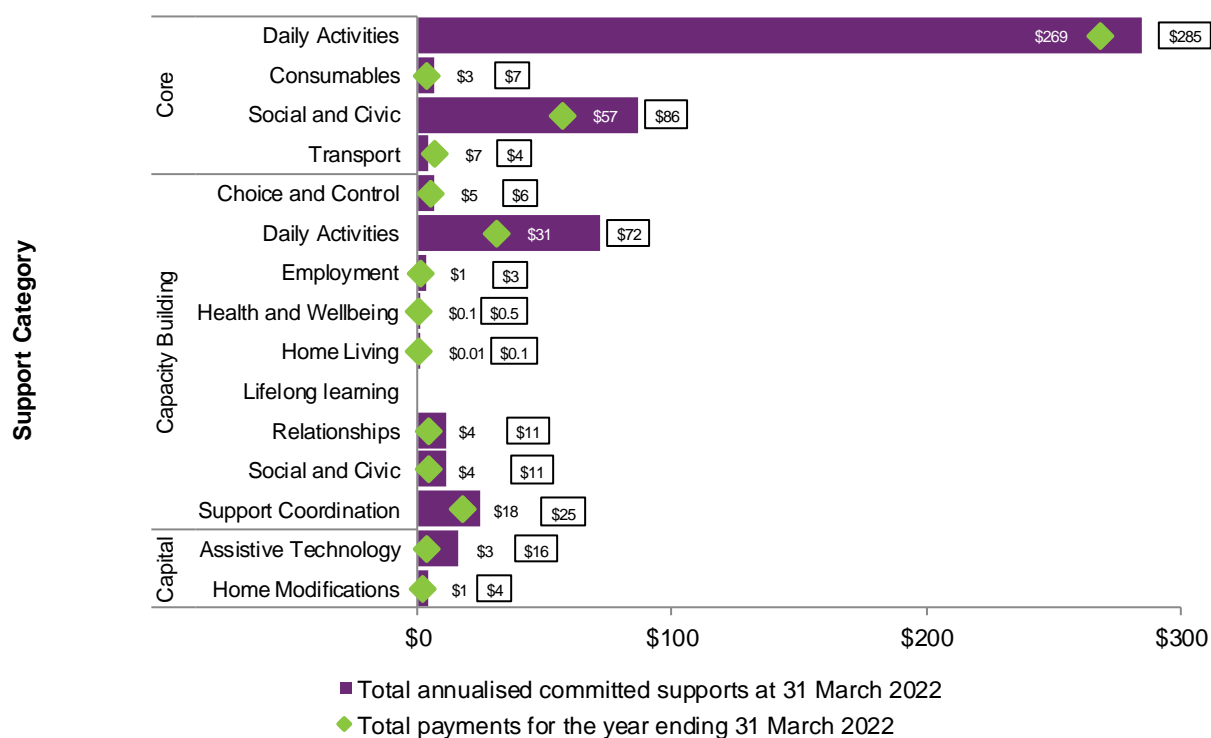
Figure M.32 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2022 – Northern Territory ⁹³⁸



⁹³⁷ Ibid.

⁹³⁸ Ibid.

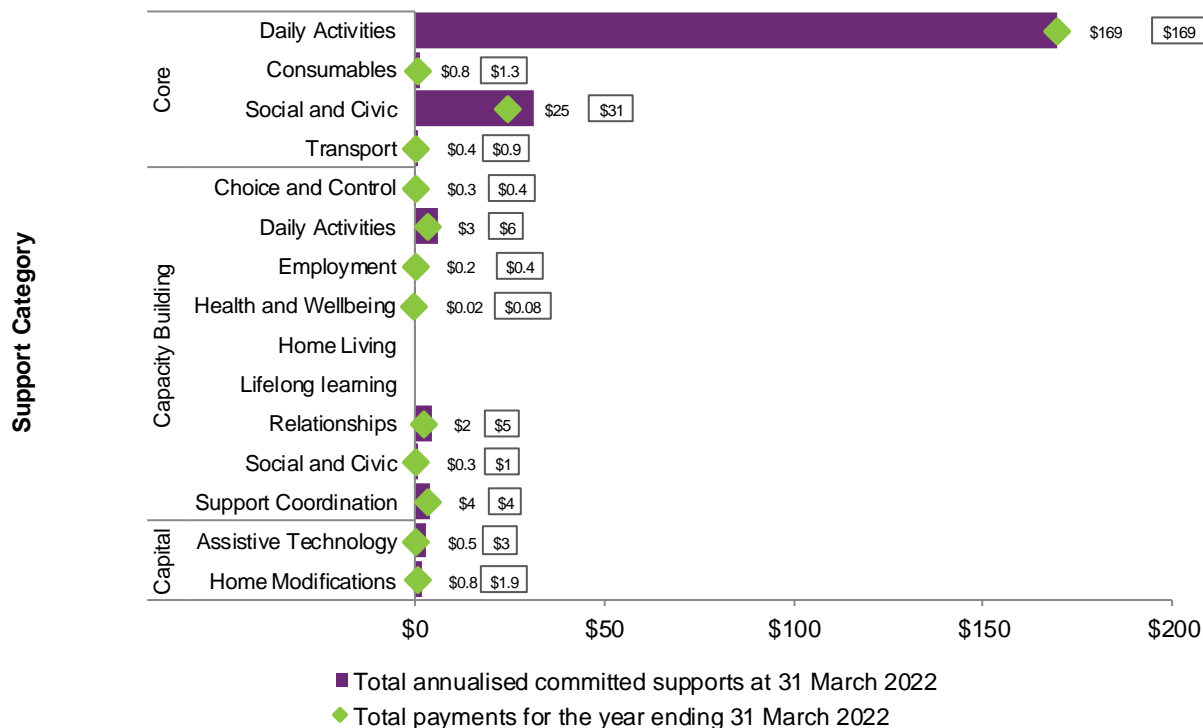
Figure M.33 Total annualised committed supports and total payments by support category as at 31 March 2022 (\$m) – Northern Territory ^{939 940}



⁹³⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁹⁴⁰ Total payments for home modifications in Northern Territory were \$1.5m. Of which, \$0.8m (53%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7m (47%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$4m. Of which, \$2m (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$2m (61%) has been allocated for non-SDA supports.

Figure M.34 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2022 (\$m) – Northern Territory ⁹⁴¹ ⁹⁴²



⁹⁴¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁹⁴² Total payments for home modifications in Northern Territory were \$0.76m. Of which, \$0.74m (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02m (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2m. Of which, \$1m (73%) has been allocated for specialised disability accommodation (SDA) supports, and \$1m (27%) has been allocated for non-SDA supports.

Figure M.35 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2022 (\$m) – Northern Territory ^{943 944}

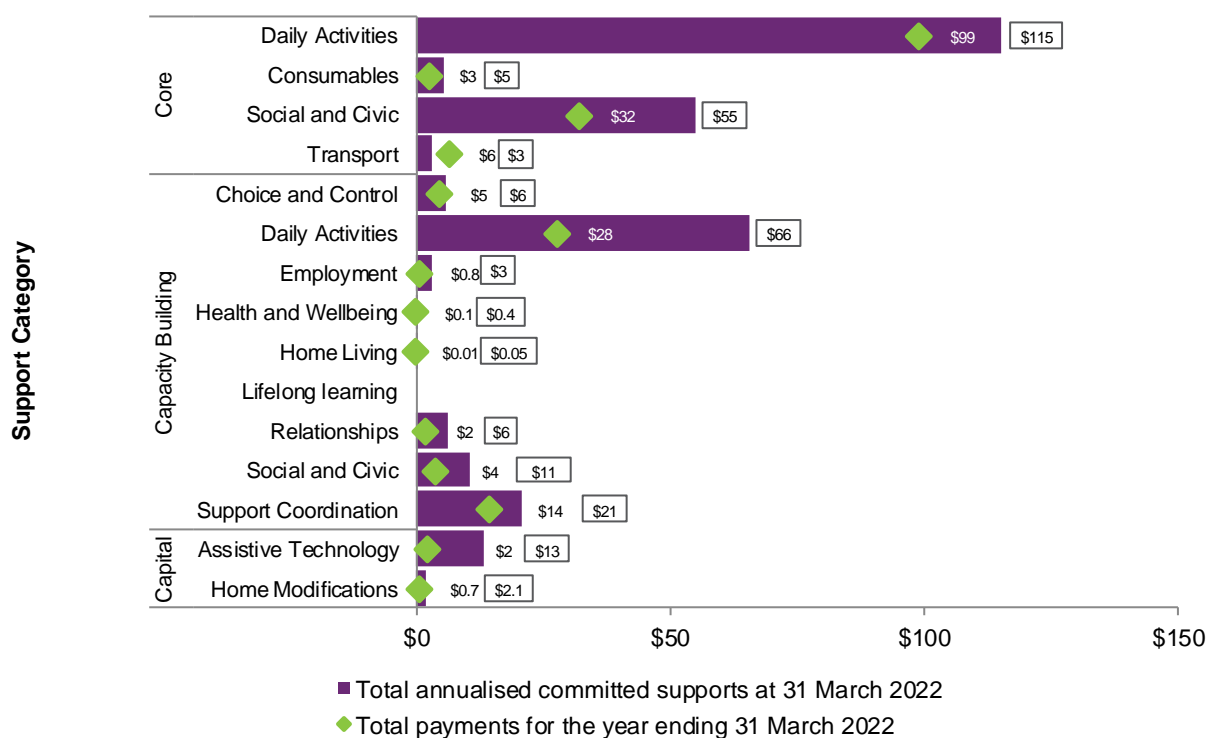


Table M.73 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{945 946}

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.1	2.1	5.9	20.7	101.4	203.3	391.8	518.3	394.7
Total Paid	0.0	1.7	4.3	12.0	67.6	137.7	267.0	374.8	275.5
% utilised to date	38%	81%	72%	58%	67%	68%	68%	72%	70%

⁹⁴³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022.

⁹⁴⁴ Total payments for home modifications in Northern Territory were \$0.72m. Of which, \$0.03m (4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.69m (96%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2m. Of which, \$m (7%) has been allocated for specialised disability accommodation (SDA) supports, and \$m (93%) has been allocated for non-SDA supports.

⁹⁴⁵ 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.

⁹⁴⁶ The utilisation rate for 2021-22 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure M.36 Utilisation of committed supports as at 31 December 2021 and 31 March 2022 – Northern Territory

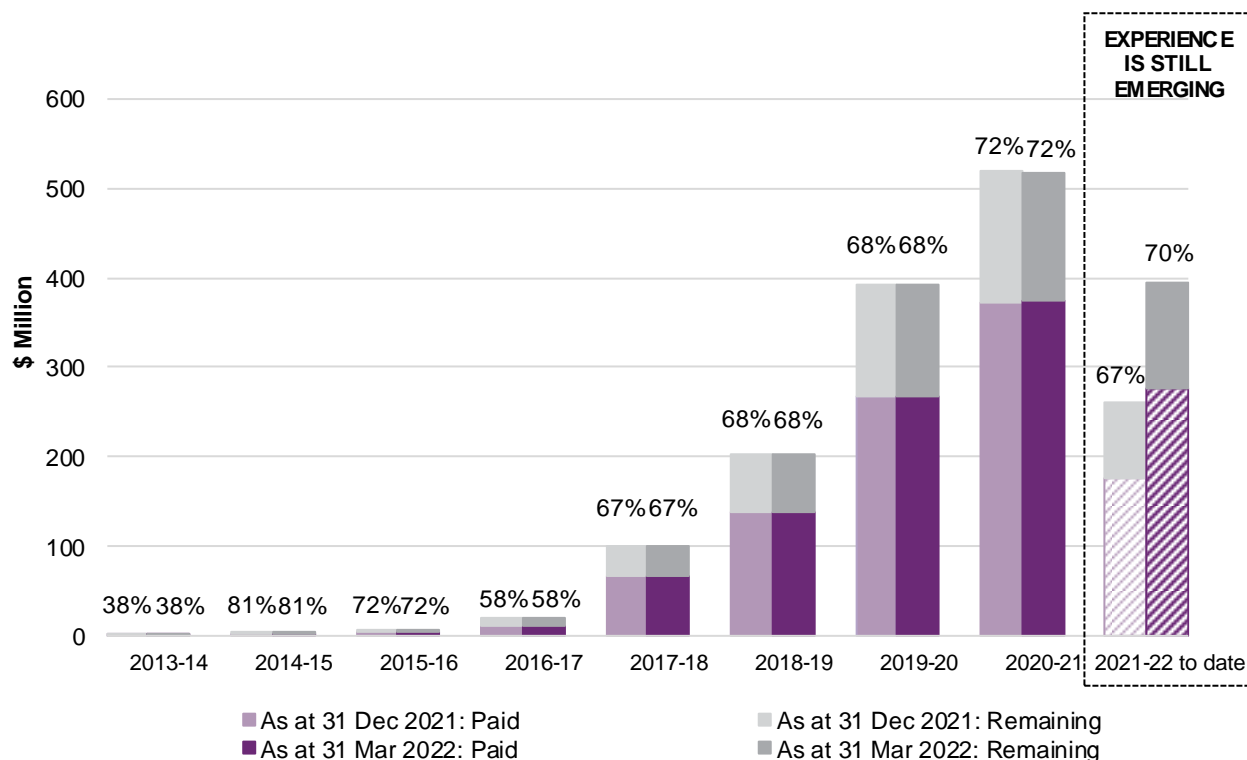
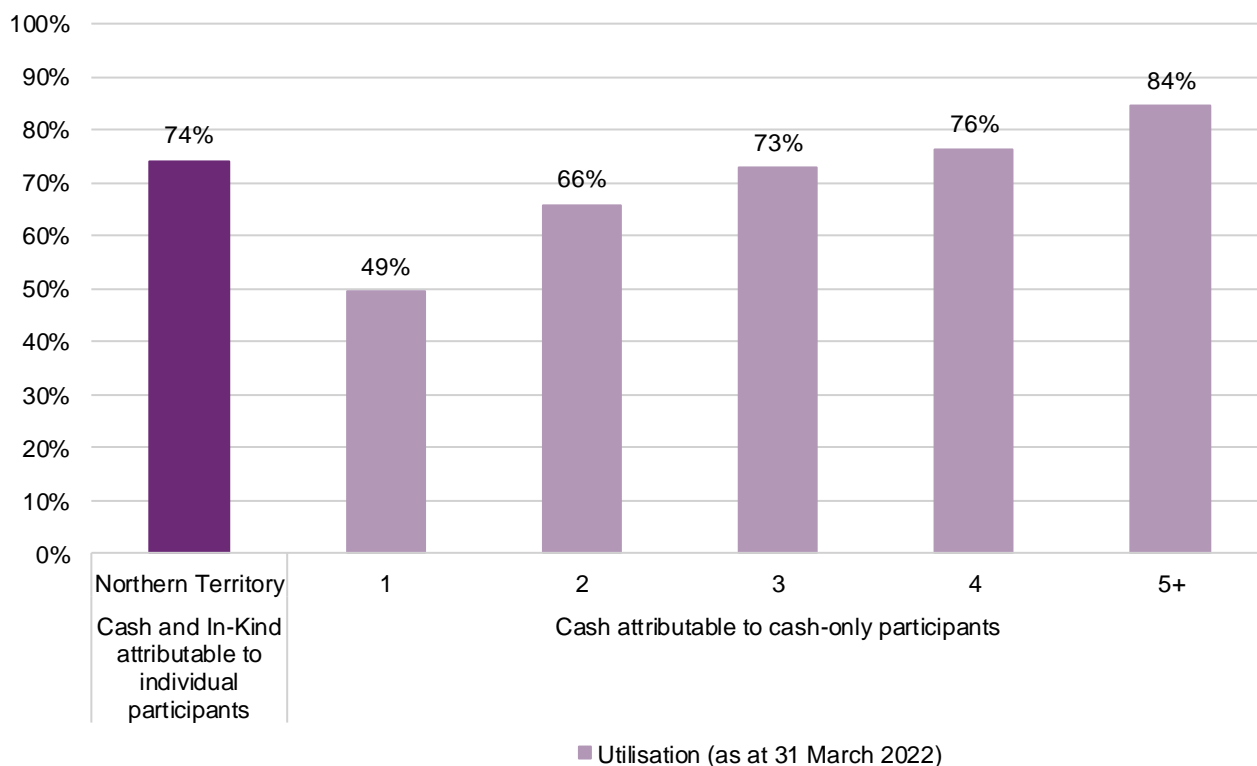


Figure M.37 Utilisation of committed supports by plan number from 1 July 2021 to 31 December 2021 – Northern Territory ⁹⁴⁷



⁹⁴⁷ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

Figure M.38 Utilisation of committed supports by SIL status from 1 July 2021 to 31 December 2021 – Northern Territory ⁹⁴⁸

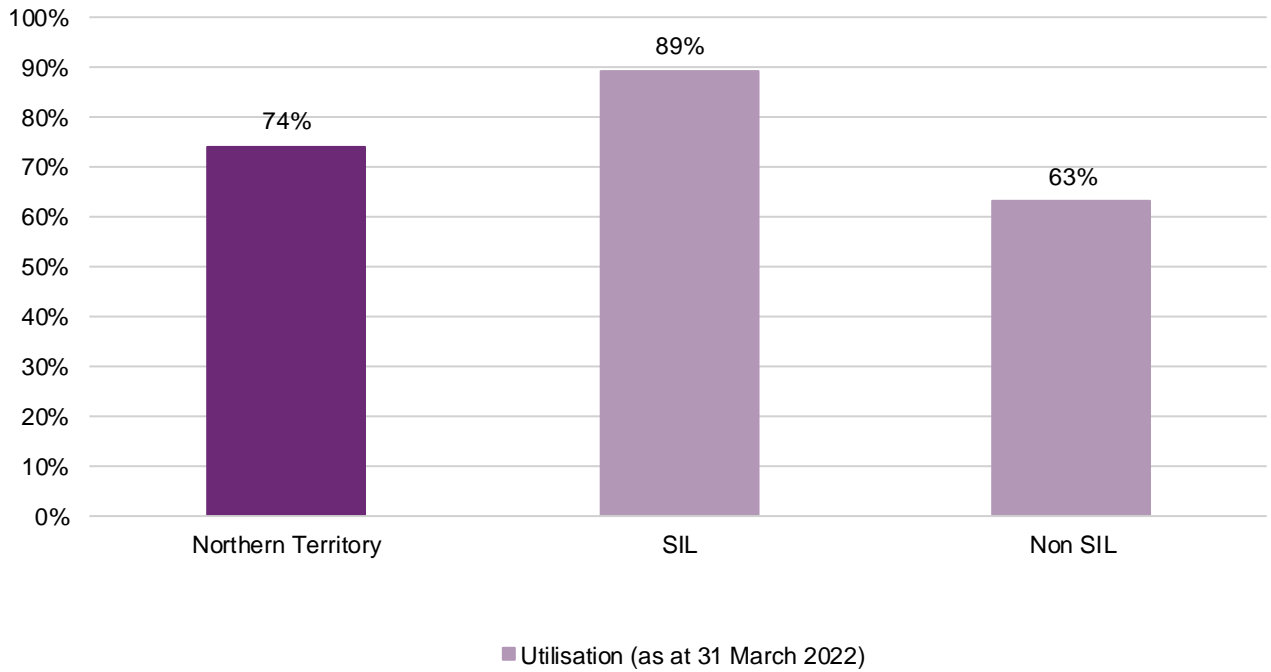
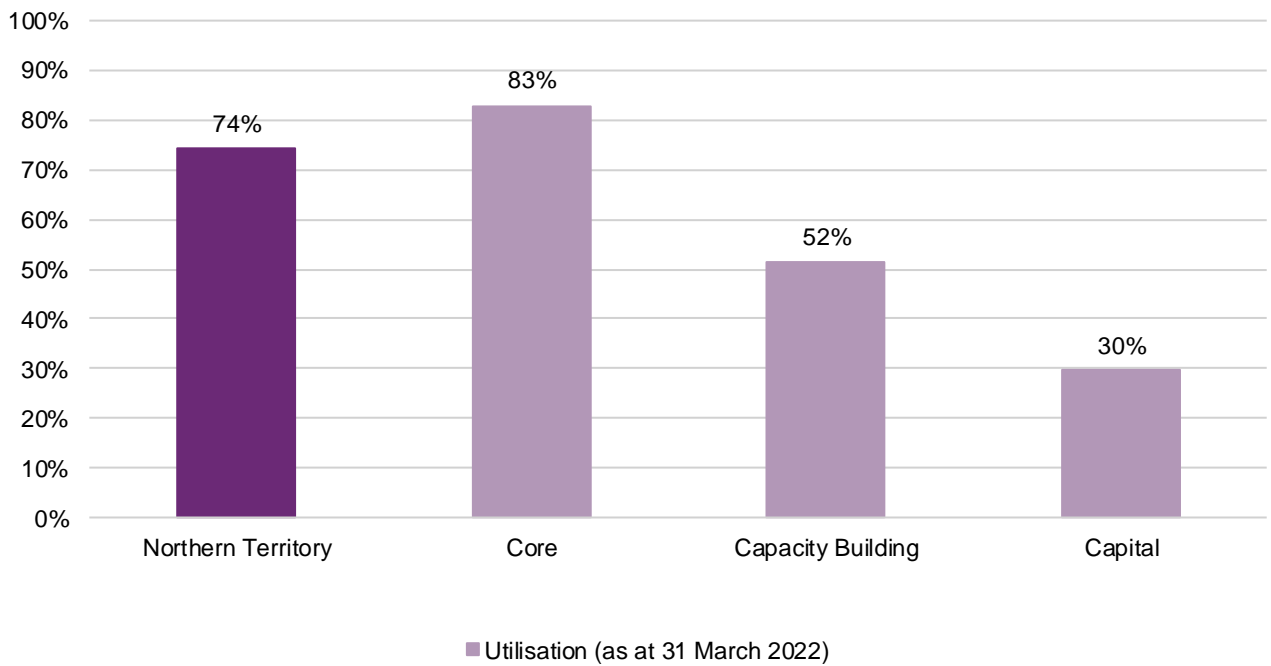


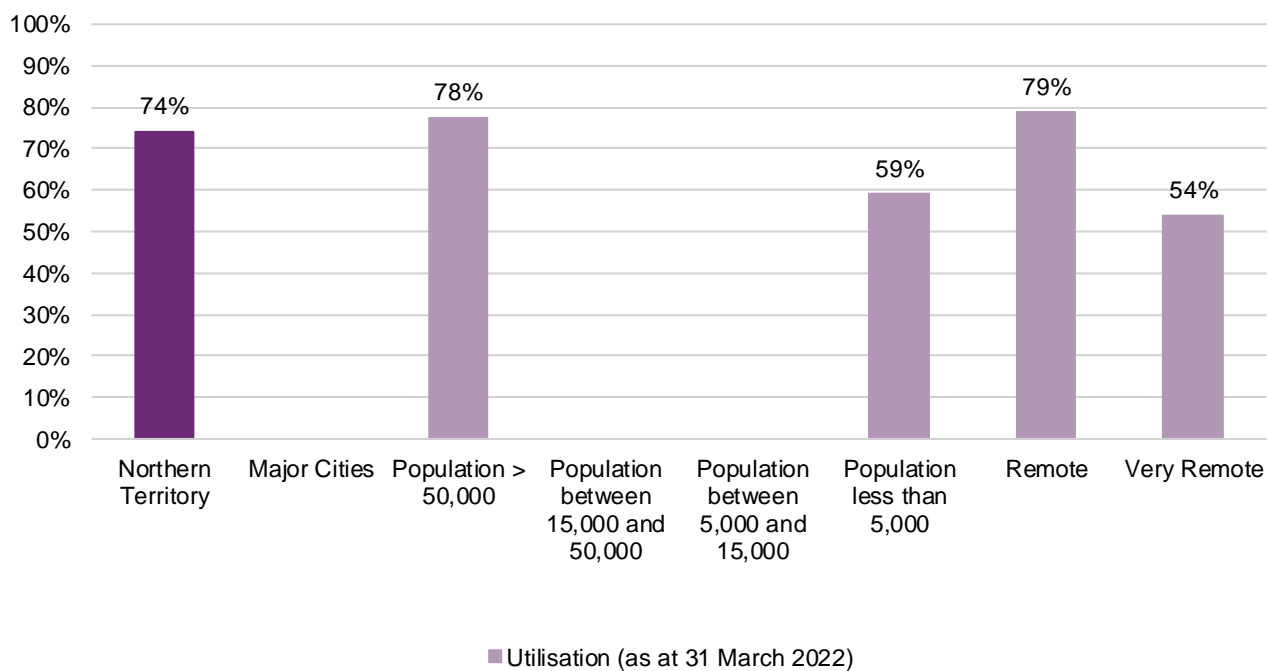
Figure M.39 Utilisation of committed supports by support class from 1 July 2021 to 31 December 2021 – Northern Territory ⁹⁴⁹



⁹⁴⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown, as experience in the most recent quarter is still emerging.

⁹⁴⁹ Ibid.

Figure M.40 Utilisation of committed supports by remoteness from 1 July 2021 to 31 December 2021 – Northern Territory ⁹⁵⁰ ⁹⁵¹



⁹⁵⁰ Ibid.

⁹⁵¹ 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 March 2022 ^{952 953 954}

State/Territory	Active participant plans		Early Childhood Approach (ECA)	Active participant plans including ECA	
	N	%	N	N	%
NSW	156,992	30.3%	4,487	161,479	30.4%
VIC	137,891	26.6%	2,930	140,821	26.5%
QLD	107,635	20.8%	3,368	111,003	20.9%
WA	45,025	8.7%	727	45,752	8.6%
SA	45,309	8.7%	695	46,004	8.7%
TAS	11,832	2.3%	159	11,991	2.3%
ACT	9,163	1.8%	165	9,328	1.8%
NT	4,761	0.9%	103	4,864	0.9%
OT	43	0.0%	0	43	0.0%
Missing	17	0.0%	7	24	0.0%
National	518,668	100.0%	12,641	531,309	100.0%

Table N.2 Number of active participant plans by age at 31 March 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	24,224	23,160	17,620	5,284	6,363	1,543	1,172	864	80,239
7 to 14	39,993	35,729	28,701	11,118	13,099	2,686	2,361	1,172	134,875
15 to 18	12,165	10,054	8,826	4,250	4,377	1,014	754	346	41,791
19 to 24	14,015	10,038	8,229	4,258	3,673	1,283	855	328	42,686
25 to 34	13,924	12,055	9,063	4,710	3,499	1,296	811	411	45,773
35 to 44	12,366	11,787	8,637	3,843	3,324	941	808	496	42,206
45 to 54	14,887	14,164	10,298	4,489	4,112	1,231	905	511	50,603
55 to 64	18,403	15,754	12,355	5,372	5,069	1,436	973	497	59,866
65+	7,015	5,150	3,906	1,701	1,793	402	524	136	20,629
Total	156,992	137,891	107,635	45,025	45,309	11,832	9,163	4,761	518,668

⁹⁵² 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.

⁹⁵³ 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.

⁹⁵⁴ There are 17 active participants at 31 March 2022 with Missing jurisdiction information. These participants are not shown separately in the results on participant characteristics. However, they are included in the National totals for each table.

Table N.3 Proportion of active participant plans by age at 31 March 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	15%	17%	16%	12%	14%	13%	13%	18%	15%
7 to 14	25%	26%	27%	25%	29%	23%	26%	25%	26%
15 to 18	8%	7%	8%	9%	10%	9%	8%	7%	8%
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	8%
25 to 34	9%	9%	8%	10%	8%	11%	9%	9%	9%
35 to 44	8%	9%	8%	9%	7%	8%	9%	10%	8%
45 to 54	9%	10%	10%	10%	9%	10%	10%	11%	10%
55 to 64	12%	11%	11%	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%

Table N.4 Number of active participant plans (participants in SIL) by age at 31 March 2022

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	18
15 to 18	60	11	28	27	19	11	<11	<11	165
19 to 24	735	267	462	176	188	100	32	35	1,995
25 to 34	1,458	761	977	445	403	178	69	79	4,371
35 to 44	1,627	979	984	426	439	149	91	95	4,790
45 to 54	2,226	1,391	1,187	566	610	201	128	103	6,413
55 to 64	2,419	1,490	1,274	592	621	243	126	75	6,840
65+	840	412	302	165	185	68	34	24	2,030
Total	9,369	5,313	5,218	2,406	2,465	950	484	416	26,623

Table N.5 Proportion of active participant plans (participants in SIL) by age at 31 March 2022

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%	1%	n/a	n/a	1%
19 to 24	8%	5%	9%	7%	8%	11%	7%	8%	7%
25 to 34	16%	14%	19%	18%	16%	19%	14%	19%	16%
35 to 44	17%	18%	19%	18%	18%	16%	19%	23%	18%
45 to 54	24%	26%	23%	24%	25%	21%	26%	25%	24%
55 to 64	26%	28%	24%	25%	25%	26%	26%	18%	26%
65+	9%	8%	6%	7%	8%	7%	7%	6%	8%
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 March 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	24,224	23,159	17,620	5,284	6,363	1,543	1,172	864	80,238
7 to 14	39,989	35,728	28,697	11,109	13,099	2,686	2,361	1,172	134,857
15 to 18	12,105	10,043	8,798	4,223	4,358	1,003	750	341	41,626
19 to 24	13,280	9,771	7,767	4,082	3,485	1,183	823	293	40,691
25 to 34	12,466	11,294	8,086	4,265	3,096	1,118	742	332	41,402
35 to 44	10,739	10,808	7,653	3,417	2,885	792	717	401	37,416
45 to 54	12,661	12,773	9,111	3,923	3,502	1,030	777	408	44,190
55 to 64	15,984	14,264	11,081	4,780	4,448	1,193	847	422	53,026
65+	6,175	4,738	3,604	1,536	1,608	334	490	112	18,599
Total	147,623	132,578	102,417	42,619	42,844	10,882	8,679	4,345	492,045

Table N.7 Proportion of active participant plans (participants not in SIL) by age at 31 March 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	17%	12%	15%	14%	14%	20%	16%
7 to 14	27%	27%	28%	26%	31%	25%	27%	27%	27%
15 to 18	8%	8%	9%	10%	10%	9%	9%	8%	8%
19 to 24	9%	7%	8%	10%	8%	11%	9%	7%	8%
25 to 34	8%	9%	8%	10%	7%	10%	9%	8%	8%
35 to 44	7%	8%	7%	8%	7%	7%	8%	9%	8%
45 to 54	9%	10%	9%	9%	8%	9%	9%	9%	9%
55 to 64	11%	11%	11%	11%	10%	11%	10%	10%	11%
65+	4%	4%	4%	4%	4%	3%	6%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.8 Number of active participant plans by disability at 31 March 2022 ^{955 956}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	52,133	43,084	38,008	16,011	17,632	3,764	3,009	1,082	174,741
Intellectual disability	30,332	25,574	17,390	8,622	8,160	2,839	1,463	926	95,320
Psychosocial disability	16,132	17,940	10,325	4,698	3,188	1,012	1,119	485	54,910
Developmental delay	11,831	15,521	10,003	1,893	3,279	827	773	582	44,713
Hearing impairment	7,633	6,025	5,636	1,927	1,789	446	439	198	24,093
Other neurological	6,558	5,016	4,367	2,091	1,625	477	387	217	20,741
Other physical	5,689	4,252	4,638	1,788	1,756	367	536	207	19,236
Cerebral palsy	5,488	4,062	3,633	1,728	1,234	424	297	191	17,057
Acquired brain injury	4,560	4,149	3,621	1,396	1,644	446	216	280	16,312
Global developmental delay	3,761	2,180	2,048	1,204	1,546	222	144	118	11,225
Visual impairment	3,036	2,769	1,676	789	770	199	183	67	9,489
Multiple sclerosis	2,593	2,878	1,558	881	851	332	204	22	9,320
Stroke	2,736	1,741	1,728	623	568	148	136	160	7,841
Spinal cord injury	1,774	914	1,443	620	438	115	77	80	5,462
Other	1,851	1,262	1,300	639	411	175	103	117	5,860
Other sensory/speech	885	524	261	115	418	39	77	29	2,348
Total	156,992	137,891	107,635	45,025	45,309	11,832	9,163	4,761	518,668

Table N.9 Proportion of active participant plans by disability at 31 March 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	33%	31%	35%	36%	39%	32%	33%	23%	34%
Intellectual disability	19%	19%	16%	19%	18%	24%	16%	19%	18%
Psychosocial disability	10%	13%	10%	10%	7%	9%	12%	10%	11%
Developmental delay	8%	11%	9%	4%	7%	7%	8%	12%	9%
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	3%	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%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁹⁵⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁹⁵⁶ Down syndrome is included in intellectual disability.

Table N.10 Number of active participant plans (participants in SIL) by disability at 31 March 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	997	597	582	342	293	149	57	26	3,043
Intellectual disability	4,815	3,168	2,633	1,215	1,406	439	213	128	14,018
Psychosocial disability	1,417	287	450	101	127	115	80	53	2,631
Developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<11
Hearing impairment	<11	<11	<11	<11	<11	<11	<11	<11	<11
Other neurological	374	160	292	135	106	43	36	27	1,173
Other physical	59	27	49	19	22	<11	<11	<11	190
Cerebral palsy	778	587	467	246	188	76	42	58	2,442
Acquired brain injury	581	311	477	235	232	84	31	71	2,022
Global developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<11
Visual impairment	27	14	23	11	12	<11	<11	<11	97
Multiple sclerosis	50	78	49	30	29	<11	<11	<11	251
Stroke	157	48	115	38	24	14	<11	29	431
Spinal cord injury	58	22	38	26	17	<11	<11	13	182
Other	54	<11	39	<11	<11	<11	<11	<11	132
Other sensory/speech	<11	<11	<11	<11	<11	<11	<11	<11	<11
Total	9,369	5,313	5,218	2,406	2,465	950	484	416	26,623

Table N.11 Proportion of active participant plans (participants in SIL) by disability at 31 March 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	11%	11%	11%	14%	12%	16%	12%	6%	11%
Intellectual disability	51%	60%	50%	50%	57%	46%	44%	31%	53%
Psychosocial disability	15%	5%	9%	4%	5%	12%	17%	13%	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	n/a
Other neurological	4%	3%	6%	6%	4%	5%	7%	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%	9%	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	1%	1%	1%	1%	1%	n/a	n/a	n/a	1%
Stroke	2%	1%	2%	2%	1%	1%	n/a	7%	2%
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 March 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	51,136	42,487	37,426	15,669	17,339	3,615	2,952	1,056	171,698
Intellectual disability	25,517	22,406	14,757	7,407	6,754	2,400	1,250	798	81,302
Psychosocial disability	14,715	17,653	9,875	4,597	3,061	897	1,039	432	52,279
Developmental delay	11,831	15,521	10,003	1,893	3,279	827	773	582	44,713
Hearing impairment	7,631	6,020	5,633	1,927	1,789	446	439	198	24,083
Other neurological	6,184	4,856	4,075	1,956	1,519	434	351	190	19,568
Other physical	5,630	4,225	4,589	1,769	1,734	358	535	203	19,046
Cerebral palsy	4,710	3,475	3,166	1,482	1,046	348	255	133	14,615
Acquired brain injury	3,979	3,838	3,144	1,161	1,412	362	185	209	14,290
Global developmental delay	3,761	2,180	2,048	1,204	1,546	222	144	118	11,225
Visual impairment	3,009	2,755	1,653	778	758	191	183	65	9,392
Multiple sclerosis	2,543	2,800	1,509	851	822	325	197	21	9,069
Stroke	2,579	1,693	1,613	585	544	134	130	131	7,410
Spinal cord injury	1,716	892	1,405	594	421	112	72	67	5,280
Other	1,797	1,253	1,261	631	402	172	97	113	5,728
Other sensory/speech	885	524	260	115	418	39	77	29	2,347
Total	147,623	132,578	102,417	42,619	42,844	10,882	8,679	4,345	492,045

Table N.13 Proportion of active participant plans (participants not in SIL) by disability at 31 March 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	35%	32%	37%	37%	40%	33%	34%	24%	35%
Intellectual disability	17%	17%	14%	17%	16%	22%	14%	18%	17%
Psychosocial disability	10%	13%	10%	11%	7%	8%	12%	10%	11%
Developmental delay	8%	12%	10%	4%	8%	8%	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%	4%	4%	4%	3%	6%	5%	4%
Cerebral palsy	3%	3%	3%	3%	2%	3%	3%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Global developmental delay	3%	2%	2%	3%	4%	2%	2%	3%	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%	2%	1%	3%	1%
Other sensory/speech	1%	0%	0%	0%	1%	0%	1%	1%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.14 Number of active participant plans by gender at 31 March 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	98,521	82,989	65,937	27,707	28,269	7,103	5,475	3,108	319,145
Female	56,760	53,139	40,786	16,950	16,238	4,466	3,585	1,631	193,578
Other	1,711	1,763	912	368	802	263	103	22	5,945
Total	156,992	137,891	107,635	45,025	45,309	11,832	9,163	4,761	518,668

Table N.15 Proportion of active participant plans by gender at 31 March 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	63%	60%	61%	62%	62%	60%	60%	65%	62%
Female	36%	39%	38%	38%	36%	38%	39%	34%	37%
Other	1%	1%	1%	1%	2%	2%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.16 Number of active participant plans (participants in SIL) by gender at 31 March 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	5,658	3,130	3,110	1,459	1,351	543	297	257	15,806
Female	3,685	2,170	2,100	942	965	381	184	158	10,586
Other	26	13	8	5	149	26	3	1	231
Total	9,369	5,313	5,218	2,406	2,465	950	484	416	26,623

Table N.17 Proportion of active participant plans (participants in SIL) by gender at 31 March 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	60%	59%	60%	61%	55%	57%	61%	62%	59%
Female	39%	41%	40%	39%	39%	40%	38%	38%	40%
Other	0%	0%	0%	0%	6%	3%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.18 Number of active participant plans (participants not in SIL) by gender at 31 March 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	92,863	79,859	62,827	26,248	26,918	6,560	5,178	2,851	303,339
Female	53,075	50,969	38,686	16,008	15,273	4,085	3,401	1,473	182,992
Other	1,685	1,750	904	363	653	237	100	21	5,714
Total	147,623	132,578	102,417	42,619	42,844	10,882	8,679	4,345	492,045

Table N.19 Proportion of active participant plans (participants not in SIL) by gender at 31 March 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	63%	60%	61%	62%	63%	60%	60%	66%	62%
Female	36%	38%	38%	38%	36%	38%	39%	34%	37%
Other	1%	1%	1%	1%	2%	2%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.20 Number of active participant plans by other characteristics at 31 March 2022 ^{957 958}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	12,486	4,293	10,422	3,478	2,742	1,087	409	2,386	37,313
Culturally and linguistically diverse	17,041	16,257	5,833	3,661	3,271	370	971	312	47,731
Residing in remote and very remote areas	639	54	1,897	2,057	1,166	160	0	1,993	8,007
Younger people in residential aged care (under 65)	886	869	484	239	157	65	10	26	2,736
With supported independent living	9,369	5,313	5,218	2,406	2,465	950	484	416	26,623
With specialised disability accommodation	5,959	5,624	2,198	1,271	1,834	408	246	152	17,693

Table N.21 Proportion of active participant plans by other characteristics at 31 March 2022 ⁹⁵⁹

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	8.0%	3.1%	9.7%	7.7%	6.1%	9.2%	4.5%	50.1%	7.2%
Culturally and linguistically diverse	10.9%	11.8%	5.4%	8.1%	7.2%	3.1%	10.6%	6.6%	9.2%
Residing in remote and very remote areas	0.4%	0.0%	1.8%	4.6%	2.6%	1.4%	0.0%	41.9%	1.5%
With supported independent living	6.0%	3.9%	4.8%	5.3%	5.4%	8.0%	5.3%	8.7%	5.1%
With specialised disability accommodation	3.8%	4.1%	2.0%	2.8%	4.0%	3.4%	2.7%	3.2%	3.4%

Table N.22 Participation rates by gender at 31 March 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	2.7%	2.8%	2.9%	2.3%	3.8%	3.2%	2.7%	2.6%	2.8%
Female	1.5%	1.7%	1.7%	1.4%	2.2%	2.0%	1.7%	1.4%	1.7%
Total	2.2%	2.3%	2.3%	1.9%	3.0%	2.6%	2.2%	2.0%	2.3%

⁹⁵⁷ 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.

⁹⁵⁸ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

⁹⁵⁹ Ibid.

Table N.23 Participation rates by age at 31 March 2022 ⁹⁶⁰

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.4%	3.9%	3.8%	2.2%	4.5%	3.7%	2.9%	3.4%	3.5%
7-14	4.9%	5.3%	5.1%	4.0%	7.7%	5.1%	5.3%	4.2%	5.1%
15-18	3.1%	3.2%	3.3%	3.2%	5.2%	3.9%	3.9%	2.7%	3.4%
19-24	2.2%	1.8%	2.0%	2.1%	2.7%	3.5%	2.2%	1.7%	2.1%
25-44	1.1%	1.1%	1.2%	1.1%	1.5%	1.7%	1.2%	1.1%	1.2%
45-64	1.7%	1.9%	1.8%	1.5%	2.1%	1.9%	1.9%	1.7%	1.8%
Total (aged 0-64)	2.2%	2.3%	2.3%	1.9%	3.0%	2.6%	2.2%	2.0%	2.3%

Table N.24 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	79%	79%	81%	82%	84%	Numbers are too small	90%	Numbers are too small	81%
The Pre-Planning Process	78%	77%	80%	71%	82%	Numbers are too small			78%
The Planning Process	87%	87%	85%	85%	84%	84%	81%	77%	86%
The Review Process	75%	75%	68%	67%	68%	77%	62%	71%	72%

Table N.25 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' ⁹⁶¹

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	23%	19%	18%	24%	26%	17%	29%	12%	21%
Latest Review	24%	20%	18%	25%	26%	18%	29%	15%	22%
Participants (15 and over) in community									
Baseline	34%	35%	38%	39%	38%	31%	38%	45%	36%
Latest Review	46%	40%	46%	42%	41%	35%	44%	47%	44%
Parent and carer employment rate									
Baseline	49%	45%	43%	46%	46%	41%	55%	50%	46%
Latest Review	53%	49%	45%	49%	48%	43%	63%	53%	50%
Participant (15 and over) choice and control									
First Review	65%	63%	72%	71%	64%	67%	70%	56%	66%
Latest Review	75%	75%	81%	77%	73%	73%	78%	68%	76%

Table N.26 Distribution of active participant by method of Financial Plan Management at 31 March 2022 ^{962 963}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	21%	26%	24%	18%	19%	15%	35%	11%	22%
Self-managed partly	8%	8%	6%	14%	5%	8%	10%	5%	8%
Plan-managed	49%	57%	58%	42%	66%	58%	44%	70%	54%
Agency-managed	23%	8%	12%	26%	11%	18%	11%	14%	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁹⁶⁰ Participation rate refers to the proportion of general population that are NDIS participants.

⁹⁶¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a second plan review to date.

⁹⁶² 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.

⁹⁶³ Trial participants are included in these results.

Table N.27 Distribution of plan budget amount by method of Financial Plan Management

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	15%	13%	14%	9%	9%	19%	4%	12%
Plan-managed	34%	48%	44%	28%	48%	29%	46%	31%	40%
Agency-managed	56%	36%	42%	58%	44%	62%	34%	65%	47%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.28 Estimated number of plan reviews - excluding plans less than 31 days ⁹⁶⁴

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2021-22 Q3	36,286	26,570	16,284	9,930	8,809	2,446	1,640	582	102,556
Total number of plan reviews (transition only)	496,750	341,798	227,836	86,081	127,528	32,809	33,882	9,195	1,356,006

Table N.29 Number and rates of participant complaints ⁹⁶⁵

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2021-22 Q3	2,535	2,345	1,660	873	958	200	152	88	9,387
% of the number of active participants	6.5%	6.9%	6.3%	7.9%	8.6%	6.9%	6.7%	7.5%	7.4%
All participant complaints	37,392	29,252	18,498	7,730	14,120	2,211	2,678	832	121,802
% of the number of active participants	6.9%	7.4%	6.9%	7.1%	9.5%	6.2%	6.8%	6.7%	7.8%

Table N.30 Duration to plan activation for active participants ⁹⁶⁶

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	68%	69%	70%	68%	68%	60%	65%	69%
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%

Table N.31 Active providers by legal entity type ^{967 968}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,273	2,219	2,207	534	725	346	320	150	7,083
Company / Organisation	5,841	4,329	4,700	1,895	1,830	1,125	1,101	711	10,837
Total active providers	9,114	6,548	6,907	2,429	2,555	1,471	1,421	861	17,920

Table N.32 Active providers in 2021-22 Q3 by legal entity type ^{969 970}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,071	595	629	202	167	108	64	42	2,456
Company / Organisation	3,119	2,042	2,127	914	726	382	358	265	6,831
Total active providers	4,190	2,637	2,756	1,116	893	490	422	307	9,287

⁹⁶⁴ The National totals include plan reviews where jurisdiction information was missing.⁹⁶⁵ The National totals include participant complaints where jurisdiction information was missing.⁹⁶⁶ Plans approved after the end of 2021-22 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.⁹⁶⁷ Active providers refer to those who have received payment for supporting Agency-managed participants.⁹⁶⁸ Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.⁹⁶⁹ Active providers refer to those who have received payment for supporting Agency-managed participants.⁹⁷⁰ Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.

Table N.33 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,294	1,441	850	224	369	190	307	101	7,775
2018-19	5,934	3,461	2,505	545	1,156	401	369	203	14,575
2019-20	8,085	6,038	5,118	1,534	2,127	664	461	392	24,421
2020-21	10,216	7,928	6,762	2,728	2,775	846	551	518	32,329
% increase from 2017-18 to 2018-19	38%	140%	195%	143%	214%	111%	20%	101%	87%
% increase from 2018-19 to 2019-20	36%	74%	104%	182%	84%	65%	25%	93%	68%
% increase from 2019-20 to 2020-21	26%	31%	32%	78%	30%	28%	19%	32%	32%
2021-22 to date	8,268	6,564	5,556	2,269	2,255	691	434	395	26,435

Table N.34 Payments by financial year in which support was provided (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,113	957	540	166	220	154	222	68	5,441
2018-19	4,493	2,371	1,643	392	791	297	278	138	10,403
2019-20	6,010	4,133	3,575	1,019	1,486	479	338	267	17,309
2020-21	7,738	5,445	4,962	1,921	1,988	631	414	375	23,475
% increase from 2017-18 to 2018-19	44%	148%	204%	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%	32%	39%	89%	34%	32%	23%	40%	36%
2021-22 to date	5,951	4,480	4,131	1,569	1,606	509	303	275	18,854

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, 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 March 2022. Total payments refer to those paid over the 12 months to 31 March 2022. Figures are not shown if there is sufficient data in the group.

Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the annualised committed supports for participants with SIL allow for an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system.

Table N.35 Total annualised committed supports by gender as at 31 March 2022 (\$m) ⁹⁷¹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	6,480	5,106	4,334	1,847	1,674	529	322	328	20,622
Female	4,367	3,688	3,167	1,265	1,162	381	246	202	14,480
Other	76	73	45	19	69	18	5	1	306
Total	10,923	8,868	7,545	3,131	2,905	928	573	531	35,408

Table N.36 Average annualised committed supports by gender as at 31 March 2022 (\$) ⁹⁷²

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	65,800	61,500	65,700	66,700	59,200	74,500	58,900	105,400	64,600
Female	76,900	69,400	77,600	74,700	71,600	85,300	68,600	123,600	74,800
Other	44,500	41,700	49,400	51,300	85,600	68,100	45,100	60,000	51,500
Total	69,600	64,300	70,100	69,500	64,100	78,400	62,500	111,500	68,300

⁹⁷¹ There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

⁹⁷² Ibid.

Table N.37 Total annualised committed supports by age group as at 31 March 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	562	575	418	165	162	35	27	24	1,969
7 to 14	905	945	669	296	297	77	50	38	3,278
15 to 18	569	499	403	179	167	55	28	27	1,926
19 to 24	1,168	899	773	337	313	111	57	52	3,711
25 to 34	1,475	1,156	1,063	482	384	141	73	75	4,850
35 to 44	1,383	1,146	1,035	413	367	112	88	89	4,631
45 to 54	1,769	1,418	1,228	478	457	156	94	103	5,703
55 to 64	2,225	1,678	1,489	594	559	189	105	91	6,932
65+	868	552	467	187	198	52	52	31	2,408
Total	10,923	8,868	7,545	3,131	2,905	928	573	531	35,408

Table N.38 Average annualised committed supports by age group as at 31 March 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,200	24,800	23,700	31,200	25,500	23,000	23,200	27,300	24,500
7 to 14	22,600	26,500	23,300	26,600	22,700	28,800	21,000	32,200	24,300
15 to 18	46,700	49,600	45,600	42,000	38,100	53,800	36,900	78,900	46,100
19 to 24	83,300	89,600	93,900	79,200	85,300	86,800	66,500	157,500	86,900
25 to 34	105,900	95,900	117,300	102,400	109,700	108,600	90,200	183,500	106,000
35 to 44	111,800	97,200	119,800	107,400	110,500	118,500	108,600	178,900	109,700
45 to 54	118,800	100,100	119,300	106,500	111,200	126,600	103,500	202,000	112,700
55 to 64	120,900	106,500	120,500	110,600	110,300	131,400	107,900	184,100	115,800
65+	123,700	107,200	119,500	110,100	110,500	130,400	99,100	231,100	116,700
Total	69,600	64,300	70,100	69,500	64,100	78,400	62,500	111,500	68,300

Table N.39 Total annualised committed supports by disability type as at 31 March 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	662	549	554	217	227	68	33	74	2,384
Autism	1,982	1,765	1,434	633	632	191	112	57	6,808
Cerebral palsy	774	626	537	236	174	69	36	47	2,498
Developmental delay	226	316	190	45	68	15	13	13	886
Global developmental delay	80	52	49	31	35	5	3	3	260
Hearing impairment	103	94	86	31	26	8	5	6	358
Intellectual disability	3,148	2,561	1,853	885	828	285	143	121	9,825
Multiple sclerosis	278	300	185	76	94	33	19	4	990
Psychosocial disability	1,467	1,107	933	306	274	95	88	58	4,329
Spinal cord injury	278	143	233	111	63	16	13	22	880
Stroke	348	216	242	75	71	19	18	34	1,023
Visual impairment	124	110	79	35	33	11	6	6	404
Other neurological	857	612	649	263	212	70	43	44	2,749
Other physical	427	300	394	134	124	29	31	25	1,464
Other sensory/speech	12	9	5	2	5	1	1	1	36
Other	156	108	122	50	39	12	9	16	512
Total	10,923	8,868	7,545	3,131	2,905	928	573	531	35,408

Table N.40 Average annualised committed supports by disability type as at 31 March 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	145,100	132,300	152,900	155,600	138,200	152,200	153,300	264,700	146,200
Autism	38,000	41,000	37,700	39,500	35,800	50,800	37,300	52,700	39,000
Cerebral palsy	141,100	154,100	147,800	136,600	140,700	162,300	119,700	243,600	146,400
Developmental delay	19,100	20,400	19,000	23,900	20,600	18,600	17,000	22,000	19,800
Global developmental delay	21,400	23,700	24,200	26,100	22,900	24,300	19,400	28,900	23,200
Hearing impairment	13,500	15,600	15,200	16,100	14,500	17,300	11,000	29,700	14,900
Intellectual disability	103,800	100,100	106,500	102,600	101,500	100,400	97,800	130,800	103,100
Multiple sclerosis	107,400	104,200	118,800	86,000	110,800	98,600	94,600	195,600	106,200
Psychosocial disability	91,000	61,700	90,300	65,100	86,000	94,200	78,900	120,400	78,800
Spinal cord injury	156,600	156,900	161,700	179,400	144,100	141,800	166,400	271,700	161,100
Stroke	127,200	124,000	140,300	120,400	124,300	128,900	131,400	213,800	130,500
Visual impairment	40,900	39,800	47,200	44,600	43,000	55,500	32,000	83,900	42,600
Other neurological	130,700	121,900	148,600	125,700	130,500	146,500	111,000	202,400	132,600
Other physical	75,000	70,700	85,000	75,200	70,300	78,500	58,000	119,500	76,100
Other sensory/speech	14,000	16,700	20,400	17,700	12,700	18,500	12,700	26,400	15,500
Other	84,300	85,800	93,600	78,500	94,000	70,600	87,500	137,100	87,400
Total	69,600	64,300	70,100	69,500	64,100	78,400	62,500	111,500	68,300

Table N.41 Average annualised committed supports by level of function as at 31 March 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,700	18,200	17,700	22,200	18,300	18,600	16,300	25,500	18,300
2	22,400	25,900	27,600	21,200	24,100	32,800	22,300	n/a	24,500
3	24,700	25,100	26,100	28,000	26,400	28,600	18,900	41,100	25,700
4	17,800	19,400	22,200	22,600	19,400	23,200	17,000	47,200	19,800
5	30,700	30,600	34,900	32,100	30,200	36,500	22,600	46,100	31,600
6	27,200	27,600	28,000	26,800	25,200	33,900	25,400	45,600	27,500
7	56,000	42,500	47,700	31,500	38,500	69,400	48,100	69,600	47,900
8	57,100	48,900	66,000	52,600	63,200	64,400	52,200	116,600	58,000
9	79,400	74,500	92,300	77,800	70,100	66,300	74,200	205,800	80,900
10	96,500	80,500	113,900	87,600	112,000	93,400	88,600	215,300	97,300
11	115,600	74,100	77,700	53,500	63,500	131,600	126,800	124,800	87,100
12	170,300	155,100	196,100	166,800	185,800	171,600	174,500	304,000	171,800
13	100,800	97,800	98,200	69,400	69,400	121,000	116,500	118,100	93,600
14	261,200	255,300	271,500	253,200	254,900	283,800	250,300	401,400	263,100
15	358,100	409,100	511,800	n/a	n/a	n/a	n/a	n/a	437,900
Total	69,600	64,300	70,100	69,500	64,100	78,400	62,500	111,500	68,300

Table N.42 Total annualised committed supports by support category as at 31 March 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	5,123	3,577	3,540	1,393	1,438	454	283	285	16,095
Consumables	196	189	170	68	60	16	11	7	716
Social and Civic	2,413	2,137	1,630	622	525	217	104	86	7,737
Transport	146	129	89	39	36	12	8	4	463
Capacity Building									
Choice and Control	116	120	94	31	45	11	6	6	429
Daily Activities	1,741	1,675	1,275	548	494	118	95	72	6,019
Employment	85	55	41	34	21	7	5	3	252
Health and Wellbeing	35	19	15	4	5	2	3	1	84
Home Living	1	2	1	0	0	0	0	0	4
Lifelong learning	0	0	0	0	0	0	0	n/a	1
Relationships	226	170	93	68	61	17	10	11	656
Social and Civic	100	84	41	49	12	13	10	11	321
Support Coordination	279	320	206	90	79	25	14	25	1,038
Capital									
Assistive Technology	339	280	273	159	99	27	18	16	1,213
Home Modifications	122	110	76	25	30	9	5	4	381
Total	10,923	8,868	7,545	3,131	2,905	928	573	531	35,408

Table N.43 Total annualised committed supports (participants in SIL) by gender as at 31 March 2022 (\$m) ⁹⁷³

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	1,953	1,099	1,097	474	473	207	102	137	5,542
Female	1,266	744	740	301	319	141	66	87	3,664
Other	9	5	2	2	34	9	1	1	63
Total	3,228	1,848	1,839	777	826	357	169	224	9,268

Table N.44 Average annualised committed supports (participants in SIL) by gender as at 31 March 2022 (\$) ⁹⁷⁴

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	345,100	351,200	352,700	325,200	350,100	380,500	341,800	531,200	350,600
Female	343,500	342,900	352,400	319,400	330,500	370,600	357,000	550,600	346,100
Other	349,200	354,100	277,600	334,600	228,000	352,200	494,900	506,100	271,400
Total	344,500	347,800	352,500	322,900	335,000	375,800	348,500	538,500	348,100

Table N.45 Total annualised committed supports (participants in SIL) by age group as at 31 March 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a	0
7 to 14	2	0	1	1	n/a	n/a	n/a	n/a	4
15 to 18	29	7	12	6	8	5	2	3	71
19 to 24	307	139	194	66	97	42	12	21	879
25 to 34	527	282	372	154	161	72	26	44	1,641
35 to 44	549	349	355	139	149	55	33	49	1,677
45 to 54	735	457	391	176	183	72	43	53	2,110
55 to 64	800	481	419	184	174	89	42	39	2,228
65+	277	132	96	50	54	22	11	15	658
Total	3,228	1,848	1,839	777	826	357	169	224	9,268

⁹⁷³ There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

⁹⁷⁴ Ibid.

Table N.46 Average annualised committed supports (participants in SIL) by age group as at 31 March 2022 (\$)

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	550,900	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	489,300	n/a	415,700	205,600	n/a	n/a	n/a	n/a	429,900
19 to 24	418,300	521,600	421,000	376,900	514,200	418,800	366,800	592,900	440,400
25 to 34	361,700	370,700	380,800	346,700	400,300	406,400	382,400	559,800	375,400
35 to 44	337,600	356,300	360,600	326,500	339,800	366,200	360,300	512,400	350,200
45 to 54	330,200	328,700	329,100	311,600	299,700	357,500	334,100	515,900	329,000
55 to 64	330,800	322,800	328,700	310,400	280,700	366,500	331,600	520,500	325,700
65+	329,500	321,400	318,800	304,900	290,400	328,800	335,400	628,300	324,300
Total	344,500	347,800	352,500	322,900	335,000	375,800	348,500	538,500	348,100

Table N.47 Total annualised committed supports (participants in SIL) by disability type as at 31 March 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	207	119	189	80	88	33	12	43	773
Autism	381	256	238	117	108	62	22	14	1,198
Cerebral palsy	315	225	194	94	70	34	16	30	979
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	1	1	1	n/a	n/a	n/a	n/a	n/a	2
Intellectual disability	1,572	1,009	800	358	405	151	71	65	4,431
Multiple sclerosis	21	34	24	10	11	3	3	1	107
Psychosocial disability	443	76	155	31	58	38	23	25	849
Spinal cord injury	23	14	20	15	10	2	3	9	95
Stroke	63	22	49	13	11	6	3	14	181
Visual impairment	9	4	6	3	3	3	n/a	1	27
Other neurological	150	72	130	48	49	20	13	16	499
Other physical	21	11	20	6	7	4	0	3	72
Other sensory/speech	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a	0
Other	20	5	14	3	5	1	2	4	56
Total	3,228	1,848	1,839	777	826	357	169	224	9,268

Table N.48 Average annualised committed supports (participants in SIL) by disability type as at 31 March 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	356,900	383,700	397,100	342,500	379,400	388,500	395,900	610,500	382,200
Autism	382,600	428,400	408,900	341,200	367,700	418,800	386,800	534,100	393,700
Cerebral palsy	404,900	383,700	414,600	383,700	372,400	452,700	375,900	522,700	400,800
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual disability	326,600	318,400	303,900	294,500	288,000	343,100	334,300	504,300	316,100
Multiple sclerosis	420,400	434,100	485,300	329,400	385,400	n/a	n/a	n/a	424,400
Psychosocial disability	312,800	265,500	343,500	302,200	455,900	329,300	289,900	473,600	322,700
Spinal cord injury	403,300	616,600	523,900	571,300	n/a	n/a	n/a	n/a	523,900
Stroke	402,300	462,700	422,600	344,400	470,500	n/a	n/a	488,100	420,500
Visual impairment	321,400	n/a	261,400	n/a	n/a	n/a	n/a	n/a	281,700
Other neurological	401,200	448,600	446,400	356,300	463,200	473,000	363,200	585,900	425,100
Other physical	355,000	401,200	407,000	n/a	338,100	n/a	n/a	n/a	379,000
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	379,000	n/a	364,900	n/a	n/a	n/a	n/a	n/a	420,700
Total	344,500	347,800	352,500	322,900	335,000	375,800	348,500	538,500	348,100

Table N.49 Average annualised committed supports (participants in SIL) by level of function as at 31 March 2022 (\$)

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	305,400
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	295,700	311,400	281,900	n/a	230,900	n/a	n/a	n/a	285,400
4	337,100	n/a	354,100	n/a	n/a	n/a	n/a	n/a	333,700
5	261,100	393,100	314,100	n/a	337,700	306,800	n/a	n/a	303,700
6	263,400	289,600	267,500	185,400	223,400	295,000	n/a	n/a	260,800
7	313,600	314,100	332,500	219,200	327,600	316,900	322,800	n/a	317,500
8	264,900	233,800	279,700	225,800	239,900	267,200	n/a	439,000	264,700
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	357,500
10	288,400	282,400	306,400	271,300	323,800	305,700	278,300	552,000	301,800
11	367,100	368,000	333,300	269,800	424,400	395,300	335,400	n/a	364,300
12	347,600	343,900	361,400	334,200	352,500	380,300	350,800	579,800	351,700
13	416,800	457,500	459,200	346,300	450,300	520,700	409,100	478,200	432,500
14	429,300	402,100	440,700	400,000	408,100	506,000	410,600	551,100	426,700
15	n/a	560,200	n/a	n/a	n/a	n/a	n/a	n/a	620,600
Total	344,500	347,800	352,500	322,900	335,000	375,800	348,500	538,500	348,100

Table N.50 Total annualised committed supports (participants in SIL) by support category as at 31 March 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,339	1,208	1,308	545	597	249	126	169	6,543
Consumables	25	16	16	8	8	2	1	1	78
Social and Civic	505	372	330	122	111	71	24	31	1,567
Transport	23	16	12	6	6	2	1	1	68
Capacity Building									
Choice and Control	6	6	4	1	3	1	0	0	22
Daily Activities	90	70	53	30	28	10	5	6	292
Employment	3	1	1	2	1	0	0	0	8
Health and Wellbeing	5	1	1	1	1	0	0	0	9
Home Living	0	0	0	0	n/a	n/a	n/a	0	0
Lifelong learning	n/a	0	n/a	n/a	0	n/a	n/a	n/a	0
Relationships	80	45	34	20	25	8	3	5	220
Social and Civic	3	1	1	1	1	1	0	1	7
Support Coordination	44	30	29	10	13	5	2	4	136
Capital									
Assistive Technology	38	26	23	20	14	3	2	3	129
Home Modifications	67	56	27	13	19	4	3	2	191
Total	3,228	1,848	1,839	777	826	357	169	224	9,268

Table N.51 Total annualised committed supports (participants not in SIL) by gender as at 31 March 2022 (\$m)⁹⁷⁵

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	4,527	4,006	3,237	1,372	1,201	322	221	191	15,080
Female	3,101	2,944	2,426	964	843	240	180	115	10,816
Other	67	69	43	17	35	9	3	1	243
Total	7,695	7,020	5,706	2,354	2,079	571	404	307	26,140

⁹⁷⁵ There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

Table N.52 Average annualised committed supports (participants not in SIL) by gender as at 31 March 2022 (\$) ⁹⁷⁶

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	48,800	50,200	51,500	52,300	44,600	49,200	42,600	67,000	49,700
Female	58,400	57,800	62,700	60,200	55,200	58,600	53,000	77,800	59,100
Other	39,800	39,300	47,400	47,400	53,100	36,900	31,600	38,800	42,600
Total	52,100	52,900	55,700	55,200	48,500	52,500	46,600	70,600	53,100

Table N.53 Total annualised committed supports (participants not in SIL) by age group as at 31 March 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	562	575	418	165	162	35	27	24	1,969
7 to 14	903	945	668	295	297	77	50	38	3,273
15 to 18	539	492	391	173	159	50	26	24	1,855
19 to 24	860	760	579	271	217	69	45	31	2,832
25 to 34	947	874	691	328	223	68	47	31	3,209
35 to 44	833	797	680	274	218	57	55	40	2,954
45 to 54	1,034	961	838	302	274	84	51	50	3,593
55 to 64	1,425	1,197	1,070	410	385	100	63	52	4,704
65+	591	420	370	137	144	30	41	16	1,750
Total	7,695	7,020	5,706	2,354	2,079	571	404	307	26,140

Table N.54 Average annualised committed supports (participants not in SIL) by age group as at 31 March 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,200	24,800	23,700	31,200	25,500	23,000	23,200	27,300	24,500
7 to 14	22,600	26,400	23,300	26,500	22,700	28,800	21,000	32,200	24,300
15 to 18	44,500	49,000	44,500	41,000	36,500	49,500	34,700	70,900	44,600
19 to 24	64,800	77,800	74,500	66,300	62,200	58,700	54,800	105,500	69,600
25 to 34	76,000	77,300	85,500	76,900	71,900	61,100	63,100	93,900	77,500
35 to 44	77,600	73,700	88,800	80,100	75,600	71,900	76,700	99,900	79,000
45 to 54	81,700	75,200	91,900	76,900	78,400	81,500	65,500	122,800	81,300
55 to 64	89,100	83,900	96,600	85,800	86,500	83,600	74,700	124,300	88,700
65+	95,800	88,600	102,800	89,200	89,800	90,000	82,700	146,000	94,100
Total	52,100	52,900	55,700	55,200	48,500	52,500	46,600	70,600	53,100

Table N.55 Total annualised committed supports (participants not in SIL) by disability type as at 31 March 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	454	430	364	137	139	35	21	31	1,611
Autism	1,601	1,509	1,196	516	524	129	90	43	5,610
Cerebral palsy	459	401	343	142	104	34	20	16	1,519
Developmental delay	226	316	190	45	68	15	13	13	886
Global developmental delay	80	52	49	31	35	5	3	3	260
Hearing impairment	102	93	85	31	26	8	5	6	356
Intellectual disability	1,576	1,552	1,053	527	424	134	72	57	5,395
Multiple sclerosis	257	266	161	66	83	30	16	3	883
Psychosocial disability	1,024	1,030	778	275	216	57	65	33	3,480
Spinal cord injury	254	130	213	96	53	14	10	13	785
Stroke	285	194	194	62	59	13	15	20	842
Visual impairment	115	106	73	33	30	8	6	5	377
Other neurological	707	540	518	215	163	50	30	28	2,251
Other physical	406	290	374	129	116	25	31	22	1,392
Other sensory/speech	12	9	5	2	5	1	1	1	36
Other	136	103	107	47	33	11	7	13	457
Total	7,695	7,020	5,706	2,354	2,079	571	404	307	26,140

⁹⁷⁶ Ibid.

Table N.56 Average annualised committed supports (participants not in SIL) by disability type as at 31 March 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	114,200	112,000	115,900	117,800	98,600	97,300	112,600	147,300	112,800
Autism	31,300	35,500	32,000	33,000	30,200	35,600	30,600	40,800	32,700
Cerebral palsy	97,500	115,400	108,400	95,500	99,100	98,900	77,500	121,900	103,900
Developmental delay	19,100	20,400	19,000	23,900	20,600	18,600	17,000	22,000	19,800
Global developmental delay	21,400	23,700	24,200	26,100	22,900	24,300	19,400	28,900	23,200
Hearing impairment	13,400	15,400	15,100	16,100	14,500	17,300	11,000	29,700	14,800
Intellectual disability	61,700	69,300	71,300	71,100	62,700	56,000	57,500	70,900	66,400
Multiple sclerosis	101,200	95,000	106,900	77,400	101,200	92,100	82,700	158,500	97,400
Psychosocial disability	69,600	58,400	78,800	59,900	70,700	64,100	62,700	77,000	66,600
Spinal cord injury	148,200	145,500	151,900	162,300	125,900	128,300	141,400	191,100	148,600
Stroke	110,500	114,400	120,200	105,800	109,000	97,100	117,100	153,100	113,600
Visual impairment	38,300	38,500	44,300	42,000	40,100	44,500	32,000	75,700	40,100
Other neurological	114,300	111,200	127,200	109,800	107,300	114,200	85,100	147,900	115,000
Other physical	72,100	68,600	81,500	72,900	66,900	68,900	57,400	108,600	73,100
Other sensory/speech	14,000	16,700	19,700	17,700	12,700	18,500	12,700	26,400	15,400
Other	75,400	82,300	85,200	74,700	82,600	64,800	68,100	110,600	79,700
Total	52,100	52,900	55,700	55,200	48,500	52,500	46,600	70,600	53,100

Table N.57 Average annualised committed supports (participants not in SIL) by level of function as at 31 March 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,600	18,100	17,600	21,800	18,300	18,600	15,800	24,800	18,100
2	22,400	25,900	27,600	21,200	24,100	32,800	22,300	n/a	24,500
3	22,900	24,100	24,400	26,300	22,800	25,500	18,900	36,800	24,000
4	17,100	19,200	21,000	21,600	17,900	22,200	16,600	43,000	19,100
5	27,600	29,200	30,600	30,700	26,100	29,400	22,600	43,700	28,800
6	25,600	26,900	26,500	26,100	22,900	29,100	24,500	38,200	26,100
7	38,300	37,900	35,800	29,600	31,000	43,000	35,700	49,500	36,700
8	49,100	46,400	56,400	48,000	50,200	47,800	45,900	82,500	50,400
9	74,800	71,900	88,400	74,500	68,200	58,700	58,500	122,700	76,100
10	79,700	71,600	96,800	75,200	84,100	71,300	75,300	139,200	81,300
11	68,400	61,800	62,600	48,900	53,300	68,800	68,800	74,000	61,900
12	129,000	122,700	155,500	128,900	140,800	116,900	133,500	196,000	132,300
13	75,100	81,700	81,300	57,100	59,800	73,300	79,000	84,300	74,300
14	206,600	211,000	219,200	201,400	202,300	186,500	178,500	240,100	209,300
15	336,800	341,300	486,900	n/a	n/a	n/a	n/a	n/a	384,800
Total	52,100	52,900	55,700	55,200	48,500	52,500	46,600	70,600	53,100

Table N.58 Total annualised committed supports (participants not in SIL) by support category as at 31 March 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,784	2,369	2,232	849	841	205	156	115	9,552
Consumables	171	173	154	59	52	14	9	5	638
Social and Civic	1,908	1,765	1,300	500	414	146	80	55	6,170
Transport	123	113	76	33	30	10	7	3	395
Capacity Building									
Choice and Control	110	114	90	30	42	10	6	6	407
Daily Activities	1,651	1,606	1,222	518	466	108	90	66	5,727
Employment	82	54	41	32	21	7	5	3	244
Health and Wellbeing	31	17	14	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	0
Relationships	146	125	59	48	37	9	7	6	437
Social and Civic	97	83	41	49	11	12	10	11	314
Support Coordination	235	290	177	81	66	20	12	21	902
Capital									
Assistive Technology	301	254	250	140	86	23	16	13	1,084
Home Modifications	55	54	48	12	11	5	3	2	190
Total	7,695	7,020	5,706	2,354	2,079	571	404	307	26,140

Table N.59 Total payments by gender for the year ending 31 March 2022 (\$m) ⁹⁷⁷

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	5,062	3,661	3,308	1,320	1,296	409	244	247	15,548
Female	3,380	2,657	2,423	903	909	293	187	156	10,909
Other	54	45	27	12	77	15	3	1	234
Total	8,496	6,363	5,758	2,234	2,282	718	434	404	26,719

Table N.60 Average payments by gender for the year ending 31 March 2022 (\$) ⁹⁷⁸

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	54,200	47,000	54,900	51,200	48,800	61,500	46,300	86,700	52,100
Female	63,000	53,400	65,300	57,700	60,200	70,700	54,500	103,600	60,500
Other	33,600	28,500	34,900	36,500	100,700	62,000	37,500	61,500	43,500
Total	57,200	49,300	58,700	53,500	53,800	65,000	49,400	92,400	55,200

Table N.61 Total payments by age group for the year ending 31 March 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	388	334	241	104	92	20	19	13	1,212
7 to 14	809	713	478	207	203	59	42	30	2,543
15 to 18	444	380	280	115	113	41	19	21	1,414
19 to 24	849	626	580	227	232	84	40	38	2,677
25 to 34	1,128	833	852	363	302	114	57	62	3,711
35 to 44	1,083	836	809	303	304	87	67	67	3,555
45 to 54	1,403	1,061	1,003	356	399	124	72	80	4,498
55 to 64	1,754	1,216	1,183	436	488	153	81	69	5,381
65+	637	364	333	123	147	35	37	25	1,702
Total	8,496	6,363	5,758	2,234	2,282	718	434	404	26,719

⁹⁷⁷ There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

⁹⁷⁸ Ibid.

Table N.62 Average payments by age group for the year ending 31 March 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,700	15,300	15,000	21,400	15,600	13,800	16,000	15,800	16,100
7 to 14	21,500	21,500	18,600	19,900	16,300	23,900	18,800	28,400	20,300
15 to 18	39,500	41,500	36,400	29,500	28,500	43,900	27,400	67,500	37,300
19 to 24	63,500	67,100	77,000	57,700	69,500	69,100	49,500	126,600	67,200
25 to 34	86,100	73,000	100,900	82,700	92,400	94,000	74,300	161,900	86,400
35 to 44	91,500	74,600	101,000	85,200	97,900	100,000	85,500	144,500	89,300
45 to 54	98,100	78,000	103,300	84,000	101,500	106,300	82,300	169,700	93,100
55 to 64	99,600	81,100	102,400	86,200	100,500	112,500	86,600	149,200	94,700
65+	102,200	81,100	99,900	85,500	94,200	108,000	77,400	215,700	94,600
Total	57,200	49,300	58,700	53,500	53,800	65,000	49,400	92,400	55,200

Table N.63 Total payments by disability type for the year ending 31 March 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	532	407	445	165	190	57	26	58	1,881
Autism	1,580	1,266	1,030	436	462	147	83	44	5,050
Cerebral palsy	649	502	459	186	149	57	30	41	2,074
Developmental delay	134	146	84	20	32	7	8	6	437
Global developmental delay	52	27	27	18	18	3	2	2	151
Hearing impairment	59	44	42	15	14	5	2	3	184
Intellectual disability	2,612	1,992	1,609	700	753	237	119	97	8,121
Multiple sclerosis	204	212	129	52	71	21	14	4	709
Psychosocial disability	1,036	712	648	186	191	70	62	42	2,947
Spinal cord injury	221	110	186	83	46	12	10	19	686
Stroke	266	154	185	50	51	15	13	26	759
Visual impairment	89	76	57	24	26	7	4	4	287
Other neurological	663	447	517	192	171	52	32	37	2,111
Other physical	301	200	266	80	83	19	21	13	982
Other sensory/speech	9	5	4	1	3	1	0	1	24
Other	90	60	70	24	23	7	5	8	287
Total	8,496	6,363	5,758	2,234	2,282	718	434	404	26,719

Table N.64 Average payments by disability type for the year ending 31 March 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	122,700	104,800	131,500	127,100	120,900	134,000	126,300	220,500	122,400
Autism	32,800	32,200	30,500	29,800	28,300	42,500	30,200	44,800	31,700
Cerebral palsy	119,700	126,100	129,900	111,100	123,300	137,500	104,000	209,900	124,000
Developmental delay	11,900	10,300	9,800	13,600	11,100	9,300	10,000	11,700	10,800
Global developmental delay	15,200	13,800	15,200	16,100	13,100	15,900	14,100	18,500	14,800
Hearing impairment	8,000	7,800	7,900	8,400	7,900	11,300	5,400	16,400	8,000
Intellectual disability	87,900	80,100	96,700	83,200	94,800	86,700	82,500	114,300	87,700
Multiple sclerosis	82,200	77,800	90,200	62,700	90,400	70,300	71,000	192,900	80,600
Psychosocial disability	69,500	42,400	69,600	44,500	66,100	76,900	58,300	94,600	58,400
Spinal cord injury	127,900	126,400	133,300	139,900	111,400	111,200	136,200	240,100	130,600
Stroke	104,000	95,400	116,900	87,300	99,800	107,900	101,200	175,600	104,800
Visual impairment	30,000	28,000	35,700	32,100	35,100	38,200	21,200	63,500	31,200
Other neurological	104,400	92,300	125,100	96,500	110,000	117,800	87,400	180,500	106,200
Other physical	53,500	48,200	59,500	45,500	47,800	53,200	40,500	67,800	52,300
Other sensory/speech	8,800	9,000	13,300	11,800	6,500	14,400	5,700	18,400	9,100
Other	64,300	64,400	72,300	49,100	72,800	52,000	68,400	86,300	65,100
Total	57,200	49,300	58,700	53,500	53,800	65,000	49,400	92,400	55,200

Table N.65 Average payments by level of function for the year ending 31 March 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,400	8,900	9,400	13,300	9,800	11,000	10,000	14,300	10,300
2	12,600	14,200	16,400	13,800	15,300	18,500	n/a	n/a	14,100
3	16,700	14,800	16,500	16,900	16,600	18,000	11,900	30,600	16,200
4	12,000	11,200	14,000	13,400	12,600	14,600	10,700	27,600	12,500
5	23,100	20,500	25,200	20,900	21,500	23,500	14,900	35,400	22,300
6	21,200	17,900	19,700	16,700	17,400	24,900	17,200	32,200	19,400
7	45,900	32,300	36,900	21,000	25,900	57,100	38,300	58,600	37,400
8	38,800	31,200	49,400	33,300	48,700	46,000	32,700	91,000	40,300
9	56,200	45,700	67,700	44,700	40,700	44,000	55,500	255,200	55,400
10	72,100	56,500	88,200	61,600	95,100	72,800	62,400	167,800	73,000
11	99,100	58,300	63,900	37,500	46,800	113,100	108,700	106,200	71,200
12	145,500	125,400	178,900	138,000	176,900	151,900	147,400	257,700	147,400
13	93,400	88,500	88,700	58,700	56,900	108,700	106,500	91,400	84,200
14	226,300	211,600	242,800	208,400	225,500	241,700	220,800	346,900	226,900
15	328,300	489,300	523,700	n/a	n/a	n/a	n/a	n/a	456,800
Total	57,200	49,300	58,700	53,500	53,800	65,000	49,400	92,400	55,200

Table N.66 Total payments by support category for the year ending 31 March 2022 (\$m)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	4,761	3,265	3,107	1,201	1,437	425	258	269	14,751
Consumables	143	131	124	44	37	13	7	3	501
Social and Civic	1,519	1,187	1,195	410	273	148	63	57	4,852
Transport	298	201	112	43	37	12	13	7	724
Capacity Building									
Choice and Control	108	116	84	26	42	9	6	5	396
Daily Activities	991	889	724	320	294	57	55	31	3,361
Employment	47	31	19	15	13	3	2	1	132
Health and Wellbeing	18	8	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	106	79	43	29	24	8	5	4	298
Social and Civic	36	28	18	21	4	5	4	4	121
Support Coordination	211	234	151	56	56	18	9	18	754
Capital									
Assistive Technology	165	120	124	54	42	12	8	3	527
Home Modifications	93	74	49	7	21	6	2	1	254
Total	8,496	6,363	5,758	2,234	2,282	718	434	404	26,719

Table N.67 Total payments (participants in SIL) by gender for the year ending 31 March 2022 (\$m)⁹⁷⁹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	1,775	930	1,051	409	477	188	87	128	5,045
Female	1,157	641	701	260	323	125	60	78	3,346
Other	9	3	2	1	54	9	1	1	80
Total	2,941	1,574	1,754	669	854	322	149	207	8,471

⁹⁷⁹ Ibid.

Table N.68 Average payments (participants in SIL) by gender for the year ending 31 March 2022 (\$) ⁹⁸⁰

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	323,800	302,000	355,400	288,800	364,300	355,100	304,900	516,000	329,600
Female	322,500	300,100	348,800	283,100	347,600	334,900	330,200	530,600	325,300
Other	372,300	272,700	299,100	279,200	337,200	338,200	425,100	342,300	336,800
Total	323,400	301,200	352,600	286,600	356,000	346,500	315,400	520,500	327,900

Table N.69 Total payments (participants in SIL) by age group for the year ending 31 March 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	0	n/a	0	n/a	n/a	n/a	0	0
7 to 14	3	0	1	1	n/a	n/a	n/a	n/a	4
15 to 18	28	11	13	6	7	3	1	5	73
19 to 24	291	122	180	55	86	39	11	19	802
25 to 34	489	250	351	137	150	67	24	42	1,512
35 to 44	509	300	324	119	154	48	29	46	1,530
45 to 54	675	399	396	157	203	65	38	47	1,980
55 to 64	723	394	407	158	200	82	36	35	2,035
65+	223	99	82	36	54	17	11	13	534
Total	2,941	1,574	1,754	669	854	322	149	207	8,471

Table N.70 Average payments (participants in SIL) by age group for the year ending 31 March 2022 (\$)

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	519,200	n/a	n/a	n/a	n/a	n/a	n/a	n/a	179,200
15 to 18	425,500	549,500	409,900	205,700	n/a	n/a	n/a	n/a	415,000
19 to 24	391,200	484,400	389,200	304,000	486,000	382,300	344,600	520,400	404,100
25 to 34	345,300	328,500	371,200	317,300	384,700	385,400	358,100	547,900	354,300
35 to 44	317,000	311,900	344,700	286,800	351,500	330,300	330,700	498,500	326,300
45 to 54	306,400	283,000	340,400	280,600	330,500	328,300	281,400	489,600	310,400
55 to 64	313,000	269,800	344,900	275,400	334,100	337,000	304,600	494,500	310,500
65+	300,300	273,600	333,900	273,600	325,500	306,600	340,900	n/a	304,800
Total	323,400	301,200	352,600	286,600	356,000	346,500	315,400	520,500	327,900

Table N.71 Total payments (participants in SIL) by disability type for the year ending 31 March 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	189	101	175	67	92	31	11	39	707
Autism	359	221	225	102	113	57	19	14	1,108
Cerebral palsy	292	194	182	82	69	30	14	28	892
Developmental delay	0	0	n/a	n/a	n/a	n/a	n/a	n/a	0
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	0	1	0	n/a	n/a	n/a	n/a	n/a	2
Intellectual disability	1,453	853	814	319	443	137	64	60	4,143
Multiple sclerosis	19	32	22	8	12	3	3	1	100
Psychosocial disability	385	63	127	23	45	33	21	21	719
Spinal cord injury	20	13	19	12	8	2	1	10	84
Stroke	54	17	41	9	10	6	3	12	151
Visual impairment	8	4	6	2	4	2	n/a	1	26
Other neurological	129	62	116	39	45	17	10	17	435
Other physical	19	8	18	4	9	3	1	2	65
Other sensory/speech	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a	0
Other	14	5	9	2	4	1	2	2	38
Total	2,941	1,574	1,754	669	854	322	149	207	8,471

⁹⁸⁰ Ibid.

Table N.72 Average payments (participants in SIL) by disability type for the year ending 31 March 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	344,900	340,300	385,900	305,200	401,700	365,300	356,300	583,400	365,400
Autism	369,400	384,000	397,400	309,800	401,700	391,600	350,200	531,900	376,200
Cerebral palsy	381,500	332,000	404,100	337,700	367,800	407,500	335,300	495,400	370,900
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual disability	303,500	269,800	317,100	262,300	318,600	314,200	303,600	474,700	298,100
Multiple sclerosis	408,700	426,400	460,500	271,000	419,400	n/a	n/a	n/a	410,800
Psychosocial disability	290,200	230,200	319,000	272,500	420,800	304,600	262,500	433,000	295,900
Spinal cord injury	352,700	597,100	515,200	476,300	n/a	n/a	n/a	n/a	490,400
Stroke	400,300	446,900	433,200	280,700	419,000	n/a	n/a	462,800	412,600
Visual impairment	301,100	n/a	258,800	n/a	n/a	n/a	n/a	n/a	276,700
Other neurological	389,400	427,100	441,400	321,300	470,500	450,400	329,600	662,400	413,900
Other physical	322,900	326,400	388,800	n/a	380,400	n/a	n/a	n/a	346,000
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	355,500	n/a	339,100	n/a	n/a	n/a	n/a	n/a	405,700
Total	323,400	301,200	352,600	286,600	356,000	346,500	315,400	520,500	327,900

Table N.73 Average payments (participants in SIL) by level of function for the year ending 31 March 2022 (\$)

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	223,200
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	262,400	n/a	247,700	n/a	209,400	n/a	n/a	n/a	251,500
4	313,400	n/a	n/a	n/a	n/a	n/a	n/a	n/a	307,700
5	245,700	298,300	278,700	n/a	364,200	n/a	n/a	n/a	270,500
6	245,500	251,300	245,200	173,400	216,700	258,300	n/a	n/a	239,300
7	289,800	289,800	319,900	n/a	312,400	282,500	n/a	n/a	294,600
8	235,100	203,600	268,100	183,000	244,700	233,100	n/a	453,700	245,300
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	351,100
10	266,900	244,000	290,600	236,700	339,600	279,800	241,800	548,200	282,800
11	341,100	311,800	335,600	233,100	459,700	381,800	285,600	n/a	338,600
12	328,700	297,800	374,900	303,100	396,100	360,800	335,300	555,000	336,000
13	399,600	402,900	457,900	293,200	443,400	493,800	364,800	398,000	404,400
14	409,500	344,100	435,600	340,800	401,000	447,500	354,700	511,800	395,800
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	619,900
Total	323,400	301,200	352,600	286,600	356,000	346,500	315,400	520,500	327,900

Table N.74 Total payments (participants in SIL) by support category for the year ending 31 March 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,343	1,179	1,365	526	726	240	123	169	6,672
Consumables	18	10	13	5	5	2	1	1	54
Social and Civic	339	222	250	87	56	58	16	25	1,053
Transport	21	12	9	3	3	2	1	0	52
Capacity Building									
Choice and Control	6	6	4	1	3	1	0	0	22
Daily Activities	52	39	37	20	19	6	3	3	180
Employment	3	1	1	2	2	0	0	0	9
Health and Wellbeing	2	0	1	0	0	0	0	0	4
Home Living	0	0	0	0	0	0	0	n/a	0
Lifelong learning	0	n/a	0	n/a	0	0	n/a	n/a	0
Relationships	44	23	19	10	10	4	1	2	114
Social and Civic	1	0	1	0	0	1	0	0	3
Support Coordination	38	26	26	7	9	4	2	4	115
Capital									
Assistive Technology	17	11	11	6	6	2	1	1	54
Home Modifications	57	44	19	2	14	3	1	1	139
Total	2,941	1,574	1,754	669	854	322	149	207	8,471

Table N.75 Total payments (participants not in SIL) by gender for the year ending 31 March 2022 (\$m) ⁹⁸¹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3,286	2,731	2,257	911	819	222	156	120	10,504
Female	2,223	2,016	1,722	643	586	168	126	78	7,564
Other	45	42	25	10	23	6	2	0	154
Total	5,554	4,789	4,005	1,565	1,428	396	284	198	18,222

Table N.76 Average payments (participants not in SIL) by gender for the year ending 31 March 2022 (\$) ⁹⁸²

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	37,400	36,500	39,400	37,400	32,400	36,200	31,400	45,900	37,100
Female	44,400	42,400	49,000	43,700	41,300	44,500	38,900	57,200	44,500
Other	28,500	26,900	32,600	32,600	37,900	28,200	24,100	28,400	29,900
Total	39,800	38,600	43,000	39,700	35,700	39,100	34,300	49,700	39,700

Table N.77 Total payments (participants not in SIL) by age group for the year ending 31 March 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	388	334	241	104	92	20	19	13	1,212
7 to 14	807	713	478	206	203	59	42	30	2,538
15 to 18	416	369	267	110	107	38	19	16	1,340
19 to 24	558	505	401	172	146	45	29	20	1,876
25 to 34	638	583	501	225	152	47	33	19	2,199
35 to 44	574	535	484	184	150	39	37	21	2,025
45 to 54	729	662	606	199	196	59	34	33	2,518
55 to 64	1,031	822	776	278	289	70	45	34	3,346
65+	414	266	251	87	93	18	27	12	1,167
Total	5,554	4,789	4,005	1,565	1,428	396	284	198	18,222

⁹⁸¹ Ibid.

⁹⁸² Ibid.

Table N.78 Average payments (participants not in SIL) by age group for the year ending 31 March 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,700	15,300	15,000	21,400	15,600	13,800	16,000	15,800	16,100
7 to 14	21,400	21,500	18,500	19,800	16,300	23,900	18,800	28,400	20,300
15 to 18	37,200	40,400	34,900	28,200	26,900	40,800	26,600	52,700	35,500
19 to 24	44,200	55,600	56,700	45,800	46,300	40,400	37,800	73,400	49,500
25 to 34	54,600	54,800	66,800	57,000	52,800	45,200	46,700	63,500	56,800
35 to 44	56,100	52,300	68,500	58,600	56,300	54,000	53,800	56,300	57,600
45 to 54	60,200	54,300	71,000	54,100	59,000	61,000	46,100	88,600	60,100
55 to 64	67,400	60,700	74,800	62,100	67,700	63,200	55,200	86,400	66,600
65+	75,400	64,300	81,300	66,500	66,900	66,600	59,000	124,800	71,900
Total	39,800	38,600	43,000	39,700	35,700	39,100	34,300	49,700	39,700

Table N.79 Total payments (participants not in SIL) by disability type for the year ending 31 March 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	343	306	270	98	98	26	15	19	1,175
Autism	1,221	1,046	806	334	349	91	64	31	3,942
Cerebral palsy	357	308	276	104	80	27	16	13	1,182
Developmental delay	133	146	84	20	32	7	8	6	437
Global developmental delay	52	27	27	18	18	3	2	2	151
Hearing impairment	58	43	42	15	14	5	2	3	182
Intellectual disability	1,159	1,139	796	381	310	100	55	37	3,978
Multiple sclerosis	186	181	107	44	59	18	11	3	609
Psychosocial disability	651	649	521	163	145	37	42	21	2,229
Spinal cord injury	201	97	167	71	37	10	9	9	602
Stroke	212	137	144	41	41	9	10	14	608
Visual impairment	81	72	51	22	22	5	4	4	261
Other neurological	534	385	400	153	126	36	22	21	1,676
Other physical	282	191	247	76	74	15	20	11	918
Other sensory/speech	9	5	4	1	3	1	0	1	24
Other	75	56	61	22	19	6	4	5	249
Total	5,554	4,789	4,005	1,565	1,428	396	284	198	18,222

Table N.80 Average payments (participants not in SIL) by disability type for the year ending 31 March 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	90,500	85,300	92,000	90,800	72,900	77,100	87,300	95,500	87,400
Autism	25,900	27,000	24,300	23,400	21,700	27,300	23,700	31,900	25,200
Cerebral palsy	76,600	90,600	89,800	72,500	78,500	79,300	65,300	94,200	82,500
Developmental delay	11,900	10,300	9,800	13,600	11,100	9,300	10,000	11,700	10,800
Global developmental delay	15,200	13,800	15,200	16,100	13,100	15,900	14,100	18,500	14,800
Hearing impairment	8,000	7,600	7,900	8,400	7,900	11,300	5,400	16,400	8,000
Intellectual disability	46,500	52,500	56,500	53,000	47,300	43,600	44,400	51,400	50,500
Multiple sclerosis	76,000	68,100	77,300	55,200	78,100	60,500	56,900	149,300	71,200
Psychosocial disability	48,000	39,300	58,500	39,700	52,300	45,800	42,000	52,300	46,400
Spinal cord injury	120,400	114,000	123,000	125,400	94,300	98,400	130,900	132,000	118,400
Stroke	87,400	86,900	96,800	76,000	84,700	71,500	83,000	115,900	88,400
Visual impairment	27,600	26,800	32,500	29,400	30,700	27,800	21,200	55,600	28,700
Other neurological	88,700	82,000	103,600	81,800	86,300	87,600	64,900	113,700	89,000
Other physical	50,700	46,500	56,000	43,800	43,400	44,700	38,100	57,100	49,300
Other sensory/speech	8,800	9,000	12,600	11,800	6,500	14,400	5,700	18,400	9,100
Other	55,700	59,900	65,100	45,900	61,300	46,100	50,000	61,300	57,700
Total	39,800	38,600	43,000	39,700	35,700	39,100	34,300	49,700	39,700

Table N.81 Average payments (participants not in SIL) by level of function for the year ending 31 March 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,300	8,800	9,300	13,000	9,700	11,000	9,600	14,200	10,200
2	12,600	14,200	16,400	13,800	15,300	18,500	n/a	n/a	14,100
3	14,800	14,100	15,000	15,400	12,900	15,200	11,900	25,400	14,600
4	11,300	11,100	13,100	12,700	11,000	13,700	10,200	23,900	11,800
5	19,900	19,400	21,600	19,800	17,700	18,300	14,700	30,900	19,800
6	19,400	17,200	18,200	15,900	14,800	20,300	16,200	26,300	17,900
7	29,700	28,200	26,100	19,900	19,600	32,400	27,900	34,300	27,200
8	31,000	28,800	39,400	29,000	33,000	29,900	27,500	51,900	32,400
9	51,700	44,100	64,000	41,400	39,000	36,300	39,700	n/a	50,400
10	54,800	47,800	70,100	49,700	60,900	49,600	49,100	88,000	56,200
11	54,900	49,000	48,700	33,600	37,700	52,300	61,000	57,000	48,100
12	101,900	94,600	128,500	99,700	115,100	93,400	103,000	139,800	104,600
13	67,700	73,400	71,400	47,400	48,700	63,800	72,000	65,800	65,400
14	168,600	170,200	186,300	161,200	167,700	157,100	163,700	188,000	172,300
15	325,300	435,700	488,500	n/a	n/a	n/a	n/a	n/a	411,600
Total	39,800	38,600	43,000	39,700	35,700	39,100	34,300	49,700	39,700

Table N.82 Total payments (\$m) (participants not in SIL) by support category for the year ending 31 March 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,418	2,085	1,742	675	711	184	135	99	8,051
Consumables	125	121	111	39	32	11	6	3	447
Social and Civic	1,180	965	944	323	218	90	47	32	3,800
Transport	278	189	103	40	34	11	12	6	672
Capacity Building									
Choice and Control	102	110	80	26	39	8	5	5	374
Daily Activities	939	850	687	299	275	51	51	28	3,181
Employment	44	30	19	12	11	3	2	1	123
Health and Wellbeing	16	7	8	2	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	62	56	24	19	15	4	3	2	184
Social and Civic	35	28	17	21	4	5	4	4	117
Support Coordination	172	209	126	49	46	14	8	14	639
Capital									
Assistive Technology	147	109	113	48	36	11	7	2	473
Home Modifications	37	31	31	5	7	3	1	1	116
Total	5,554	4,789	4,005	1,565	1,428	396	284	198	18,222

Table N.83 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{983 984 985}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	77%	75%	79%	86%	92%	n/a	n/a	n/a	86%
Subsequent plans	89%	85%	91%	87%	87%	89%	88%	89%	88%
Total	89%	85%	91%	87%	87%	89%	88%	89%	88%
Non SIL									
First plan	54%	52%	56%	58%	55%	53%	47%	48%	54%
Subsequent plans	68%	68%	74%	70%	71%	71%	68%	65%	70%
Total	66%	66%	71%	68%	69%	69%	66%	61%	68%
Total (SIL and non SIL)									
First plan	55%	52%	56%	67%	55%	53%	47%	49%	56%
Subsequent plans	75%	72%	79%	74%	76%	77%	75%	78%	75%
Total	74%	71%	76%	73%	74%	75%	73%	74%	74%

⁹⁸³ Utilisation of committed supports from 1 July 2021 to 31 December 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁹⁸⁴ 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.

⁹⁸⁵ Utilisation is not shown if there is insufficient data in the group.

Table N.84 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 March 2022 ^{986 987 988 989 990}

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PSG			Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1	Explanation of a previous decision, after a request for explanation is received	28 days	100%	99%	95%	100%	100%	100%	100%	100%	100%	98%
2	Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	99%	99%	99%	100%	99%	100%	100%	100%	96%	99%
4	Make an access decision, after the final information has been provided	14 days	99%	99%	98%	98%	99%	99%	100%	100%	97%	99%
5	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	93%	86%	92%	93%	85%	93%	100%	100%	55%	90%
6	Approve a participant's plan, after an access decision has been made	56 days	89%	78%	86%	82%	83%	80%	68%	68%	53%	83%
7	Approve a plan for ECEI participants, after an access decision has been made	90 days	99%	96%	77%	89%	98%	97%	100%	100%	76%	91%
9	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	36%	29%	24%	16%	11%	33%	21%	21%	14%	27%
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
13	Complete a Participant Requested Review, after the decision to accept the request was made	28 days	59%	55%	48%	51%	55%	51%	44%	44%	25%	54%
14	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	92%	95%	95%	93%	92%	90%	93%	93%	81%	93%
15	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	80%	100%	100%	90%	100%	100%	100%	100%	93%
17	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	93%	93%	94%	93%	97%	96%	96%	90%	87%
18	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	98%	94%	97%	97%	98%	100%	90%	90%	100%	97%

⁹⁸⁶ 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.

⁹⁸⁷ 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.

⁹⁸⁸ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

⁹⁸⁹ The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

⁹⁹⁰ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

⁹⁹¹ The logic used to measure PSG #11 has changed based on the use of new interactions in the CRM system and is not directly comparable to results reported previously. Despite current underachievement regarding facilitating scheduled reviews, the NDIA's participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.

PSG		Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
19	Cancel participant requested nominee	14 days	95%	95%	98%	100%	100%	100%	100%	100%	96%
20	Cancel CEO initiated nominee	14 days	100%	NA	100%	NA	NA	NA	NA	NA	100%

Appendix O:

Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

Table O.1 Active participants by service district and support type included in plan as at 31 March 2022 ^{992 993 994 995 996 997 998 999}

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NSW		127,509	81%	154,209	98%	33,725	21%	156,992
Hunter New England	Jul-13	21,739	82%	25,848	97%	5,538	21%	26,594
Central Coast	Jul-16	6,963	78%	8,810	98%	1,743	19%	8,956
Far West	Jul-17	603	83%	721	100%	157	22%	723
Illawarra Shoalhaven	Jul-17	7,811	85%	8,974	98%	2,113	23%	9,197
Mid North Coast	Jul-17	5,761	89%	6,452	99%	1,310	20%	6,497
Murrumbidgee	Jul-17	6,018	87%	6,877	100%	1,652	24%	6,904
Nepean Blue Mountains	Jul-15	6,762	73%	8,991	98%	1,819	20%	9,210
North Sydney	Jul-16	8,734	82%	10,543	98%	2,707	25%	10,710
Northern NSW	Jul-17	7,052	93%	7,502	99%	1,612	21%	7,550
South Eastern Sydney	Jul-17	8,984	85%	10,429	99%	2,393	23%	10,540
South Western Sydney	Jul-16	18,457	76%	23,682	98%	4,814	20%	24,129
Southern NSW	Jul-16	3,758	85%	4,338	98%	1,044	24%	4,421
Sydney	Jul-17	5,595	89%	6,207	99%	1,406	22%	6,285
Western NSW	Jul-17	5,608	84%	6,582	99%	1,623	24%	6,672
Western Sydney	Jul-16	13,644	73%	18,228	98%	3,789	20%	18,579
NSW - Other		20	80%	25	100%	<11		25
VIC		131,719	96%	136,400	99%	27,068	20%	137,891
Barwon	Jul-13	9,100	93%	9,599	99%	1,934	20%	9,742
Central Highlands	Jan-17	4,871	90%	5,332	98%	1,105	20%	5,423
Loddon	May-17	6,903	95%	7,196	99%	1,330	18%	7,271
North East Melbourne	Jul-16	12,101	91%	13,040	98%	2,754	21%	13,248
Inner Gippsland	Oct-17	5,068	97%	5,144	99%	1,002	19%	5,217
Ovens Murray	Oct-17	3,272	93%	3,464	98%	710	20%	3,518
Western District	Oct-17	3,695	94%	3,881	99%	861	22%	3,934

⁹⁹² Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁹⁹³ 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).

⁹⁹⁴ 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.

⁹⁹⁵ 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.

⁹⁹⁶ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁹⁹⁷ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁹⁹⁸ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁹⁹⁹ 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
					#	%	#	%	#	%	
VIC	Inner East Melbourne	Nov-17	9,526	96%	9,783	98%	2,352	24%	9,935		
	Outer East Melbourne	Nov-17	9,637	98%	9,752	99%	2,144	22%	9,875		
	Hume Moreland	Mar-18	9,237	96%	9,555	99%	1,663	17%	9,640		
	Bayside Peninsula	Apr-18	16,534	98%	16,662	99%	3,577	21%	16,809		
	Southern Melbourne	Sep-18	12,463	97%	12,690	99%	2,446	19%	12,802		
	Brimbank Melton	Oct-18	8,498	96%	8,798	99%	1,317	15%	8,843		
	Western Melbourne	Oct-18	12,609	97%	12,908	99%	2,075	16%	12,998		
	Goulburn	Jan-19	3,728	93%	3,966	99%	819	21%	3,991		
	Mallee	Jan-19	2,195	96%	2,290	100%	466	20%	2,293		
	Outer Gippsland	Jan-19	2,277	97%	2,335	99%	512	22%	2,347		
	VIC - Other		<11		<11		<11		<11		
QLD			103,212	96%	107,223	100%	23,554	22%	107,635		
QLD	Bundaberg	Sep-17	2,841	91%	3,097	99%	717	23%	3,115		
	Ipswich	Jul-17	7,995	93%	8,549	100%	1,807	21%	8,589		
	Mackay	Nov-16	3,182	91%	3,453	99%	776	22%	3,479		
	Toowoomba	Jan-17	6,496	96%	6,760	100%	1,640	24%	6,783		
	Townsville	Apr-16	5,750	90%	6,320	99%	1,398	22%	6,367		
	Rockhampton	Nov-17	5,467	91%	5,944	99%	1,211	20%	5,987		
	Beenleigh	Jul-18	11,182	98%	11,403	100%	2,202	19%	11,423		
	Brisbane	Jul-18	19,640	98%	20,026	100%	4,465	22%	20,104		
	Cairns	Jul-18	5,158	98%	5,265	100%	1,259	24%	5,281		
	Maryborough	Jul-18	4,215	95%	4,419	100%	1,063	24%	4,429		
	Robina	Jul-18	10,878	98%	11,038	100%	2,191	20%	11,090		
	Caboolture/Strathpine	Jan-19	11,171	96%	11,564	100%	2,608	23%	11,585		
	Maroochydore	Jan-19	9,223	98%	9,371	100%	2,214	24%	9,389		
	QLD - Other		14	100%	14	100%	<11		14		
WA			39,192	87%	44,301	98%	12,307	27%	45,025		
WA	North East Metro	Jul-14	5,920	85%	6,844	98%	2,065	30%	6,968		
	Wheat Belt	Jan-17	930	87%	1,048	99%	289	27%	1,063		
	South Metro	Jul-18	5,752	82%	6,875	98%	1,849	26%	7,005		
	Central South Metro	Jul-18	4,982	88%	5,528	98%	1,562	28%	5,660		
	South West	Sep-18	3,339	88%	3,675	97%	934	25%	3,776		
	Goldfields-Esperance	Oct-18	616	83%	735	99%	171	23%	739		
	North Metro	Oct-18	5,155	87%	5,869	99%	1,718	29%	5,925		
	Kimberley-Pilbara	Oct-18	1,246	88%	1,415	100%	308	22%	1,419		
	South East Metro	Jul-19	4,697	92%	5,060	99%	1,488	29%	5,128		
	Central North Metro	Jul-19	4,725	92%	5,098	99%	1,477	29%	5,154		
	Great Southern	Jul-19	944	87%	1,069	98%	237	22%	1,086		
	Midwest-Gascoyne	Jul-19	882	80%	1,081	98%	208	19%	1,098		
	WA - Other		<11		<11		<11		<11		
	SA			42,273	93%	44,882	99%	9,302	21%	45,309	
North	Adelaide Hills	Jul-13	1,605	94%	1,680	98%	308	18%	1,712		
	Barossa, Light and Lower	Jul-13	2,017	93%	2,170	100%	324	15%	2,178		
	Eastern Adelaide	Jul-13	3,655	93%	3,906	99%	836	21%	3,926		

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
Eyre and Western	Jul-13	1,293	94%	1,364	99%	330	24%	1,381
Far North (SA)	Jul-13	497	95%	518	99%	127	24%	525
Fleurieu and Kangaroo Island	Jul-13	1,184	94%	1,239	99%	290	23%	1,253
Limestone Coast	Jul-13	1,385	93%	1,459	98%	313	21%	1,493
Murray and Mallee	Jul-13	1,723	92%	1,852	98%	363	19%	1,882
Northern Adelaide	Jul-13	14,217	93%	15,205	99%	2,981	19%	15,364
Southern Adelaide	Jul-13	9,270	94%	9,763	99%	2,204	22%	9,828
Western Adelaide	Jul-13	3,725	94%	3,925	99%	868	22%	3,952
Yorke and Mid North	Jul-13	1,675	94%	1,771	99%	354	20%	1,785
SA - Other		27	90%	30	100%	<11		30
TAS		11,032	93%	11,473	97%	2,524	21%	11,832
TAS North	Jul-13	3,292	97%	3,340	98%	758	22%	3,396
TAS North West	Jul-13	2,403	89%	2,627	97%	568	21%	2,710
TAS South East	Jul-13	2,369	90%	2,518	96%	540	20%	2,636
TAS South West	Jul-13	2,968	96%	2,987	97%	658	21%	3,089
TAS - Other		<11		<11		<11		<11
ACT		7,676	84%	9,017	98%	1,804	20%	9,163
ACT	Jul-14	7,675	84%	9,016	98%	1,803	20%	9,162
ACT - Other		<11		<11		<11		<11
NT		4,504	95%	4,748	100%	1,086	23%	4,761
Barkly	Jul-14	157	97%	162	100%	45	28%	162
Central Australia	Jul-17	735	94%	782	100%	251	32%	783
Darwin Remote	Jul-17	415	93%	444	100%	85	19%	444
Darwin Urban	Jan-17	2,636	95%	2,771	100%	551	20%	2,782
East Arnhem	Jan-17	203	97%	210	100%	48	23%	210
Katherine	Jul-17	205	94%	217	100%	75	35%	217
NT - Other		153	94%	162	99%	31	19%	163
Other Territories		40	93%	42	98%	<11		43
Missing		<11		17	100%	<11		17
Total		467,167	90%	512,312	99%	111,378	21%	518,668

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 March 2022 ^{1000 1001 1002}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
NSW	69,600	29,400	57,200	19,800	156,992
Hunter New England	70,200	28,300	57,100	18,700	26,594
Central Coast	63,800	25,100	51,800	17,900	8,956
Far West	70,800	38,300	47,000	16,300	723
Illawarra Shoalhaven	71,900	35,200	58,800	23,400	9,197
Mid North Coast	66,500	27,300	54,500	18,100	6,497
Murrumbidgee	65,200	29,700	52,000	17,900	6,904
Nepean Blue Mountains	66,800	24,900	54,500	17,400	9,210
North Sydney	81,600	34,100	66,900	22,000	10,710
Northern NSW	70,400	35,200	57,400	21,800	7,550
South Eastern Sydney	74,200	32,600	61,600	20,900	10,540
South Western Sydney	64,700	26,300	55,900	21,200	24,129
Southern NSW	61,500	30,900	46,300	18,300	4,421
Sydney	73,700	41,200	58,700	23,500	6,285
Western NSW	74,900	32,100	55,500	17,300	6,672
Western Sydney	69,300	26,200	59,600	20,100	18,579
NSW - Other	68,100	33,400	39,000	19,800	25
VIC	64,300	30,500	49,300	17,400	137,891
Barwon	65,900	32,200	50,200	19,200	9,742
Central Highlands	61,600	26,200	46,800	15,200	5,423
Loddon	57,100	24,200	41,800	12,900	7,271
North East Melbourne	68,500	30,000	53,300	17,200	13,248
Inner Gippsland	59,400	30,400	44,400	16,600	5,217
Ovens Murray	58,700	28,200	41,800	16,000	3,518
Western District	63,900	30,000	46,900	16,500	3,934
Inner East Melbourne	79,900	37,300	62,900	20,700	9,935
Outer East Melbourne	67,300	34,600	51,900	19,800	9,875
Hume Moreland	57,400	26,600	45,300	16,400	9,640
Bayside Peninsula	72,400	39,500	55,900	21,200	16,809
Southern Melbourne	60,700	28,800	47,900	17,700	12,802
Brimbank Melton	57,700	24,400	44,900	15,400	8,843
Western Melbourne	58,800	28,000	44,900	16,200	12,998
Goulburn	56,100	27,800	38,300	14,400	3,991
Mallee	64,000	31,100	44,700	14,900	2,293
Outer Gippsland	64,000	37,200	47,500	18,700	2,347
VIC - Other	n/a	n/a	n/a	n/a	<11

¹⁰⁰⁰ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

¹⁰⁰¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

¹⁰⁰² Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, 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
	\$	\$	\$	\$	
QLD	70,100	30,400	58,700	18,100	107,635
Bundaberg	66,100	30,000	54,100	16,800	3,115
Ipswich	65,300	28,800	55,100	16,700	8,589
Mackay	63,900	24,200	50,200	13,500	3,479
Toowoomba	74,200	32,600	60,300	18,500	6,783
Townsville	71,900	28,600	57,400	15,400	6,367
Rockhampton	61,400	25,800	46,500	12,800	5,987
Beenleigh	66,400	25,000	58,700	16,700	11,423
Brisbane	73,200	35,900	63,400	21,300	20,104
Cairns	81,900	36,900	66,800	19,000	5,281
Maryborough	71,700	36,600	59,300	20,800	4,429
Robina	68,000	28,500	58,500	19,000	11,090
Caboolture/Strathpine	69,200	27,400	58,300	18,000	11,585
Maroochydore	73,600	35,100	59,900	21,100	9,389
QLD - Other	n/a	n/a	30,300	n/a	14
WA	69,500	33,500	53,500	19,200	45,025
North East Metro	73,900	32,700	58,600	19,800	6,968
Wheat Belt	55,300	33,200	34,400	15,400	1,063
South Metro	62,100	28,700	48,900	17,600	7,005
Central South Metro	68,100	33,100	52,600	19,600	5,660
South West	61,200	31,600	45,900	18,500	3,776
Goldfields-Esperance	72,400	34,300	50,100	17,500	739
North Metro	64,200	30,300	48,100	17,600	5,925
Kimberley-Pilbara	75,200	41,400	47,500	16,900	1,419
South East Metro	78,300	37,200	62,200	22,100	5,128
Central North Metro	85,000	43,200	68,100	24,900	5,154
Great Southern	64,400	30,300	47,900	15,000	1,086
Midwest-Gascoyne	50,300	28,100	35,800	14,500	1,098
WA - Other	n/a	n/a	n/a	n/a	<11
SA	64,100	26,400	53,800	15,400	45,309
Adelaide Hills	57,100	23,000	46,200	13,200	1,712
Barossa, Light and Lower North	48,200	22,200	37,900	12,500	2,178
Eastern Adelaide	72,000	30,000	63,600	17,900	3,926
Eyre and Western	69,100	33,000	43,400	14,400	1381
Far North (SA)	74,300	38,200	47,000	14,400	525
Fleurieu and Kangaroo Island	69,300	31,700	54,200	16,600	1253
Limestone Coast	57,700	24,900	47,400	11,400	1493
Murray and Mallee	59,100	24,400	45,000	12,200	1,882
Northern Adelaide	61,100	24,200	54,200	14,800	15,364
Southern Adelaide	70,800	29,500	59,400	17,100	9,828
Western Adelaide	66,900	29,700	57,100	17,600	3,952
Yorke and Mid North	56,200	27,900	41,500	15,900	1,785
SA - Other	44,200	29,000	n/a	13,100	30

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
TAS	78,400	33,600	65,000	19,400	11,832
TAS North	77,800	36,200	61,600	19,700	3,396
TAS North West	80,100	35,600	65,900	20,400	2,710
TAS South East	67,500	25,900	56,700	16,100	2,636
TAS South West	87,000	36,800	74,700	21,700	3,089
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	62,500	24,700	49,400	16,100	9,163
ACT	62,500	24,700	49,400	16,100	9,162
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	111,500	39,000	92,400	22,800	4,761
Barkly	87,000	38,400	64,400	18,500	162
Central Australia	183,900	74,100	156,400	34,100	783
Darwin Remote	69,200	47,600	40,800	20,500	444
Darwin Urban	98,600	26,000	86,300	20,400	2,782
East Arnhem	89,400	55,000	45,600	25,500	210
Katherine	157,100	61,800	132,400	39,200	217
NT - Other	89,400	42,600	68,100	17,600	163
Other Territories	79,300	50,700	51,300	17,300	43
Missing	n/a	n/a	n/a	n/a	17
Total	68,300	30,100	55,200	18,300	518,668

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 March 2022 ^{1003 1004 1005}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
NSW	52,100	26,300	39,800	18,000	147,623
Hunter New England	50,000	25,200	36,400	16,800	24,847
Central Coast	46,900	22,800	34,900	16,300	8,445
Far West	59,300	35,500	36,500	15,500	698
Illawarra Shoalhaven	54,800	31,700	42,300	21,100	8,636
Mid North Coast	55,200	25,600	43,200	17,000	6,260
Murrumbidgee	50,400	27,000	36,800	16,600	6,538
Nepean Blue Mountains	47,100	22,900	34,700	15,800	8,583
North Sydney	56,700	28,400	42,300	18,600	9,796
Northern NSW	58,200	32,600	45,200	20,500	7,229
South Eastern Sydney	57,400	29,100	44,500	19,100	9,914

¹⁰⁰³ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

¹⁰⁰⁴ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

¹⁰⁰⁵ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2022. Average payments are derived from total payments paid over the 12 months to 31 March 2022, 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
	\$	\$	\$	\$	
South Western Sydney	50,000	24,000	41,300	19,500	22,940
Southern NSW	49,000	28,000	34,700	17,000	4,201
Sydney	60,300	38,000	46,100	21,500	5,950
Western NSW	53,700	28,300	34,700	15,400	6,156
Western Sydney	50,200	23,200	40,700	18,100	17,405
NSW - Other	68,100	33,400	39,000	19,800	25
VIC	52,900	28,700	38,600	16,300	132,573
Barwon	52,700	30,600	38,300	18,000	9,358
Central Highlands	47,800	24,500	33,600	13,800	5,158
Loddon	46,900	22,900	32,300	12,200	7,030
North East Melbourne	52,600	27,600	38,500	15,800	12,551
Inner Gippsland	51,500	29,400	36,900	15,900	5,077
Ovens Murray	47,100	26,200	31,800	14,800	3,374
Western District	46,300	27,700	31,200	15,100	3,663
Inner East Melbourne	59,800	33,200	44,000	18,100	9,226
Outer East Melbourne	54,300	32,100	39,400	18,200	9,453
Hume Moreland	51,100	25,900	39,500	15,700	9,428
Bayside Peninsula	60,500	36,900	44,300	19,400	16,019
Southern Melbourne	52,100	27,600	40,200	17,000	12,473
Brimbank Melton	49,300	23,900	37,100	14,900	8,634
Western Melbourne	51,900	27,200	38,700	15,600	12,740
Goulburn	50,500	26,600	32,800	13,900	3,898
Mallee	53,700	29,400	34,700	14,100	2,211
Outer Gippsland	57,800	35,700	41,400	17,600	2,280
VIC - Other	n/a	n/a	n/a	n/a	<11
QLD	55,700	27,800	43,000	16,400	102,417
Bundaberg	51,200	27,200	38,500	14,900	2,960
Ipswich	50,600	25,900	37,500	15,200	8,166
Mackay	51,800	23,100	37,900	12,700	3,345
Toowoomba	55,800	28,800	40,600	16,300	6,314
Townsville	55,000	26,300	39,600	14,200	6,025
Rockhampton	48,700	24,300	32,300	11,800	5,734
Beenleigh	51,600	23,400	42,700	15,300	10,917
Brisbane	59,700	32,600	47,400	19,200	19,102
Cairns	63,200	33,900	48,500	16,900	4,986
Maryborough	58,100	33,300	44,100	18,600	4,222
Robina	54,400	26,100	44,100	17,400	10,578
Caboolture/Strathpine	55,800	25,400	44,300	16,600	11,073
Maroochydore	60,800	32,600	46,900	19,200	8,981
QLD - Other	n/a	n/a	30,300	n/a	14
WA	55,200	31,200	39,700	17,500	42,615
North East Metro	53,900	29,700	39,000	17,300	6,442
Wheat Belt	50,900	32,100	29,700	14,700	1,038
South Metro	49,900	26,900	37,500	16,300	6,689

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
Central South Metro	55,500	31,000	40,500	18,000	5,398
South West	51,800	30,100	36,900	17,400	3,636
Goldfields-Esperance	58,000	33,100	35,500	16,000	710
North Metro	54,100	28,800	39,000	16,600	5,701
Kimberley-Pilbara	66,800	40,400	37,400	16,400	1,391
South East Metro	56,600	33,700	42,300	19,600	4,715
Central North Metro	67,000	39,500	49,800	21,900	4,802
Great Southern	54,200	28,900	37,800	13,700	1,030
Midwest-Gascoyne	42,900	26,800	28,500	13,800	1,063
WA - Other	n/a	n/a	n/a	n/a	<11
SA	48,500	24,600	35,700	14,100	42,844
Adelaide Hills	44,900	22,100	32,300	12,600	1,650
Barossa, Light and Lower North	41,000	21,900	30,400	12,200	2,135
Eastern Adelaide	53,900	26,700	42,500	15,800	3,672
Eyre and Western	59,000	32,000	34,900	13,900	1344
Far North (SA)	56,400	34,900	28,400	13,100	500
Fleurieu and Kangaroo Island	57,500	29,600	42,000	15,600	1205
Limestone Coast	43,500	23,600	28,800	10,400	1416
Murray and Mallee	43,600	23,100	29,500	11,300	1,788
Northern Adelaide	44,700	22,900	34,100	13,700	14,534
Southern Adelaide	51,500	26,200	37,700	15,200	9,088
Western Adelaide	54,000	27,600	40,800	16,300	3,763
Yorke and Mid North	47,300	26,700	32,700	14,800	1,719
SA - Other	44,200	29,000	n/a	13,100	30
TAS	52,500	29,700	39,100	17,000	10,881
TAS North	55,700	32,600	40,100	17,700	3,165
TAS North West	51,900	30,400	38,600	17,300	2,488
TAS South East	45,300	23,600	34,900	14,400	2,469
TAS South West	55,600	31,300	42,200	18,600	2,759
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	46,600	22,800	34,300	14,600	8,678
ACT	46,600	22,800	34,300	14,600	8,678
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	70,600	34,200	49,700	19,500	4,345
Barkly	58,000	36,500	33,000	16,600	151
Central Australia	103,900	57,700	71,300	26,100	666
Darwin Remote	68,500	47,600	40,600	20,500	443
Darwin Urban	60,600	23,900	46,400	17,000	2,536
East Arnhem	87,900	54,800	44,100	25,300	207
Katherine	83,100	49,500	59,700	30,500	185
NT - Other	70,400	40,200	48,700	14,700	157
Other Territories	n/a	n/a	51,300	17,300	<11
Missing	n/a	n/a	n/a	n/a	17
Total	53,100	27,600	39,700	16,800	492,045

Table O.4 Participation rates for all participants by service district and age group as at 31 March 2022 ¹⁰⁰⁶

Service district	Age group								Total
	0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	
NSW	3.4%	4.9%	3.1%	2.2%	1.1%	1.1%	1.5%	1.9%	2.2%
Hunter New England	4.7%	6.8%	4.9%	3.6%	2.0%	1.8%	2.0%	2.4%	3.3%
Central Coast	3.6%	7.2%	4.5%	3.4%	1.9%	1.5%	1.7%	2.3%	3.0%
Far West	4.8%	6.2%	3.9%	3.7%	1.7%	2.2%	1.7%	2.1%	3.0%
Illawarra Shoalhaven	2.7%	5.3%	3.4%	2.7%	1.7%	1.7%	1.8%	2.2%	2.5%
Mid North Coast	5.8%	8.0%	4.6%	4.4%	2.3%	2.0%	1.8%	2.3%	3.6%
Murrumbidgee	4.3%	5.2%	3.4%	2.8%	1.9%	1.5%	1.8%	2.0%	2.7%
Nepean Blue Mountains	4.1%	6.4%	4.0%	2.8%	1.4%	1.3%	1.5%	1.8%	2.7%
North Sydney	1.9%	2.6%	1.6%	1.3%	0.7%	0.6%	1.0%	1.4%	1.3%
Northern NSW	3.9%	6.2%	4.3%	4.4%	2.4%	1.7%	1.8%	2.0%	3.0%
South Eastern Sydney	2.2%	3.3%	2.1%	1.2%	0.6%	0.7%	1.1%	1.5%	1.3%
South Western Sydney	3.5%	4.8%	2.9%	2.2%	1.1%	1.0%	1.4%	1.8%	2.2%
Southern NSW	3.4%	4.8%	3.5%	3.2%	1.7%	1.4%	1.5%	1.8%	2.4%
Sydney	1.9%	3.3%	2.1%	0.6%	0.3%	0.6%	1.2%	1.8%	1.0%
Western NSW	3.8%	5.1%	3.4%	3.1%	1.7%	1.6%	1.9%	2.3%	2.7%
Western Sydney	3.4%	3.9%	2.5%	1.8%	0.9%	0.8%	1.3%	1.9%	1.9%
VIC	3.9%	5.3%	3.2%	1.8%	1.1%	1.2%	1.7%	2.1%	2.3%
Barwon	4.5%	7.5%	5.5%	3.5%	2.0%	1.9%	2.2%	2.6%	3.4%
Central Highlands	3.9%	6.0%	4.1%	3.2%	2.0%	1.6%	2.0%	2.4%	3.0%
Loddon	5.4%	7.5%	4.7%	3.1%	2.2%	2.0%	2.0%	2.3%	3.4%
North East Melbourne	3.3%	4.9%	3.2%	1.5%	0.8%	1.1%	1.8%	2.3%	2.0%
Inner Gippsland	4.1%	6.5%	3.6%	3.0%	2.3%	2.0%	2.3%	2.4%	3.1%
Ovens Murray	4.8%	6.4%	3.9%	3.3%	2.0%	1.9%	2.1%	2.3%	3.2%
Western District	4.1%	5.7%	3.8%	3.4%	2.3%	2.2%	2.4%	2.2%	3.1%
Inner East Melbourne	2.9%	3.6%	2.0%	1.0%	0.8%	0.9%	1.3%	1.7%	1.6%
Outer East Melbourne	3.6%	6.0%	3.6%	2.2%	1.4%	1.4%	1.7%	2.0%	2.5%
Hume Moreland	4.8%	6.0%	3.7%	1.7%	0.9%	1.0%	1.7%	2.4%	2.4%
Bayside Peninsula	3.4%	4.4%	2.5%	1.4%	0.9%	1.2%	1.6%	2.0%	1.9%
Southern Melbourne	4.0%	4.5%	2.6%	1.9%	1.0%	1.0%	1.5%	1.8%	2.1%
Brimbank Melton	5.1%	6.4%	3.4%	1.9%	1.0%	1.1%	1.3%	1.8%	2.5%
Western Melbourne	3.8%	5.2%	2.8%	0.9%	0.6%	0.8%	1.3%	1.7%	1.7%
Goulburn	3.9%	5.4%	3.3%	2.7%	1.8%	1.6%	1.8%	2.2%	2.7%
Mallee	4.2%	6.1%	3.5%	2.9%	1.9%	1.8%	2.0%	2.2%	2.9%
Outer Gippsland	3.9%	5.8%	4.0%	3.7%	2.5%	2.3%	2.5%	2.2%	3.2%
QLD	3.8%	5.1%	3.3%	2.0%	1.2%	1.2%	1.5%	2.0%	2.3%
Bundaberg	6.1%	7.5%	5.6%	5.2%	2.8%	2.2%	2.5%	2.8%	4.0%
Ipswich	3.6%	6.1%	4.1%	2.5%	1.4%	1.4%	1.7%	2.5%	2.7%
Mackay	4.2%	4.8%	3.1%	2.1%	1.0%	0.9%	1.1%	1.7%	2.2%
Toowoomba	3.7%	4.9%	3.9%	2.9%	1.5%	1.8%	2.1%	2.7%	2.8%
Townsville	5.1%	5.2%	3.2%	2.0%	1.3%	1.3%	1.9%	2.2%	2.6%
Rockhampton	4.7%	6.4%	3.8%	2.7%	1.4%	1.2%	1.5%	1.9%	2.8%
Beenleigh	4.3%	5.6%	3.3%	2.1%	1.3%	1.3%	1.4%	1.8%	2.5%
Brisbane	3.0%	3.8%	2.4%	1.3%	0.8%	1.0%	1.4%	2.0%	1.7%
Cairns	2.6%	3.7%	2.5%	2.3%	1.3%	1.3%	1.5%	1.8%	2.0%
Maryborough	5.2%	7.0%	5.0%	4.2%	2.7%	2.3%	2.6%	2.7%	3.7%
Robina	3.6%	4.8%	3.1%	1.7%	0.9%	0.9%	1.2%	1.6%	2.0%
Caboolture/Strathpine	4.5%	6.2%	3.8%	2.5%	1.5%	1.3%	1.5%	2.0%	2.7%
Maroochydore	3.7%	5.8%	3.4%	2.4%	1.7%	1.4%	1.4%	1.8%	2.5%
WA	2.2%	4.0%	3.2%	2.1%	1.2%	1.0%	1.3%	1.7%	1.9%
North East Metro	2.5%	4.6%	4.1%	2.4%	1.5%	1.2%	1.6%	2.2%	2.3%
Wheat Belt	1.5%	3.5%	3.3%	2.7%	1.4%	1.0%	1.0%	1.2%	1.7%

¹⁰⁰⁶ Participation rate refers to the proportion of general population that are NDIS participants.

Service district		Age group								Total
		0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	
South Metro		2.3%	4.5%	3.8%	2.4%	1.3%	1.0%	1.3%	1.8%	2.1%
Central South Metro		2.0%	3.9%	3.4%	2.0%	1.2%	0.9%	1.2%	1.6%	1.8%
South West		2.2%	4.3%	3.4%	3.2%	2.1%	1.2%	1.6%	2.0%	2.3%
Goldfields-Esperance		1.8%	3.4%	2.5%	2.0%	1.0%	0.9%	0.9%	1.0%	1.5%
North Metro		2.3%	3.9%	3.1%	2.1%	1.2%	0.8%	0.8%	1.2%	1.8%
Kimberley-Pilbara		1.6%	3.3%	2.9%	2.9%	0.8%	0.8%	1.0%	1.1%	1.5%
South East Metro		2.3%	4.0%	3.1%	1.6%	1.1%	1.1%	1.6%	2.0%	1.9%
Central North Metro		1.7%	2.7%	2.1%	1.5%	0.9%	0.9%	1.4%	1.9%	1.5%
Great Southern		1.7%	4.3%	3.0%	3.0%	2.1%	1.3%	1.2%	1.7%	2.1%
Midwest-Gascoyne		3.2%	4.5%	2.7%	2.7%	1.4%	1.0%	1.0%	1.4%	2.1%
SA		4.5%	7.7%	5.2%	2.7%	1.5%	1.5%	1.9%	2.3%	3.0%
North	Adelaide Hills	3.9%	6.9%	4.5%	2.5%	1.5%	1.1%	0.8%	1.4%	2.6%
	Barossa, Light and Lower	6.0%	8.9%	6.4%	2.9%	1.8%	1.2%	1.5%	1.9%	3.4%
Island	Eastern Adelaide	2.7%	5.0%	3.2%	1.4%	1.0%	1.0%	1.6%	2.1%	2.0%
	Eyre and Western	3.8%	6.8%	4.2%	3.0%	1.9%	1.6%	1.5%	1.9%	2.9%
	Far North (SA)	2.4%	4.7%	4.6%	2.5%	1.1%	1.7%	2.8%	2.1%	2.5%
	Fleurieu and Kangaroo	3.8%	7.3%	6.3%	4.2%	2.3%	1.6%	1.9%	2.1%	3.3%
	Limestone Coast	3.0%	5.5%	4.0%	3.1%	2.0%	1.6%	1.5%	2.0%	2.7%
	Murray and Mallee	5.3%	7.5%	5.0%	3.2%	1.7%	1.5%	2.1%	2.1%	3.2%
	Northern Adelaide	6.0%	9.8%	6.3%	3.3%	1.6%	1.6%	2.1%	2.7%	3.7%
	Southern Adelaide	3.9%	7.4%	5.9%	3.0%	1.5%	1.6%	2.0%	2.4%	3.1%
	Western Adelaide	3.9%	7.0%	4.3%	2.0%	1.2%	1.3%	1.8%	2.6%	2.5%
	Yorke and Mid North	3.8%	6.8%	5.0%	3.6%	2.3%	1.5%	1.8%	1.7%	3.0%
TAS		3.7%	5.1%	3.9%	3.5%	1.9%	1.5%	1.8%	1.9%	2.6%
TAS North		4.2%	5.3%	4.0%	3.5%	2.2%	1.4%	2.0%	1.9%	2.8%
TAS North West		3.4%	5.6%	4.2%	4.8%	2.3%	1.7%	1.9%	2.2%	3.0%
TAS South East		4.3%	5.6%	4.3%	3.8%	1.6%	1.3%	1.6%	1.7%	2.7%
TAS South West		2.8%	4.2%	3.3%	2.5%	1.7%	1.5%	1.8%	1.9%	2.3%
ACT		2.9%	5.3%	3.9%	2.2%	1.1%	1.2%	1.6%	2.2%	2.2%
ACT		2.9%	5.3%	3.9%	2.2%	1.1%	1.2%	1.6%	2.2%	2.2%
NT		3.4%	4.2%	2.7%	1.7%	0.9%	1.3%	1.6%	1.9%	2.0%
Barkly		0.9%	3.2%	3.4%	1.7%	0.9%	2.0%	2.5%	4.7%	2.2%
Central Australia		2.0%	4.0%	2.6%	1.6%	1.3%	1.7%	2.1%	2.8%	2.2%
Darwin Remote		1.8%	1.8%	1.4%	1.2%	1.6%	2.5%	2.4%	2.2%	1.9%
Darwin Urban		4.5%	5.1%	3.2%	1.7%	0.7%	0.8%	1.2%	1.4%	2.0%
East Arnhem		0.8%	1.7%	1.5%	2.4%	1.6%	2.7%	2.9%	3.2%	2.0%
Katherine		2.4%	5.0%	1.6%	2.2%	0.7%	1.8%	2.1%	2.5%	2.1%
Missing		3.3%	3.2%	4.7%	1.6%	0.6%	0.9%	1.3%	1.2%	1.7%
Total		3.5%	5.1%	3.4%	2.1%	1.2%	1.2%	1.5%	2.0%	2.3%

Table O.5 Participation rates for male participants by service district and age group as at 31 March 2022 ¹⁰⁰⁷

Service district	Age group								Total
	0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	
NSW	4.6%	6.6%	4.1%	2.7%	1.3%	1.2%	1.6%	2.1%	2.7%
Hunter New England	6.3%	9.4%	6.6%	4.5%	2.3%	2.0%	2.2%	2.5%	4.1%
Central Coast	4.8%	9.7%	5.5%	4.3%	2.2%	1.6%	1.8%	2.4%	3.8%
Far West	6.5%	9.7%	5.4%	4.6%	2.4%	2.6%	2.0%	2.5%	4.1%
Illawarra Shoalhaven	3.7%	7.0%	4.5%	3.4%	1.9%	2.0%	1.9%	2.2%	3.1%
Mid North Coast	7.7%	10.3%	6.0%	5.4%	2.9%	2.4%	2.0%	2.6%	4.6%
Murrumbidgee	5.8%	7.0%	4.5%	3.3%	2.2%	1.6%	1.9%	2.1%	3.4%
Nepean Blue Mountains	5.7%	8.7%	5.5%	3.4%	1.7%	1.4%	1.7%	2.0%	3.5%

¹⁰⁰⁷ Ibid.

Service district	Age group								Total
	0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	
North Sydney	2.6%	3.5%	2.0%	1.6%	0.9%	0.7%	1.1%	1.5%	1.6%
Northern NSW	5.5%	8.4%	5.6%	5.3%	2.9%	2.0%	2.1%	2.2%	3.9%
South Eastern Sydney	3.0%	4.4%	2.7%	1.5%	0.7%	0.7%	1.2%	1.5%	1.7%
South Western Sydney	4.9%	6.7%	3.8%	2.7%	1.4%	1.1%	1.5%	2.0%	2.8%
Southern NSW	4.7%	6.3%	4.5%	3.9%	2.0%	1.5%	1.6%	1.8%	3.0%
Sydney	2.6%	4.5%	2.6%	0.8%	0.4%	0.6%	1.5%	2.1%	1.3%
Western NSW	5.0%	6.9%	4.2%	3.8%	1.9%	1.9%	2.1%	2.5%	3.4%
Western Sydney	4.6%	5.4%	3.3%	2.2%	1.0%	0.9%	1.4%	2.1%	2.3%
VIC	5.2%	7.1%	4.1%	2.2%	1.2%	1.3%	1.7%	2.1%	2.8%
Barwon	6.0%	9.7%	7.1%	4.4%	2.4%	2.0%	2.2%	2.5%	4.1%
Central Highlands	5.0%	7.9%	5.0%	3.6%	2.3%	1.8%	2.0%	2.5%	3.5%
Loddon	7.0%	9.8%	5.6%	3.7%	2.5%	2.1%	2.0%	2.4%	4.2%
North East Melbourne	4.4%	6.5%	4.0%	1.9%	1.0%	1.3%	1.9%	2.4%	2.5%
Inner Gippsland	5.5%	8.4%	4.8%	3.6%	2.5%	2.0%	2.2%	2.3%	3.7%
Ovens Murray	6.2%	8.3%	5.6%	4.1%	2.4%	2.2%	2.2%	2.5%	3.9%
Western District	5.4%	7.5%	4.7%	3.9%	2.6%	2.3%	2.5%	2.2%	3.7%
Inner East Melbourne	3.9%	4.6%	2.5%	1.2%	0.9%	1.0%	1.4%	1.8%	1.9%
Outer East Melbourne	4.7%	7.4%	4.5%	2.7%	1.6%	1.4%	1.6%	1.8%	2.9%
Hume Moreland	6.1%	8.0%	4.5%	2.1%	0.9%	1.0%	1.6%	2.4%	2.9%
Bayside Peninsula	4.5%	5.8%	3.1%	1.8%	1.0%	1.2%	1.6%	2.0%	2.3%
Southern Melbourne	5.3%	6.1%	3.1%	2.2%	1.1%	1.0%	1.3%	1.9%	2.6%
Brimbank Melton	6.9%	8.7%	4.4%	2.3%	1.2%	1.2%	1.4%	1.8%	3.2%
Western Melbourne	5.1%	7.2%	3.8%	1.2%	0.7%	0.8%	1.3%	1.7%	2.2%
Goulburn	5.0%	7.3%	4.5%	3.3%	2.1%	1.8%	1.7%	2.2%	3.3%
Mallee	5.7%	7.9%	4.4%	3.4%	2.2%	1.7%	1.9%	2.0%	3.4%
Outer Gippsland	5.4%	7.8%	5.1%	4.4%	2.6%	2.2%	2.2%	2.1%	3.6%
QLD	5.1%	6.8%	4.1%	2.5%	1.4%	1.4%	1.6%	2.1%	2.9%
Bundaberg	8.5%	9.6%	6.7%	5.8%	3.2%	2.8%	2.5%	3.0%	4.9%
Ipswich	4.8%	8.0%	4.9%	3.1%	1.7%	1.6%	1.7%	2.7%	3.4%
Mackay	5.8%	6.5%	3.9%	2.5%	1.3%	1.0%	1.2%	1.6%	2.7%
Toowoomba	4.7%	6.5%	4.9%	3.2%	1.8%	2.1%	2.4%	3.0%	3.4%
Townsville	6.6%	7.2%	4.1%	2.4%	1.5%	1.5%	2.1%	2.2%	3.2%
Rockhampton	6.4%	8.6%	4.5%	3.6%	1.8%	1.3%	1.5%	2.0%	3.5%
Beenleigh	5.7%	7.4%	4.3%	2.6%	1.5%	1.3%	1.4%	1.8%	3.1%
Brisbane	4.1%	5.0%	2.9%	1.6%	0.8%	1.1%	1.4%	2.1%	2.1%
Cairns	3.7%	5.0%	3.2%	2.7%	1.6%	1.5%	1.8%	2.0%	2.6%
Maryborough	6.8%	9.1%	5.8%	5.3%	3.4%	2.6%	2.8%	3.0%	4.6%
Robina	4.8%	6.4%	3.7%	2.1%	1.1%	1.0%	1.3%	1.7%	2.5%
Caboolture/Strathpine	5.8%	8.3%	4.7%	3.0%	1.8%	1.4%	1.5%	2.0%	3.4%
Maroochydore	5.0%	7.5%	4.2%	2.8%	1.9%	1.5%	1.4%	1.9%	3.1%
WA	2.9%	5.4%	4.2%	2.7%	1.4%	1.1%	1.3%	1.8%	2.3%
North East Metro	3.5%	6.3%	5.7%	3.2%	1.9%	1.2%	1.7%	2.3%	2.9%
Wheat Belt	1.7%	4.8%	3.9%	2.8%	1.7%	1.1%	1.1%	1.2%	2.0%
South Metro	2.9%	6.3%	4.8%	3.1%	1.5%	1.0%	1.3%	1.8%	2.6%
Central South Metro	2.8%	5.2%	4.3%	2.5%	1.4%	1.0%	1.2%	1.7%	2.2%
South West	2.7%	5.9%	4.5%	4.0%	2.5%	1.3%	1.5%	2.0%	2.8%
Goldfields-Esperance	2.7%	4.6%	2.9%	2.7%	1.0%	0.9%	0.9%	1.1%	1.9%
North Metro	3.1%	5.4%	3.9%	2.7%	1.5%	0.8%	0.8%	1.1%	2.2%
Kimberley-Pilbara	2.3%	4.6%	3.5%	4.3%	0.9%	0.7%	1.0%	0.9%	1.7%
South East Metro	3.2%	5.5%	4.0%	2.1%	1.3%	1.2%	1.7%	2.3%	2.4%
Central North Metro	2.3%	3.7%	2.8%	1.8%	1.0%	1.1%	1.6%	2.0%	1.8%
Great Southern	2.5%	5.7%	4.3%	3.2%	2.1%	1.1%	1.2%	1.7%	2.5%
Midwest-Gascoyne	4.5%	6.3%	3.2%	3.5%	1.7%	1.1%	0.8%	1.5%	2.6%
SA	6.1%	10.4%	6.7%	3.4%	1.7%	1.6%	2.0%	2.4%	3.8%

Service district		Age group								Total
		0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	
North	Adelaide Hills	5.4%	8.7%	5.9%	2.7%	1.7%	1.2%	0.8%	1.6%	3.2%
	Barossa, Light and Lower	8.2%	11.8%	8.5%	3.5%	2.2%	1.4%	1.6%	1.8%	4.4%
	Eastern Adelaide	3.8%	6.8%	3.8%	1.8%	1.2%	1.2%	1.8%	2.2%	2.5%
	Eyre and Western	4.9%	10.2%	5.3%	3.4%	2.0%	1.6%	1.6%	1.8%	3.6%
	Far North (SA)	3.1%	6.7%	6.0%	3.9%	1.2%	2.1%	3.2%	2.3%	3.1%
Island	Fleurieu and Kangaroo	4.8%	9.5%	8.1%	5.2%	2.8%	1.6%	2.1%	2.4%	4.0%
	Limestone Coast	4.3%	7.5%	5.2%	3.8%	2.3%	2.0%	1.7%	2.3%	3.4%
	Murray and Mallee	7.1%	10.7%	6.6%	3.7%	1.7%	1.9%	2.1%	2.0%	3.9%
	Northern Adelaide	8.1%	13.3%	8.0%	4.0%	1.8%	1.7%	2.2%	2.8%	4.6%
	Southern Adelaide	5.1%	10.1%	7.5%	3.7%	1.8%	1.8%	2.2%	2.5%	3.8%
	Western Adelaide	5.4%	9.9%	5.3%	2.6%	1.4%	1.5%	2.1%	2.7%	3.2%
	Yorke and Mid North	5.2%	9.2%	6.6%	4.1%	2.8%	1.8%	2.1%	1.8%	3.8%
TAS		4.8%	6.5%	4.9%	4.1%	2.2%	1.6%	1.9%	2.1%	3.2%
	TAS North	5.8%	6.7%	5.1%	4.1%	2.5%	1.4%	2.0%	2.1%	3.4%
	TAS North West	4.4%	7.4%	5.3%	5.7%	2.8%	1.7%	2.0%	2.4%	3.6%
	TAS South East	5.7%	6.9%	5.3%	4.5%	1.9%	1.7%	1.5%	1.9%	3.3%
	TAS South West	3.5%	5.4%	4.1%	3.0%	1.9%	1.7%	1.9%	2.1%	2.7%
ACT		3.9%	7.1%	4.9%	2.8%	1.3%	1.2%	1.6%	2.1%	2.7%
	ACT	3.9%	7.1%	4.9%	2.8%	1.3%	1.2%	1.6%	2.1%	2.7%
NT		4.7%	5.8%	3.5%	2.1%	1.1%	1.5%	1.8%	2.1%	2.6%
	Barkly	1.6%	4.9%	3.8%	1.3%	0.9%	1.5%	2.6%	7.3%	2.7%
	Central Australia	2.6%	5.6%	3.7%	2.1%	1.6%	1.9%	2.5%	3.1%	2.8%
	Darwin Remote	2.2%	2.7%	1.9%	2.0%	2.4%	3.6%	3.0%	2.8%	2.6%
	Darwin Urban	6.4%	6.9%	4.1%	2.0%	0.8%	0.9%	1.3%	1.5%	2.5%
	East Arnhem	1.1%	2.3%	2.3%	3.1%	2.4%	3.8%	4.0%	3.2%	2.7%
	Katherine	3.7%	7.1%	2.3%	2.9%	0.8%	1.6%	2.0%	2.2%	2.6%
Missing		4.1%	4.2%	7.6%	2.0%	0.8%	1.1%	1.2%	1.4%	2.0%
Total		4.8%	6.9%	4.3%	2.6%	1.4%	1.3%	1.6%	2.1%	2.8%

Table O.6 Participation rates for female participants by service district and age group as at 31 March 2022 ¹⁰⁰⁸

Service district	Age group								Total
	0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	
NSW	2.0%	2.9%	2.0%	1.6%	0.9%	1.0%	1.3%	1.7%	1.5%
Hunter New England	2.9%	4.0%	3.0%	2.6%	1.6%	1.6%	1.8%	2.3%	2.3%
Central Coast	2.3%	4.3%	3.3%	2.4%	1.6%	1.4%	1.6%	2.2%	2.2%
Far West	3.2%	2.7%	2.3%	2.4%	1.0%	1.7%	1.4%	1.7%	1.9%
Illawarra Shoalhaven	1.5%	3.2%	2.2%	1.9%	1.4%	1.4%	1.7%	2.1%	1.9%
Mid North Coast	3.8%	5.2%	3.0%	3.1%	1.6%	1.6%	1.5%	2.0%	2.6%
Murrumbidgee	2.7%	3.2%	2.3%	2.4%	1.5%	1.3%	1.6%	1.9%	2.0%
Nepean Blue Mountains	2.2%	3.9%	2.4%	2.0%	1.1%	1.1%	1.3%	1.6%	1.8%
North Sydney	1.1%	1.5%	1.1%	1.0%	0.5%	0.5%	0.9%	1.3%	0.9%
Northern NSW	2.2%	3.8%	2.8%	3.3%	1.8%	1.4%	1.5%	1.8%	2.1%
South Eastern Sydney	1.3%	1.8%	1.4%	0.9%	0.4%	0.6%	0.9%	1.4%	1.0%
South Western Sydney	2.0%	2.7%	1.8%	1.6%	0.8%	0.9%	1.2%	1.7%	1.5%
Southern NSW	1.9%	3.1%	2.5%	2.3%	1.4%	1.4%	1.4%	1.7%	1.8%
Sydney	1.1%	1.9%	1.4%	0.4%	0.3%	0.5%	0.9%	1.4%	0.7%
Western NSW	2.5%	3.0%	2.5%	2.2%	1.4%	1.3%	1.7%	2.0%	2.0%
Western Sydney	2.1%	2.2%	1.5%	1.3%	0.7%	0.8%	1.2%	1.6%	1.3%
VIC	2.4%	3.3%	2.2%	1.4%	0.9%	1.1%	1.6%	2.0%	1.7%
Barwon	2.7%	5.0%	3.7%	2.6%	1.5%	1.8%	2.1%	2.7%	2.6%
Central Highlands	2.6%	3.7%	2.9%	2.6%	1.6%	1.5%	2.0%	2.3%	2.3%

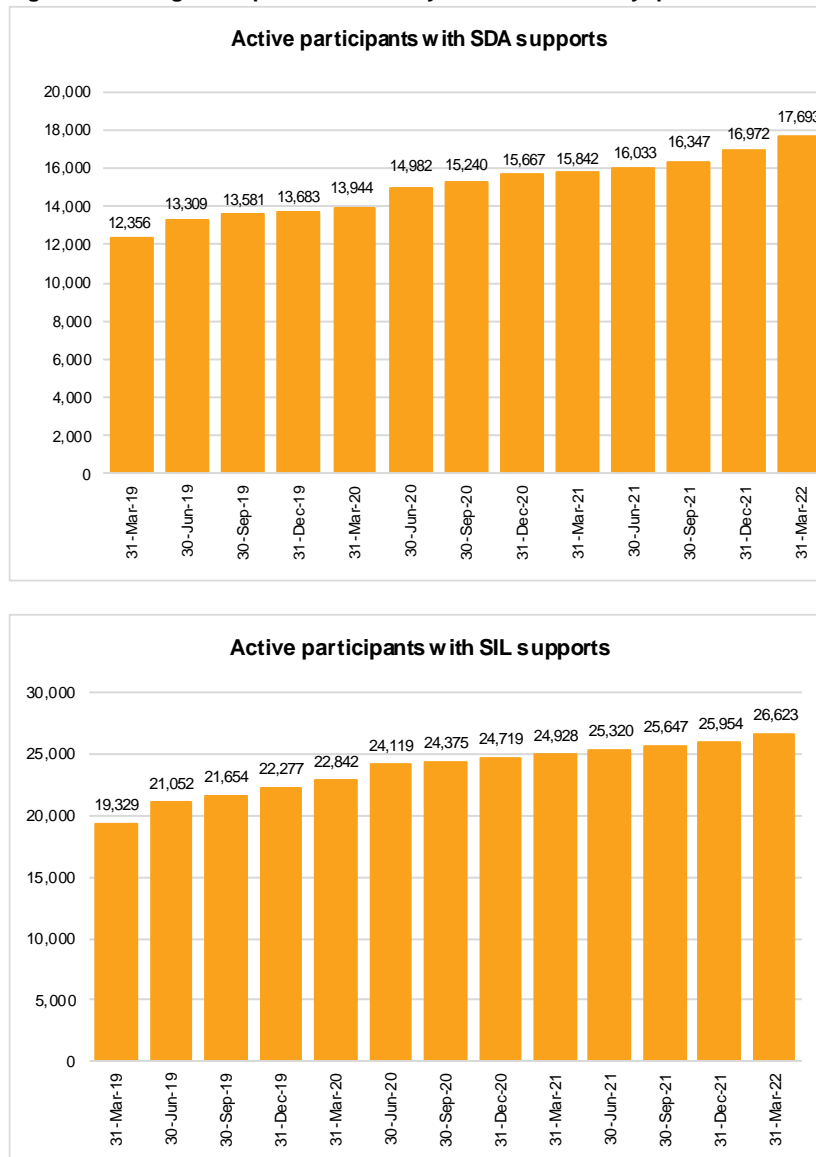
¹⁰⁰⁸ Ibid.

Service district	Age group								Total	
	0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64		
Loddon	3.5%	4.7%	3.5%	2.4%	1.7%	1.9%	2.0%	2.0%	2.6%	
North East Melbourne	1.9%	3.1%	2.1%	1.1%	0.6%	0.9%	1.6%	2.1%	1.5%	
Inner Gippsland	2.5%	4.1%	2.4%	2.4%	2.0%	1.9%	2.4%	2.5%	2.5%	
Ovens Murray	3.3%	4.0%	2.3%	2.2%	1.7%	1.6%	2.0%	2.0%	2.3%	
Western District	2.7%	3.6%	2.6%	2.8%	1.9%	2.1%	2.2%	2.2%	2.5%	
Inner East Melbourne	1.8%	2.1%	1.3%	0.8%	0.7%	0.8%	1.2%	1.7%	1.2%	
Outer East Melbourne	2.4%	3.8%	2.6%	1.6%	1.3%	1.3%	1.7%	2.1%	2.0%	
Hume Moreland	3.0%	3.9%	2.8%	1.4%	0.8%	1.0%	1.7%	2.4%	1.9%	
Bayside Peninsula	2.1%	2.8%	1.9%	1.0%	0.7%	1.1%	1.6%	1.9%	1.5%	
Southern Melbourne	2.5%	2.7%	1.9%	1.5%	0.8%	1.0%	1.6%	1.8%	1.6%	
Brimbank Melton	3.0%	3.8%	2.2%	1.5%	0.9%	1.1%	1.2%	1.7%	1.8%	
Western Melbourne	2.4%	3.1%	1.7%	0.7%	0.5%	0.7%	1.3%	1.6%	1.2%	
Goulburn	2.6%	3.3%	2.0%	1.9%	1.4%	1.5%	1.8%	2.3%	2.1%	
Mallee	2.6%	4.1%	2.5%	2.3%	1.6%	1.9%	1.9%	2.4%	2.4%	
Outer Gippsland	2.3%	3.6%	2.9%	2.9%	2.4%	2.3%	2.8%	2.3%	2.7%	
QLD	2.4%	3.3%	2.4%	1.5%	1.0%	1.1%	1.4%	1.9%	1.7%	
Bundaberg	3.3%	5.1%	4.4%	4.4%	2.4%	1.7%	2.5%	2.6%	3.1%	
Ipswich	2.3%	3.7%	3.0%	1.8%	1.1%	1.2%	1.6%	2.1%	2.0%	
Mackay	2.6%	2.9%	2.2%	1.7%	0.8%	0.8%	1.0%	1.7%	1.6%	
Toowoomba	2.6%	3.3%	2.7%	2.4%	1.3%	1.5%	1.9%	2.4%	2.2%	
Townsville	3.4%	3.0%	2.1%	1.5%	1.2%	1.1%	1.7%	2.1%	1.9%	
Rockhampton	2.9%	4.1%	3.0%	1.8%	1.0%	1.1%	1.5%	1.9%	2.0%	
Beenleigh	2.8%	3.7%	2.2%	1.5%	1.1%	1.2%	1.4%	1.7%	1.9%	
Brisbane	1.9%	2.4%	1.7%	0.9%	0.7%	0.8%	1.3%	1.9%	1.3%	
Cairns	1.4%	2.2%	1.8%	1.8%	1.0%	1.0%	1.3%	1.5%	1.4%	
Maryborough	3.6%	4.5%	3.9%	2.9%	2.1%	1.9%	2.4%	2.5%	2.8%	
Robina	2.3%	3.0%	2.3%	1.2%	0.7%	0.8%	1.1%	1.4%	1.4%	
Caboolture/Strathpine	3.1%	4.0%	2.7%	1.8%	1.2%	1.3%	1.5%	2.0%	2.1%	
Maroochydore	2.3%	3.9%	2.4%	1.8%	1.5%	1.3%	1.4%	1.7%	2.0%	
WA	1.3%	2.4%	2.2%	1.5%	1.0%	0.9%	1.2%	1.7%	1.4%	
North East Metro	1.5%	2.6%	2.4%	1.6%	1.1%	1.1%	1.5%	2.0%	1.6%	
Wheat Belt	1.3%	2.1%	2.5%	2.5%	1.1%	0.8%	0.8%	1.1%	1.3%	
South Metro	1.6%	2.7%	2.6%	1.6%	1.0%	1.0%	1.4%	1.8%	1.6%	
Central South Metro	1.2%	2.5%	2.5%	1.4%	1.0%	0.9%	1.1%	1.4%	1.4%	
South West	1.6%	2.6%	2.2%	2.2%	1.6%	1.2%	1.6%	1.9%	1.8%	
Goldfields-Esperance	0.9%	2.1%	2.1%	1.1%	0.9%	0.8%	0.8%	1.0%	1.1%	
North Metro	1.4%	2.4%	2.2%	1.5%	0.9%	0.8%	0.8%	1.3%	1.3%	
Kimberley-Pilbara	1.0%	2.0%	2.3%	1.4%	0.7%	0.8%	1.1%	1.3%	1.2%	
South East Metro	1.4%	2.3%	2.0%	1.0%	0.9%	1.0%	1.4%	1.8%	1.4%	
Central North Metro	1.0%	1.6%	1.4%	1.1%	0.7%	0.7%	1.3%	1.8%	1.1%	
Great Southern	0.9%	2.7%	1.6%	2.7%	2.0%	1.4%	1.3%	1.8%	1.7%	
Midwest-Gascoyne	1.9%	2.6%	2.0%	1.8%	1.2%	0.9%	1.2%	1.3%	1.5%	
SA	2.8%	4.6%	3.5%	1.9%	1.2%	1.2%	1.6%	2.1%	2.2%	
North	Adelaide Hills	2.2%	4.9%	2.9%	2.2%	1.4%	1.0%	0.8%	1.2%	1.9%
	Barossa, Light and Lower	3.6%	5.5%	3.9%	2.1%	1.3%	1.0%	1.4%	1.7%	2.3%
	Eastern Adelaide	1.5%	2.9%	2.4%	1.0%	0.7%	0.8%	1.4%	1.9%	1.4%
	Eyre and Western	2.6%	3.2%	2.7%	2.5%	1.7%	1.5%	1.4%	1.9%	2.1%
	Far North (SA)	1.8%	2.7%	2.7%	1.3%	1.0%	1.1%	2.4%	1.9%	1.8%
Island	Fleurieu and Kangaroo	2.7%	5.0%	4.4%	2.9%	1.7%	1.5%	1.8%	1.7%	2.5%
	Limestone Coast	1.7%	3.3%	2.6%	2.3%	1.5%	1.2%	1.3%	1.7%	1.8%
	Murray and Mallee	3.4%	4.1%	3.3%	2.4%	1.4%	1.0%	1.8%	2.0%	2.3%
	Northern Adelaide	3.7%	6.0%	4.3%	2.2%	1.2%	1.4%	1.8%	2.3%	2.6%
	Southern Adelaide	2.6%	4.6%	4.0%	2.2%	1.3%	1.5%	1.8%	2.3%	2.3%
Western Adelaide	2.2%	3.8%	3.0%	1.3%	0.9%	1.0%	1.6%	2.4%	1.8%	

Service district	Age group								Total
	0 to 6	7 to 14	15 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	
Yorke and Mid North	2.3%	4.2%	3.1%	2.8%	1.8%	1.2%	1.6%	1.6%	2.1%
TAS	2.4%	3.2%	2.6%	2.7%	1.5%	1.3%	1.7%	1.7%	2.0%
TAS North	2.6%	3.4%	2.6%	2.7%	1.8%	1.4%	1.9%	1.7%	2.1%
TAS North West	2.3%	3.3%	2.9%	3.7%	1.9%	1.6%	1.7%	1.9%	2.2%
TAS South East	2.8%	3.5%	2.6%	2.8%	1.2%	1.0%	1.5%	1.5%	1.9%
TAS South West	1.9%	2.6%	2.2%	2.0%	1.4%	1.3%	1.6%	1.8%	1.7%
ACT	1.7%	3.2%	2.8%	1.6%	0.9%	1.1%	1.6%	2.2%	1.7%
ACT	1.7%	3.2%	2.8%	1.6%	0.9%	1.1%	1.6%	2.2%	1.7%
NT	1.9%	2.5%	1.7%	1.2%	0.7%	1.0%	1.4%	1.7%	1.4%
Barkly	0.2%	1.5%	2.9%	2.0%	1.0%	2.4%	2.4%	2.5%	1.7%
Central Australia	1.2%	2.3%	1.2%	0.9%	1.0%	1.5%	1.7%	2.5%	1.6%
Darwin Remote	1.3%	0.7%	1.0%	0.5%	0.9%	1.4%	1.9%	1.6%	1.1%
Darwin Urban	2.4%	3.2%	2.2%	1.3%	0.5%	0.7%	1.1%	1.2%	1.4%
East Arnhem	0.5%	1.1%	0.5%	1.5%	0.8%	1.6%	2.0%	3.1%	1.3%
Katherine	0.9%	2.5%	0.8%	1.5%	0.5%	2.1%	2.2%	2.8%	1.6%
Missing	2.2%	2.2%	1.8%	1.1%	0.4%	0.5%	1.5%	1.0%	1.2%
Total	2.2%	3.1%	2.3%	1.5%	0.9%	1.1%	1.4%	1.9%	1.7%

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL ¹⁰⁰⁹



¹⁰⁰⁹ 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.

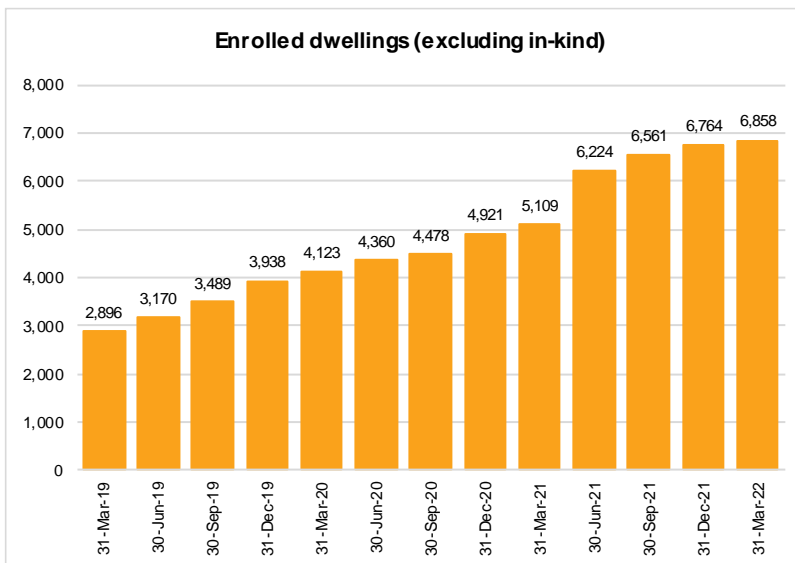
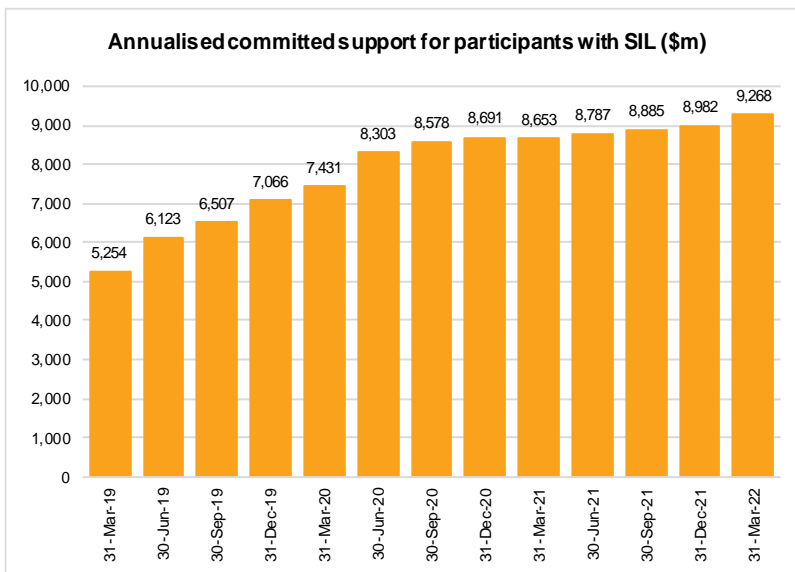
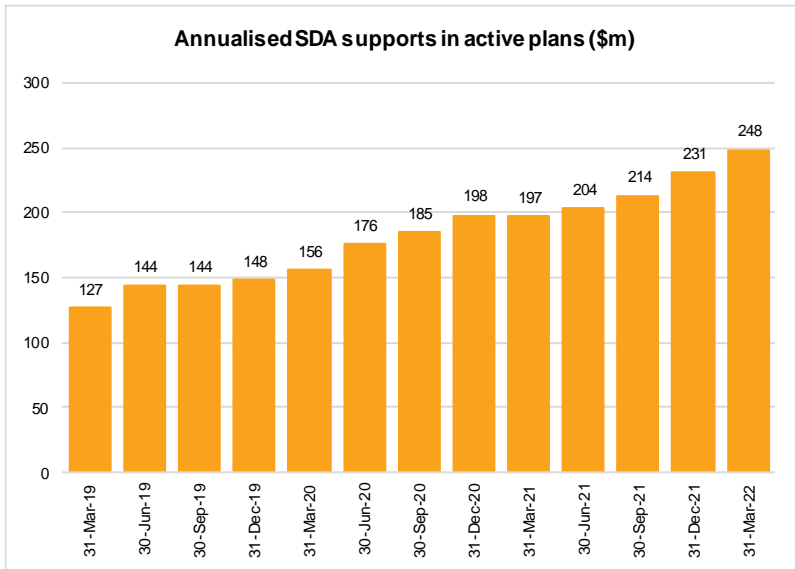


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2022 ^{1010 1011 1012}

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	5,959	3.8%	9,369	6.0%	156,992
Hunter New England	834	3.1%	1,747	6.6%	26,594
Central Coast	301	3.4%	511	5.7%	8,956
Far West	<11		25	3.5%	723
Illawarra Shoalhaven	359	3.9%	561	6.1%	9,197
Mid North Coast	164	2.5%	237	3.6%	6,497
Murrumbidgee	261	3.8%	366	5.3%	6,904
Nepean Blue Mountains	426	4.6%	627	6.8%	9,210
North Sydney	784	7.3%	914	8.5%	10,710
Northern NSW	231	3.1%	321	4.3%	7,550
South Eastern Sydney	496	4.7%	626	5.9%	10,540
South Western Sydney	618	2.6%	1,189	4.9%	24,129
Southern NSW	145	3.3%	220	5.0%	4,421
Sydney	190	3.0%	335	5.3%	6,285
Western NSW	347	5.2%	516	7.7%	6,672
Western Sydney	796	4.3%	1,174	6.3%	18,579
NSW - Other	<11		<11		25
VIC	5,624	4.1%	5,313	3.9%	137,891
Barwon	385	4.0%	384	3.9%	9,742
Central Highlands	296	5.5%	265	4.9%	5,423
Loddon	264	3.6%	241	3.3%	7,271
North East Melbourne	749	5.7%	697	5.3%	13,248
Inner Gippsland	148	2.8%	140	2.7%	5,217
Ovens Murray	148	4.2%	144	4.1%	3,518
Western District	271	6.9%	271	6.9%	3,934
Inner East Melbourne	784	7.9%	709	7.1%	9,935
Outer East Melbourne	484	4.9%	422	4.3%	9,875
Hume Moreland	229	2.4%	212	2.2%	9,640
Bayside Peninsula	772	4.6%	790	4.7%	16,809
Southern Melbourne	311	2.4%	329	2.6%	12,802
Brimbank Melton	208	2.4%	209	2.4%	8,843
Western Melbourne	317	2.4%	258	2.0%	12,998
Goulburn	100	2.5%	93	2.3%	3,991
Mallee	88	3.8%	82	3.6%	2,293
Outer Gippsland	70	3.0%	67	2.9%	2,347
VIC - Other	<11		<11		<11
QLD	2,198	2.0%	5,218	4.8%	107,635
Bundaberg	79	2.5%	155	5.0%	3,115
Ipswich	249	2.9%	423	4.9%	8,589
Mackay	45	1.3%	134	3.9%	3,479
Toowoomba	239	3.5%	469	6.9%	6,783
Townsville	94	1.5%	342	5.4%	6,367
Rockhampton	103	1.7%	253	4.2%	5,987
Beenleigh	184	1.6%	506	4.4%	11,423
Brisbane	428	2.1%	1,002	5.0%	20,104
Cairns	82	1.6%	295	5.6%	5,281

¹⁰¹⁰ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

¹⁰¹¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

¹⁰¹² 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
Maryborough	105	2.4%	207	4.7%	4,429
Robina	215	1.9%	512	4.6%	11,090
Caboolture/Strathpine	214	1.8%	512	4.4%	11,585
Maroochydore	161	1.7%	408	4.3%	9,389
QLD - Other	<11		<11		14
WA	1,271	2.8%	2,406	5.3%	45,025
North East Metro	309	4.4%	526	7.5%	6,968
Wheat Belt	<11		25	2.4%	1,063
South Metro	117	1.7%	316	4.5%	7,005
Central South Metro	115	2.0%	262	4.6%	5,660
South West	46	1.2%	140	3.7%	3,776
Goldfields-Esperance	<11		29	3.9%	739
North Metro	138	2.3%	224	3.8%	5,925
Kimberley-Pilbara	<11		28	2.0%	1,419
South East Metro	248	4.8%	413	8.1%	5,128
Central North Metro	252	4.9%	352	6.8%	5,154
Great Southern	13	1.2%	56	5.2%	1,086
Midwest-Gascoyne	17	1.5%	35	3.2%	1,098
WA - Other	<11		<11		<11
SA	1,834	4.0%	2,465	5.4%	45,309
Adelaide Hills	35	2.0%	62	3.6%	1,712
Barossa, Light and Lower North	28	1.3%	43	2.0%	2,178
Eastern Adelaide	193	4.9%	254	6.5%	3,926
Eyre and Western	31	2.2%	37	2.7%	1,381
Far North (SA)	14	2.7%	25	4.8%	525
Fleurieu and Kangaroo Island	40	3.2%	48	3.8%	1,253
Limestone Coast	49	3.3%	77	5.2%	1,493
Murray and Mallee	62	3.3%	94	5.0%	1,882
Northern Adelaide	636	4.1%	830	5.4%	15,364
Southern Adelaide	565	5.7%	740	7.5%	9,828
Western Adelaide	148	3.7%	189	4.8%	3,952
Yorke and Mid North	33	1.8%	66	3.7%	1,785
SA - Other	<11		<11		30
TAS	408	3.4%	950	8.0%	11,832
TAS North	111	3.3%	231	6.8%	3,396
TAS North West	106	3.9%	222	8.2%	2,710
TAS South East	71	2.7%	167	6.3%	2,636
TAS South West	120	3.9%	330	10.7%	3,089
TAS - Other	<11		<11		<11
ACT	246	2.7%	484	5.3%	9,163
ACT	246	2.7%	484	5.3%	9,162
ACT - Other	<11		<11		<11
NT	152	3.2%	416	8.7%	4,761
Barkly	<11		11	6.8%	162
Central Australia	34	4.3%	117	14.9%	783
Darwin Remote	<11		<11		444
Darwin Urban	94	3.4%	246	8.8%	2,782
East Arnhem	<11		<11		210
Katherine	17	7.8%	32	14.7%	217
NT - Other	<11		<11		163
Other Territories	<11		<11		43

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Missing	<11		<11		17
National	17,693	3.4%	26,623	5.1%	518,668

Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2022 ^{1013 1014 1015 1016}

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	85,225,660	0.78%	3,227,687,740	30%	10,923,046,647
VIC	72,852,992	0.82%	1,847,950,672	21%	8,867,628,475
QLD	41,619,108	0.55%	1,839,373,819	24%	7,545,236,273
WA	15,697,808	0.50%	776,967,457	25%	3,131,021,734
SA	22,633,780	0.78%	825,811,450	28%	2,905,123,515
TAS	4,649,960	0.50%	356,984,386	38%	927,789,501
ACT	3,573,989	0.62%	168,677,991	29%	572,977,182
NT	2,108,740	0.40%	224,020,091	42%	530,626,441
Other Territories	0	0.00%	0	0%	3,410,453
Missing	46,307	2.99%	850,440	55%	1,550,131
Total	248,408,344	0.70%	9,268,324,046	26%	35,408,410,351

Table P.3 Active SDA providers by jurisdiction as at 31 March 2022 ^{1017 1018 1019}

State/Territory	SDA providers that have ever been active	SDA providers active in 2021-22 Q3
NSW	173	134
VIC	110	77
QLD	98	66
WA	32	22
SA	34	22
TAS	15	9
ACT	13	6
NT	5	4
OT	0	0
National	391	301

¹⁰¹³ State/Territory is defined by the current residing address of the participant.

¹⁰¹⁴ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

¹⁰¹⁵ 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.

¹⁰¹⁶ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 March 2022.

¹⁰¹⁷ 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.

¹⁰¹⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

¹⁰¹⁹ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Type as at 31 March 2022 (excluding in-kind arrangements)

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	114	0	41	0	155
ACT - Australian Capital Territory	114	0	41	0	155
NSW	1,349	54	984	16	2,403
NSW - Capital Region	58	1	14	0	73
NSW - Central Coast	66	3	55	1	125
NSW - Central West	48	3	15	0	66
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	36	4	10	0	50
NSW - Hunter Valley exc Newcastle	36	1	21	0	58
NSW - Illawarra	41	1	25	0	67
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	53	1	13	0	67
NSW - New England and North West	35	2	9	0	46
NSW - Newcastle and Lake Macquarie	78	1	117	1	197
NSW - Richmond - Tweed	44	1	19	0	64
NSW - Riverina	24	1	12	0	37
NSW - Southern Highlands and Shoalhaven	17	0	21	0	38
NSW - Sydney - Baulkham Hills and Hawkesbury	47	6	54	1	108
NSW - Sydney - Blacktown	75	4	45	2	126
NSW - Sydney - City and Inner South	15	3	20	2	40
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	76	2	53	3	134
NSW - Sydney - Inner West	19	1	0	0	20
NSW - Sydney - North Sydney and Hornsby	36	1	21	0	58
NSW - Sydney - Northern Beaches	32	1	32	0	65
NSW - Sydney - Outer South West	58	0	15	2	75
NSW - Sydney - Outer West and Blue Mountains	94	3	116	2	215
NSW - Sydney - Parramatta	107	0	165	1	273
NSW - Sydney - Ryde	76	1	52	0	129
NSW - Sydney - South West	41	1	36	1	79
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	369	32	661	14	1,076

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Brisbane - East	13	0	15	0	28
QLD - Brisbane - North	18	2	26	0	46
QLD - Brisbane - South	17	2	35	0	54
QLD - Brisbane - West	46	2	4	0	52
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	110	1	142
QLD - Ipswich	35	1	86	0	122
QLD - Logan - Beaudesert	12	1	74	1	88
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	18	2	50	2	72
QLD - Moreton Bay - South	17	0	33	0	50
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	48	1	68
QLD - Toowoomba	13	7	38	2	60
QLD - Townsville	25	2	16	3	46
QLD - Wide Bay	55	4	53	1	113
SA	974	7	225	3	1,209
SA - Adelaide - Central and Hills	85	3	61	2	151
SA - Adelaide - North	320	0	73	0	393
SA - Adelaide - South	295	2	33	1	331
SA - Adelaide - West	151	0	43	0	194
SA - Barossa - Yorke - Mid North	16	1	2	0	19
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	89	1	13	0	103
TAS	24	3	20	1	48
TAS - Hobart	13	0	2	0	15
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	1,108	179	496	36	1,819
VIC - Ballarat	36	10	43	1	90
VIC - Bendigo	32	5	29	0	66
VIC - Geelong	50	5	38	8	101
VIC - Hume	48	4	2	1	55
VIC - Latrobe - Gippsland	54	16	6	0	76
VIC - Melbourne - Inner	44	7	77	5	133
VIC - Melbourne - Inner East	77	15	9	0	101
VIC - Melbourne - Inner South	108	16	22	5	151
VIC - Melbourne - North East	133	26	39	3	201
VIC - Melbourne - North West	39	8	12	0	59
VIC - Melbourne - Outer East	121	11	46	1	179
VIC - Melbourne - South East	118	11	48	4	181
VIC - Melbourne - West	67	14	72	1	154
VIC - Mornington Peninsula	51	8	24	1	84
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	10	1	106	0	117
WA - Bunbury	0	0	0	0	0

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	1	1	4	0	6
WA - Perth - North West	1	0	28	0	29
WA - Perth - South East	3	0	46	0	49
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	3,964	279	2,543	72	6,858

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design as at 31 March 2022 (excluding in-kind arrangements)

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	High Physical Support and Fully Accessible	
ACT	32	59	43	14	7	0	155
ACT - Australian Capital Territory	32	59	43	14	7	0	155
NSW	1,081	454	540	77	249	2	2,403
NSW - Capital Region	52	3	9	3	6	0	73
NSW - Central Coast	60	12	36	4	13	0	125
NSW - Central West	35	10	6	6	9	0	66
NSW - Coffs Harbour - Grafton	18	4	4	2	2	0	30
NSW - Far West and Orana	33	6	5	3	3	0	50
NSW - Hunter Valley exc Newcastle	29	2	14	4	9	0	58
NSW - Illawarra	42	12	13	0	0	0	67
NSW - Mid North Coast	39	11	0	6	1	0	57
NSW - Murray	35	18	7	3	2	2	67
NSW - New England and North West	18	12	6	0	10	0	46
NSW - Newcastle and Lake Macquarie	69	12	106	2	8	0	197
NSW - Richmond - Tweed	34	14	9	1	6	0	64
NSW - Riverina	23	8	6	0	0	0	37
NSW - Southern Highlands and Shoalhaven	9	17	7	5	0	0	38
NSW - Sydney - Baulkham Hills and Hawkesbury	34	35	11	3	25	0	108
NSW - Sydney - Blacktown	63	31	17	1	14	0	126
NSW - Sydney - City and Inner South	15	23	0	2	0	0	40
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	0	13
NSW - Sydney - Inner South West	70	17	42	1	4	0	134
NSW - Sydney - Inner West	18	0	1	1	0	0	20
NSW - Sydney - North Sydney and Hornsby	31	6	15	2	4	0	58
NSW - Sydney - Northern Beaches	30	6	18	0	11	0	65
NSW - Sydney - Outer South West	40	3	23	4	5	0	75
NSW - Sydney - Outer West and Blue Mountains	66	59	38	19	33	0	215
NSW - Sydney - Parramatta	74	87	68	0	44	0	273
NSW - Sydney - Ryde	45	13	44	2	25	0	129
NSW - Sydney - South West	32	12	20	2	13	0	79
NSW - Sydney - Sutherland	56	21	14	0	2	0	93
NT	8	3	5	0	15	0	31
NT - Darwin	4	2	3	0	13	0	22
NT - Northern Territory - Outback	4	1	2	0	2	0	9
QLD	106	203	458	107	202	0	1,076

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	High Physical Support and Fully Accessible	
QLD - Brisbane - East	6	6	11	2	3	0	28
QLD - Brisbane - North	12	7	24	1	2	0	46
QLD - Brisbane - South	9	6	27	3	9	0	54
QLD - Brisbane - West	1	23	28	0	0	0	52
QLD - Brisbane Inner City	5	3	31	0	10	0	49
QLD - Cairns	2	2	14	0	17	0	35
QLD - Darling Downs - Maranoa	1	3	1	0	3	0	8
QLD - Fitzroy	3	9	2	0	19	0	33
QLD - Gold Coast	8	18	88	4	24	0	142
QLD - Ipswich	6	21	52	31	12	0	122
QLD - Logan - Beaudesert	5	14	39	15	15	0	88
QLD - Mackay	2	5	0	0	3	0	10
QLD - Moreton Bay - North	0	10	35	16	11	0	72
QLD - Moreton Bay - South	2	14	25	3	6	0	50
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	5	8	29	15	11	0	68
QLD - Toowoomba	11	16	23	1	9	0	60
QLD - Townsville	7	10	10	4	15	0	46
QLD - Wide Bay	21	28	19	12	33	0	113
SA	568	258	214	55	114	0	1,209
SA - Adelaide - Central and Hills	64	11	60	6	10	0	151
SA - Adelaide - North	155	120	73	14	31	0	393
SA - Adelaide - South	176	53	53	11	38	0	331
SA - Adelaide - West	97	38	25	13	21	0	194
SA - Barossa - Yorke - Mid North	14	2	0	3	0	0	19
SA - South Australia - Outback	14	4	0	0	0	0	18
SA - South Australia - South East	48	30	3	8	14	0	103
TAS	6	18	4	4	16	0	48
TAS - Hobart	5	7	0	2	1	0	15
TAS - Launceston and North East	1	8	3	2	5	0	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	3	1	0	10	0	14
VIC	340	435	484	182	378	0	1,819
VIC - Ballarat	9	44	11	17	9	0	90
VIC - Bendigo	10	15	24	14	3	0	66
VIC - Geelong	13	28	39	14	7	0	101
VIC - Hume	24	10	7	3	11	0	55
VIC - Latrobe - Gippsland	17	36	2	15	6	0	76
VIC - Melbourne - Inner	20	23	82	1	7	0	133
VIC - Melbourne - Inner East	19	20	19	13	30	0	101
VIC - Melbourne - Inner South	46	25	25	12	43	0	151
VIC - Melbourne - North East	34	50	44	22	51	0	201
VIC - Melbourne - North West	7	13	12	7	20	0	59
VIC - Melbourne - Outer East	33	29	37	15	65	0	179
VIC - Melbourne - South East	30	50	59	17	25	0	181
VIC - Melbourne - West	8	27	76	7	36	0	154
VIC - Mornington Peninsula	12	21	18	7	26	0	84
VIC - North West	24	23	8	9	30	0	94
VIC - Shepparton	12	12	7	3	5	0	39
VIC - Warrnambool and South West	22	9	14	6	4	0	55
WA	3	12	72	2	28	0	117

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	High Physical Support and Fully Accessible	
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	8	0	9
WA - Perth - Inner	0	0	5	0	0	0	5
WA - Perth - North East	1	0	3	0	2	0	6
WA - Perth - North West	1	0	27	0	1	0	29
WA - Perth - South East	1	12	32	1	3	0	49
WA - Perth - South West	0	0	4	0	9	0	13
WA - Western Australia - Outback	0	0	0	1	5	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,144	1,442	1,820	441	1,009	2	6,858

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2022 (excluding in-kind arrangements)

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	35	56	30	24	10	0	155
ACT - Australian Capital Territory	35	56	30	24	10	0	155
NSW	734	432	227	315	641	54	2,403
NSW - Capital Region	33	10	3	10	16	1	73
NSW - Central Coast	46	18	7	18	33	3	125
NSW - Central West	10	4	5	12	32	3	66
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	11	12	3	11	9	4	50
NSW - Hunter Valley exc Newcastle	15	1	10	13	18	1	58
NSW - Illawarra	17	3	8	9	29	1	67
NSW - Mid North Coast	20	12	6	1	16	2	57
NSW - Murray	25	10	8	6	17	1	67
NSW - New England and North West	7	7	7	3	20	2	46
NSW - Newcastle and Lake Macquarie	77	32	27	20	40	1	197
NSW - Richmond - Tweed	23	8	5	7	20	1	64
NSW - Riverina	6	4	7	10	9	1	37
NSW - Southern Highlands and Shoalhaven	3	13	4	5	13	0	38
NSW - Sydney - Baulkham Hills and Hawkesbury	11	38	2	22	29	6	108
NSW - Sydney - Blacktown	20	24	17	17	44	4	126
NSW - Sydney - City and Inner South	13	11	0	5	8	3	40
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	49	13	10	13	47	2	134
NSW - Sydney - Inner West	0	1	3	5	10	1	20
NSW - Sydney - North Sydney and Hornsby	16	7	4	9	21	1	58
NSW - Sydney - Northern Beaches	13	5	5	13	28	1	65
NSW - Sydney - Outer South West	20	9	8	15	23	0	75
NSW - Sydney - Outer West and Blue Mountains	73	34	40	30	35	3	215
NSW - Sydney - Parramatta	120	87	12	14	40	0	273
NSW - Sydney - Ryde	44	34	7	16	27	1	129
NSW - Sydney - South West	21	17	6	14	20	1	79
NSW - Sydney - Sutherland	34	13	8	11	23	4	93
NT	1	16	2	3	7	2	31
NT - Darwin	0	12	0	2	6	2	22
NT - Northern Territory - Outback	1	4	2	1	1	0	9
QLD	513	196	196	99	40	32	1,076
QLD - Brisbane - East	10	7	8	2	1	0	28

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Brisbane - North	24	7	9	2	2	2	46
QLD - Brisbane - South	32	10	6	2	2	2	54
QLD - Brisbane - West	29	15	3	1	2	2	52
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	1	2	1	8
QLD - Fitzroy	10	7	5	8	1	2	33
QLD - Gold Coast	105	10	19	4	2	2	142
QLD - Ipswich	56	23	28	13	1	1	122
QLD - Logan - Beaudesert	40	15	21	9	2	1	88
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	25	14	16	9	6	2	72
QLD - Moreton Bay - South	21	13	9	5	2	0	50
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	38	5	15	4	3	3	68
QLD - Toowoomba	22	17	4	8	2	7	60
QLD - Townsville	3	22	5	9	5	2	46
QLD - Wide Bay	36	26	36	9	2	4	113
SA	344	462	187	126	83	7	1,209
SA - Adelaide - Central and Hills	66	40	18	18	6	3	151
SA - Adelaide - North	87	156	72	50	28	0	393
SA - Adelaide - South	107	126	35	27	34	2	331
SA - Adelaide - West	66	69	33	15	11	0	194
SA - Barossa - Yorke - Mid North	3	7	5	3	0	1	19
SA - South Australia - Outback	4	8	1	4	1	0	18
SA - South Australia - South East	11	56	23	9	3	1	103
TAS	14	11	3	17	0	3	48
TAS - Hobart	5	3	3	4	0	0	15
TAS - Launceston and North East	6	2	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	511	202	208	149	570	179	1,819
VIC - Ballarat	42	17	5	2	14	10	90
VIC - Bendigo	29	10	6	6	10	5	66
VIC - Geelong	33	21	12	5	25	5	101
VIC - Hume	7	20	4	6	14	4	55
VIC - Latrobe - Gippsland	28	10	5	2	15	16	76
VIC - Melbourne - Inner	92	5	6	7	16	7	133
VIC - Melbourne - Inner East	11	4	5	11	55	15	101
VIC - Melbourne - Inner South	44	13	18	9	51	16	151
VIC - Melbourne - North East	39	21	33	15	67	26	201
VIC - Melbourne - North West	3	10	8	4	26	8	59
VIC - Melbourne - Outer East	38	15	23	25	67	11	179
VIC - Melbourne - South East	48	8	27	21	66	11	181
VIC - Melbourne - West	47	12	26	8	47	14	154
VIC - Mornington Peninsula	15	12	12	6	31	8	84
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	60	18	27	6	5	1	117
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	8	1	0	0	9
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	3	0	1	1	1	6

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
WA - Perth - North West	21	2	3	1	2	0	29
WA - Perth - South East	34	4	7	2	2	0	49
WA - Perth - South West	3	4	5	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	2,212	1,393	880	739	1,356	278	6,858

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	46	6	2	76
ACT - Australian Capital Territory	22	46	6	2	76
NSW	735	839	93	405	2,072
NSW - Capital Region	0	18	7	3	28
NSW - Central Coast	17	65	0	36	118
NSW - Central West	13	6	13	0	32
NSW - Coffs Harbour - Grafton	5	0	0	0	5
NSW - Far West and Orana	15	14	0	0	29
NSW - Hunter Valley exc Newcastle	5	44	10	10	69
NSW - Illawarra	32	31	0	0	63
NSW - Mid North Coast	16	0	6	3	25
NSW - Murray	10	14	0	4	28
NSW - New England and North West	0	2	0	21	23
NSW - Newcastle and Lake Macquarie	34	225	2	11	272
NSW - Richmond - Tweed	15	15	1	7	38
NSW - Riverina	13	17	0	0	30
NSW - Southern Highlands and Shoalhaven	23	19	12	0	54
NSW - Sydney - Baulkham Hills and Hawkesbury	62	10	1	56	129
NSW - Sydney - Blacktown	52	23	0	34	109
NSW - Sydney - City and Inner South	36	0	0	0	36
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	31	60	0	5	96
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	41	0	36	92
NSW - Sydney - Outer South West	5	22	0	2	29
NSW - Sydney - Outer West and Blue Mountains	95	44	28	51	218
NSW - Sydney - Parramatta	164	62	0	52	278
NSW - Sydney - Ryde	32	20	3	43	98
NSW - Sydney - South West	18	38	5	22	83
NSW - Sydney - Sutherland	27	20	0	5	52
NT	0	8	0	16	24
NT - Darwin	0	4	0	16	20
NT - Northern Territory - Outback	0	4	0	0	4
QLD	113	698	119	241	1,171
QLD - Brisbane - East	5	15	0	6	26

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Brisbane - North	3	23	3	3	32
QLD - Brisbane - South	1	33	6	13	53
QLD - Brisbane - West	2	7	0	0	9
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	106	6	32	157
QLD - Ipswich	12	103	28	18	161
QLD - Logan - Beaudesert	18	76	19	24	137
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	6	70	14	12	102
QLD - Moreton Bay - South	5	44	5	2	56
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	2	56	12	16	86
QLD - Toowoomba	16	36	2	23	77
QLD - Townsville	4	20	10	16	50
QLD - Wide Bay	18	42	14	35	109
SA	57	198	121	40	416
SA - Adelaide - Central and Hills	9	66	15	2	92
SA - Adelaide - North	30	91	28	9	158
SA - Adelaide - South	4	24	25	12	65
SA - Adelaide - West	14	13	31	12	70
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	8	3	3	30	44
TAS - Hobart	0	0	2	0	2
TAS - Launceston and North East	6	2	1	16	25
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
VIC	163	563	92	95	913
VIC - Ballarat	41	17	3	3	64
VIC - Bendigo	11	29	9	0	49
VIC - Geelong	10	69	16	7	102
VIC - Hume	2	0	0	6	8
VIC - Latrobe - Gippsland	10	1	2	0	13
VIC - Melbourne - Inner	8	72	0	2	82
VIC - Melbourne - Inner East	0	7	4	0	11
VIC - Melbourne - Inner South	4	21	10	4	39
VIC - Melbourne - North East	16	44	17	0	77
VIC - Melbourne - North West	3	23	1	4	31
VIC - Melbourne - Outer East	12	51	1	4	68
VIC - Melbourne - South East	15	67	9	0	91
VIC - Melbourne - West	18	93	4	11	126
VIC - Mornington Peninsula	3	30	6	20	59

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
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	13	102	4	74	193
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	0	8	0	2	10
WA - Perth - North West	0	40	0	3	43
WA - Perth - South East	13	45	3	7	68
WA - Perth - South West	0	6	0	24	30
WA - Western Australia - Outback	0	0	1	13	14
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	1,111	2,457	438	903	4,909

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 March 2022

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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
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
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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
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 March 2022

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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
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
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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
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 March 2022 ¹⁰²⁰

SA4 Region	SDA Design Category								Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Improved Liveability and High Physical Support	
ACT	0	1	32	1	0	0	0	0	34
ACT - Australian Capital Territory	0	1	32	1	0	0	0	0	34
NSW	0	84	428	69	59	2	3	3	648
NSW - Capital Region	0	0	0	0	0	0	0	0	0
NSW - Central Coast	0	0	19	1	9	0	0	0	29
NSW - Central West	0	0	9	3	0	0	0	1	13
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	0	0	16
NSW - Hunter Valley exc Newcastle	0	0	11	0	0	0	0	0	11
NSW - Illawarra	0	8	35	0	0	0	0	0	43
NSW - Mid North Coast	0	1	1	3	4	0	0	0	9
NSW - Murray	0	0	7	10	1	0	3	0	21
NSW - New England and North West	0	0	1	0	4	0	0	0	5
NSW - Newcastle and Lake Macquarie	0	0	3	2	3	0	0	1	9
NSW - Richmond - Tweed	0	1	3	3	6	0	0	0	13
NSW - Riverina	0	0	11	3	0	0	0	0	14
NSW - Southern Highlands and Shoalhaven	0	0	6	0	0	0	0	1	7
NSW - Sydney - Baulkham Hills and Hawkesbury	0	1	10	0	2	0	0	0	13
NSW - Sydney - Blacktown	0	12	45	16	0	0	0	0	73
NSW - Sydney - City and Inner South	0	0	13	0	0	0	0	0	13
NSW - Sydney - Eastern Suburbs	0	1	6	2	0	0	0	0	9
NSW - Sydney - Inner South West	0	0	28	2	1	0	0	0	31
NSW - Sydney - Inner West	0	0	14	4	2	0	0	0	20
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	2	0	0	28
NSW - Sydney - Northern Beaches	0	0	0	1	1	0	0	0	2
NSW - Sydney - Outer South West	0	1	22	0	1	0	0	0	24
NSW - Sydney - Outer West and Blue Mountains	0	37	33	4	5	0	0	0	79
NSW - Sydney - Parramatta	0	4	48	1	6	0	0	0	59

¹⁰²⁰ SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. From 1 July 2021 it will become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available.

SA4 Region	SDA Design Category								Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Improved Liveability and High Physical Support	
NSW - Sydney - Ryde	0	2	13	1	0	0	0	0	16
NSW - Sydney - South West	0	11	56	7	6	0	0	0	80
NSW - Sydney - Sutherland	0	0	11	0	0	0	0	0	11
NT	0	0	11	0	0	0	0	0	11
NT - Darwin	0	0	4	0	0	0	0	0	4
NT - Northern Territory - Outback	0	0	7	0	0	0	0	0	7
QLD	1	48	713	136	60	1	0	1	960
QLD - Brisbane - East	0	0	46	1	0	0	0	0	47
QLD - Brisbane - North	0	12	23	1	0	0	0	1	37
QLD - Brisbane - South	0	0	37	1	5	0	0	0	43
QLD - Brisbane - West	0	0	7	0	0	0	0	0	7
QLD - Brisbane Inner City	0	0	12	0	2	0	0	0	14
QLD - Cairns	0	0	27	4	0	0	0	0	31
QLD - Darling Downs - Maranoa	0	0	4	2	0	0	0	0	6
QLD - Fitzroy	0	0	12	0	1	0	0	0	13
QLD - Gold Coast	0	1	107	1	5	0	0	0	114
QLD - Ipswich	0	7	70	43	10	0	0	0	130
QLD - Logan - Beaudesert	0	6	101	22	8	0	0	0	137
QLD - Mackay	0	0	24	6	2	1	0	0	33
QLD - Moreton Bay - North	1	5	74	10	8	0	0	0	98
QLD - Moreton Bay - South	0	0	13	8	0	0	0	0	21
QLD - Queensland - Outback	0	0	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	20	20	3	0	0	0	43
QLD - Toowoomba	0	3	28	11	6	0	0	0	48
QLD - Townsville	0	0	66	0	3	0	0	0	69
QLD - Wide Bay	0	14	42	6	7	0	0	0	69
SA	0	67	78	1	4	4	0	0	154
SA - Adelaide - Central and Hills	0	9	42	0	0	0	0	0	51
SA - Adelaide - North	0	22	12	1	2	0	0	0	37
SA - Adelaide - South	0	8	14	0	2	4	0	0	28
SA - Adelaide - West	0	24	10	0	0	0	0	0	34
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0	0	0
SA - South Australia - South East	0	4	0	0	0	0	0	0	4
TAS	0	1	2	6	3	0	0	0	12
TAS - Hobart	0	0	0	2	0	0	0	0	2
TAS - Launceston and North East	0	0	0	0	3	0	0	0	3
TAS - South East	0	0	0	0	0	0	0	0	0
TAS - West and North West	0	1	2	4	0	0	0	0	7
VIC	0	79	418	69	52	2	0	1	621
VIC - Ballarat	0	9	25	10	11	2	0	0	57

SA4 Region	SDA Design Category								Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Improved Liveability and High Physical Support	
VIC - Bendigo	0	5	7	4	2	0	0	0	18
VIC - Geelong	0	1	30	3	1	0	0	0	35
VIC - Hume	0	1	1	0	1	0	0	0	3
VIC - Latrobe - Gippsland	0	0	12	1	11	0	0	0	24
VIC - Melbourne - Inner	0	20	84	0	3	0	0	0	107
VIC - Melbourne - Inner East	0	0	0	1	1	0	0	0	2
VIC - Melbourne - Inner South	0	8	28	10	3	0	0	0	49
VIC - Melbourne - North East	0	5	40	6	3	0	0	0	54
VIC - Melbourne - North West	0	2	1	1	0	0	0	0	4
VIC - Melbourne - Outer East	0	5	6	0	3	0	0	1	15
VIC - Melbourne - South East	0	9	34	12	1	0	0	0	56
VIC - Melbourne - West	0	4	134	12	6	0	0	0	156
VIC - Mornington Peninsula	0	0	5	0	6	0	0	0	11
VIC - North West	0	2	0	0	0	0	0	0	2
VIC - Shepparton	0	6	8	5	0	0	0	0	19
VIC - Warrnambool and South West	0	2	3	4	0	0	0	0	9
WA	0	38	120	2	12	0	0	0	172
WA - Bunbury	0	0	0	0	0	0	0	0	0
WA - Mandurah	0	0	7	0	4	0	0	0	11
WA - Perth - Inner	0	0	14	0	0	0	0	0	14
WA - Perth - North East	0	0	9	0	1	0	0	0	10
WA - Perth - North West	0	0	29	1	0	0	0	0	30
WA - Perth - South East	0	38	25	1	6	0	0	0	70
WA - Perth - South West	0	0	36	0	1	0	0	0	37
WA - Western Australia - Outback	0	0	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0	0	0
Total	1	318	1,802	284	190	9	3	5	2,612

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2022 ¹⁰²¹

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	221	25	21	267
ACT - Australian Capital Territory	221	25	21	267
NSW	4,922	1,037	563	6,522
NSW - Capital Region	131	21	6	158
NSW - Central Coast	239	62	36	337

¹⁰²¹ For participants with an 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	
NSW - Central West	214	24	22	260
NSW - Coffs Harbour - Grafton	88	16	12	116
NSW - Far West and Orana	118	8	11	137
NSW - Hunter Valley exc Newcastle	163	27	22	212
NSW - Illawarra	222	40	21	283
NSW - Mid North Coast	149	20	16	185
NSW - Murray	116	20	10	146
NSW - New England and North West	100	23	9	132
NSW - Newcastle and Lake Macquarie	391	59	30	480
NSW - Richmond - Tweed	158	35	30	223
NSW - Riverina	98	18	15	131
NSW - Southern Highlands and Shoalhaven	105	20	12	137
NSW - Sydney - Baulkham Hills and Hawkesbury	184	43	15	242
NSW - Sydney - Blacktown	286	34	22	342
NSW - Sydney - City and Inner South	84	12	15	111
NSW - Sydney - Eastern Suburbs	68	8	16	92
NSW - Sydney - Inner South West	286	63	29	378
NSW - Sydney - Inner West	126	8	20	154
NSW - Sydney - North Sydney and Hornsby	160	30	24	214
NSW - Sydney - Northern Beaches	142	72	14	228
NSW - Sydney - Outer South West	148	35	27	210
NSW - Sydney - Outer West and Blue Mountains	330	81	39	450
NSW - Sydney - Parramatta	259	98	32	389
NSW - Sydney - Ryde	224	82	11	317
NSW - Sydney - South West	160	39	39	238
NSW - Sydney - Sutherland	173	39	8	220
NT	144	8	43	195
NT - Darwin	88	6	19	113
NT - Northern Territory - Outback	56	2	24	82
QLD	1,734	464	485	2,683
QLD - Brisbane - East	55	17	30	102
QLD - Brisbane - North	67	27	33	127
QLD - Brisbane - South	77	18	37	132
QLD - Brisbane - West	67	27	21	115
QLD - Brisbane Inner City	41	27	19	87
QLD - Cairns	65	16	13	94
QLD - Darling Downs - Maranoa	34	2	7	43
QLD - Fitzroy	90	13	11	114
QLD - Gold Coast	152	64	50	266
QLD - Ipswich	231	47	67	345
QLD - Logan - Beaudesert	115	32	30	177
QLD - Mackay	43	2	12	57
QLD - Moreton Bay - North	104	40	39	183
QLD - Moreton Bay - South	46	25	14	85
QLD - Queensland - Outback	3	0	2	5
QLD - Sunshine Coast	104	33	31	168
QLD - Toowoomba	190	23	18	231
QLD - Townsville	81	12	24	117
QLD - Wide Bay	169	39	27	235
SA	1,642	192	236	2,070
SA - Adelaide - Central and Hills	188	40	36	264

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	
SA - Adelaide - North	522	64	60	646
SA - Adelaide - South	519	46	63	628
SA - Adelaide - West	194	23	37	254
SA - Barossa - Yorke - Mid North	40	2	6	48
SA - South Australia - Outback	40	5	13	58
SA - South Australia - South East	139	12	21	172
TAS	374	34	44	452
TAS - Hobart	182	3	19	204
TAS - Launceston and North East	97	14	15	126
TAS - South East	6	0	1	7
TAS - West and North West	89	17	9	115
VIC	4,777	847	515	6,139
VIC - Ballarat	195	40	24	259
VIC - Bendigo	152	29	20	201
VIC - Geelong	251	66	36	353
VIC - Hume	152	10	8	170
VIC - Latrobe - Gippsland	194	24	25	243
VIC - Melbourne - Inner	182	61	39	282
VIC - Melbourne - Inner East	394	48	19	461
VIC - Melbourne - Inner South	368	53	34	455
VIC - Melbourne - North East	572	78	36	686
VIC - Melbourne - North West	201	29	23	253
VIC - Melbourne - Outer East	509	89	56	654
VIC - Melbourne - South East	474	103	65	642
VIC - Melbourne - West	370	69	50	489
VIC - Mornington Peninsula	226	49	51	326
VIC - North West	238	34	5	277
VIC - Shepparton	122	27	13	162
VIC - Warrnambool and South West	177	38	11	226
WA	1,221	50	180	1,451
WA - Bunbury	45	1	5	51
WA - Mandurah	38	4	11	53
WA - Perth - Inner	61	1	10	72
WA - Perth - North East	259	5	24	288
WA - Perth - North West	315	13	26	354
WA - Perth - South East	326	14	53	393
WA - Perth - South West	136	7	36	179
WA - Western Australia - Outback	22	5	10	37
WA - Western Australia - Wheat Belt	19	0	5	24
Missing	0	1	1	2
Total	15,035	2,658	2,088	19,781

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 March 2022 ¹⁰²²

¹⁰²² 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		
ACT	3	10	23	1	9	46	17%
ACT - Australian Capital Territory	3	10	23	1	9	46	17%
NSW	180	596	411	78	335	1,600	25%
NSW - Capital Region	2	9	8	0	8	27	17%
NSW - Central Coast	12	26	37	4	19	98	29%
NSW - Central West	16	13	7	3	7	46	18%
NSW - Coffs Harbour - Grafton	3	13	2	2	8	28	24%
NSW - Far West and Orana	2	7	6	2	2	19	14%
NSW - Hunter Valley exc Newcastle	6	14	13	4	12	49	23%
NSW - Illawarra	6	22	19	2	12	61	22%
NSW - Mid North Coast	5	16	4	5	6	36	19%
NSW - Murray	4	16	4	1	5	30	21%
NSW - New England and North West	2	15	8	1	6	32	24%
NSW - Newcastle and Lake Macquarie	14	23	26	6	20	89	19%
NSW - Richmond - Tweed	6	21	10	6	22	65	29%
NSW - Riverina	5	12	8	1	7	33	25%
NSW - Southern Highlands and Shoalhaven	1	18	6	1	6	32	23%
NSW - Sydney - Baulkham Hills and Hawkesbury	3	25	14	3	13	58	24%
NSW - Sydney - Blacktown	7	24	9	3	13	56	16%
NSW - Sydney - City and Inner South	5	11	4	1	6	27	24%
NSW - Sydney - Eastern Suburbs	1	10	10	2	1	24	26%
NSW - Sydney - Inner South West	17	22	34	1	18	92	24%
NSW - Sydney - Inner West	4	12	3	2	7	28	18%
NSW - Sydney - North Sydney and Hornsby	3	27	11	5	8	54	25%
NSW - Sydney - Northern Beaches	3	43	22	0	18	86	38%
NSW - Sydney - Outer South West	13	24	13	0	12	62	30%
NSW - Sydney - Outer West and Blue Mountains	14	54	25	4	23	120	27%
NSW - Sydney - Parramatta	8	30	55	10	27	130	33%
NSW - Sydney - Ryde	6	49	13	1	24	93	29%
NSW - Sydney - South West	7	24	25	4	18	78	33%
NSW - Sydney - Sutherland	5	16	15	4	7	47	21%
NT	4	13	13	4	17	51	26%
NT - Darwin	3	6	6	1	9	25	22%
NT - Northern Territory - Outback	1	7	7	3	8	26	32%
QLD	93	218	328	71	239	949	35%
QLD - Brisbane - East	3	11	14	7	12	47	46%
QLD - Brisbane - North	4	22	19	5	10	60	47%
QLD - Brisbane - South	4	14	18	5	14	55	42%
QLD - Brisbane - West	4	8	27	0	9	48	42%
QLD - Brisbane Inner City	5	7	25	1	8	46	53%
QLD - Cairns	3	2	16	0	8	29	31%
QLD - Darling Downs - Maranoa	1	3	3	0	2	9	8%
QLD - Fitzroy	1	6	10	3	4	24	56%
QLD - Gold Coast	14	20	44	3	33	114	43%
QLD - Ipswich	5	37	24	13	35	114	33%
QLD - Logan - Beaudesert	8	10	15	12	17	62	35%
QLD - Mackay	3	5	2	0	4	14	25%
QLD - Moreton Bay - North	9	21	27	4	18	79	43%
QLD - Moreton Bay - South	6	6	13	4	10	39	46%

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 - Queensland - Outback	0	0	1	0	1	2	40%
QLD - Sunshine Coast	5	9	27	3	20	64	38%
QLD - Toowoomba	4	14	10	3	10	41	18%
QLD - Townsville	4	12	10	2	8	36	31%
QLD - Wide Bay	10	11	23	6	16	66	28%
SA	52	130	115	29	102	428	21%
SA - Adelaide - Central and Hills	9	16	36	3	12	76	29%
SA - Adelaide - North	19	29	31	12	33	124	19%
SA - Adelaide - South	10	40	25	5	29	109	17%
SA - Adelaide - West	8	20	11	9	12	60	24%
SA - Barossa - Yorke - Mid North	1	2	3	0	2	8	17%
SA - South Australia - Outback	2	11	2	0	3	18	31%
SA - South Australia - South East	3	12	7	0	11	33	19%
TAS	15	20	20	2	21	78	17%
TAS - Hobart	8	5	4	1	4	22	11%
TAS - Launceston and North East	5	10	9	1	4	29	23%
TAS - South East	0	0	0	0	1	1	14%
TAS - West and North West	2	5	7	0	12	26	23%
VIC	227	516	321	88	210	1,362	22%
VIC - Ballarat	16	23	9	3	13	64	25%
VIC - Bendigo	9	20	9	5	6	49	24%
VIC - Geelong	13	37	26	5	21	102	29%
VIC - Hume	4	4	6	0	4	18	11%
VIC - Latrobe - Gippsland	9	20	7	5	8	49	20%
VIC - Melbourne - Inner	15	17	47	2	19	100	35%
VIC - Melbourne - Inner East	7	21	22	5	12	67	15%
VIC - Melbourne - Inner South	16	38	17	6	10	87	19%
VIC - Melbourne - North East	15	35	31	10	23	114	17%
VIC - Melbourne - North West	12	14	14	6	6	52	21%
VIC - Melbourne - Outer East	21	62	33	8	21	145	22%
VIC - Melbourne - South East	35	56	39	15	23	168	26%
VIC - Melbourne - West	17	42	31	10	19	119	24%
VIC - Mornington Peninsula	14	52	12	4	18	100	31%
VIC - North West	9	20	5	0	5	39	14%
VIC - Shepparton	8	25	4	2	1	40	25%
VIC - Warrnambool and South West	7	30	9	2	1	49	22%
WA	27	58	73	8	64	230	16%
WA - Bunbury	0	1	2	0	3	6	12%
WA - Mandurah	2	5	3	1	4	15	28%
WA - Perth - Inner	5	2	3	0	1	11	15%
WA - Perth - North East	4	6	8	2	9	29	10%
WA - Perth - North West	2	7	17	1	12	39	11%
WA - Perth - South East	6	19	22	2	18	67	17%
WA - Perth - South West	4	10	12	1	16	43	24%
WA - Western Australia - Outback	3	6	4	1	1	15	41%
WA - Western Australia - Wheat Belt	1	2	2	0	0	5	21%
Missing	0	0	0	0	2	2	100%
Total	601	1,561	1,304	281	999	4,746	24%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 31 March 2022 are included in a separate data release, which is available on the NDIS public website. The following is a list of these tables:

Table P.13 New Build and New Build (Refurbished) Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2022 (excluding in-kind arrangements)

Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2022 (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 March 2022

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 31 March 2022 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 31 March 2022 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 31 March 2022 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 31 March 2022

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2022

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 31 March 2022

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 31 March 2022

Appendix Q:

Utilisation rates by service districts

The table below sets out rates of utilisation of committed supports by residential service district, SIL status, and whether a participant in on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 July 2021 to 31 December 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 residential address of the participant.

Table Q.1 Utilisation breakdown by service district and participants SIL status – 1 July 2021 to 31 December 2021

Table 4.11: Silencing breakdown by service district and participants SIL status - July 2017 to December 2021										
Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
New South Wales										
Central Coast	Jul-16		89%	89%	49%	65%	64%	49%	74%	73%
Far West	Jul-17				38%	54%	52%	38%	61%	59%
Hunter New England	Jul-16	100%	89%	89%	53%	67%	65%	53%	75%	74%
Illawarra Shoalhaven	Jul-17	100%	88%	88%	54%	68%	67%	54%	75%	74%
Mid North Coast	Jul-17		89%	89%	54%	72%	70%	54%	76%	74%
Murrumbidgee	Jul-17		90%	90%	48%	69%	67%	48%	76%	74%
Nepean Blue Mountains	Jul-16		89%	89%	52%	65%	64%	52%	75%	74%
North Sydney	Jul-16	52%	90%	90%	53%	66%	65%	53%	76%	75%
Northern NSW	Jul-17		89%	89%	59%	73%	71%	58%	77%	76%
South Eastern Sydney	Jul-17	46%	89%	89%	56%	70%	68%	56%	76%	75%
South Western Sydney	Jul-16	67%	89%	89%	60%	70%	69%	60%	76%	75%
Southern NSW	Jul-16		86%	86%	51%	66%	65%	51%	72%	70%
Sydney	Jul-17	73%	84%	84%	53%	66%	65%	54%	71%	69%
Western NSW	Jul-17	68%	86%	86%	40%	58%	56%	40%	70%	68%
Western Sydney	Jul-16	82%	90%	90%	59%	69%	68%	59%	77%	76%
New South Wales - Other										
NSW total		77%	89%	89%	54%	68%	66%	55%	75%	74%
Victoria										
Barwon	Jul-13		86%	86%	56%	69%	68%	56%	73%	72%
Bayside Peninsula	Apr-18		85%	85%	54%	69%	67%	54%	73%	71%
Brimbank Melton	Oct-18		84%	84%	51%	70%	67%	51%	73%	70%
Central Highlands	Jan-17		87%	87%	51%	67%	66%	51%	73%	72%
Goulburn	Jan-19		83%	83%	47%	62%	61%	47%	66%	64%
Hume Moreland	Mar-18		86%	86%	54%	71%	68%	54%	73%	71%
Inner East Melbourne	Nov-17		86%	86%	54%	68%	67%	54%	74%	73%
Inner Gippsland	Oct-17		90%	90%	47%	68%	66%	47%	72%	70%
Loddon	May-17		85%	85%	48%	66%	64%	48%	71%	69%
Mallee	Jan-19		89%	89%	40%	61%	58%	40%	67%	64%
North East Melbourne	Jul-16	91%	86%	86%	52%	69%	67%	52%	74%	73%
Outer East Melbourne	Nov-17		85%	85%	52%	69%	68%	52%	74%	72%
Outer Gippsland	Jan-19		86%	86%	49%	68%	65%	49%	70%	68%
Ovens Murray	Oct-17		82%	82%	42%	65%	63%	42%	70%	68%
Southern Melbourne	Sep-18		87%	87%	54%	71%	69%	55%	74%	72%
Western District	Oct-17		83%	83%	41%	63%	61%	41%	70%	68%
Western Melbourne	Oct-18		83%	83%	52%	69%	66%	52%	71%	68%
Victoria - Other										

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
Victoria total		75%	85%	85%	52%	68%	66%	52%	72%	71%
Queensland										
Beenleigh	Jul-18		93%	93%	57%	76%	74%	58%	82%	79%
Brisbane	Jul-18		91%	91%	57%	75%	72%	58%	79%	77%
Bundaberg	Sep-17		92%	92%	54%	73%	70%	54%	79%	77%
Caboolture/Strathpine	Jan-19		91%	91%	57%	75%	72%	56%	80%	77%
Cairns	Jul-18		89%	89%	53%	73%	70%	54%	78%	76%
Ipswich	Jun-17		89%	89%	54%	71%	69%	55%	77%	75%
Mackay	Nov-16		90%	90%	50%	73%	71%	50%	78%	76%
Maroochydore	Jan-19		89%	90%	58%	74%	72%	59%	78%	76%
Maryborough	Jul-18		93%	93%	59%	72%	70%	59%	78%	76%
Robina	Jul-18		92%	92%	62%	78%	76%	62%	82%	80%
Rockhampton	Nov-17		90%	90%	44%	66%	63%	44%	73%	70%
Toowoomba	Jan-17		90%	90%	53%	69%	68%	53%	76%	75%
Townsville	Jul-16		89%	89%	50%	70%	68%	49%	76%	74%
Queensland - Other										
Queensland total		79%	91%	91%	56%	74%	71%	56%	79%	76%
South Australia										
Adelaide Hills	Jul-13		92%	92%	53%	69%	68%	55%	76%	75%
Barossa, Light and Lower North	Jul-13		89%	89%	55%	73%	71%	55%	76%	74%
Eastern Adelaide	Jul-13		86%	86%	55%	74%	72%	56%	78%	76%
Eyre and Western	Jul-13		79%	79%	39%	59%	56%	39%	63%	60%
Far North (SA)	Jul-13		80%	80%	30%	52%	47%	30%	62%	56%
Fleurieu and Kangaroo Island	Jul-13		88%	88%	51%	71%	69%	56%	75%	73%
Limestone Coast	Jul-13		90%	90%	43%	63%	61%	43%	72%	70%
Murray and Mallee	Jul-13		87%	87%	50%	63%	62%	51%	71%	70%
Northern Adelaide	Jul-13		90%	90%	60%	73%	71%	60%	79%	77%
Southern Adelaide	Jul-13		85%	85%	56%	72%	70%	57%	77%	75%
Western Adelaide	Jul-13		87%	87%	58%	73%	72%	59%	77%	75%
Yorke and Mid North	Jul-13		81%	81%	47%	65%	63%	48%	68%	66%
South Australia - Other							28%			28%
South Australia total		92%	87%	87%	55%	71%	69%	55%	76%	74%
Tasmania										
TAS North	Jul-13		89%	89%	51%	69%	67%	51%	75%	73%
TAS North West	Jul-13		88%	88%	55%	71%	69%	55%	77%	76%
TAS South East	Jul-13		90%	90%	53%	71%	69%	53%	78%	76%
TAS South West	Jul-13		89%	89%	55%	74%	71%	55%	79%	77%
Tasmania - Other										
Tasmania total		89%	89%	89%	53%	71%	69%	53%	77%	75%
Australian Capital Territory										
Australian Capital Territory	Jul-14		88%	88%	47%	68%	66%	47%	75%	73%
Australian Capital Territory - Other										
Australian Capital Territory total		88%	88%	88%	47%	68%	66%	47%	75%	73%
Northern Territory										
Barkly	Jul-16				48%	50%	50%	48%	70%	68%
Central Australia	Jul-17		91%	91%	47%	69%	62%	51%	82%	78%
Darwin Remote	Jul-17				40%	53%	49%	41%	53%	49%
Darwin Urban	Jan-17		87%	87%	52%	72%	68%	53%	80%	78%
East Arnhem	Jan-17				45%	43%	44%	45%	46%	45%
Katherine	Jul-17		91%	91%	48%	51%	50%	50%	76%	73%
Northern Territory - Other					36%	73%	59%	36%	79%	67%
Northern Territory total		89%	89%	89%	48%	65%	61%	49%	78%	74%
Western Australia										

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
North East Metro	Jul-14	88%	87%	87%	57%	71%	70%	64%	77%	76%
Wheat Belt	Jan-17				41%	59%	55%	45%	62%	58%
South Metro	Jul-18	87%	90%	89%	59%	72%	70%	62%	77%	75%
Central South Metro	Jul-18	87%	87%	87%	63%	71%	69%	67%	75%	74%
South West	Sep-18		90%	90%	58%	71%	69%	63%	75%	73%
Goldfields-Esperance	Oct-18			91%	40%	60%	56%	48%	69%	64%
North Metro	Oct-18	88%	86%	86%	60%	70%	68%	68%	73%	72%
Kimberley-Pilbara	Oct-18		86%	86%	30%	57%	51%	30%	63%	56%
South East Metro	Jul-19	86%	84%	85%	61%	71%	69%	74%	75%	75%
Central North Metro	Jul-19	86%	85%	85%	64%	71%	69%	74%	74%	74%
Great Southern	Jul-19	85%	79%	81%	62%	66%	65%	69%	68%	68%
Midwest-Gascoyne	Jul-19		84%	85%	49%	62%	59%	55%	67%	64%
Western Australia - Other										
Western Australia total		86%	87%	87%	58%	70%	68%	67%	74%	73%
National total		86%	88%	88%	54%	70%	68%	56%	75%	74%

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 March 2021 to 31 March 2022 (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	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
0-6	ACT	46	36	40	42	36	37	33	41	40	33	25	30	30
0-6	NSW	943	749	793	774	891	900	741	802	866	730	500	770	1,043
0-6	NT	29	18	37	29	15	32	56	43	43	31	26	34	32
0-6	QLD	628	565	534	633	643	689	804	815	966	769	490	614	656
0-6	SA	207	210	192	234	243	230	253	235	279	232	154	227	204
0-6	TAS	40	39	46	62	54	47	51	35	51	36	42	62	61
0-6	VIC	679	568	578	786	817	951	862	781	853	957	622	791	936
0-6	WA	188	160	186	219	220	208	199	230	261	187	149	169	238
0-6	NAT	2,760	2,345	2,407	2,779	2,919	3,095	2,999	2,982	3,359	2,975	2,008	2,697	3,200
7+	ACT	85	87	88	86	101	84	68	77	101	71	58	74	90
7+	NSW	2,316	1,806	1,934	1,949	1,851	1,705	1,630	1,653	1,800	1,500	1,124	1,464	1,831
7+	NT	118	51	52	71	60	44	74	68	80	68	44	52	65
7+	QLD	2,022	1,483	1,468	1,593	1,603	1,636	1,712	1,667	1,770	1,479	1,063	1,315	1,544
7+	SA	650	527	491	514	571	527	553	576	541	449	314	440	523
7+	TAS	183	158	189	173	168	139	171	147	176	130	96	120	150
7+	VIC	2,004	1,633	1,847	1,694	1,802	1,766	1,740	1,709	1,698	1,471	1,151	1,321	1,728
7+	WA	715	651	603	652	611	624	652	732	700	558	465	535	576
7+	NAT	8,094	6,398	6,672	6,734	6,767	6,526	6,602	6,630	6,867	5,726	4,317	5,322	6,507
All	ACT	131	123	128	128	137	121	101	118	141	104	83	104	120
All	NSW	3,259	2,555	2,727	2,723	2,742	2,605	2,371	2,455	2,666	2,230	1,624	2,234	2,874
All	NT	147	69	89	100	75	76	130	111	123	99	70	86	97
All	QLD	2,650	2,048	2,002	2,226	2,246	2,325	2,516	2,482	2,736	2,248	1,553	1,929	2,200
All	SA	857	737	683	748	814	757	806	811	820	681	468	667	727
All	TAS	223	197	235	235	222	186	222	182	227	166	138	182	211
All	VIC	2,683	2,201	2,425	2,480	2,619	2,717	2,602	2,490	2,551	2,428	1,773	2,112	2,664
All	WA	903	811	789	871	831	832	851	962	961	745	614	704	814
All	NAT	10,854	8,743	9,079	9,513	9,686	9,621	9,601	9,612	10,226	8,701	6,325	8,019	9,707

Table R.2 Access decisions completed, or request for more information, after an access request has been received – average days

Age	Jurisdiction	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
0-6	ACT	4	8	7	7	6	7	8	6	5	5	8	8	7
0-6	NSW	4	8	8	7	5	7	7	6	5	5	8	7	7
0-6	NT	4	4	5	5	5	5	6	5	4	4	7	6	6
0-6	QLD	4	7	8	7	5	7	7	6	5	5	8	7	7
0-6	SA	4	8	8	7	5	7	7	6	5	4	8	7	7
0-6	TAS	5	8	7	6	6	7	6	6	5	4	8	7	7
0-6	VIC	4	8	8	7	5	7	7	6	5	5	9	7	7
0-6	WA	4	7	8	6	5	7	7	6	4	5	8	7	7
0-6	NAT	4	8	8	7	5	7	7	6	5	5	8	7	7
7+	ACT	5	7	7	5	5	6	6	6	4	4	7	7	7
7+	NSW	4	7	7	5	5	6	6	6	4	4	8	7	7
7+	NT	4	5	5	3	4	4	5	4	3	3	5	4	5
7+	QLD	4	7	7	6	5	5	6	6	4	4	8	7	7
7+	SA	4	6	7	5	5	5	6	6	4	4	7	6	7
7+	TAS	4	7	7	5	5	5	6	6	4	4	8	7	7
7+	VIC	4	7	7	5	5	6	7	6	4	4	7	7	7
7+	WA	4	6	6	5	5	5	6	6	4	4	8	7	7
7+	NAT	4	7	7	5	5	5	6	6	4	4	8	7	7
All	ACT	5	7	7	6	5	6	7	6	4	4	7	7	7
All	NSW	4	7	7	6	5	6	7	6	4	4	8	7	7
All	NT	4	5	5	4	4	5	5	5	4	3	5	5	6
All	QLD	4	7	7	6	5	6	6	6	4	4	8	7	7
All	SA	4	7	7	6	5	6	6	6	4	4	8	7	7
All	TAS	4	7	7	6	5	6	6	6	4	4	8	7	7
All	VIC	4	7	7	6	5	6	7	6	4	4	8	7	7
All	WA	4	7	7	5	5	5	6	6	4	4	8	7	7
All	NAT	4	7	7	6	5	6	7	6	4	4	8	7	7

Table R.3 Access decisions completed after the final information has been provided - count

Age	Jurisdiction	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
0-6	ACT	1	2	2	0	2	2	0	2	0	1	2	1	2
0-6	NSW	54	41	46	42	39	38	37	23	33	25	22	17	33
0-6	NT	1	0	3	0	0	0	2	0	2	2	3	1	2
0-6	QLD	20	23	23	30	28	16	17	34	25	21	16	21	16
0-6	SA	15	4	12	12	10	8	8	7	9	8	5	3	14
0-6	TAS	4	2	4	7	2	0	1	2	1	0	2	2	5
0-6	VIC	32	27	22	31	25	40	20	31	23	21	28	16	26
0-6	WA	16	10	7	13	7	7	14	10	11	3	7	4	11
0-6	NAT	143	109	119	135	113	111	99	109	104	81	85	65	109
7+	ACT	23	12	16	17	13	19	12	14	13	14	4	8	12
7+	NSW	495	365	429	431	432	422	380	369	360	297	237	243	265
7+	NT	15	14	8	10	7	14	16	14	20	7	12	6	13
7+	QLD	400	300	319	335	318	308	345	347	352	264	208	219	220
7+	SA	134	109	109	108	120	109	103	117	99	91	72	57	92
7+	TAS	60	37	36	55	46	47	39	43	29	35	28	24	25
7+	VIC	422	377	359	389	393	408	380	416	331	307	251	245	246
7+	WA	123	101	124	125	125	131	131	130	132	88	101	84	93
7+	NAT	1,672	1,315	1,400	1,470	1,454	1,458	1,406	1,450	1,336	1,103	913	886	966
All	ACT	24	14	18	17	15	21	12	16	13	15	6	9	14
All	NSW	549	406	475	473	471	460	417	392	393	322	259	260	298
All	NT	16	14	11	10	7	14	18	14	22	9	15	7	15
All	QLD	420	323	342	365	346	324	362	381	377	285	224	240	236
All	SA	149	113	121	120	130	117	111	124	108	99	77	60	106
All	TAS	64	39	40	62	48	47	40	45	30	35	30	26	30
All	VIC	454	404	381	420	418	448	400	447	354	328	279	261	272
All	WA	139	111	131	138	132	138	145	140	143	91	108	88	104
All	NAT	1,815	1,424	1,519	1,605	1,567	1,569	1,505	1,559	1,440	1,184	998	951	1,075

Table R.4 Access decisions completed after final information has been provided – average days

Age	Jurisdiction	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
0-6	ACT	4	4	3	n/a	5	0	n/a	20	n/a	1	3	0	4
0-6	NSW	6	4	4	6	4	6	5	2	2	1	3	1	3
0-6	NT	1	n/a	4	n/a	n/a	n/a	5	n/a	0	3	2	1	2
0-6	QLD	4	4	4	5	8	4	5	2	2	1	2	2	11
0-6	SA	4	4	4	4	5	3	8	5	1	1	7	4	2
0-6	TAS	1	0	2	3	4	n/a	5	4	0	n/a	4	3	3
0-6	VIC	3	4	4	4	4	4	11	3	2	1	4	2	3
0-6	WA	3	3	4	6	4	5	2	10	22	0	4	2	5
0-6	NAT	4	4	4	5	5	5	6	4	4	1	4	2	4
7+	ACT	3	4	6	7	5	4	5	3	2	2	4	2	3
7+	NSW	4	5	5	5	5	5	6	3	2	1	4	2	3
7+	NT	5	3	4	3	7	4	7	3	2	1	4	2	2
7+	QLD	4	6	7	5	7	6	5	3	2	2	5	3	3
7+	SA	4	5	5	5	5	6	5	3	2	1	4	2	4
7+	TAS	5	5	5	5	6	7	5	4	1	6	7	3	3
7+	VIC	4	6	6	5	5	6	5	3	1	2	4	2	3
7+	WA	6	6	5	5	5	5	6	3	1	5	3	3	3
7+	NAT	4	6	6	5	6	6	5	3	2	2	4	3	3
All	ACT	3	4	5	7	5	4	5	5	2	2	4	2	3
All	NSW	4	5	5	5	5	5	6	3	2	1	4	2	3
All	NT	5	3	4	3	7	4	7	3	2	1	4	2	2
All	QLD	4	6	6	5	7	5	5	3	2	1	4	3	4
All	SA	4	5	5	5	5	6	5	3	2	1	4	2	3
All	TAS	4	5	5	4	6	7	5	4	1	6	7	3	3
All	VIC	4	6	6	5	5	5	5	3	1	2	4	2	3
All	WA	6	5	4	5	5	5	5	4	3	5	3	3	3
All	NAT	4	6	5	5	5	5	5	3	2	2	4	2	3

Table R.5 First plans completed – count

Age	Jurisdiction	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
0-6	ACT	44	31	41	37	41	35	35	14	17	46	37	36	31
0-6	NSW	854	723	771	719	821	862	637	334	613	912	781	713	772
0-6	NT	27	24	8	26	44	22	26	26	40	41	30	20	39
0-6	QLD	584	436	394	504	561	636	643	486	590	827	777	822	824
0-6	SA	263	204	195	184	178	223	222	154	281	272	242	232	210
0-6	TAS	53	35	36	59	49	56	32	23	46	47	42	38	70
0-6	VIC	653	586	539	631	706	746	731	745	815	1,005	775	1,051	724
0-6	WA	175	91	97	157	211	216	211	194	232	232	193	206	207
0-6	NAT	2,653	2,130	2,082	2,317	2,611	2,796	2,537	1,976	2,634	3,382	2,877	3,118	2,877
7+	ACT	59	55	33	56	58	63	51	45	49	65	48	48	83
7+	NSW	1,233	972	1,064	1,080	1,206	1,221	938	903	1,122	968	768	860	1,001
7+	NT	72	55	81	54	48	30	51	52	50	53	26	43	60
7+	QLD	1,247	968	1,023	987	980	1,132	1,128	976	1,198	1,245	927	942	1,066
7+	SA	364	284	362	338	319	346	325	308	346	358	274	283	363
7+	TAS	106	107	83	95	102	116	91	103	92	124	72	79	100
7+	VIC	1,053	923	1,020	1,087	1,059	1,159	1,009	970	1,032	1,146	731	936	989
7+	WA	500	372	418	403	389	442	366	368	442	479	333	415	367
7+	NAT	4,634	3,737	4,085	4,103	4,161	4,509	3,959	3,727	4,331	4,438	3,179	3,606	4,030
All	ACT	103	86	74	93	99	98	86	59	66	111	85	84	114
All	NSW	2,087	1,695	1,835	1,799	2,027	2,083	1,575	1,237	1,735	1,880	1,549	1,573	1,773
All	NT	99	79	89	80	92	52	77	78	90	94	56	63	99
All	QLD	1,831	1,404	1,417	1,491	1,541	1,768	1,771	1,462	1,788	2,072	1,704	1,764	1,890
All	SA	627	488	557	522	497	569	547	462	627	630	516	515	573
All	TAS	159	142	119	154	151	172	123	126	138	171	114	117	170
All	VIC	1,706	1,509	1,559	1,718	1,765	1,905	1,740	1,715	1,847	2,151	1,506	1,987	1,713
All	WA	675	463	515	560	600	658	577	562	674	711	526	621	574
All	NAT	7,287	5,867	6,167	6,420	6,772	7,305	6,496	5,703	6,965	7,820	6,056	6,724	6,907

Table R.6 First plans completed – average days

Age	Jurisdiction	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
0-6	ACT	15	25	22	18	25	20	22	33	45	44	48	45	31
0-6	NSW	29	26	28	33	28	28	32	46	54	43	53	52	35
0-6	NT	71	45	113	67	41	37	106	73	80	49	63	86	81
0-6	QLD	44	42	43	51	54	53	61	67	68	63	70	71	64
0-6	SA	42	47	53	35	44	43	50	54	65	46	52	55	35
0-6	TAS	62	54	37	33	39	42	33	66	54	51	120	45	36
0-6	VIC	49	53	57	62	62	50	58	68	68	57	61	55	51
0-6	WA	70	75	75	92	83	82	77	76	69	65	75	74	62
0-6	NAT	42	41	43	49	49	45	53	64	64	54	62	60	50
7+	ACT	38	66	43	62	65	46	57	44	51	49	58	59	65
7+	NSW	38	47	45	38	40	39	39	36	40	38	50	54	38
7+	NT	128	120	136	145	123	97	110	82	104	75	59	113	82
7+	QLD	46	46	47	52	49	49	50	48	45	44	51	44	41
7+	SA	56	50	60	56	49	51	51	52	51	43	65	59	45
7+	TAS	44	46	56	50	36	58	40	38	49	41	59	71	34
7+	VIC	58	56	53	51	61	49	60	55	55	61	70	62	62
7+	WA	64	54	55	68	65	54	50	51	54	52	51	51	49
7+	NAT	50	51	52	51	52	47	50	48	48	48	57	55	47
All	ACT	28	51	31	44	48	36	42	42	50	47	54	53	56
All	NSW	34	38	38	36	35	34	36	38	45	41	51	53	36
All	NT	112	97	134	120	84	72	109	79	94	64	61	104	82
All	QLD	45	45	46	51	51	50	54	54	52	51	59	56	51
All	SA	50	49	58	49	47	48	50	52	57	44	59	57	42
All	TAS	50	48	50	43	37	52	38	43	51	44	81	63	35
All	VIC	55	54	54	55	62	49	59	61	61	59	65	58	57
All	WA	66	58	59	75	71	63	60	59	59	56	60	59	54
All	NAT	47	47	49	50	51	47	51	53	54	51	59	57	48