

Q4

2021-2022

NDIS Quarterly Report to disability ministers

30 June 2022

ndis

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Contents

5 | Introduction

28 | Part One: Participants and their plans

29 | 1.1 Number of participants in the Scheme

30 | 1.2 Children in the NDIS (younger than 7)

32 | 1.3 Participant rates

33 | 1.4 Participant characteristics

41 | Part Two: Participant experience and outcomes

42 | 2.1 Participation in work and community and social activities

52 | 2.2 Analysis of participant outcomes

55 | 2.3 Participant satisfaction

60 | 2.4 The NDIS Contact Centre

63 | Part Three: Participant Service Guarantee and Participant Service Improvement Plan

65 | 3.1 Participant Service Improvement Plan (SIP)

73 | 3.2 Participant Service Guarantee (PSG)

90 | Part Four: Providers and the growing market

91 | 4.1 Support categories

94 | 4.2 Plan management types

98 | 4.3 Providers supporting Agency-managed participants

99 | 4.4 Plan managers

103 | 4.5 Supported Independent Living (SIL)

105 | 4.6 Specialist Disability Accommodation (SDA)

108 | 4.7 Choice and control, utilisation and market concentration

113 | 4.8 COVID assistance

114 | 4.9 Market Stewardship activities

115 | 4.10 Thin markets

115 | 4.11 NDIS pricing

117 | Part Five: Financial sustainability

118 | 5.1 Participants and cost projections

120 | 5.2 Total payments

121 | 5.3 Average and median payment trends

126 | 5.4 Average plan budget trends

134 | 5.5 Operating expenses

136 | Part Six: Staff, advisory groups and the NDIS community

137 | 6.1 A high performing NDIA

138 | 6.2 Valued input from the Independent Advisory Council

139 | 6.3 Public data sharing and the latest release of information

140 | 6.4 Cyber Security

140 | 6.5 Fraud and Compliance

141 | 6.6 NDIA's new Information and Communication Technology (ICT) business system

Contents

144		Appendix A: Key definitions
146		Appendix B: Scheme roll-out: Timing and locations
148		Appendix C: Approved plans and children accessing early connections
150		Appendix D: Outcomes Framework Questionnaires
151		Appendix E: National
234		Appendix F: New South Wales
306		Appendix G: Victoria
375		Appendix H: Queensland
445		Appendix I: Western Australia
514		Appendix J: South Australia
582		Appendix K: Tasmania
649		Appendix L: Australian Capital Territory
719		Appendix M: Northern Territory
782		Appendix N: State/Territory – comparison of key metrics
810		Appendix O: Participants by service district and support type, and committed supports and payments by service district
824		Appendix P: Specialist Disability Accommodation
849		Appendix Q: Utilisation by service districts
852		Appendix R: Access decisions and first plans

Introduction

Nine years of the NDIS

The NDIS has now been in operation for nine years. Over this time, there has been significant growth in the number of participants in the Scheme, as well as growth in plan budgets and payments to participants. Outcomes are also improving for many NDIS participants and their families and carers.

The NDIA recognises there is more to do in key areas such as:

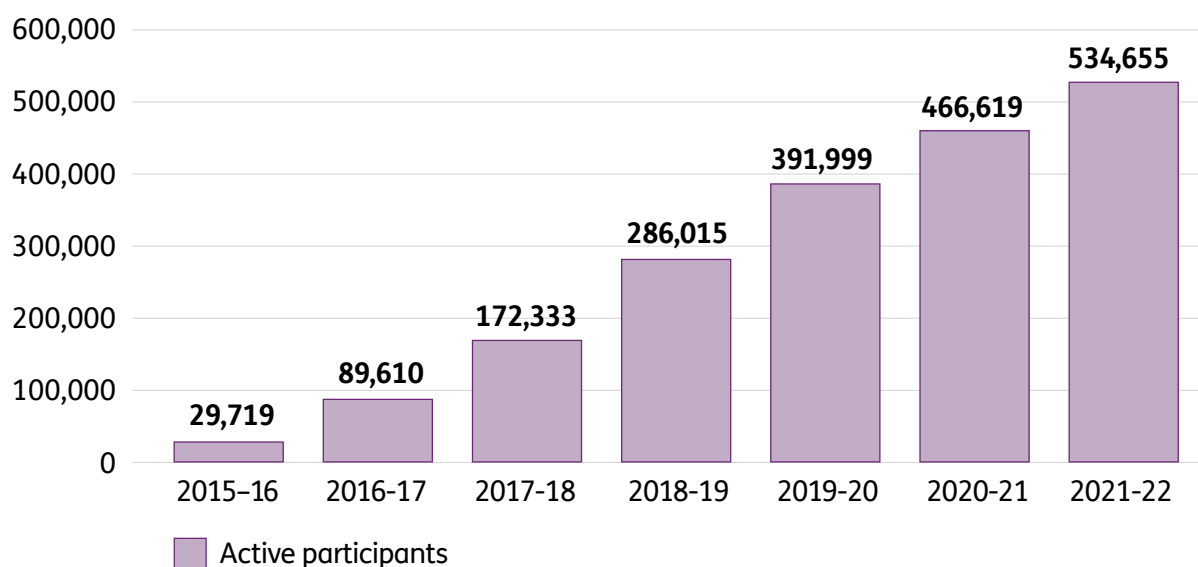
- Improving employment opportunities for participants
- Fraud and compliance
- Assisting participants leave hospital who are ready to be discharged
- Reducing the number of AAT cases currently open



Nine years of the NDIS

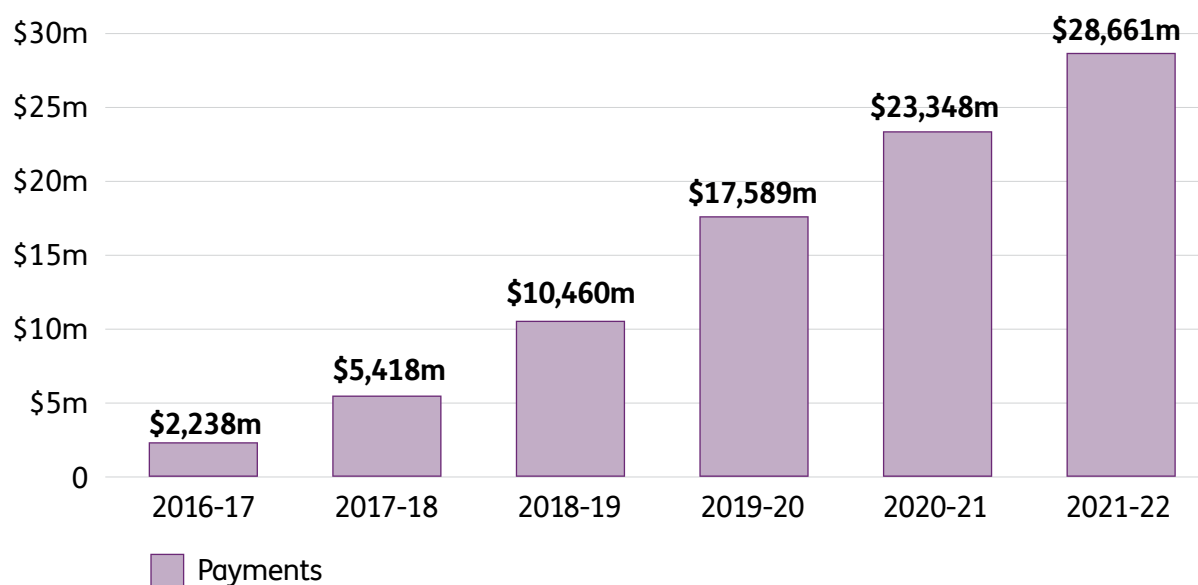
1. Growth in participant numbers

The number of active participants has increased from around 30,000 after three years of trial, to approximately 535,000 six years later.



2. Payments

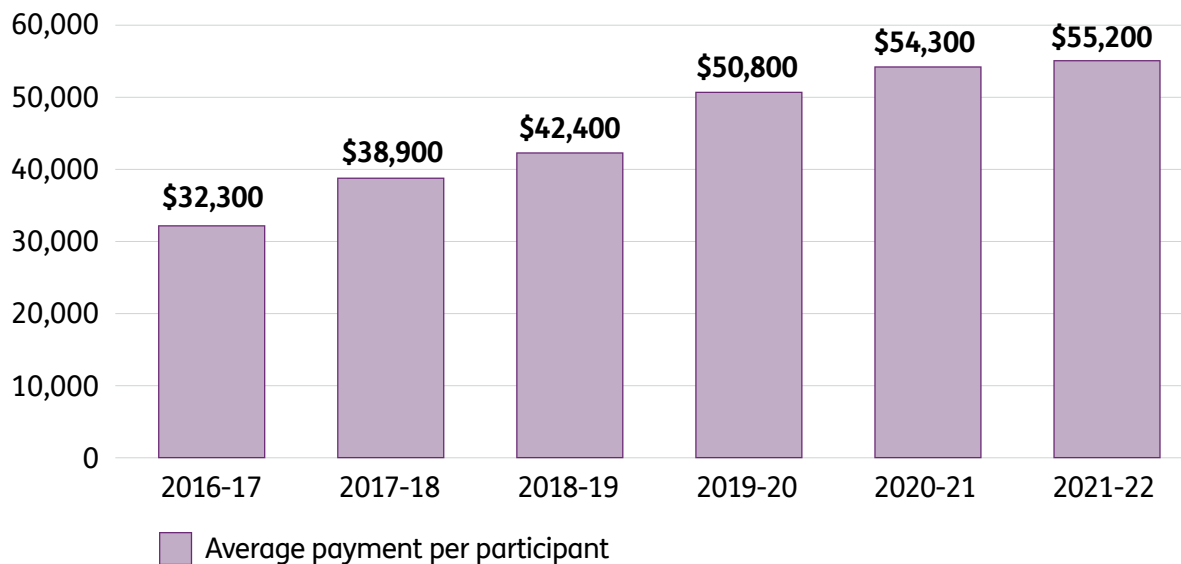
Payments are amounts of money paid for supports received by participants. Over the last five years total payments have grown from \$2,238m to \$28,661m¹.



¹ Total payments are based on an accrual basis, sourced from the NDIA Annual Reports. The \$28,661m in 2021-22 is a draft figure, with the final figure due to be reported in the upcoming NDIA 2021-22 Annual Report

3. Average payment per participant^{2,3}

The average payment per participant has also increased over the last five years, from \$32,300 to \$55,200.



² Includes cash payments and in-kind supports as well as payments for participants in residential aged care.

³ Average payments are discussed in more detail in Section 5 (Financial sustainability) of this report.

4. Average payments per participant over time⁴

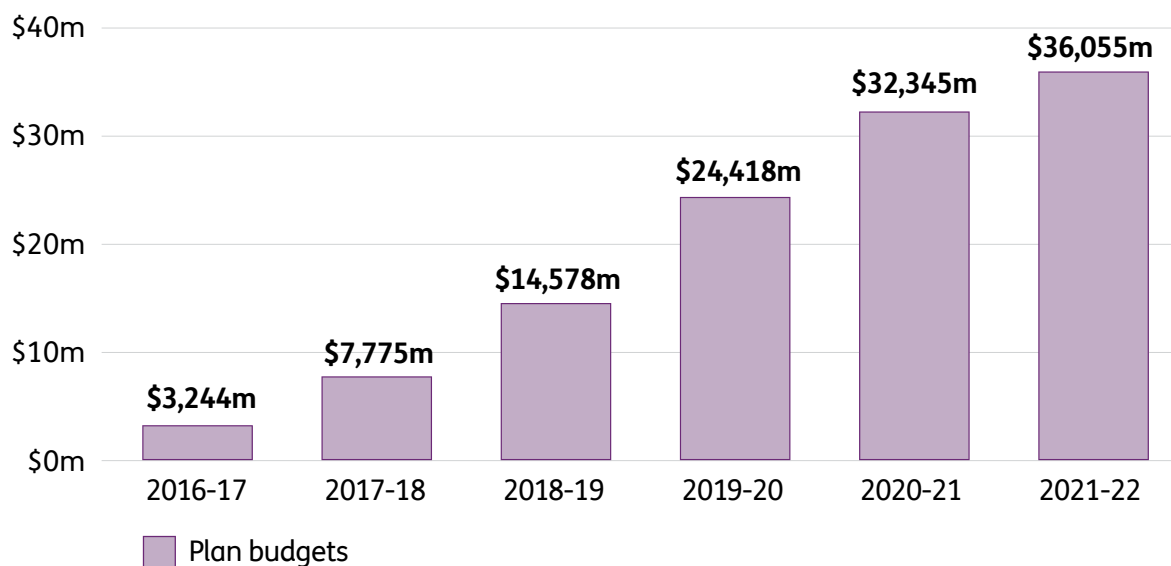
Further, the average payments to participants have increased over time for all participant cohorts having different number of plans since joining the Scheme. For example, for participants who have completed three NDIS plans since joining the Scheme, average payments increased from \$28,800 for the first plan to \$51,100 for the third plan (33 per cent per plan). Notably, the rate of increase in average payments to participants is the greatest between the first and second plans, with the rate decreasing over time. For example, for participants who have completed five plans or more, the rate of increase between the first and second plans is 59 per cent, compared to 18 per cent between the fourth and fifth plans.



⁴ Each set of columns represents a cohort of participants, based on the number of completed plans they have had since joining the Scheme. The individual columns then chronologically represent the average annualised payments corresponding to their first through to their latest complete plans. For example, for participants who have had four completed plans since joining the Scheme, average annualised payments during their first plan period were \$29,700, with this figure increasing to \$65,300 during their fourth (and latest complete) plan period.

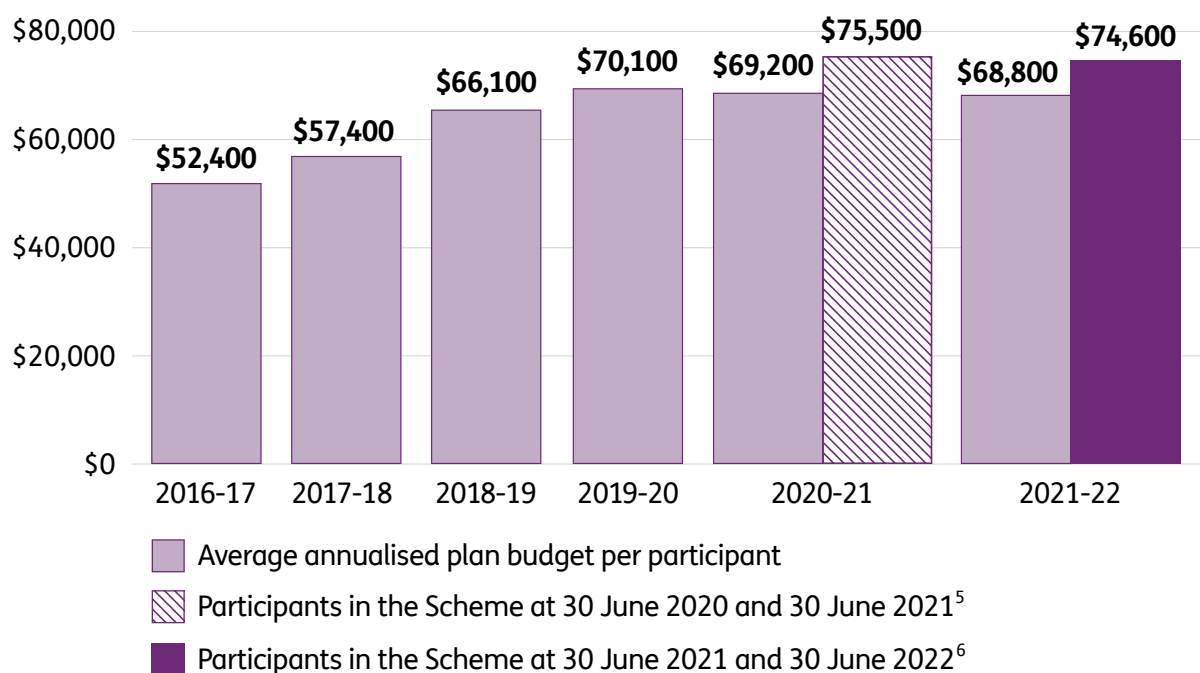
5. Plan budgets

Plan budgets are the cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some cases, not all of the plan budget is used by participants. The amount used is referred to as payments. Over the last five years total plan budgets have grown from \$3,244m to \$36,055m.



6. Average annualised plan budgets per participant

The average annualised plan budgets per participant have also increased year on year since 2016-17, but decreased slightly over the last two years. This is driven by changes in the profile of participants in the Scheme, with a higher proportion of participants with lower budgets entering the Scheme (specifically children).

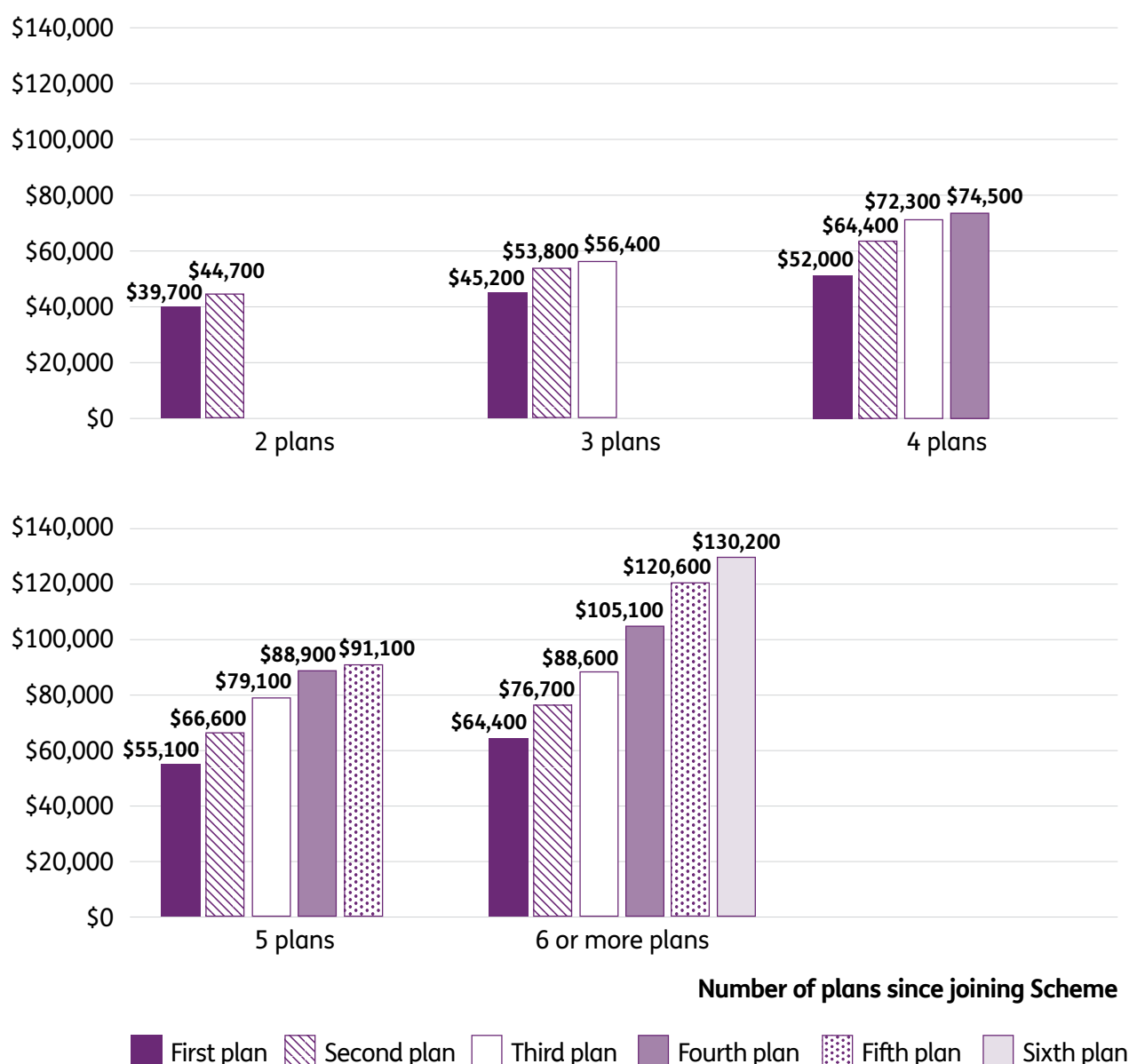


⁵ There was no reduction in the average plan budgets of participants continuing in the Scheme. For example, for these existing participants who were in the Scheme at 30 June 2020 and at 30 June 2021, the average plan budget increased from \$70,100 to \$75,500 (7.7 per cent). Similarly, for participants who were in the Scheme at 30 June 2021 and at 30 June 2022, the average plan budget increased from \$69,200 to \$74,600 (7.8 per cent).

⁶ Ibid.

7. Average plan budgets over time⁷

However, in considering participants by the number of plans they have had since joining 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 per plan. For example, for participants who have had three plans, average plan budgets increased from \$45,200 for the first plan to \$56,400 for the third plan (12 per cent per plan). Noting however, the rate of increase over the latest plan is lower compared to the rates seen for the earlier plans for all participant cohorts. For example, for participants with six or more plans, the rate of increase between the first and second plans is 19 per cent, compared to 8 per cent between the fifth and sixth plans.



⁷ Each set of columns represents a cohort of participants, based on the number of plans they have had since joining the Scheme. The individual columns then chronologically represent the average annualised plan budget amounts of their first through to their latest plans. For example, for participants who have had 5 plans since joining the scheme, annualised plan budgets for their first plans averaged \$55,100. These participants are now on their fifth plans, with an average annualised plan budget of \$91,100.

8. Participant outcomes⁸

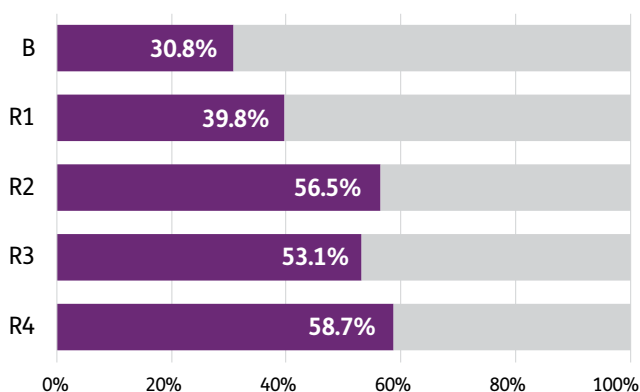
Reported participant outcomes show the difference the scheme continues to make to the lives of people with disability. Some areas for improvement have also been identified.

Children aged up to 14

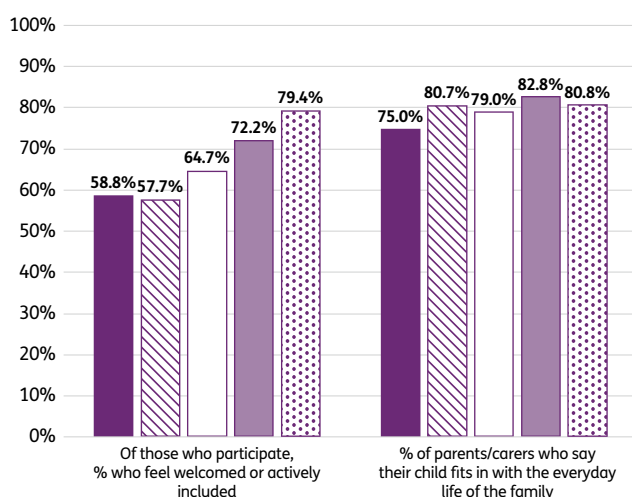
Improvements were observed in the areas of daily living, relationships, and lifelong learning.

There is an increasing trend in reports that specialist services are helping young children to gain key skills and supporting families/carers in assisting their child. There are also increases in younger children having friends they enjoy playing with, feeling welcomed at community activities, and fitting well into family life. It is worth noting that improvements in some indicators tend to taper off towards later reviews, particularly for parents who say that specialist services help their child gain skills they need to participate in everyday life, and for parents reporting their child has friends they enjoy playing with.

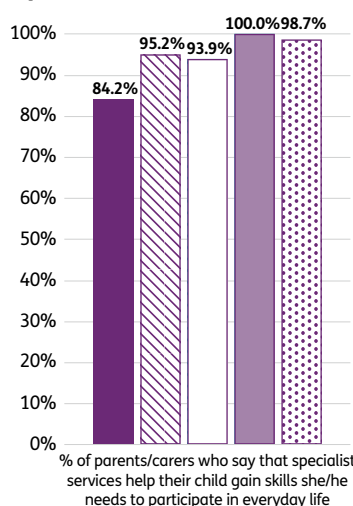
My child has friends they enjoy playing with



Feeling welcomed and fitting into family life



Specialist services

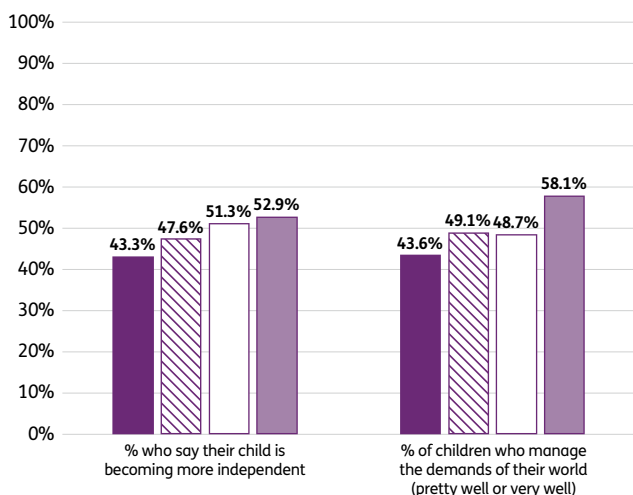


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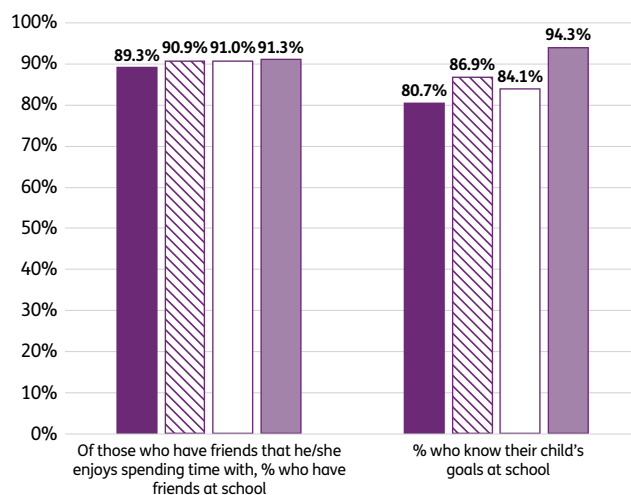
⁸ Results for this section are taken from the 30 June 2021 Participant outcomes report <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report>

For school aged children, there are improvements in their ability to become more independent, manage the demands of their world well, make friendship connections at school, and parents are being better informed of their child's goals at school.

Independence and managing demands

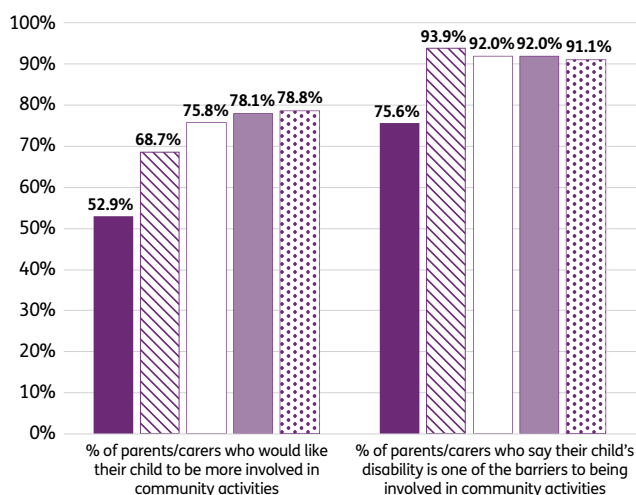


Connections at school

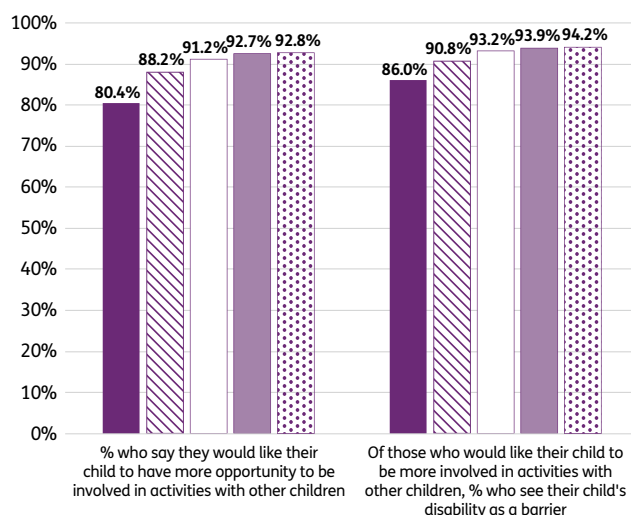


However, survey results highlight concerns about involvement in social activities among children aged up to 14, with parents/ carers wanting their child to be more involved in activities with other children and respondents citing their child's disability as a barrier to greater involvement.

Participants from 0 to before starting school



Participants from starting school to age 14



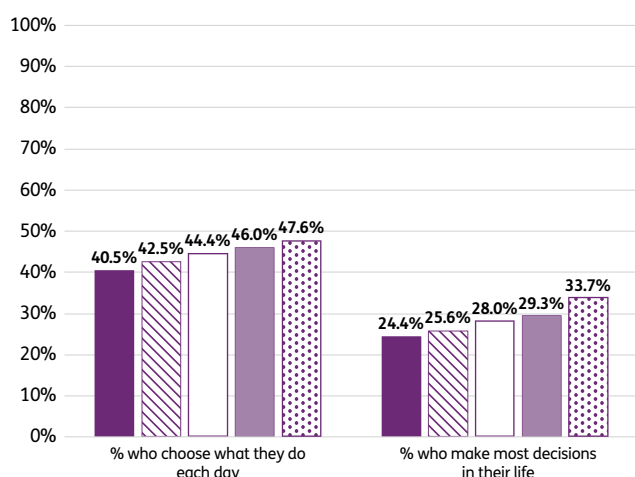
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Participants aged 15 and over

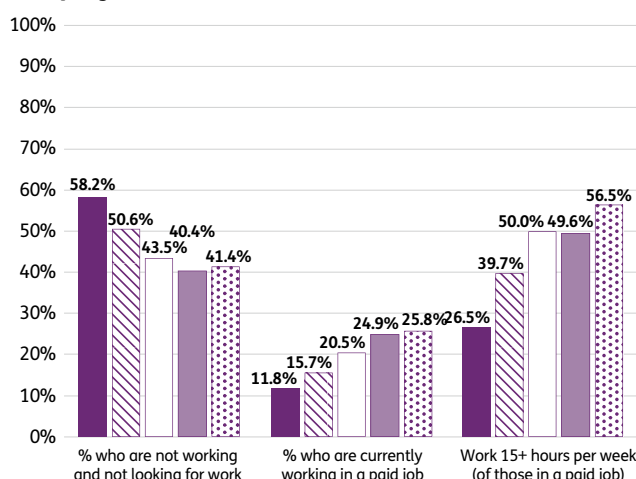
There have been significant positive changes for participants aged 15 and over since entering the Scheme in the areas of choice and control, social and community participation, lifelong learning and health and wellbeing.

Participants aged 15 to 24 are increasingly likely to choose what they do each day and make most decisions in their life. They are also experiencing positive employment outcomes.

Choice and control

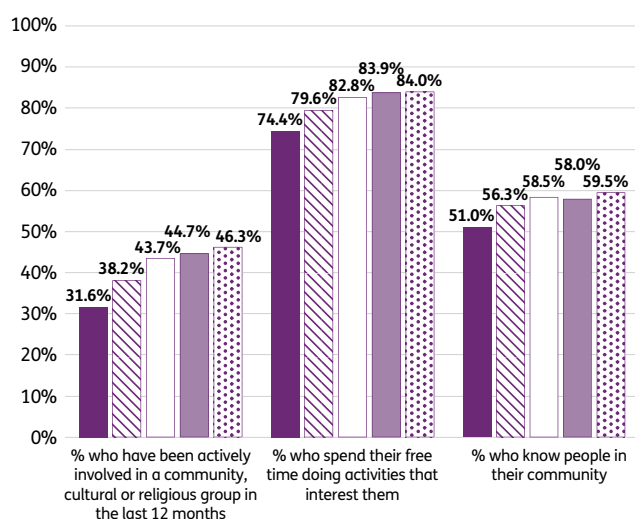


Employment

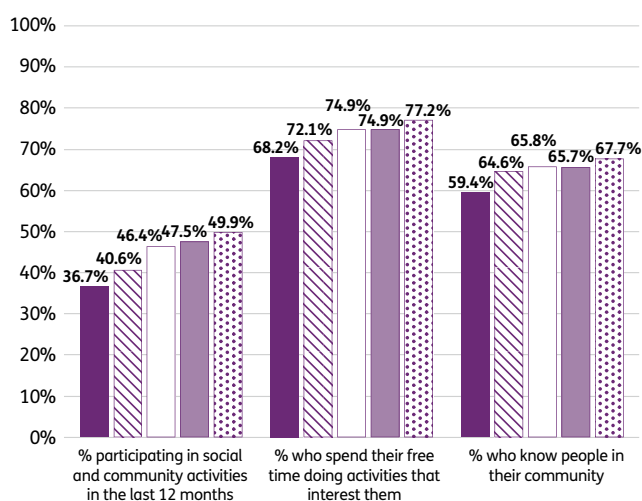


Participants aged 15 to 24, as well as those aged 25 and over, are increasingly involved in community activities, spend their free time doing activities of interest, get opportunities to learn new things, and report knowing people in the community.

Participants aged 15 to 24



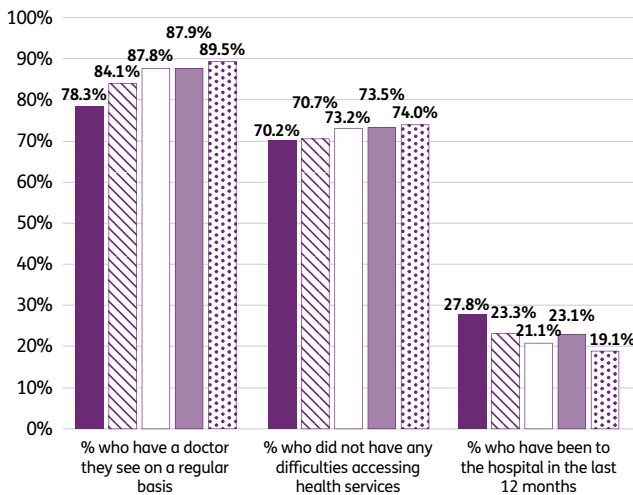
Participants aged 25 and over



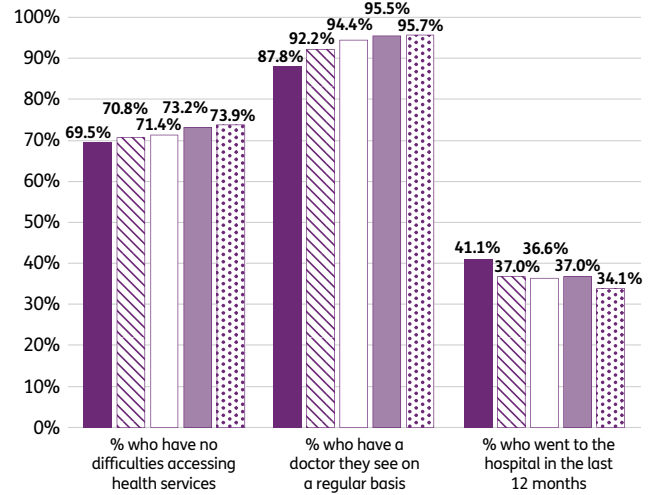
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Participants aged 15 to 24, as well as those aged 25 and over, report improved access to health services and reduced hospital visits, and a higher percentage of participants report having a regular doctor.

Participants aged 15 to 24

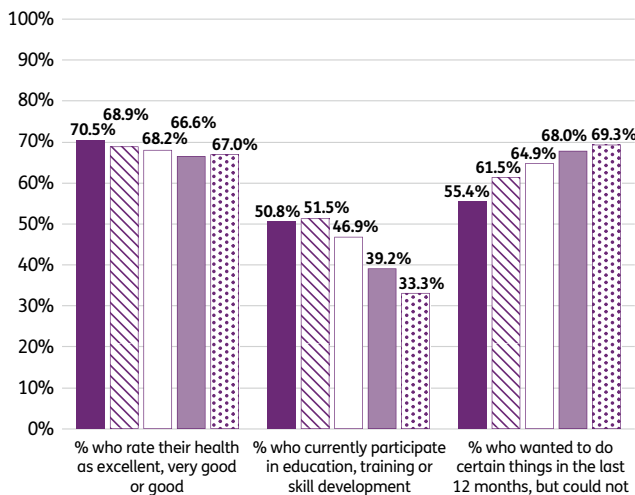


Participants aged 25 and over

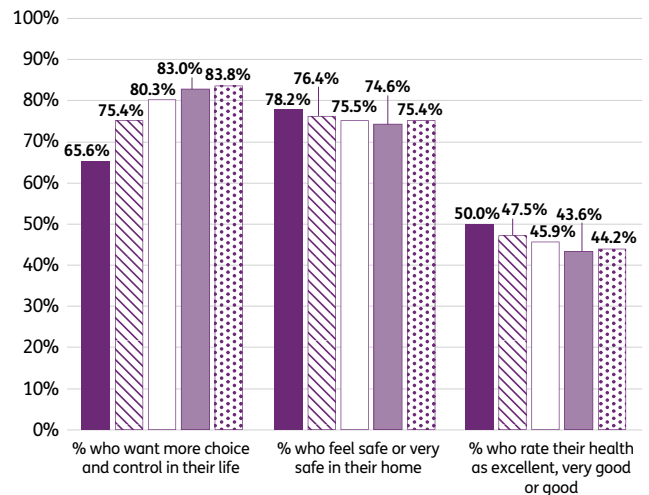


For participants aged 15 to 24, as well as those aged 25 and over, further work is needed to improve some outcomes in the areas of health, lifelong learning and home. Participants are also more likely to say they want more choice and control in their life.

Participants aged 15 to 24



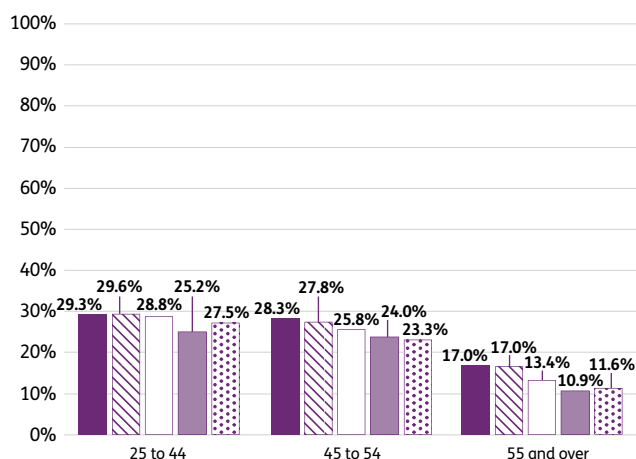
Participants aged 25 and over



Baseline
 Review 1
 Review 2
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 Review 4

For participants aged 25 and over, further work is needed to improve employment outcomes.

Participants aged 25 and over – percentage in a paid job by age group



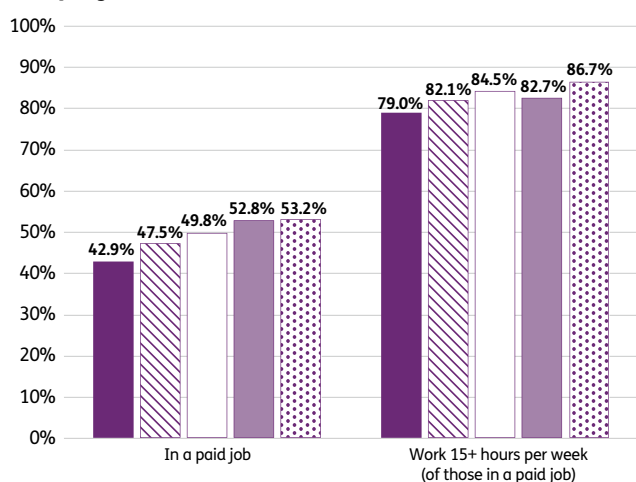
9. Family/carers outcomes⁹

The scheme is positively influencing the lives of families and carers of participants as well.

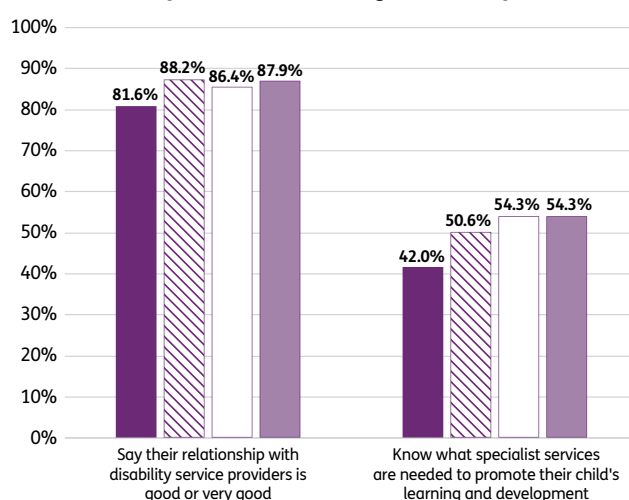
Families and carers of participants aged 0 to 14

Families and carers of participants aged 0 to 14 have experienced improved employment outcomes, as well as improved relationships with disability service providers. The gains are most apparent at the first review point.

Employment



Relationships with disability service providers

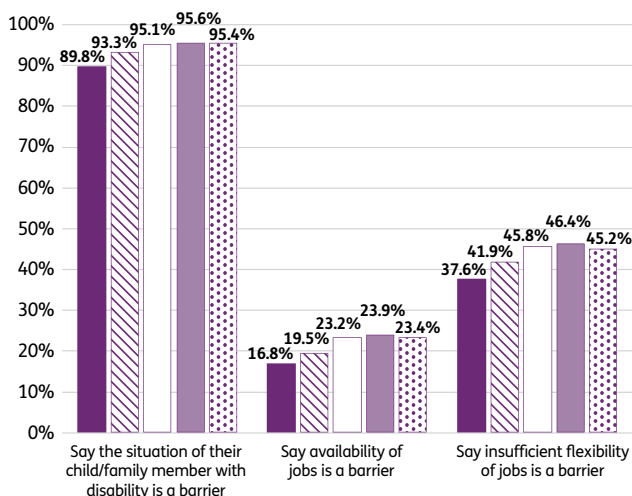


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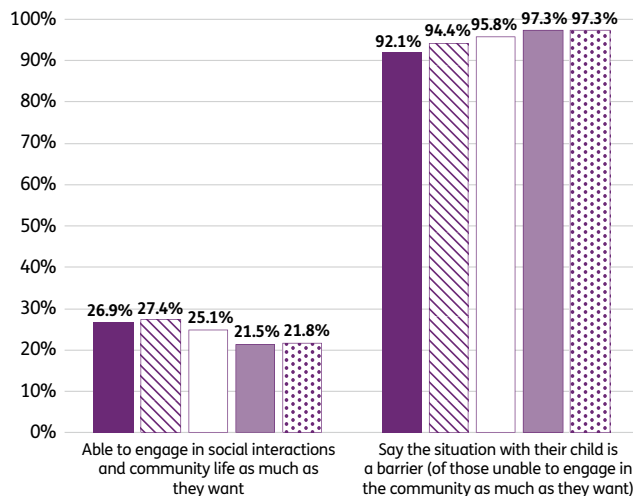
⁹ Results for this section are taken from the 30 June 2021 Family and carer outcomes report: <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report>

Despite the improvement in employment outcomes, families and carers still report being unable to work as much as they want, citing a number of barriers to employment. There has also been a decline in social and community involvement.

Barriers to employment



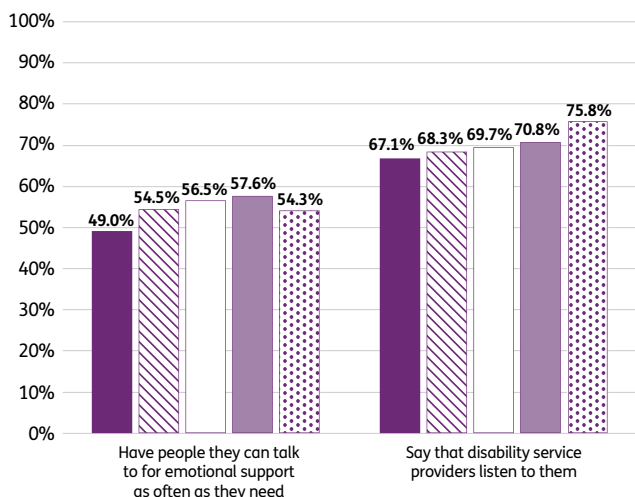
Social and community involvement



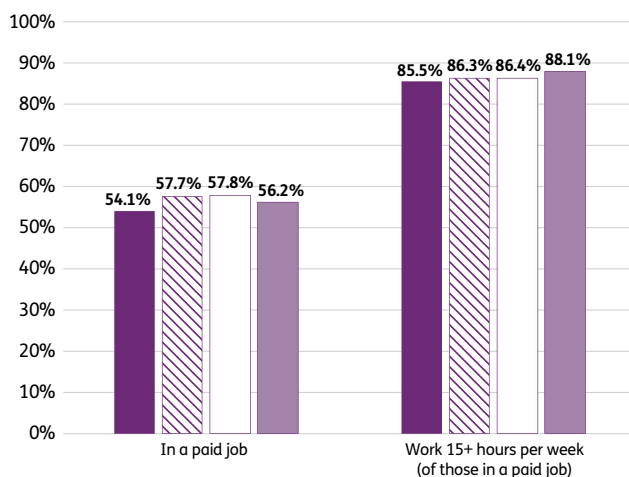
Families and carers of participants aged 15 to 24

Families and carers of participants aged 15 to 24 report improvements in emotional support, and feeling that disability service providers listen to them. There have also been some improvements in employment outcomes.

Feeling supported and listened to



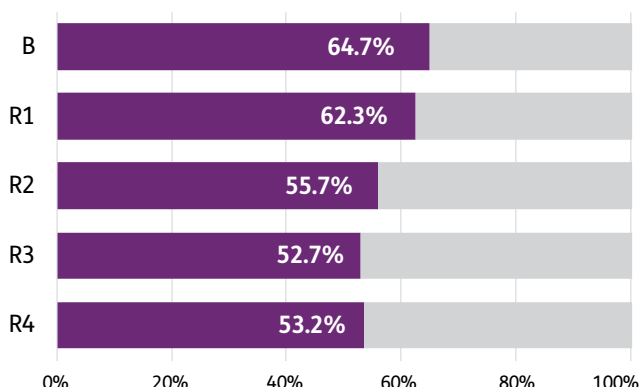
Employment



■ Baseline ▨ Review 1 □ Review 2 ■ Review 3 ▩ Review 4

However, self-rated health of families and carers has deteriorated over time.

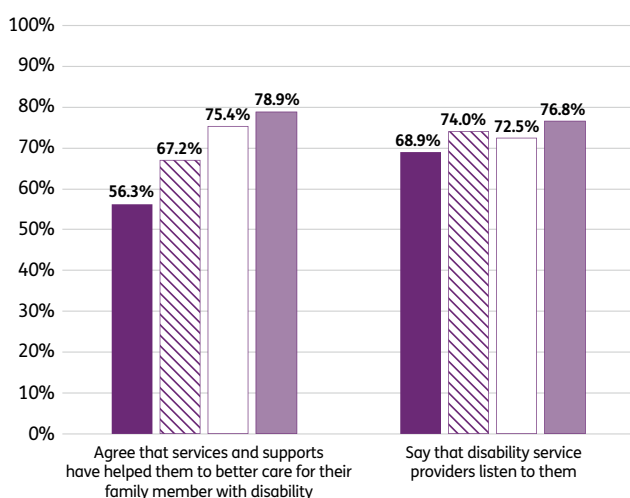
Percentage of families/carers rating their health as good, very good or excellent



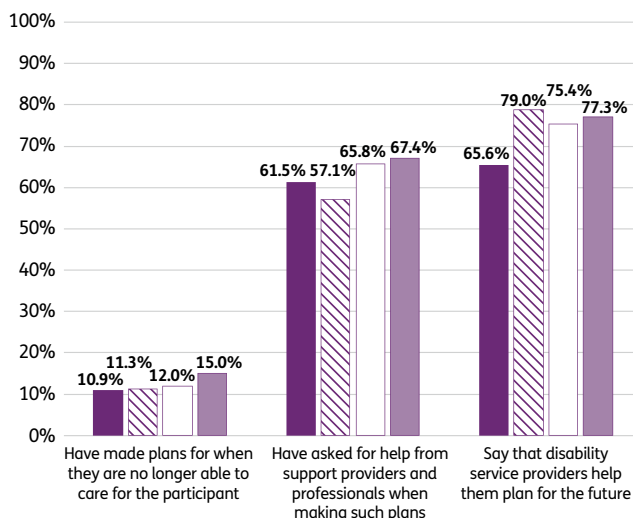
Families and carers of participants aged 25 and over

Families and carers of participants aged 25 and over also report improvements in feeling that disability service providers listen to them, and that disability service providers have helped them to better care for their family member. They are also starting to think about the future support of their family member.

Relationships with disability service providers

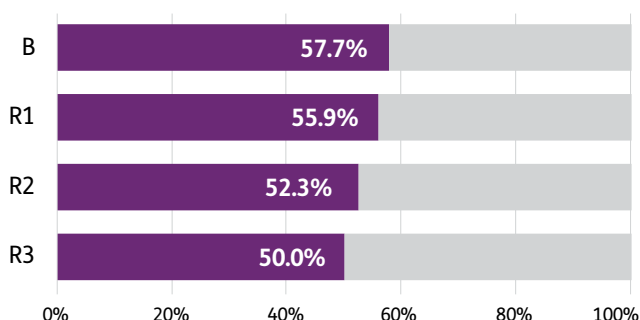


Succession planning



However, consistent with families and carers of younger participants, self-rated health has deteriorated over time.

Percentage of families/carers rating their health as good, very good or excellent



Introduction (cont.)

This quarter, the NDIA has been focused on:

- 1. Continued support for participants, providers, staff and partners during the COVID-19 pandemic**
- 2. Supporting participants affected by floods**
- 3. Co-design projects which are strengthening the NDIA's engagement process**
- 4. Implementing the NDIS legislation amendments that came into effect on 1 July 2022**
- 5. The Annual Price Review**

1. Continued support for participants, providers, staff and partners during the COVID-19 pandemic

The NDIA has continued to support participants, providers, staff and partners through the COVID-19 pandemic, including assisting with the vaccine roll-out, distribution of Rapid Antigen Tests (RAT) and delivery of National Workforce Support Services.

During this quarter, the NDIA has continued to work across Government as part of an interagency taskforce led by the Department of Social Services (DSS), supporting participants to be fully vaccinated and prepare for the 2022 winter season.

The NDIA continues to take an active role in removing barriers to vaccinations for participants. The primary objectives of NDIA vaccination acceleration and COVID-19 support measures has been to:

- support NDIS participants and the provider workforce to become fully vaccinated as quickly as possible
- support NDIS participants and providers to receive and deliver disability services during the COVID-19 pandemic.

Vaccination

Temporary payments are available to eligible providers for each participant they support to get any COVID-19 vaccination (including primary doses and booster shots).

From 1 April 2022, the NDIA combined COVID-19 vaccine and booster arrangements into a single participant vaccination support measure. Eligible providers can claim \$75 per participant, per COVID-19 dosage when they support a participant to receive any COVID-19 vaccination (including primary doses and any additional booster vaccinations).

Providers in the following registration groups can claim \$100 per worker for a booster vaccination administered between 1 January and 31 August 2022:

- 0104 High Intensity Daily Personal Activities
- 0107 Daily Personal Activities
- 0115 Assistance with Daily Life Tasks in a Group or Shared Living Arrangement
- 0125 Participation in Community, Social and Civic Activities

Efforts to support participant vaccinations include the use of geo-targeting social media posting (by local government area) via the NDIA's Facebook account to:

- promote the Disability Gateway across all of NDIA's communication channels nationally
- reach identified areas that have low vaccination rates
- promote accessible clinics and pop-up clinics within each state and territory.

Rapid Antigen Tests (RATs)

At the end of May 2022, 4.6 million RATs had been delivered to SIL providers, with an additional 2.2 million kits delivered by the end of July 2022.

From August 2022, The NDIA, DSS and the Department of Health (DoH) will continue discussions regarding the stock and supply of RAT kits, including from the National Medical Stockpile if needed.

Workforce supports

The National Workforce Support arrangements established in December 2021, and extended through to 31 December 2022, continue to assist providers to manage critical workforce disruptions and recover services impacted by COVID-19. This support is delivered by a disability support services provider through (virtual) coaching and mentoring, and helps build service provider capability. Where required and available, the provider can also source additional workforce for service providers.

In addition to the National Workforce Supports, the NDIA has taken the proactive step of engaging IPA Personnel Services to establish a Winter Relief Workforce Register of skilled disability workers who are available to support any critical workforce shortages that may arise. The Winter Relief Workforce will comprise of former, retired, or student disability support workers who are not currently already working in the sector.

The NDIA has continued to contract the delivery of national clinical first response support to Supported Independent Living (SIL) providers with COVID-19 outbreaks. This service includes support to implement immediate infection control measures and in managing any risks to services. Commencing in July 2022, the clinical response service will also provide proactive support to the sector through the delivery of webinars on preparing for and managing outbreaks of COVID-19, including infection control and the selection and use of Personal Protective Equipment (PPE).

The NDIA will continue to deliver new and enhanced capability to support participants and providers during the pandemic and over the coming winter, and will continue to apply flexibility in refining services to keep participants safe.

2. Supporting participants affected by floods

The NDIA has continued to closely monitor the ongoing flood conditions, and will continue to prioritise calls made to the NDIS National Contact Centre (NCC) from participants and providers affected. The NCC received 23 flood-related calls from participants and providers during the June quarter requiring urgent support. For participants who have been displaced or affected due to the floods, the NDIA is directly collaborating with providers and support coordinators, as well as conducting urgent plan reviews to provide support, such as short-term and medium-term accommodation.

For the latest updates in your region, including evacuation orders, visit your state SES website.

3. Co-design projects which are strengthening the NDIA's engagement process

The NDIA is committed to working closely with participants, their families and carers, and is committed to the co-design of improvements to the NDIS. This commitment is now enshrined in legislation through recent amendments to the NDIS Act:

4. (9A) People with disability are central to the National Disability Insurance Scheme and should be included in a co design capacity.

For the NDIA, co-design is about working alongside people with disability, the disability community, and other interested groups. This is achieved by collaborating on specific problems, issues and situations requiring improvement or change.

The NDIA would like to acknowledge and thank the ongoing contribution of the members of the Co-design Advisory Group, the Independent Advisory Council (IAC) and the Disability Representative and Carer Organisations (DCRO) CEO Forum.

The Co-design Advisory Group has continued to meet and provide valuable input into the NDIA's co-design process. Over this quarter, the group was briefed by The Australian Centre for Social Impact (TACSI) on the NDIA's progress with co-design and provided a roadmap moving forward. This led to greater understanding between the NDIA and the sector on co-design. Additionally, the Co-design Advisory Group began work on defining the framework for evaluating co-design.

A number of co-design projects are now underway. In many cases these are supported by Steering Committees who are advising the NDIA on our co-design approach. Membership on these committees includes participants, the NDIA, the IAC, DCROs, and Commonwealth, State and Territory Government representatives.

Specific progress made this quarter on key co-design projects includes:

Information Gathering for Access and Planning

The Information Gathering for Access and Planning (IGAP) project is responsible for delivering a new person-centred model of information gathering that delivers consistency and equity in access and planning outcomes.

Since March 2022, the NDIA has:

- commenced engaging with the disability community to understand people’s access and planning experiences through focus groups, and an online survey, which was developed with the Steering Committee.
- commenced seeking advice from health, medical and technical professionals throughout the IGAP project, with a Professional Advice Panel shortly being established to advise the IGAP Steering Committee.
- commissioned two reviews to build a shared understanding of the information gathering requirements that arise from the NDIS Act, and the focus of the NDIA’s clinical advisory function.

Home and Living

The NDIA is developing a policy to inform the way the Scheme supports participants to pursue their home and living goals. The aim is to give participants more choice and control over where they live, who they live with and how they are supported. This work builds on an extensive public consultation in 2021.

To help us create this policy, since March 2022 the NDIA:

- developed an engagement approach with support from the Steering Committee and to co-design the policy with people with disability and key stakeholders.
- commenced co-design activities with a ‘Design Group’ of participants, providers and DCROs, and begun engagement with people from a range of backgrounds, including Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse (CALD) people, and people who live in rural or remote areas.

Participant Safety

The NDIA is developing an overarching policy on participant safety to guide the work of the NDIA in supporting the ongoing safety of participants and to empower them to take control over this aspect of their lives. In developing this policy, consideration is being given to existing frameworks and evidence-based research, including advice provided by the IAC.

To help us create this policy, since March 2022 the NDIA has:

- commenced engagement activities, including virtual workshops with key target groups including participants, families and carers, providers and NDIA staff and partners.
- commenced developing a plan for tailored strategies to ensure key population and diverse cohorts including Aboriginal and Torres Strait Islander communities, LGBTQIA+, CALD communities and people with complex needs can share their views and diverse experiences.
- commenced an evidence review to identify safeguarding policies and practices from comparable disability support schemes in Australia and internationally.

Supported Decision Making

The NDIA is developing a policy and implementation plan to guide how we support NDIS participants to make decisions, enable opportunities to make decisions and build the knowledge and skills of people with disability (and people who support them) to make decisions. This work builds on an extensive public consultation undertaken in 2021.

To help us create this policy, since March 2022 the NDIA has:

- developed an engagement approach with support from the Steering Committee to co-design the policy with people with disability and other key stakeholders.
- commenced a partnership with Inclusion Australia to work with people with disability who most benefit from supported decision making to co-design the policy and make sure the voices of people with an intellectual disability are central to how the work is progressed.

Cultural and Linguistic Diversity (CALD) Strategy

In 2021, the NDIA started a process to refresh the Cultural and Linguistic Diversity strategy. Through co-design, the NDIA is seeking to answer the question, how to measurably improve outcomes for CALD participants over the next 4 years?

Since March 2022, the NDIA has:

- Held a CALD Strategy refresh summit with the CALD disability sector and community in May 2022 to confirm themes and goals for the Strategy refresh.
- Finalised the Discovery phase closeout report reflecting agreed themes and goals for the CALD Strategy refresh.
- Commenced preparations for the Develop phase of the CALD Strategy refresh, where solutions and actions will be co-designed with CALD participants and the community.

Aboriginal and Torres Strait Islander Strategy

In 2021, the NDIA started a process to refresh the Aboriginal and Torres Strait Islander Strategy. Through co-design, the NDIA is seeking to answer the question, how to measurably improve outcomes for Aboriginal and Torres Strait Islander participants over the next four years?

Since March 2022, the NDIA has:

- Progressed the review of stakeholder feedback about Aboriginal and Torres Strait Islander participants and the community.
- Reviewed recommendations from government and organisations including the Disability Royal Commission and First Peoples Disability Network.
- Started discussions with peak bodies to develop a plan to work together on refreshing the strategy.

4. Implementing the NDIS legislation amendments that came into effect on 1 July 2022

On 1 July 2022, changes introduced by the National Disability Insurance Scheme Amendment (Participant Service Guarantee and Other Measures) Act 2022 came into effect, including:

- Updating terminology, including replacing ‘plan review’ with ‘plan reassessment’ to avoid confusion with reviews of decisions.
- Introducing plan variations to make it easier and faster for participants to have their plan adjusted in specific situations without needing to go through a full plan reassessment.
- Adding protections for participants who want to use a plan manager.

These changes are designed to support the NDIA to deliver better experience and outcomes for NDIS participants, their families and carers. You can read more about these and other changes on the [NDIS website](https://www.ndis.gov.au)¹⁰.

Note: While plan reviews are referred to as plan reassessments from 1 July 2022, as per the NDIS Amendment Bill, the terminology remains unchanged in this report as the data is as at 30 June 2022. The change in terminology will be applied in the September 2022 quarterly report. Further to this, plan variations will be implemented from 1 July 2022, as per the NDIS Amendment Bill. These metrics will be updated in the September 2022 quarterly report.

¹⁰ <https://www.ndis.gov.au>

5. The Annual Price Review

The Annual Pricing Review 2021-22 concluded over the last quarter. The recommendations from this review have contributed to the NDIS pricing arrangements and price limits, and other pricing related policies for the 2022-23 financial year. These recommendations were based on extensive feedback received about NDIS price limits and policy 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 following changes came into effect on 1 July 2022:

- The price limits for supports delivered by disability support workers (DSW) have increased by 9% to account for:
 - the Fair Work Commission (FWC) decision to increase minimum wages (4.6% increase)
 - the superannuation guarantee increase from 10.0% to 10.5%
 - the recommendation from the 2021-22 Annual Price Review to cover ongoing COVID-19 costs
 - FWC reforms and increased costs associated with the NDIS Quality and Safeguard Commission (NQSC) compliance, and the temporary loading for these ongoing costs (2% increase).
- The price limits for Specialist Disability Accommodation (SDA) and for other capital supports have increased by 5.1% based on the change in the consumer price index.
- The Temporary Transformation Payment (TTP) loading of 7.5% was initially established in 2019, and has now reduced from 4.5% to 3.0% from 1 July 2022, noting this measure was put in place for 5 years, with a 1.5 percentage point reduction each year.
- Providers will be able to use the transitional pricing arrangements for group-based supports for a further 12 months.

As part of the new pricing arrangements, the NDIA clarified that:

- High Intensity supports are now in line with NDIS Commission definitions with a single price limit varying by time of day and day of week.
- Providers of core supports to participants in remote and very remote areas are now subject to the same pricing arrangements for provider travel as providers of capacity building supports.
- Geraldton (WA), its surrounds, and Cardwell (QLD) have been reclassified as remote in an extension of the NDIA's isolated town's policy.
- Providers of core and capacity building supports who travel to deliver supports to participants can now claim for "return provider travel" when the provider is required to pay this to the worker.
- The short notice cancellation period has been extended to seven days from 1 July 2022 in line with the change in the SCHADS Industry Award.

Increase to current plans

The NDIA is automatically increasing unspent funds in current NDIS plans in July to account for these changes. This will ensure participants can continue to purchase supports that are reflective of the increase to price limits.

One-off payment to registered providers

In addition, the NDIA has also made up to \$514 million available to registered providers of activities of daily living and community participant supports to recognise costs of keeping participants safe, particularly during the COVID-19 pandemic, and the significant overhead costs incurred by providers this financial year (2021-22) not previously taken into account. Further information about the one-off payment can be found on the [NDIS website](#)^y.

This report

This report is a summary of the performance and operations of the NDIA for the three months from 1 April 2022 to 30 June 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 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:

- Additional information on changes in plan budgets before a participant lodges a Review of a Reviewable Decision (RoRD) or makes an application to the AAT (section 3.2)
- SDA supports (section 4.6)



Oliver hopes milestone TV role drives change on screen

At six, he was scuba-diving in Bali. By 12, he was representing Victoria in wheelchair basketball. Now 19, East Brighton actor, model, para-athlete and disability advocate, **Oliver**, has become the first wheelchair user with a disability to appear in Australia's iconic TV show, *Neighbours*.

Oliver, who is a quadriplegic and supported by the NDIS, hopes his debut role on Ramsay Street not only motivates other young people with disability to pursue their dreams, but also sends a message to TV and film producers around the globe.

"Hopefully, this episode and milestone reaches further than *Neighbours* and is a signal to people in Australia and people worldwide - casting directors, producing teams, everything alike - that people with disabilities can absolutely act, they can absolutely be involved, and also, they're bloody good at it!" he says.

Oliver, or Oli as he is known, became a quadriplegic after sustaining a spinal injury during birth. Ever since, he has been overcoming challenges, including multiple high-risk spinal surgeries, while charming the people around him with his optimistic, can-do attitude.

He's a passionate disability advocate who also offers his time freely to anyone who would like to speak with him about living with disability. "He's just a force of nature," Oli's mum Georgina says. "He's an extremely motivated and caring young man and he's just relentless."

"What I would say to young people with disability is this is a time for change - they're looking for people like you to get involved in every facet of life, in every little bit of life, so if you're interested in sport, if you're interested in acting, if you're interested in singing, it's the absolute time to get involved because the world is changing for the better, the revolution is starting," he says.

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 30 June 2022, 534,655 participants had an NDIS plan, and 19,291 participants entered the Scheme during the quarter.

At 30 June 2022, 534,655 participants had approved plans.¹¹ This represents a three per cent increase from last quarter (an additional 19,291 participants).

Further, the NDIA undertook 103,269 plan reviews in the quarter, averaging 7,944 reviews per week. Of the 103,269 plan reviews conducted, 82,231 were initiated by the Agency and 21,038 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
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655
Yearly increase ¹²		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%

¹¹ 30,905 participants with approved plans had exited the NDIS as at 30 June 2022.

¹² 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 30 June 2022, there were 82,863 children younger than 7 with an NDIS plan, and a further 11,686 accessing early connections.

Of the 534,655 participants with an approved plan at 30 June 2022, 82,863 were children younger than 7 (15 per cent), and of the 19,291 new participants with an approved plan this quarter, 8,419 were children younger than 7 (44 per cent).

In addition to the 82,863 children younger than 7 with an approved plan:

- **4,847** 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.
- **3,462** were awaiting an access decision from the NDIA (of which **2,254 (65%)** were accessing early connections from the early childhood approach).
- **12,044** children were supported by the early childhood approach (of which **11,686 (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.

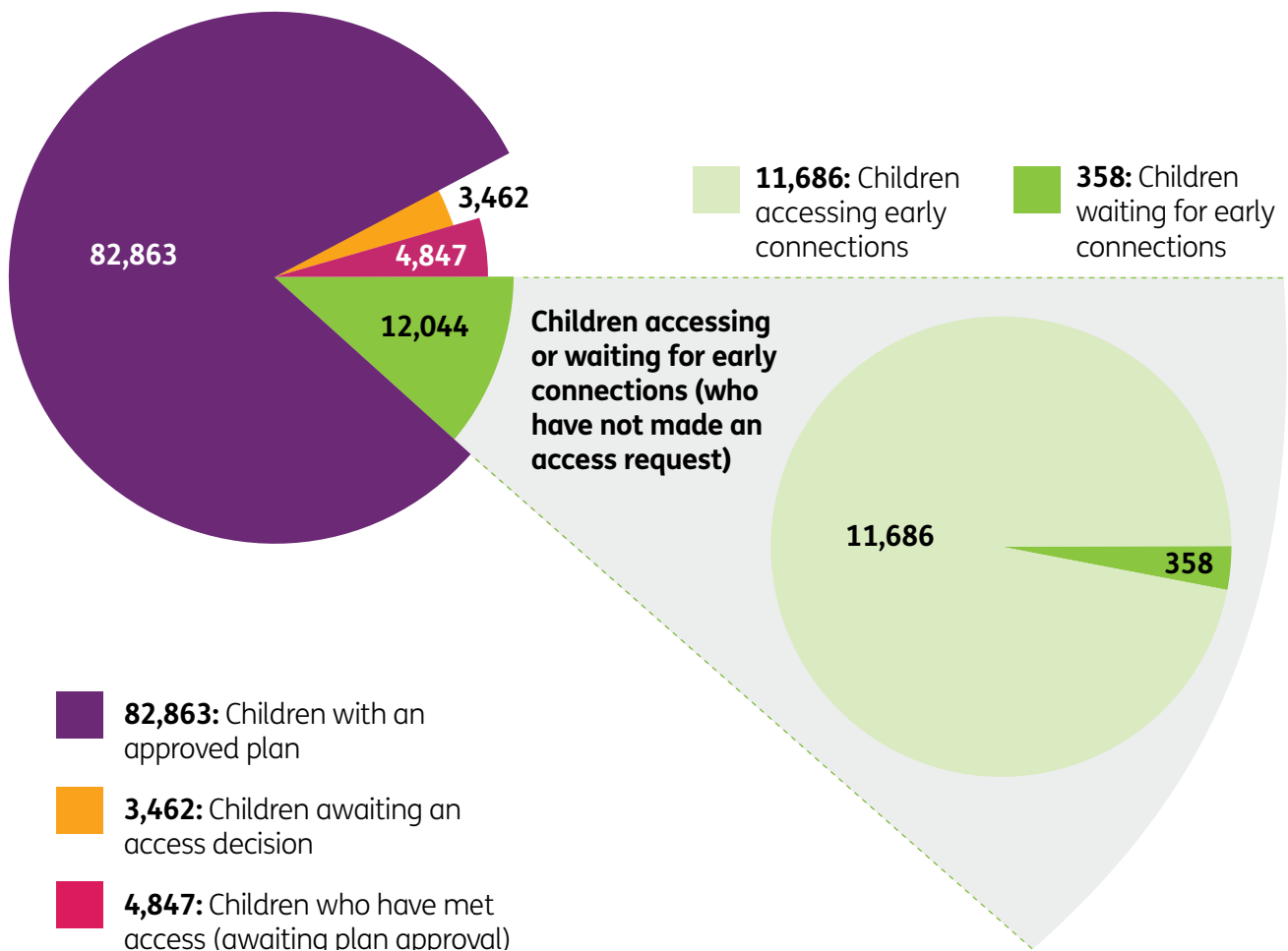
The NDIA continues to build on the existing national early childhood approach to ensure the delivery of a model that provides evidence-based, high quality and timely supports to young children and families that are embedded in an integrated and collaborative early childhood ecosystem.

The NDIA is making good progress on implementing the Early Childhood Early Intervention (ECEI) reset recommendations and will be releasing a web communications to the sector in Quarter 1 2022-23 on the progress to date.

Outcomes achieved include:

- A greater focus on the delivery of Early Support programs by the Early Childhood Partners.
- Provider uptake and positive feedback on the revised Provider Report Form and new Guidance Tool.
- Consistency in how the application of the developmental delay criteria is being applied by Early Childhood Partners.
- Strengthened relationships across governments in collaborative work to improve inclusion in mainstream early childhood services.
- Collaborative relationships are developing with health, educational services and Aboriginal and Torres Strait Islander community organisations through the remote and very remote early childhood consultation.
- Transitions from the NDIS are better supported and planned for with families.

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 prevalence of different disability types.

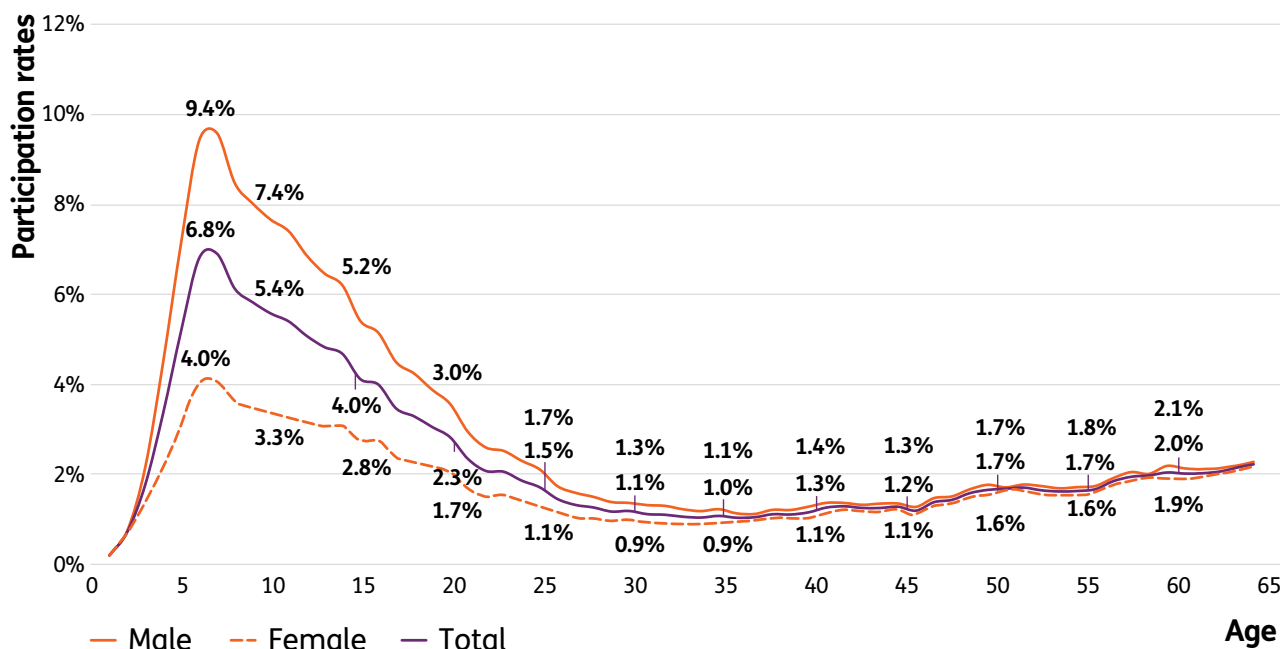
Overall, the rate of participation in the NDIS rises steeply from age zero, peaking at roughly 7 per cent between the ages of 5-7. The rate then declines steadily to around 1 per cent at age 35, before rising gradually to 2 per cent by age 64. The shape of these participation rates reflects the age and disability profile of participants in the Scheme, with almost half of all NDIS participants aged 18 or under.

Participation rates for males and females differ considerably at younger ages. At the peak, between the ages of 5-7, the participation rate for males (9 per cent) is more than double that of females (4 per cent). A broader age group of 3-14 years gives a similar result, with participation rates of 7 per cent for males and 3 per cent for females.

Much of the difference in participation rates by gender can be explained by disability type. For younger NDIS participants (aged 18 or under), the most prevalent disability types are autism (55 per cent) and developmental delay (18 per cent), which have higher prevalence in males than females.

These results are similar to the results presented last quarter, noting that the prevalence rates have increased by between 0.1 to 0.3 percentage points for each age group.

Figure 3: Participation rates¹³



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

¹³ There were 6,059 participants aged 0 to 64 years with a gender of 'Other' at 30 June 2022. The participation rates for this group are included within the total rates.

1.4 Participant characteristics

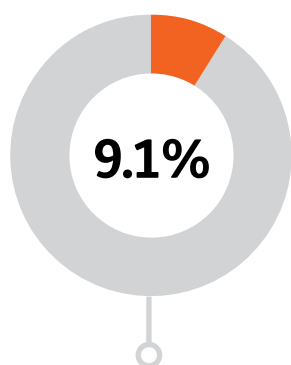
The NDIA continues to monitor and focus on the number of participants entering the NDIS who are Aboriginal and Torres Strait Islander, CALD, and living in remote and very remote areas.

Of the 19,291 participants entering and receiving a plan in the quarter:

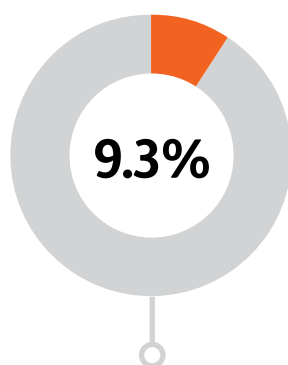
– **9.1%** were **Aboriginal and Torres Strait Islanders**¹⁴

– **9.3%** were **CALD**¹⁵

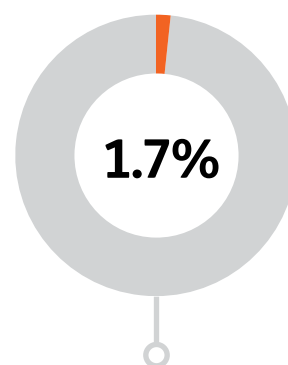
– **1.7%** were from **remote and very remote areas**¹⁶



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 NDIA is continuing to co-design the CALD Strategy refresh and Aboriginal and Torres Strait Islander Strategy refresh.¹⁷ An update on each of these co-design projects was included in the Introduction section of this report.

The NDIA is also undertaking a review of the Remote and Very Remote Strategy with the aim of further enhancing the NDIS experience and outcomes for people with disability living in remote Australia. Phase 1 of this work is to develop a current state snapshot focused on better understanding existing remote and very remote activities, priorities and challenges. This is expected to be released in the coming months. Phase 2 work is concurrently underway, and focuses on delivering short to medium-term improvements based on the gaps and challenges identified.

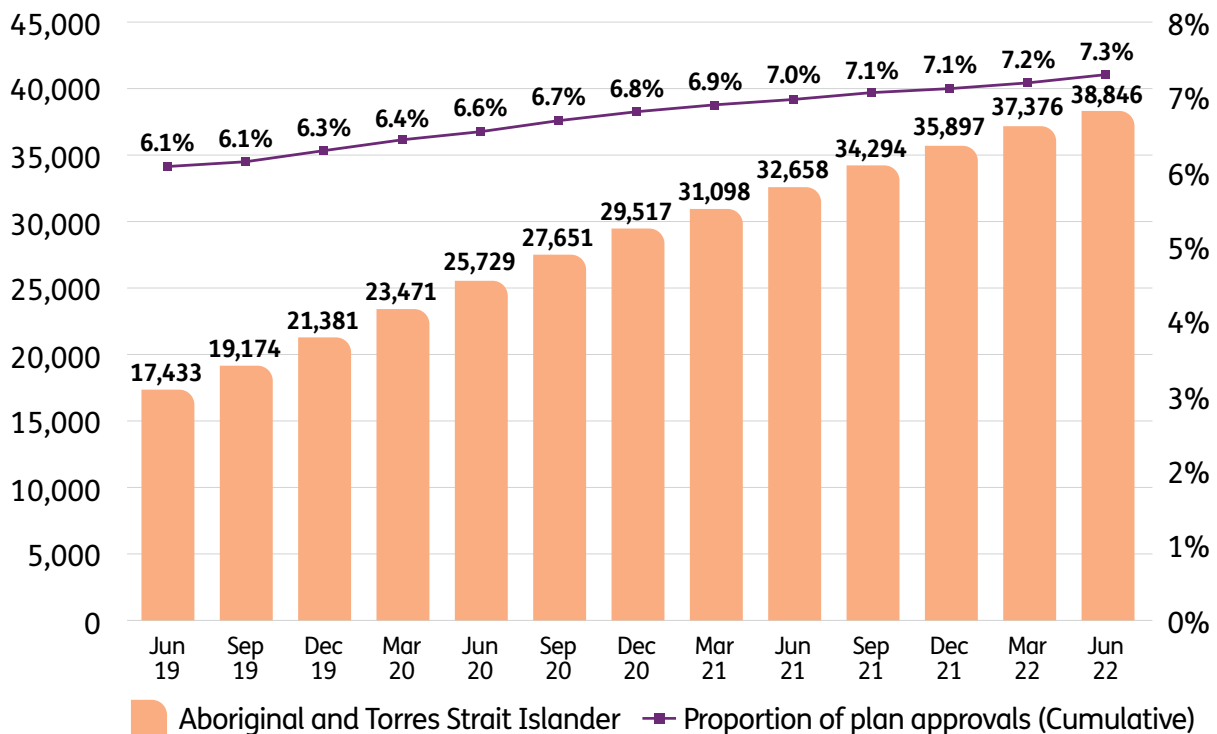
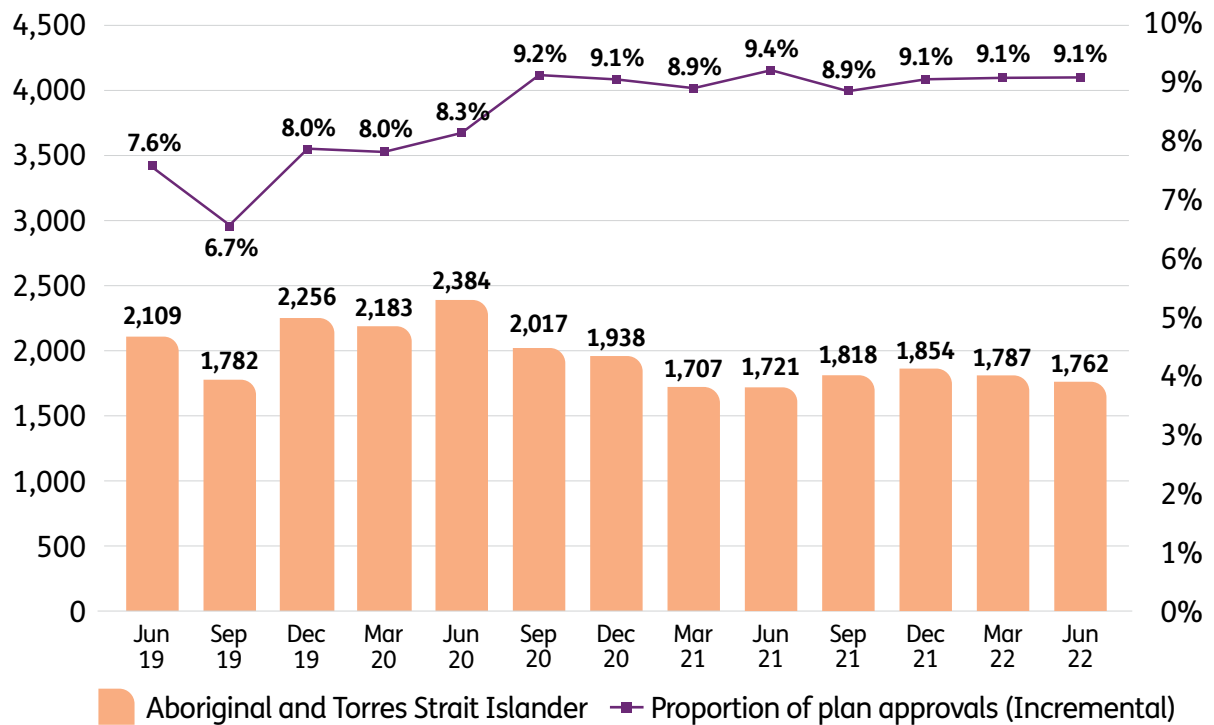
¹⁴ This compares to an expected 7 per cent of the Australian population who classify themselves as Aboriginal or Torres Strait Islander who have a need for assistance. Source: Census of Population and Housing 2016 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

¹⁵ 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.

¹⁶ 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.

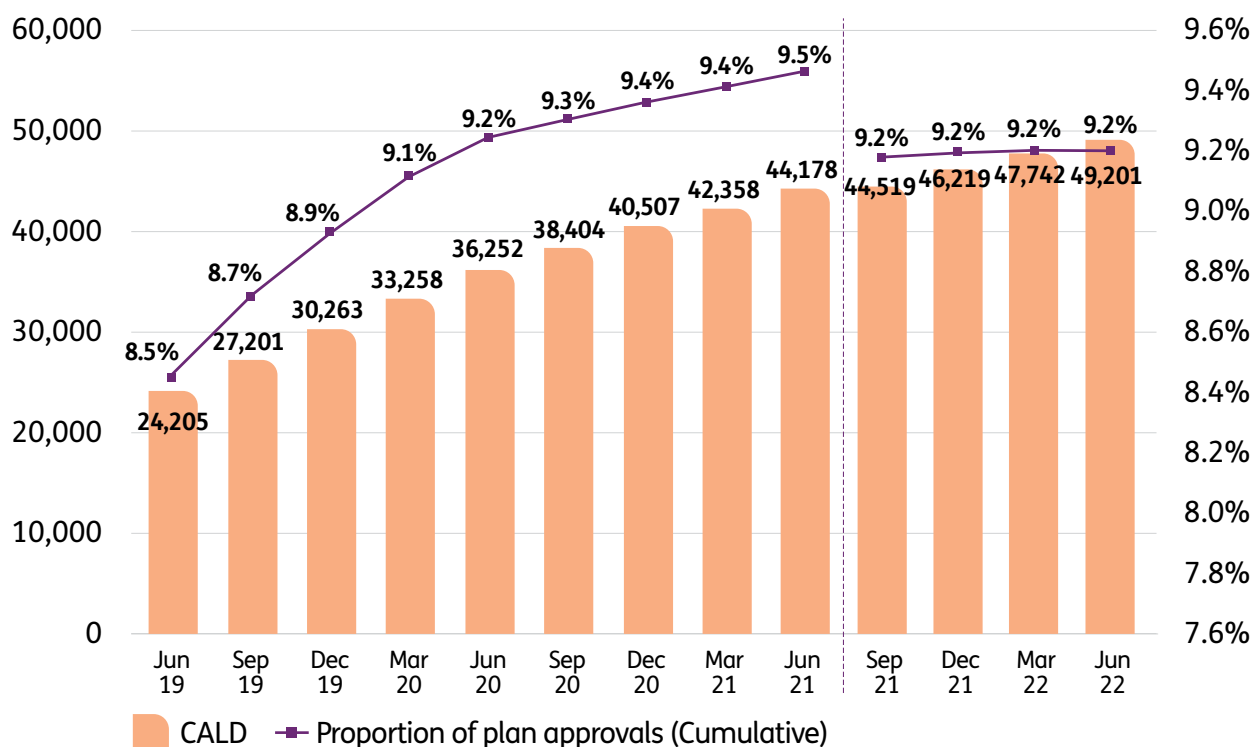
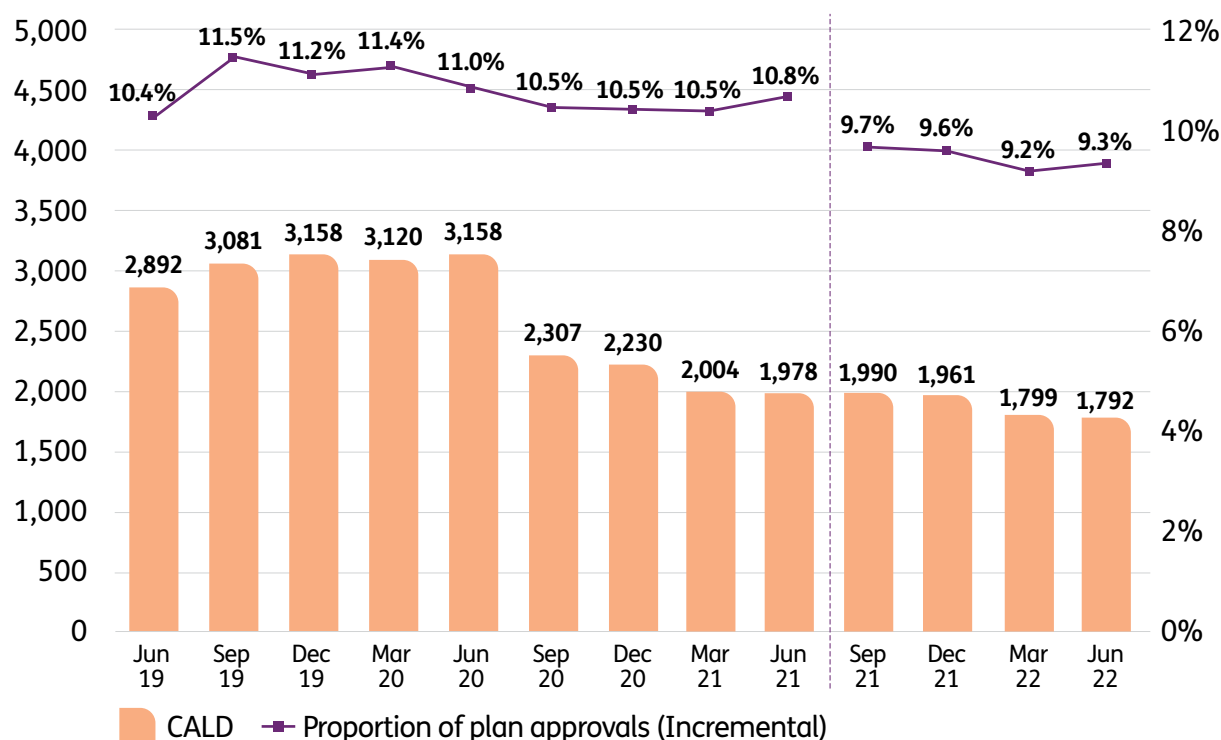
¹⁷ Further information on these strategies can be found here: www.ndis.gov.au/about-us/strategies/aboriginal-and-torres-strait-islander-strategy and www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy

Figure 4: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)¹⁸



¹⁸ 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.

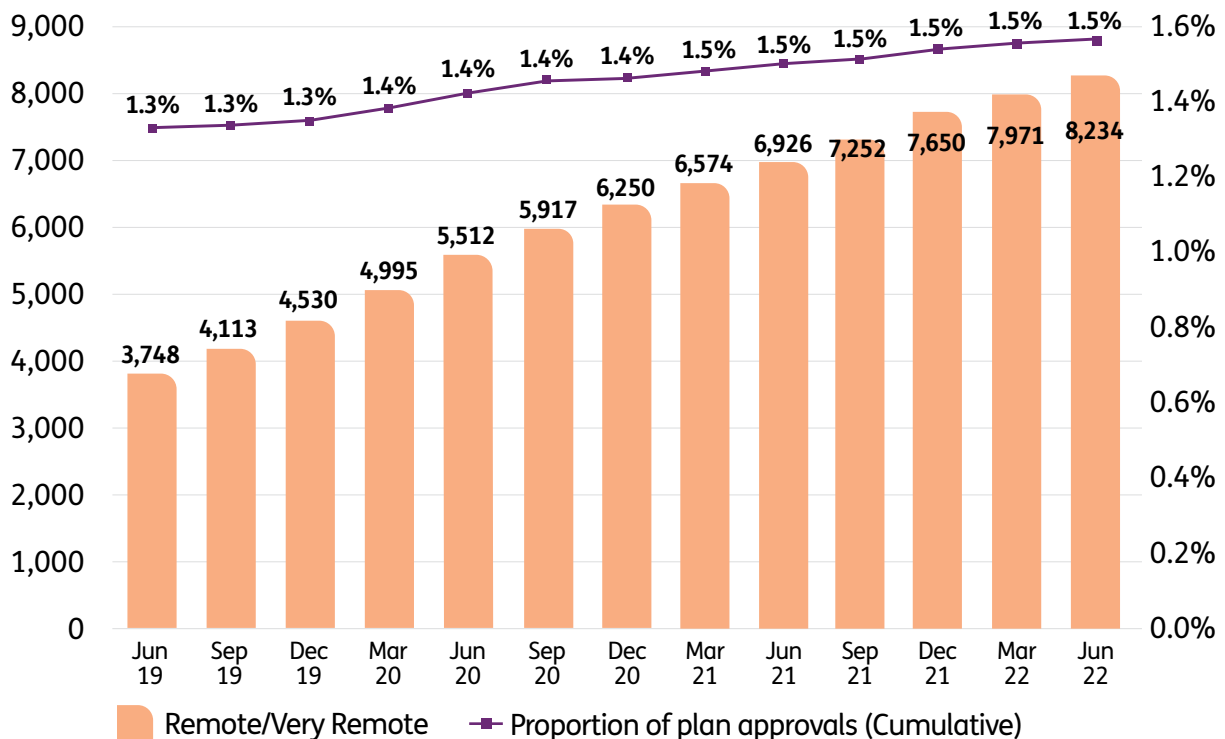
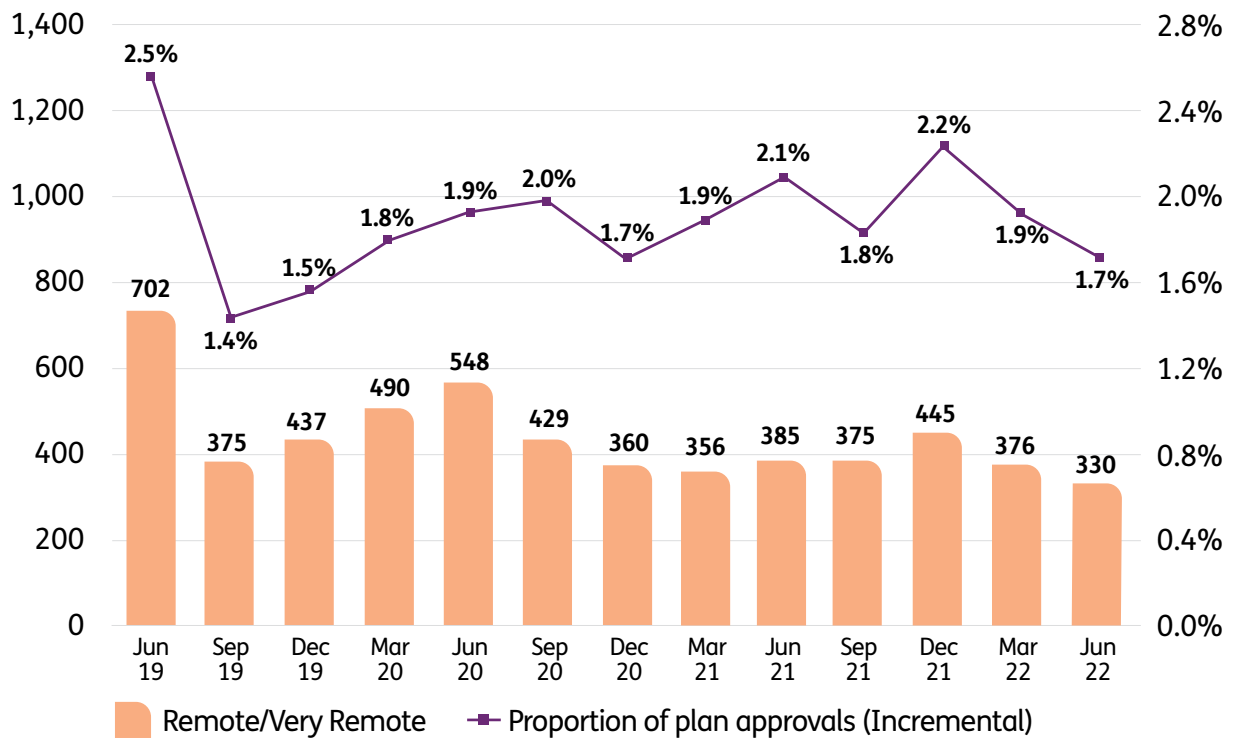
Figure 5: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)^{19,20}



¹⁹ 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.

²⁰ 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)²¹



²¹ 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:

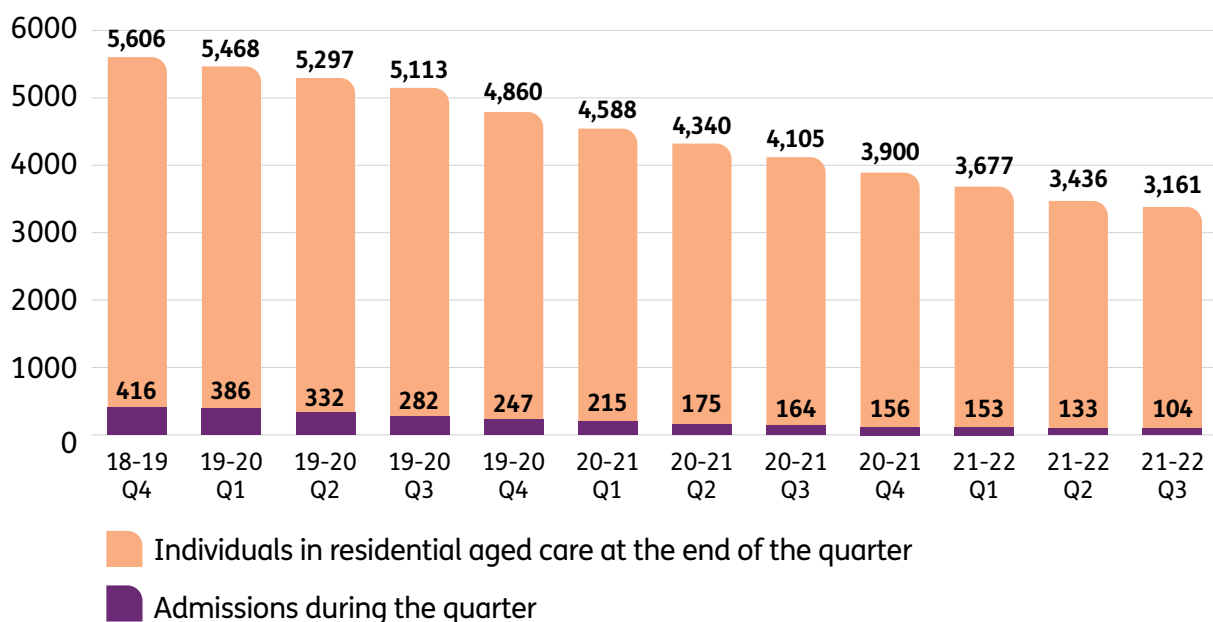
- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**43.6%** this quarter and **44.5%** in the March 2022 quarter). It is also worth noting that the number of children in the Scheme **aged less than 18 years** was **43.5%** at 30 June 2019 and **48.0%** at 30 June 2022.²²
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**29.9%** this quarter and **30.1%** in the March 2022 quarter).
- a consistent proportion of participants entering the Scheme this quarter for the remaining disability types, including **Autism (29.1%)**, **Psychosocial disability (10.2%)** and **Intellectual disability**²³ (**6.5%**).²⁴

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 5,606 at 30 June 2019 to 3,161 at 31 March 2022 (a 44 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 416 people under the age of 65 years entered in the June 2019 quarter, compared with 104 in the March 2022 quarter (a 75 per cent decrease).

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



²² There is further information on the changing mix of participants in the Scheme on page 122. 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.

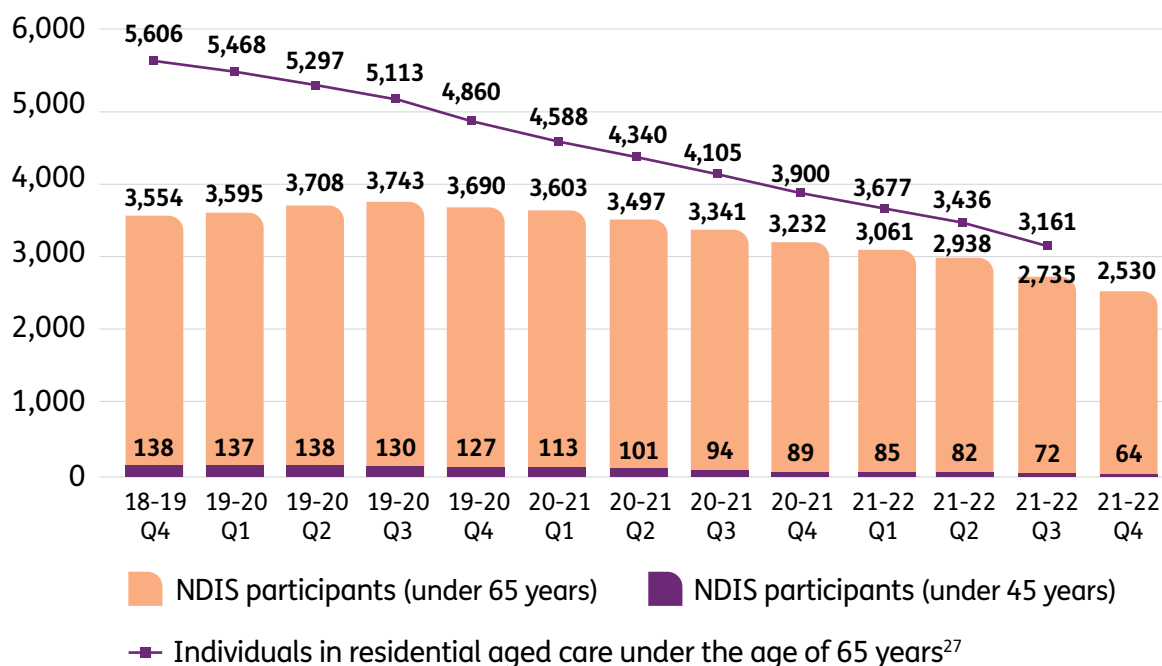
²³ Intellectual disability includes Down syndrome.

²⁴ Appendix E contains charts showing the change in participant profile by disability group over time.

At 30 June 2022, there were 2,530 participants aged under 65 years in residential aged care with an NDIS approved plan, including 64 who were aged under 45 years (2.5 per cent).²⁵

In addition to fewer participants entering residential aged care, since 1 July 2016, 819 participants have exited residential aged care and are now in a more appropriate accommodation setting.

Figure 8: Number of NDIS participants in residential aged care²⁶ (under 65 and under 45), and total number of individuals under age 65 in residential aged care



²⁵ There were a further 2,006 participants with an approved plan aged 65 years or over who are currently in residential aged care.

²⁶ Represents the number of NDIS participants in residential aged care as per data available on respective quarter-ends.

²⁷ Data provided by the Department of Health as at 31 March 2022.

The YPIRAC Strategy

On 25 November 2019, in response to the Interim report of the Royal Commission into Aged Care Quality and Safety, the Younger People in Residential Aged Care Strategy 2020-25²⁸ (the Strategy) was jointly developed by the DSS, DOH and the NDIA.

The Strategy sets out the YPIRAC targets which seek to ensure that, apart from where there are exceptional circumstances, there are:

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

The Joint Agency Taskforce (between DSS, DOH and the NDIA) continues to progress work on the Strategy in partnership with the Stakeholder Reference Group (consisting of sector representatives), state and territory governments, and younger people and their families. 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 support participants at risk of entering residential aged care, and those already living in residential aged care to move into more age-appropriate accommodation. From 1 July 2021 to 30 June 2022, 178 participants have transitioned from residential aged care into age-appropriate settings. This includes 32 who have exited to their own home (rented or owned), 39 who have exited to SDA, and 91 who have exited to other shared living arrangements using SIL funding or to other group residential settings.²⁹

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. 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.

To further support the work of the specialist YPIRAC planners, the NDIA has established a dedicated team to provide intensive, proactive, and individualised support to source age-appropriate accommodation and services for NDIS participants under the age of 65 who are currently living in, or at risk of entering, residential aged care.

As at 30 June 2022, 652 younger people in residential aged care have a goal to leave residential aged care, including 33 under the age of 45.

The NDIA continues to engage with the 31 participants under the age of 45 years who at the current time do not have a goal to leave residential aged care to make sure they understand their home and living options. The NDIA is also collaborating with the DOH-funded System Coordinators to provide intensive support to this cohort.

The NDIA continues to work closely with DSS and DOH to implement the Strategy and ensure no younger person lives in residential aged care unless there are exceptional circumstances.

²⁸ <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative>

²⁹ There are a further 16 participants in other accommodation settings.



Collaboration and simple supports improve Warren's life

An accident at 20 left **Warren** with a brain injury, but thanks to NDIS funding, and dedicated remote disability providers, he's got all the support he needs to rebuild his life so he can enjoy greater inclusion in his community.

Thirty years on from his injury, Warren now receives daily meal preparation, support with weekly house cleaning, he has a new scooter, and he receives four hours of one-on-one support a week from providers My Pathway and Napranum Aged and Disability Service.

Weekly one-on-one support is helping Warren to relearn simple tasks like colouring in and drawing. To everyone's delight, his artwork is triggering his memories prior to the accident, many thought would never return.

Warren is also being supported to rebuild other life skills like reading, writing, banking, budgeting, shopping, and learning to keep track of time so he can manage his day-to-day life better.

Warren's mum, respected Napranum elder, Maryanne, said these simple supports have had such a positive impact on her son's life and it's a result of genuine collaboration between herself, My Pathway and the Napranum Aged and Disability Service.

"Warren is improving more and more each week," Melissa said.

"It just goes to show simple supports do work and they can make a world of difference in improving people's lives."

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.³⁰ Specifically, comparing responses at the most recent plan review (between two to five years after entry) with responses at Scheme entry³¹:

- **seven** percentage point increase from **34%** to **41%** for participants aged 15–24 years.
- **ten** percentage point increase from **36%** to **47%** for participants aged 25–34 years.
- **eight** percentage point increase from **37%** to **45%** for participants aged 35–44 years.
- **seven** percentage point increase from **36%** to **43%** for participants aged 45–54 years.
- **six** percentage point increase from **36%** to **41%** for participants aged 55–64 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 65 years and older.
- **seven percentage point increase from 36% to 43% 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.

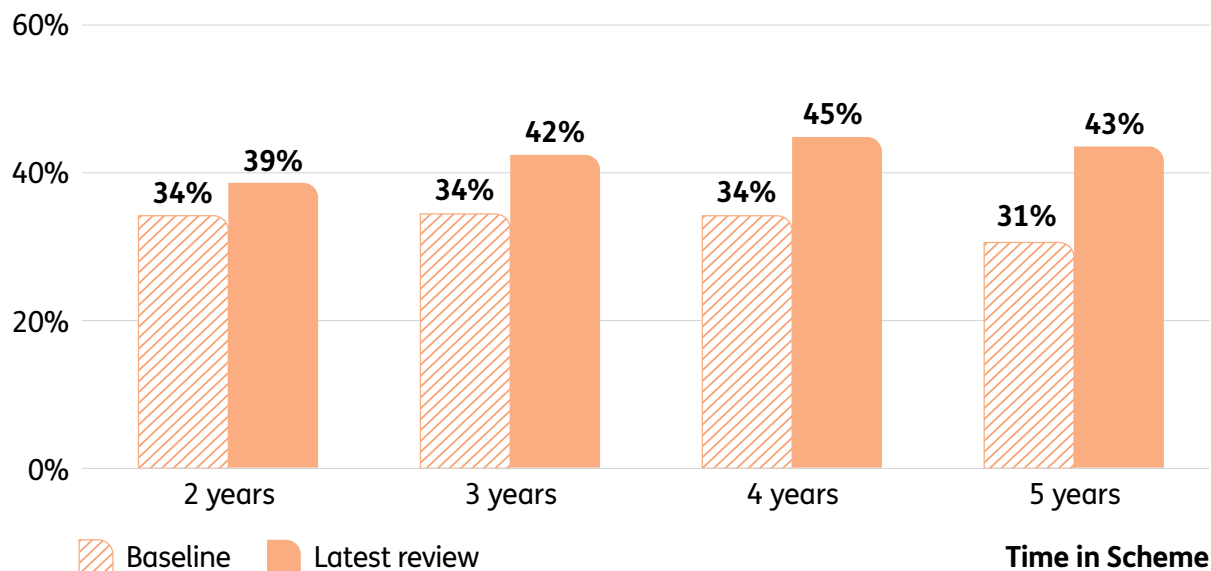
³⁰ This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan review for each respondent. Trial participants are excluded.

³¹ 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 43 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

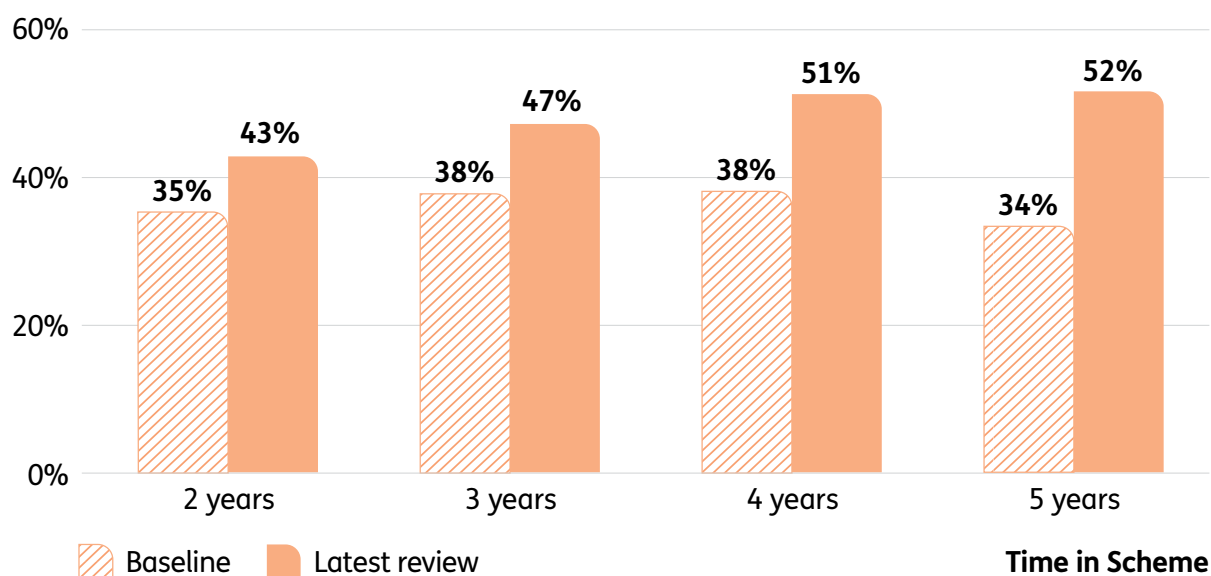
Participants aged 15-24 years



For participants aged 25 to 34, the increase was 35 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

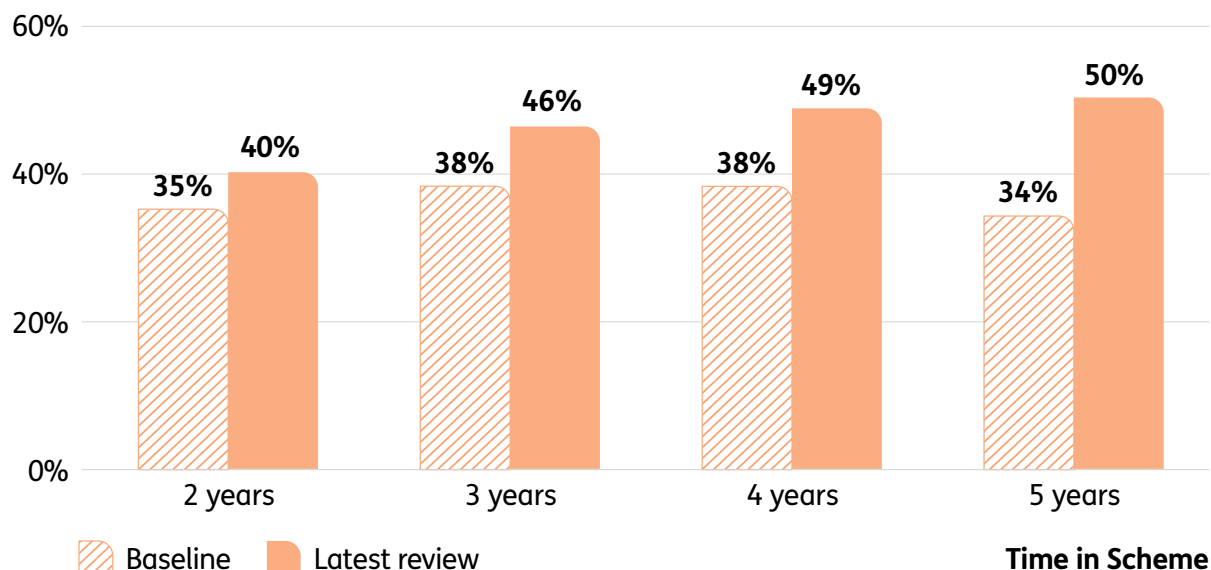
Participants aged 25-34 years



For participants aged 35 to 44, the increase was 35 per cent to 40 per cent for those who have been in the Scheme for two years, compared with 34 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

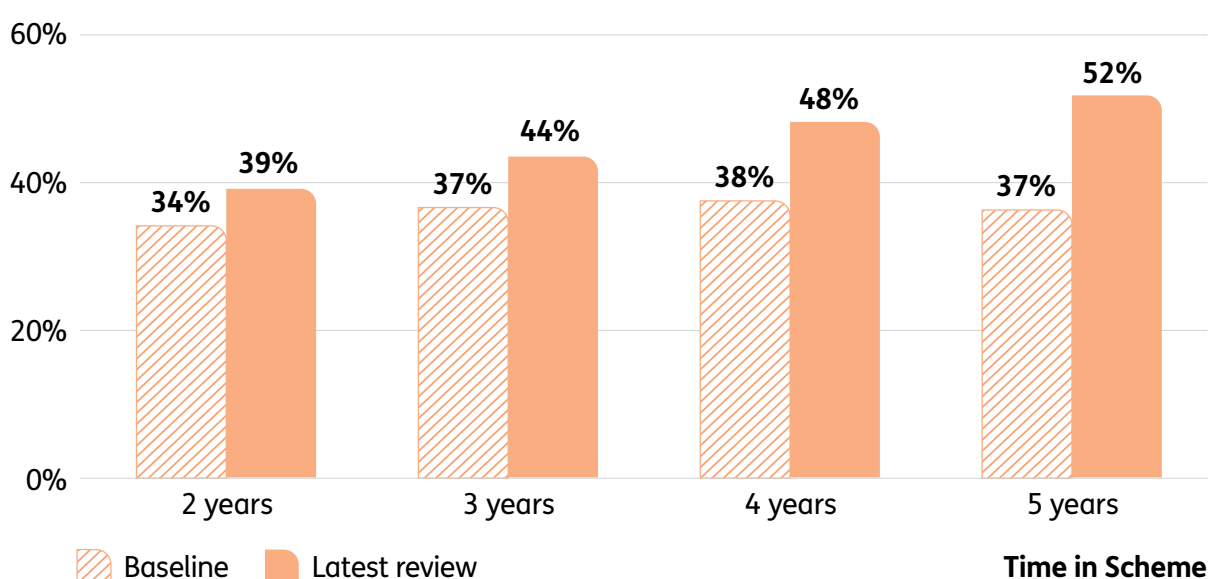
Participants aged 35-44 years



For participants aged 45 to 54, the increase was 34 per cent to 39 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

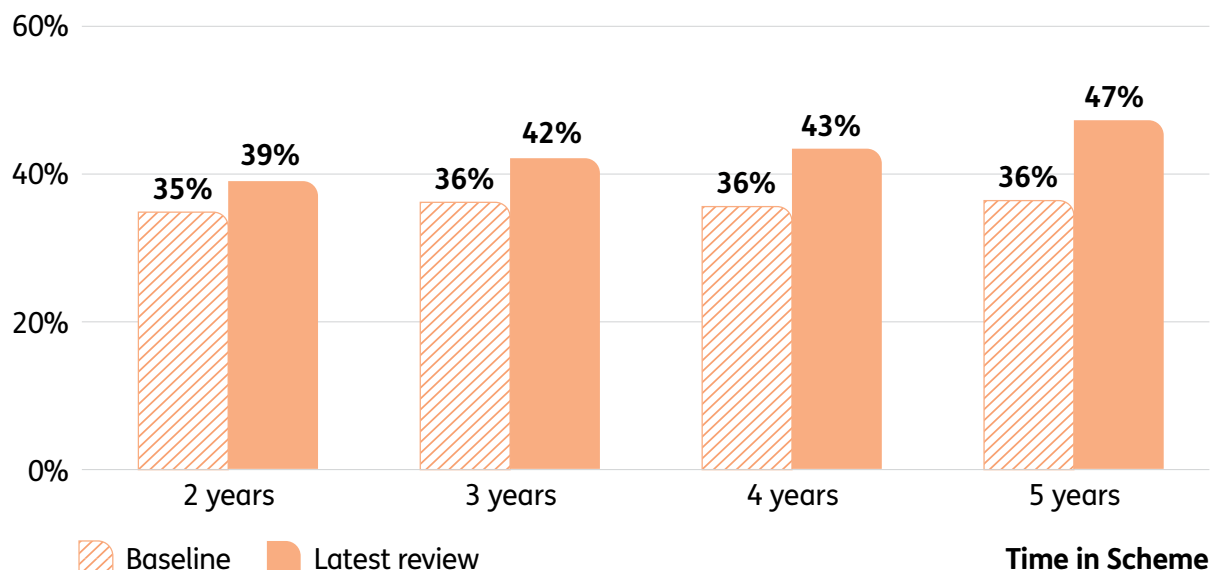
Participants aged 45-54 years



For participants aged 55 to 64, the increase was 35 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 36 per cent to 47 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

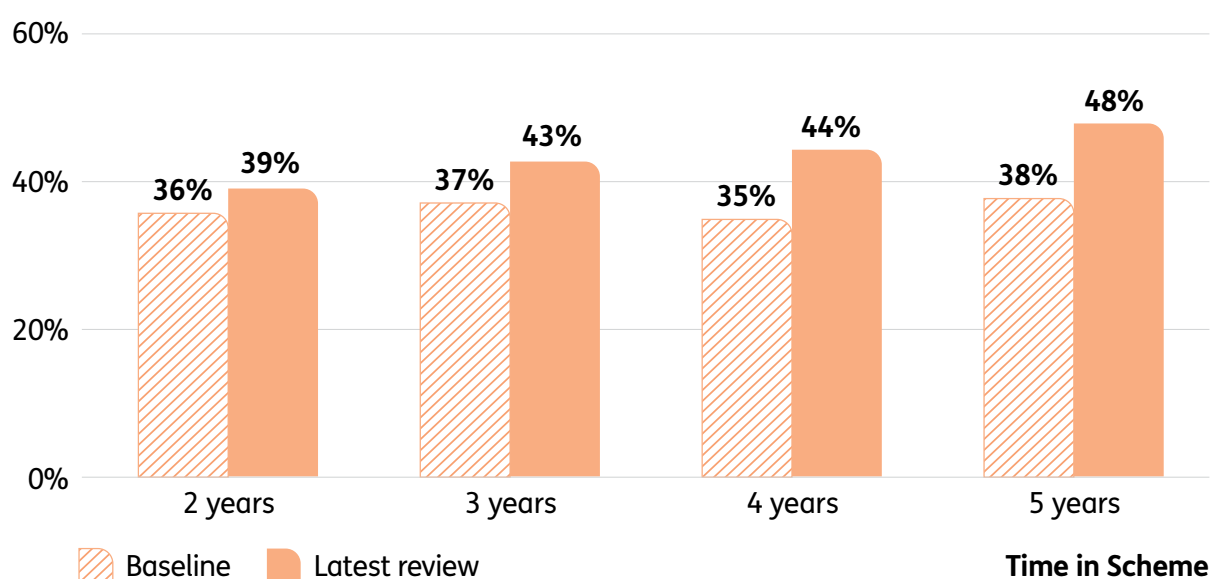
Participants aged 55-64 years



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 48 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

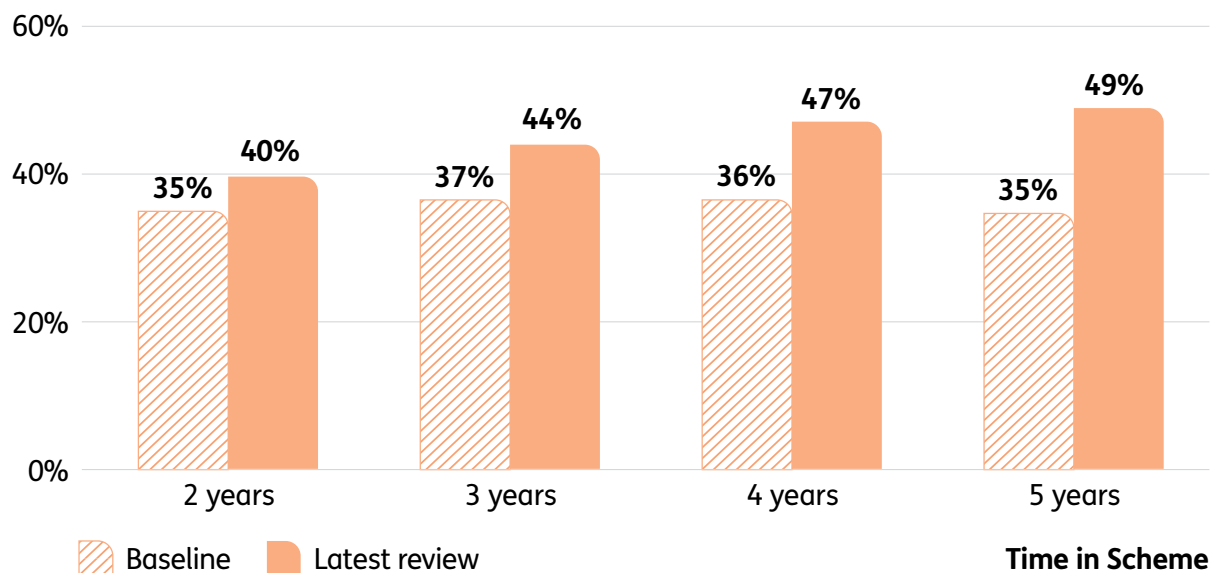
Participants aged 65 years and over



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 14 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 years and over



Participation in work (percentage in a paid job)

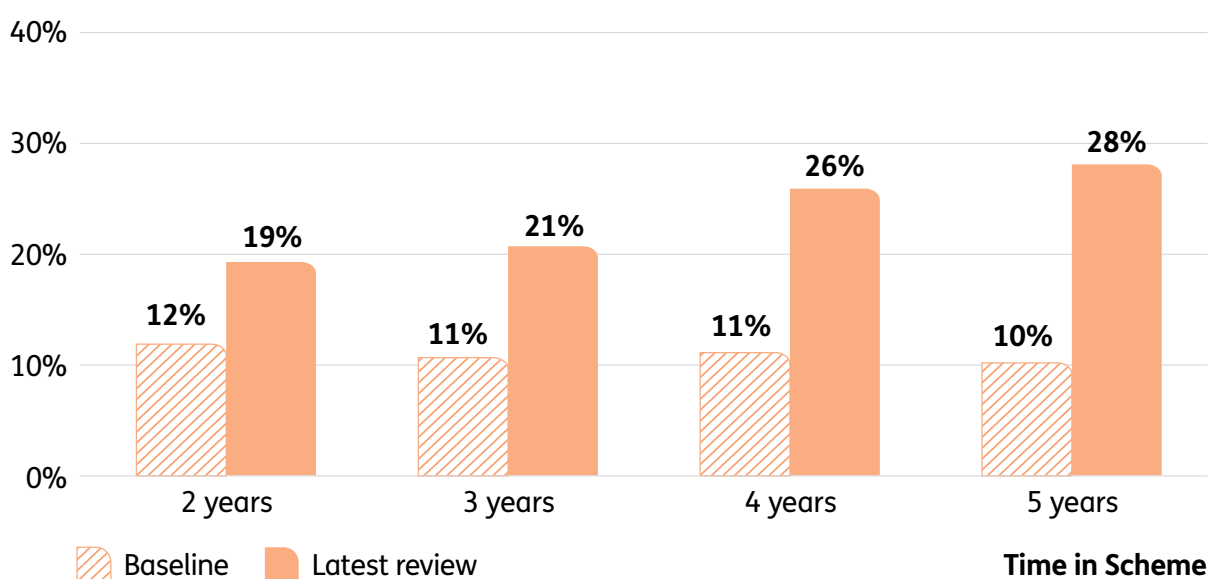
The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage and the change over time in the Scheme, differs by age group, with an increase in employment for those in the 15-24 year age group, while employment remains stable 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 entry³²:

- **ten** percentage point increase from **11%** to **21%** for participants aged 15-24 years.³³
- **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 **25%** to **23%** for participants aged 45-54 years.
- **three** percentage point decrease from **19%** to **16%** for participants aged 55-64 years.³⁴
- **four** percentage point decrease from **13%** to **9%** for participants aged 65 years and older.³⁵
- **one percentage point increase from 22% to 23% for participants aged 15-64 years.**

The increase in participation in work for participants aged 15-24 years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was 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 11 per cent to 26 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



³² Figures have been rounded to the nearest whole percentage.

³³ 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.

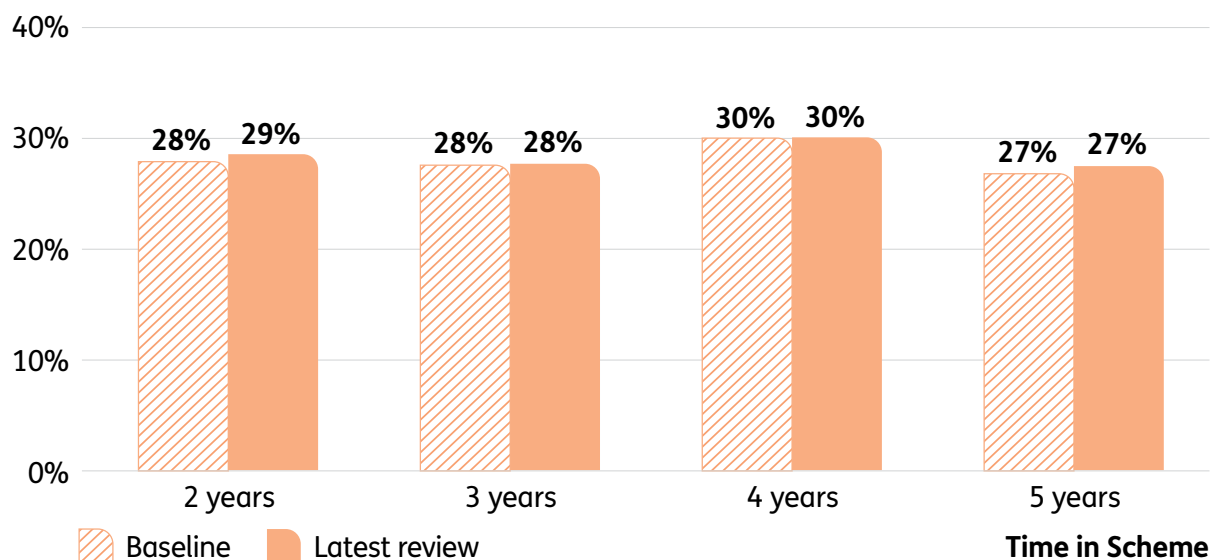
³⁴ Some of the decrease for older age groups is due to participants retiring from the workforce

³⁵ Ibid

The percentage in work for participants aged 25 to 34 has not changed materially. For participants in the Scheme for two years, the percentage increased from 28 per cent to 29 per cent. However, for participants who have been in the Scheme for five years, the percentage remained at 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

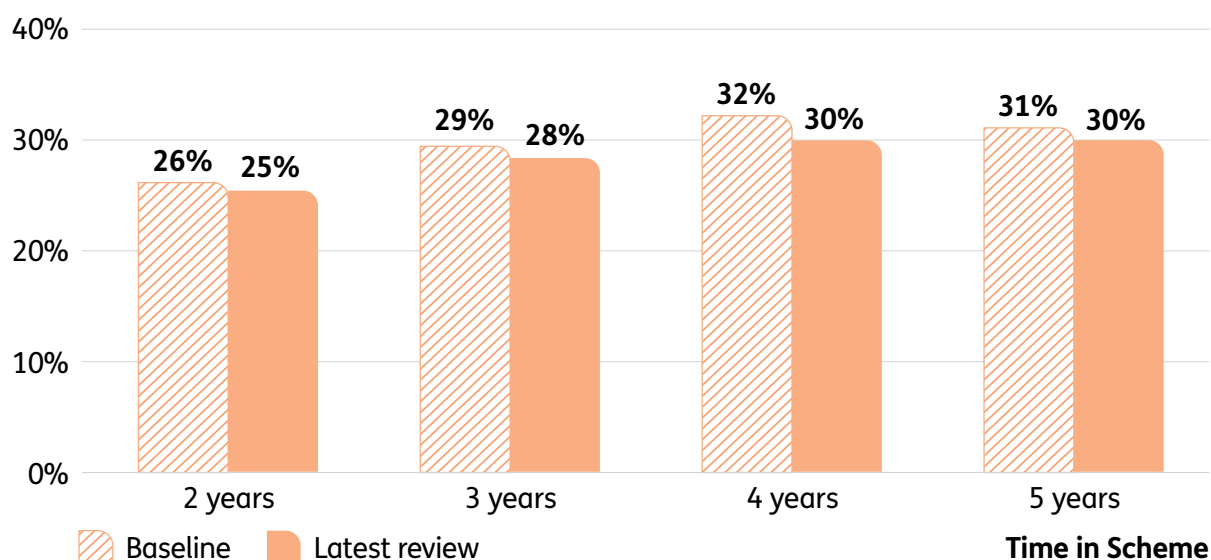
Participants aged 25 to 34 years



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 26 per cent to 25 per cent, compared with participants who have been in the Scheme for five years, where the decrease was 31 per cent to 30 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

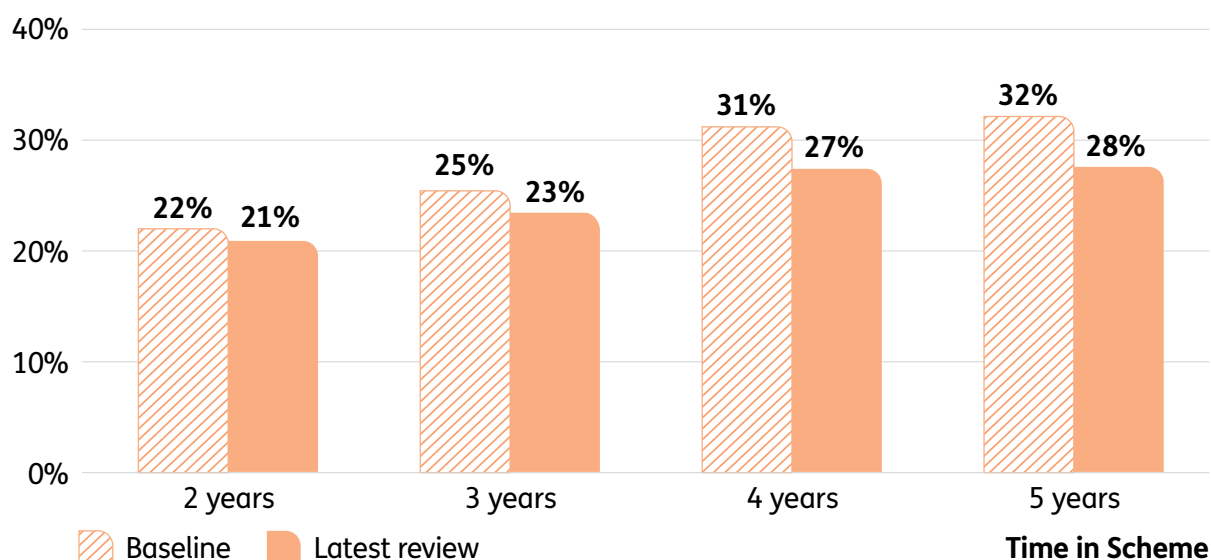
Participants aged 35 to 44 years



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 32 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

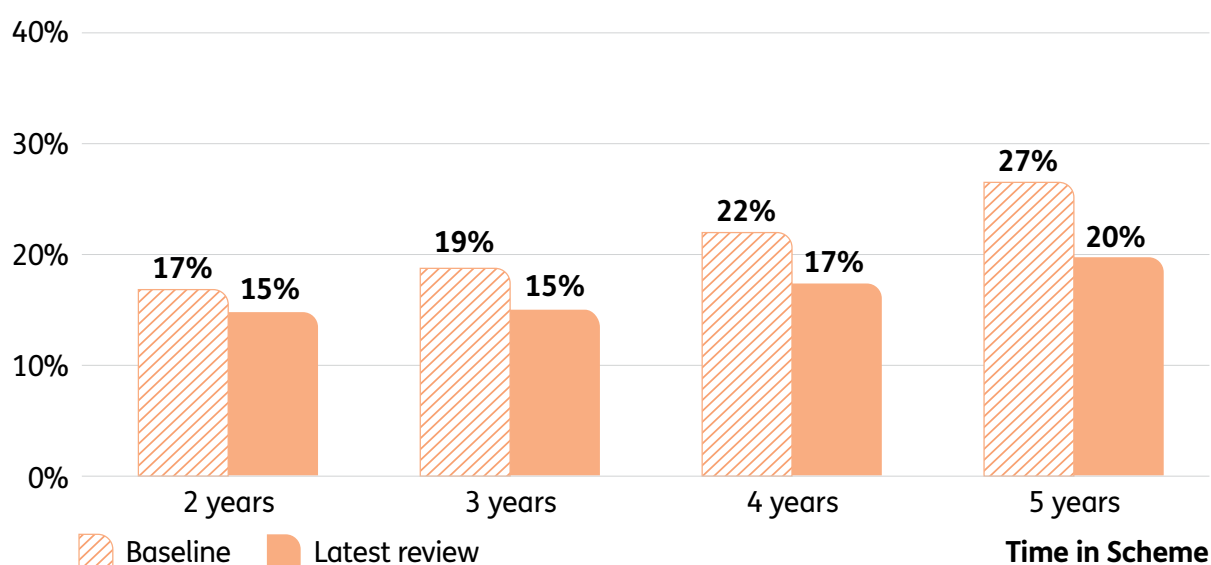
Participants aged 45 to 54 years



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 27 per cent to 20 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

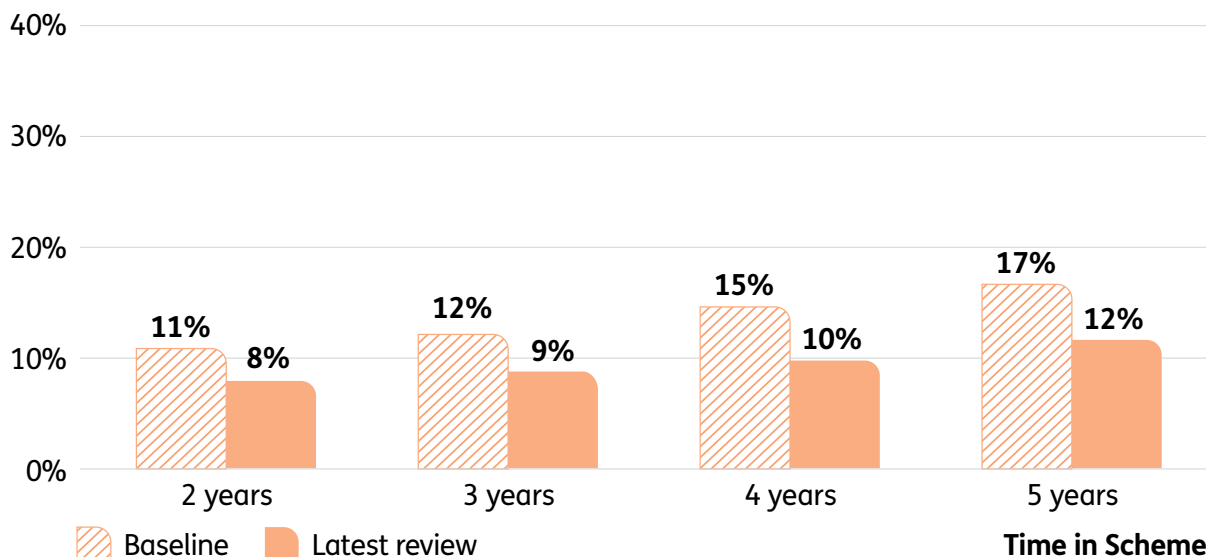
Participants aged 55 to 64 years



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 5 percentage points. For participants in the Scheme for two years, the decrease was 11 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 12 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

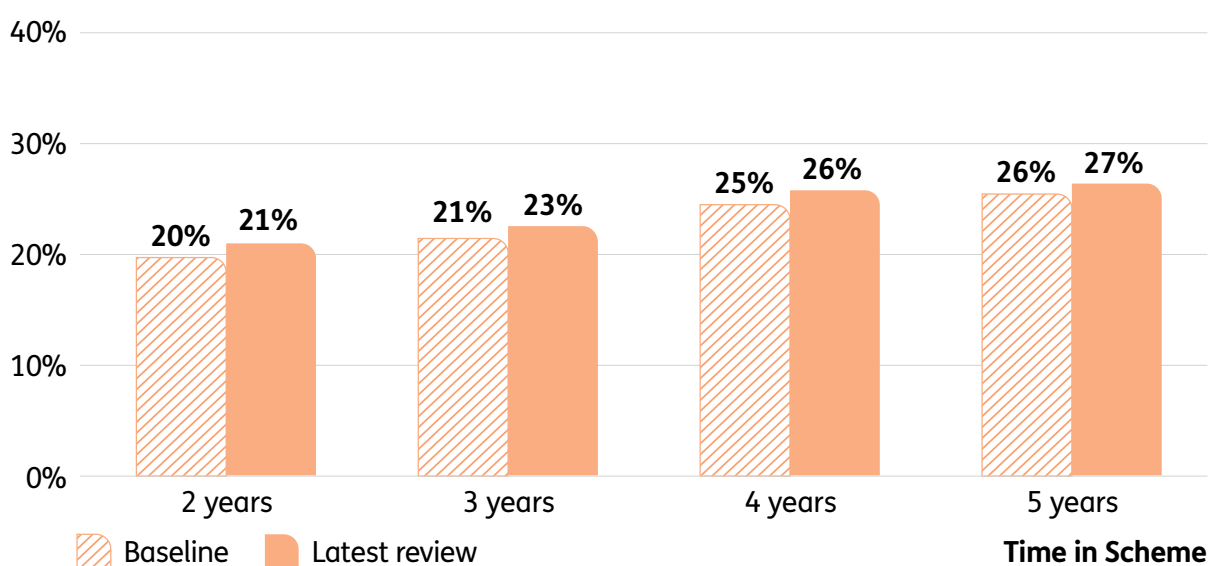
Participants aged 65 years and over



Looking at all participants who are of working age (15 to 64), the percentage of participants in work has increased slightly from 20 per cent to 21 per cent for those who have been in the Scheme for two years. There has also been an increase of one percentage point for participants who have been in the Scheme for five years (from 26 per cent to 27 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 to 64 years



NDIS Participant Employment Strategy

NDIA maintained a strong focus on employment outcomes for NDIS participants with the main vehicle continuing to be the Employment Action Plan for 2021-22. The work of the Agency dovetails with initiatives under Australia's Disability Strategy 2021-2031 and the Employ my Ability – Disability Employment Strategy 2021-2031.

The current low unemployment rate in Australia offers increased opportunities for employment of people with disability, including NDIS participants, although the interruptions to employment preparation caused by COVID lockdowns are yet to be fully overcome in some areas.

In the last quarter, there has been increased emphasis on improving the awareness and capability of staff and partners to develop plans for NDIS participants that will expand opportunities to achieve their employment goals.

The inclusion of employment as a focus in planning conversations is measured by the number of participants plans which include an employment goal. This is of critical importance at different life stages particularly the transition from education to employment, and throughout adolescence and early adulthood when it is important to strengthen autonomy and self-determination of people with a disability to pursue and achieve an employment goal.

The impact of the concerted efforts to improve the skills and knowledge of Local Area Coordinators (LACs) and planners in conducting conversations about employment can be seen in the number of employment goals in participant plans, which increased from 35 per cent at 30 June 2021 to 37 per cent of working age participants by 30 June 2022.

Most notably, participants aged 19-24 years with employment goals in their plans increased to 59 per cent at 30 June 2022.

Supporting the disability employment sector to deliver evidence-based, person-centred employment supports

Transition to the new Supports in Employment pricing framework, which commenced on 1 July 2020, was finalised by 31 December 2021.

NDIA worked closely with providers of Supports in Employment throughout the transition resulting in 160 of the 161 providers in the Australian Disability Enterprise (ADE) sector successfully transitioning to the new pricing model. The new funding means that a participant can be supported in any workplace, not only in ADEs, and is intended to increase the variety of employment options available for NDIS participants.

The NDIA continues to support the sector more broadly to expand opportunities for participants to develop their skills and explore employment in a greater range of employment settings. At this stage, the work has centred on the sector-led Community of Practice established by National Disability Services with exchange of information about some of the initiatives from individual providers. A particular focus at the May meeting was the value add of partnering with industry, and being able to measure and demonstrate the social impact of increasing employment for people with disability, whilst meeting industry demand for products and services.

There is a growing and shared sense of the need to broaden employment opportunities for NDIS participants across the disability employment sector as was evident in the engagement of providers at conferences conducted by both Disability Employment Australia and National Disability Services (NDS) in June 2022. This momentum can now build with the assistance of the DSS and in partnership with NDS so that the intent of the changes in NDIS funding for supports in employment can be realised.

2.2 Analysis of participant outcomes

Participants continue to report positive outcomes.

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

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

From 1 July 2016 to 30 June 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.
- **60%** 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:

- **50%** 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

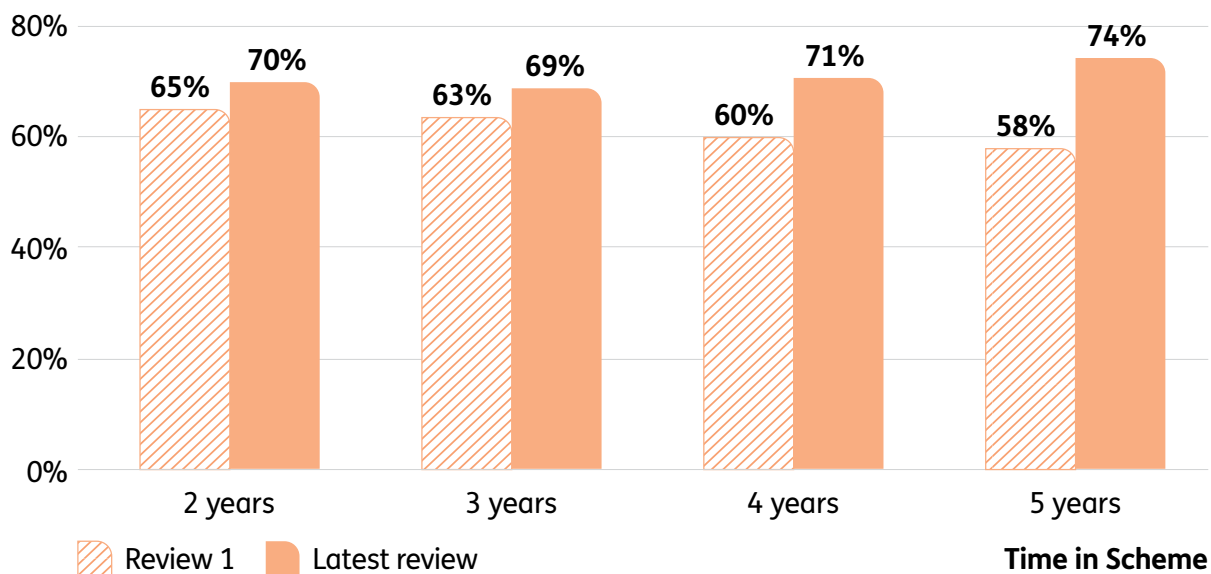


Figure 24: Has the NDIS helped your child to become more independent?

For children starting school to 14 years

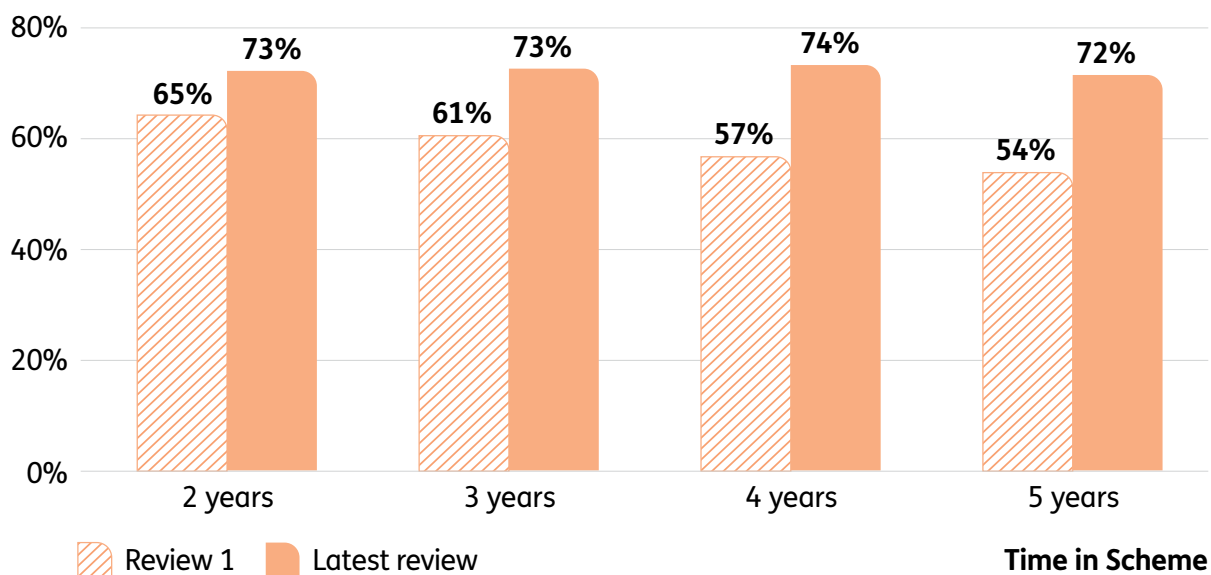
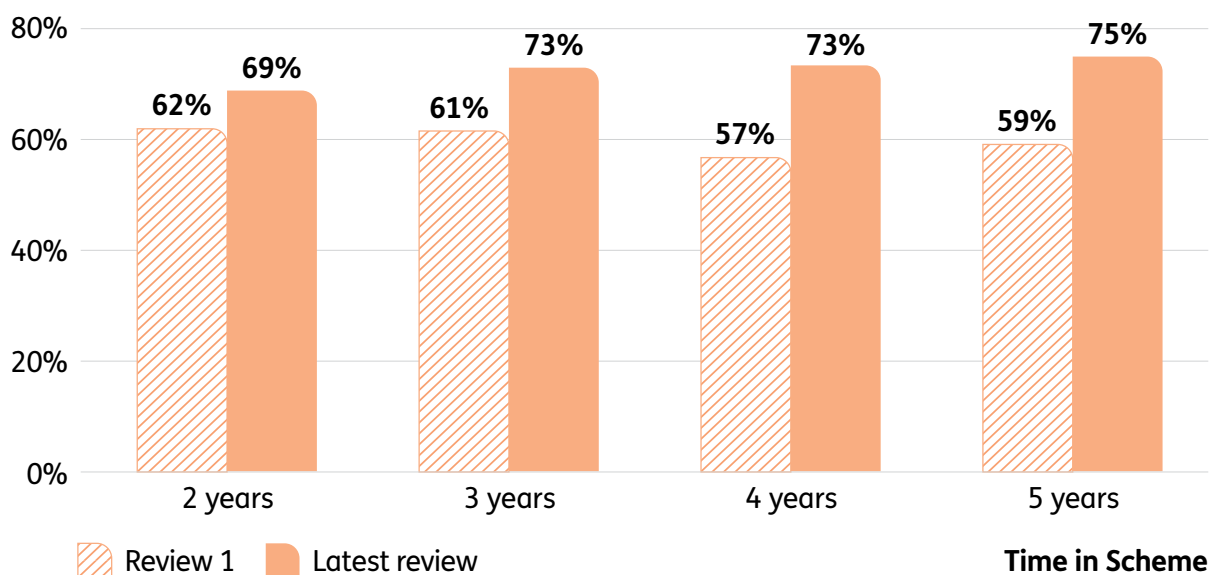
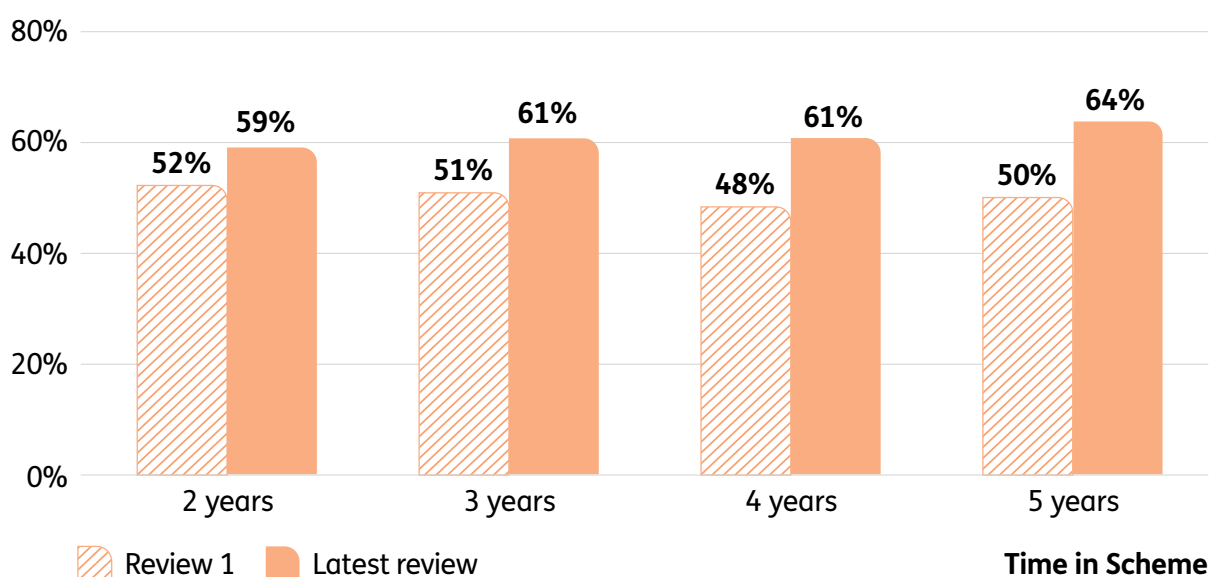


Figure 25: Has the NDIS helped you with daily living activities?**For young adults aged 15 to 24 years****Figure 26: Has your involvement with the NDIS improved your health and wellbeing?****For adults aged 25 years and over**

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, 85 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, 79 per cent rated the Pre-Planning process as either good or very good, and 70 per cent of participants rated the Plan Review process as either good or very good. These results are based on 1,083 surveys at Access, 817 at Pre-Planning, 4,107 at Planning and 11,400 at Review, which is 17,407 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. There has also been a slight (2 percentage point) decrease in the latest quarter, from 72 per cent to 70 per cent, reversing the 2 percentage point increase observed last quarter.

Figure 27: Rating of experience with the NDIS (1 April 2022 to 30 June 2022)

Overall, how was your experience with:

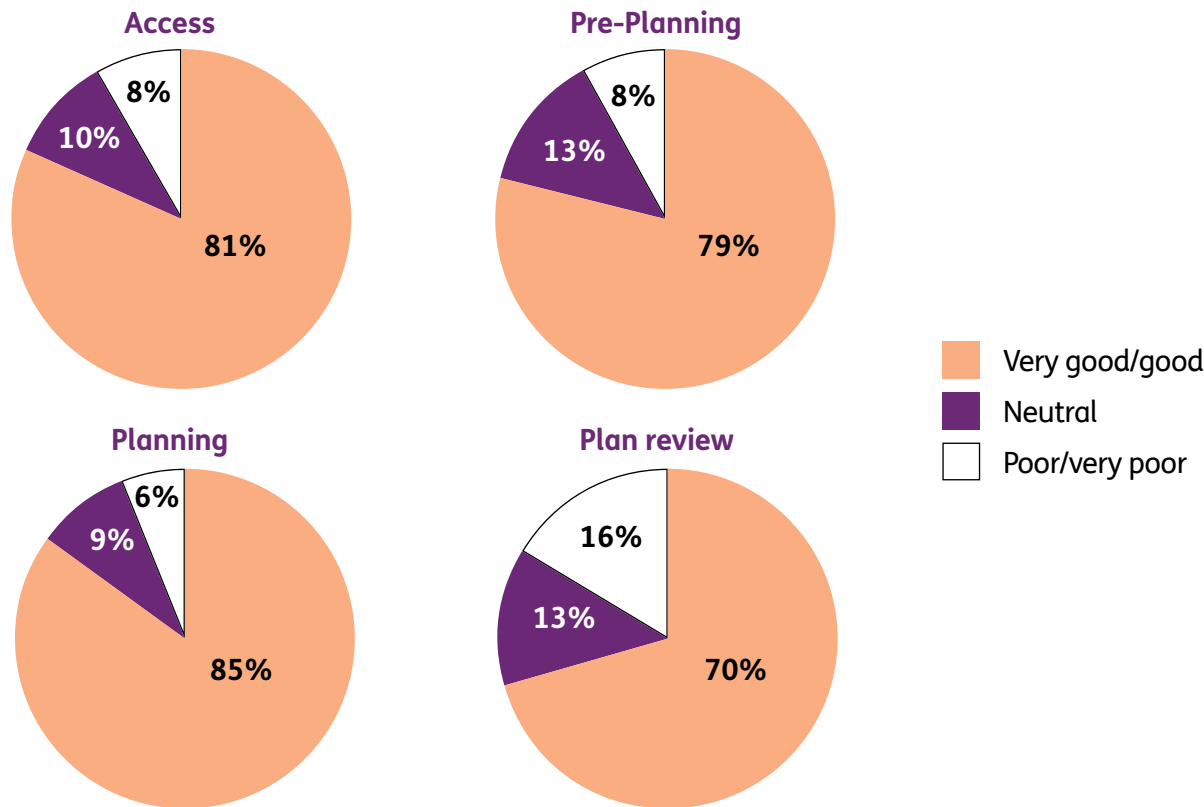
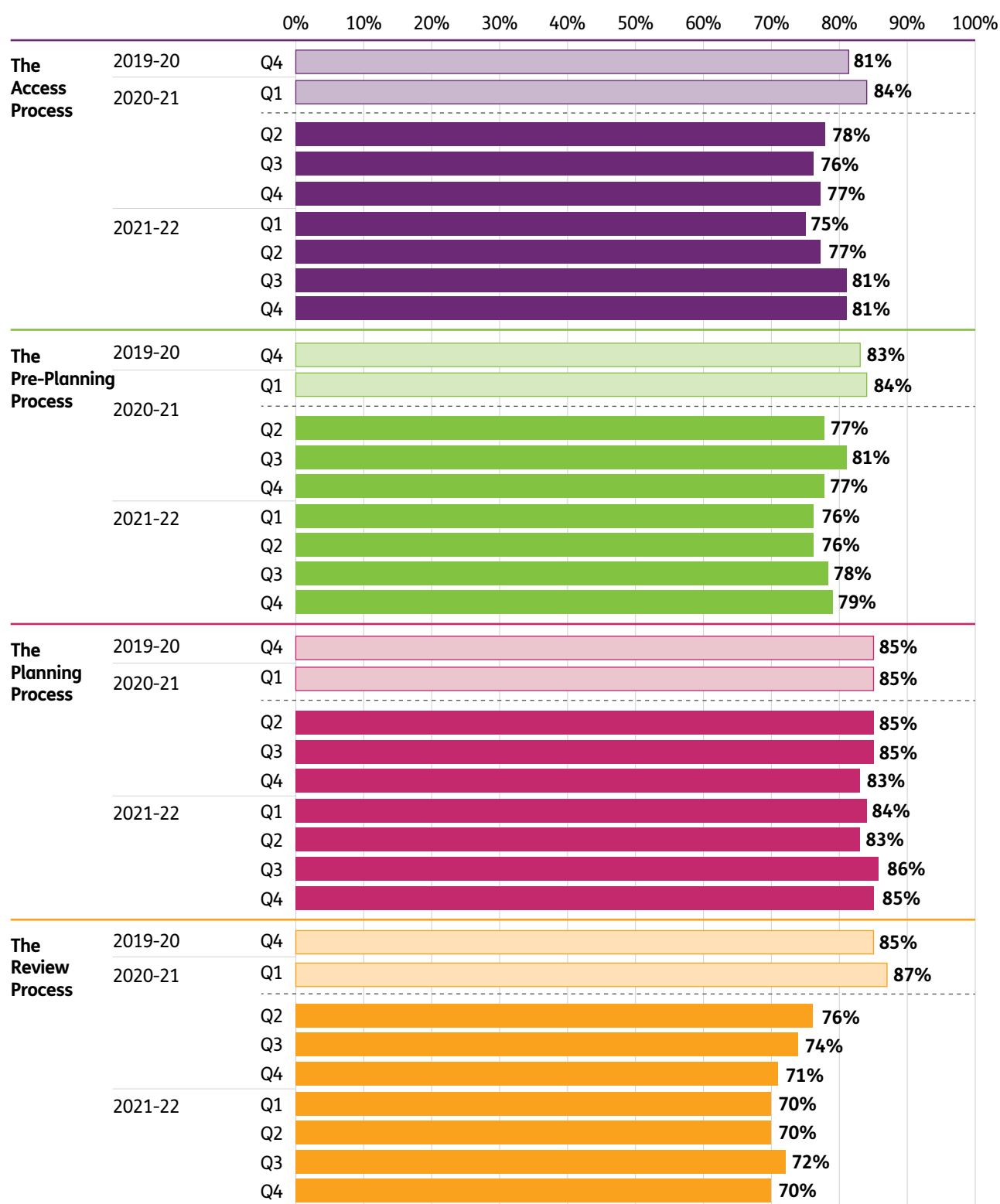
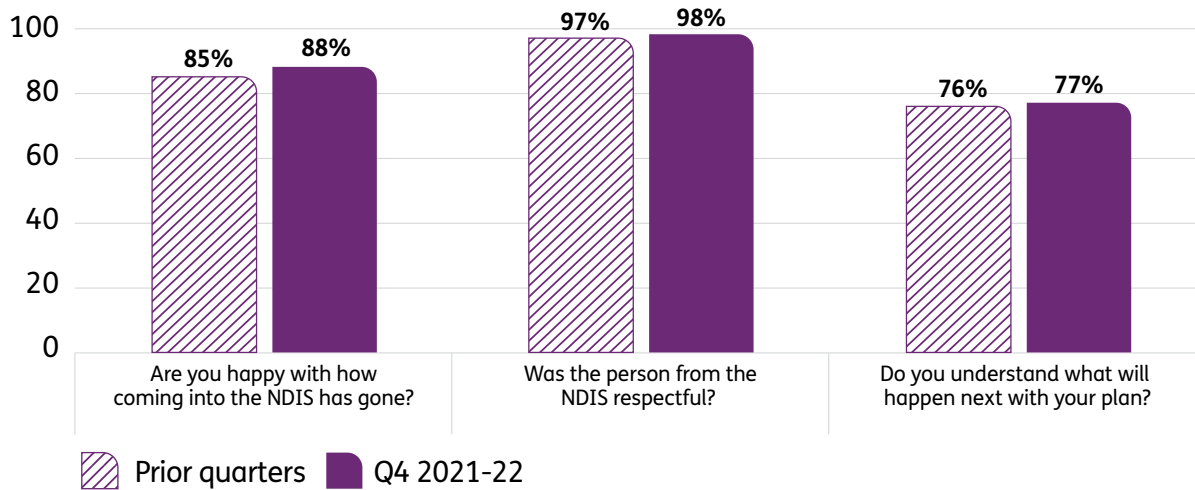


Figure 28: Trend of satisfaction across the pathway (% Very good/good)³⁶


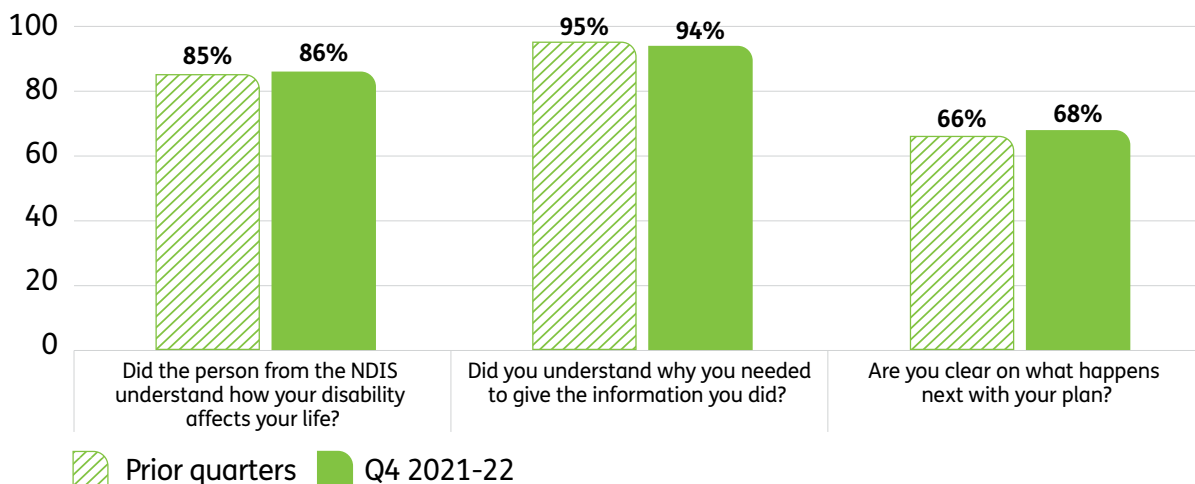
³⁶ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 29: Satisfaction across the four stages of the pathway³⁷

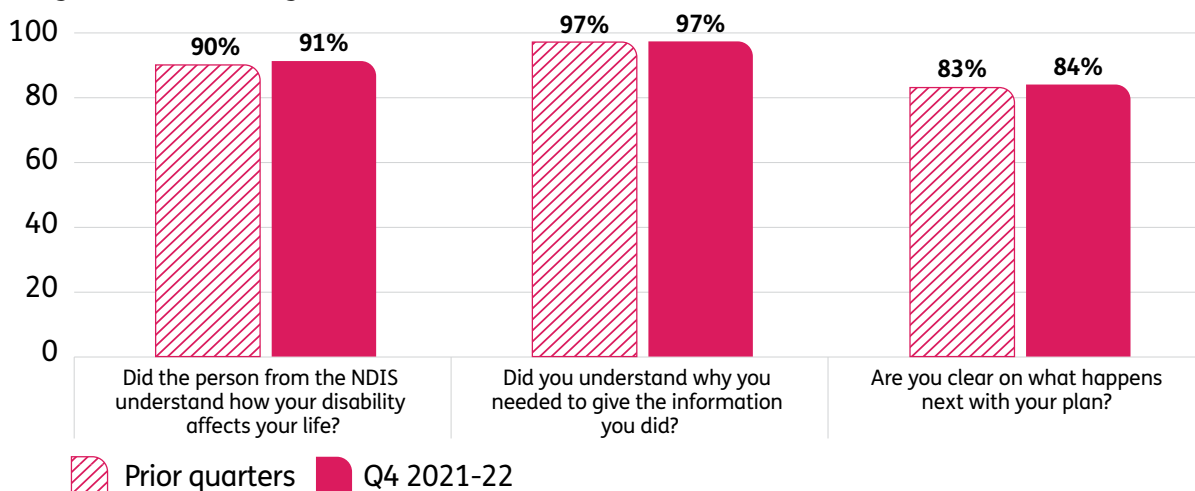
Stage One: Access



Stage Two: Pre-Planning



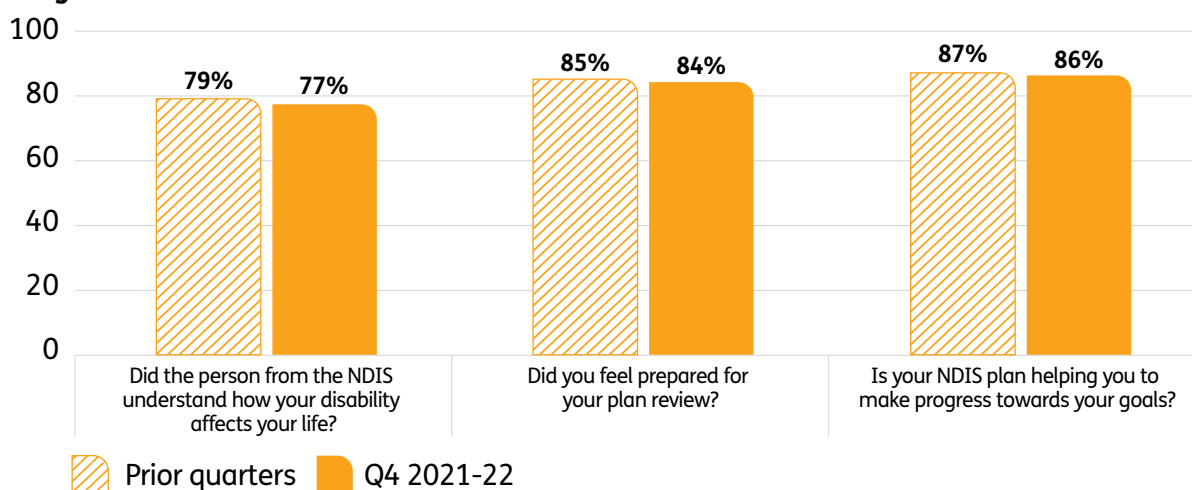
Stage Three: Planning



³⁷ Prior quarters include responses from 1 October 2020.

Figure 29: Satisfaction across the four stages of the pathway³⁸ (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 June 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 (one percentage point higher than for prior quarters), lower than the 88-97 per cent responding positively to other questions about planning.

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

³⁸ Prior quarters include responses from 1 October 2020.

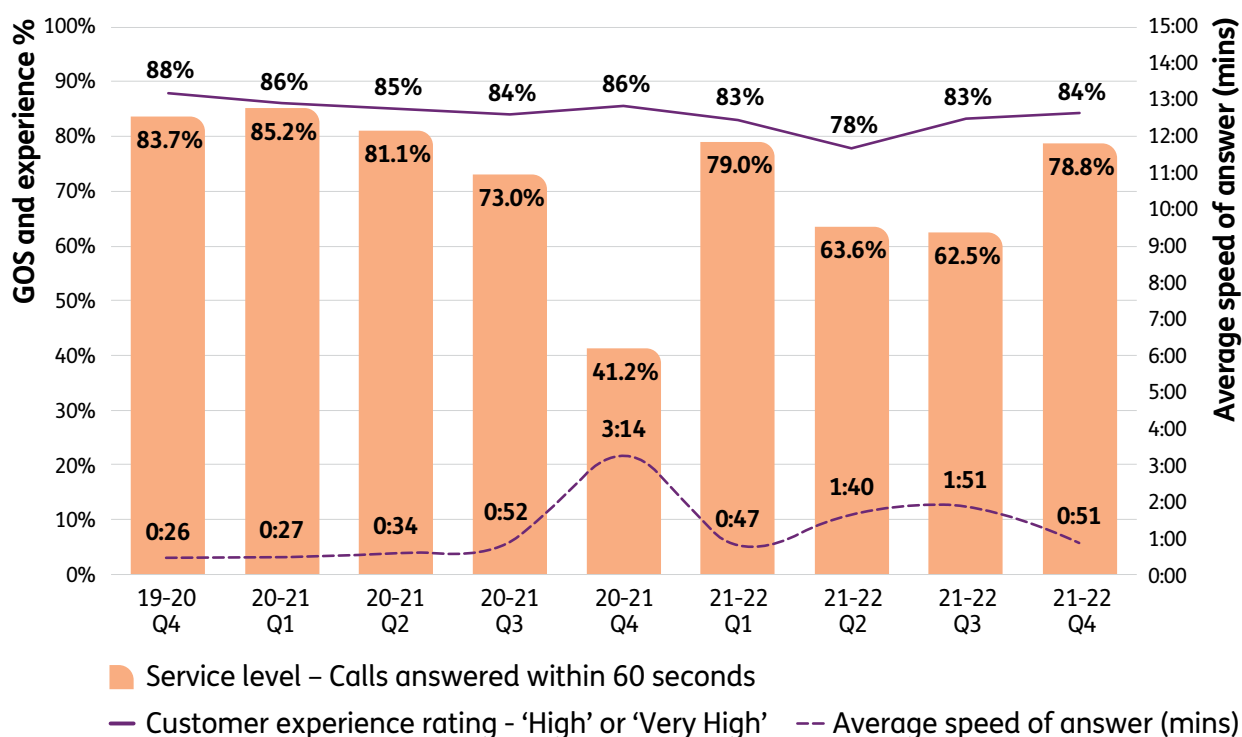
2.4 The NDIS Contact Centre

The NCC performance was strong this quarter, with higher levels of customer satisfaction, improvements in telephone service metrics, and more timely management of email workflows.

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.

Contact Centre performance during the quarter improved, with 78.8 per cent of calls answered within 60 seconds, an improvement on performance from the previous quarter (62.5 per cent). The average speed of answer was 51 seconds. First call resolution also improved to 78.1 per cent from the prior quarter's result of 77.1 per cent. Customer experience also improved across the quarter, with 84.2 per cent of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High', up from 83.2 per cent in the prior quarter.

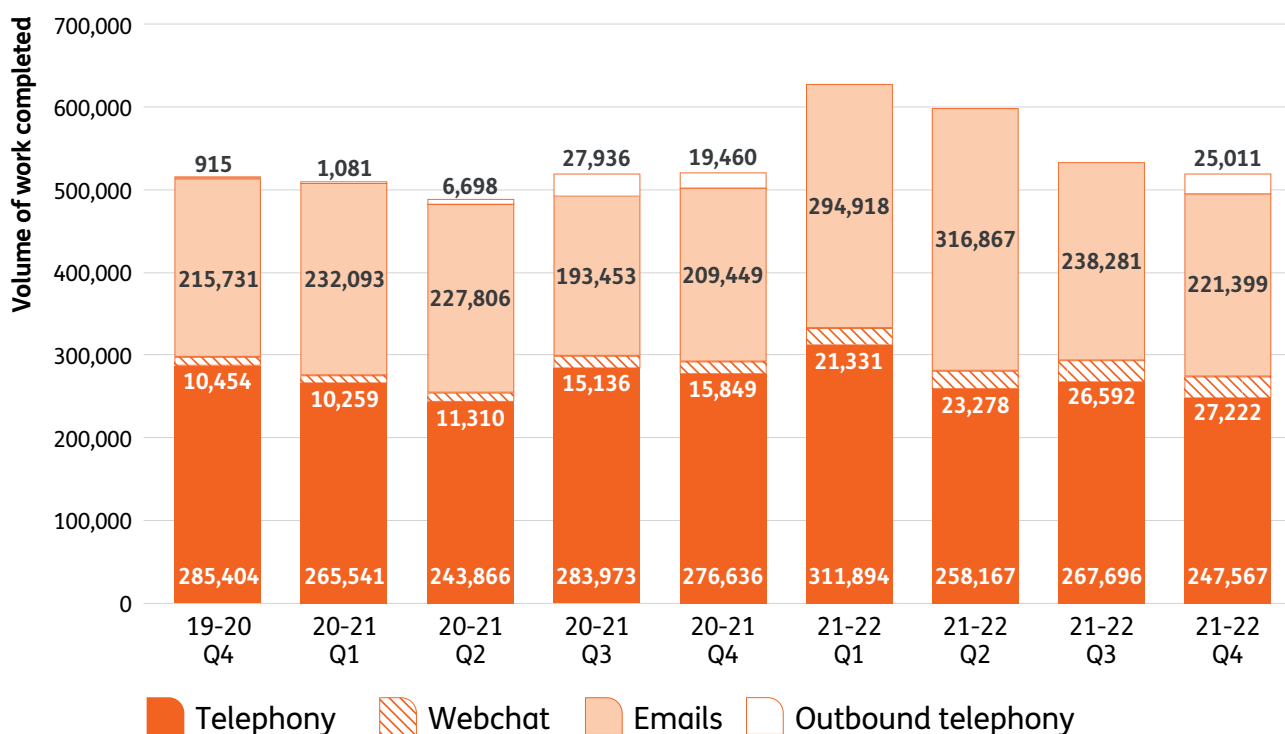
Figure 30: Quarterly telephony grade of service, average speed of answer and customer experience results



The NCC's webchat channel continues to see significant growth across the financial year to date, with 27,222 webchats answered for the quarter. From Q1 to Q4 this financial year, webchat volume has doubled and is now a channel of choice for many participants. Of the webchats received during the quarter, 86.6 per cent were answered within 20 seconds.

Email work on hand continued to reduce throughout the quarter, with response times generally less than 24 hours during June. NCC email outflow (217k) exceeded inflow (203k) during the quarter, marking the second consecutive quarter this has occurred and the email work on hand is now equivalent to a single day's volume.

Figure 31: Volume of work items completed by NCC per quarter over the past two years³⁹



³⁹ The outbound telephony figures reported in the chart refer to targeted outbound campaigns conducted by the NCC and does not include regular outbound calls made by the NCC as part of general business processes. Hence, in quarters where outbound telephony figures are not reported, the NCC did not conduct any targeted outbound campaigns.



Jesse codes a creative pathway to clinch first paid job

Just when **Jesse**, 17, was thinking there might not be a place for him in the interactive virtual gaming space his brothers are so enjoying, the creative teenager came up with an idea that not only provided an innovative solution, it landed him the promise of his first paying job.

Jesse, who has autism and is supported by the NDIS, feels he's too mature for Minecraft, a game which his younger brother Alexander loves, and he struggles emotionally with the Dungeons and Dragons (D&D) game his older brother Zach enjoys.

The three brothers access the virtual gaming programs through their NDIS funding with a company called Minds at Play, a start-up provider supporting kids and young adults with autism and other disabilities to learn communication and social skills through interactive online games.

He wondered if Minds at Play might consider running a program through Scratch – the virtual coding space where Jesse enjoys using his coding skills to create and play his own custom-built games with other like-minded people. “Scratch is basically a children’s coding-based game-maker,” Jesse says. “I like the flexibility it gives me, it’s a lot more interesting for me.”

“Jesse came to us and told us, ‘I am good at Scratch, I know how to teach this thing and this is something I can do!’”, Minds at Play director and co-founder, Dwayne Fernandes recalls. “Being then 16 and pitching an idea like this to us, that is pretty spectacular.”

Fast forward a few months and Jesse is now putting the finishing touches on lesson plans for a Scratch program he will be paid to teach during the next school holidays. “I’m anxious and nervous, but also very pumped!” Jesse says.

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 last 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?
The call centre will give the right information the first time where possible	The NDIA is committed to meeting and maintaining a target rate of 80 per cent first call resolution, where possible. This quarter, the NCC reached the target on first call resolution for a number of weeks, with slight variances due to staff onboarding.
We want to support and promote children and young people's voice in their own plans; while also working closely with parents and carers	As part of the ECEI Implementation Reset approach, the NDIA has developed operational guidelines for Early Childhood Partners, using language familiar to children, families and carers. In addition, the roll out of improved Early Childhood planning processes has led to reduced work effort for Early Childhood Partners and has increased time efficiencies when delivering early supports for Early Childhood plans (under age 7 years).

SIP Commitment	What have we delivered?
We will focus on your plan and goals supporting you to gain employment if that is what you want	The NDIA is committed to improve employment opportunities and outcomes for participants. Through the implementation of the Participant Employment Strategy Action Plan and the concerted efforts of LACs and planners in facilitating conversations about employment, the number of employment-related goals in participants' plans continues to increase.

Participant Service Improvement Plan (SIP) – Commitments and Progress

The NDIA introduced a refreshed SIP 2022-23 last quarter to ensure the SIP closely reflected improvements that participants want to see. The SIP sets out what the NDIA will do over the next two years to deliver a Scheme that meets participant expectations.

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 designing 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, and is on track to be delivered at the end of 2022. In addition, a new participant portal is being piloted to provide clearer and easier use of the portal. The pilot portal has just under 500 active users as at the end of this quarter.

As part of the SIP 2022-23 refresh, the NDIA is committed to meeting and maintaining a target rate of 80 per cent first call resolution, where possible. This quarter, the NCC reached the target for a number of weeks, with slight variances due to staff onboarding.

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	✓
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

This quarter, the NDIA has developed and launched the plan implementation directory. The directory is an accessible platform designed to assist participants, their families and carers to find the right information to make the best use of their NDIS plan. The NDIA worked with a team of dedicated participants, family members and carers to develop the directory to ensure participants have access to the tools and resources they need to make their own choices about how to use their NDIS plan.

The NDIA prepared ‘Would we fund it’ examples to inform participants, their families and nominees of the home and living supports the NDIS might fund. The examples are real-life scenarios of commonly-requested supports, to help explain the decision to fund certain home and living supports according to the NDIS funding criteria. Currently, the NDIA has created four case studies and will continue to add more in the future. The NDIA is committed to ensuring transparency and clarity when making decisions about participant access and plans.

Furthermore, in response to recommendations from the Tune Review (2019), the NDIA has released supplementary material on employment supports to help inform participants and nominees about the various options and opportunities available. These guides help participants with employment goals navigate through some important career and life goals. These resources are the first in a planned series - “Guides for understanding supports”.

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	✓
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	Jun 23
We will be clearer on what reasonable and necessary supports means, with case studies and examples	Sep 23
We will have better guidelines and procedures so there is consistency in how we make decisions; and we will make more of these public	Sep 23
Our guidelines will come with plain English descriptions and more examples	Sep 23

Gaining access to the NDIS

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

While the role of LACs is to ensure NDIS participants are connected to the supports they need and help build participant plans, a transition is underway for LAC partners to also redirect effort to support people with a disability (including NDIS participants) to connect to mainstream and community based services and supports. This is a result of the national transition being largely complete. Further, the implementation of the new ICT system, coupled with longer term plan durations, will support LAC partners have more time to connect people to these valuable services.

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 is working on ICT system enhancements to improve the way a participants' statement and goals are recorded in the new ICT system. The NDIS is working towards providing participants the opportunity to meet face-to-face with the person who makes decisions about their plan supports and funding. The process design has been finalised and ICT system enhancements to support this change are in progress with rollout to commence in Q2 2022-23. Work is also underway to support video-conferencing as an option for planning meetings.

SIP Commitment	Expected completion
We will support more video-conference planning meetings	Jun 23
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 ⁴⁰	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

⁴⁰ Noting face-to-face meetings with LACs can already be requested.

Using your plan

In response to the 2019 Tune Review, the NDIA will enable eligible participants to have longer plans with fewer plan reviews to simplify the planning process, and improve the experience of participants. This includes one-off capital items that have not already been purchased. Participants with stable support needs, and whose circumstances have not changed, may receive a letter informing them that their current NDIS plan will be continued for at least 12 months without the need for a full plan review. However, if a participant has had a change in their circumstances, a plan review can be requested at any time. The purpose of these changes is to provide participants with assurance they will have access to the NDIS supports and services they need.

This quarter, the NDIA and PiTCs will be visiting rural and regional Victoria and New South Wales locations on board the Services Australia Mobile Service Centres. The NDIA aims to engage and inform people in rural and regional communities on a range of key topics about the NDIS and the supports available for participants. For further information on when and where to find Mobile Service Centres visit the Services Australia website.

To deliver better support for First Nations Australians, the NDIA has engaged National Aboriginal Community Controlled Health Organisations (NACCHO) to deliver the Aboriginal Disability Liaison Officer (ADLO) program. This program aims to support First Nations Australians in urban and rural areas gain access to the NDIS and better understand their plans. ADLOs have a deeper cultural link with the community and can communicate using their local language, enabling a deeper connection with participants.

SIP Commitment	Expected completion
Your plan will be longer and ongoing . It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life	✓
There will be a simple and quick process when you need to make minor changes to your plan – it won't require a full "review"	✓
We will give you more support for using your plan , for finding both disability services and mainstream supports	✓
We will check-in with you on how the plan is going, and whether an update or review is needed	✓
You will be able to manage your plan more easily, using a new NDIS mobile app	✓
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
We will be clearer on what support coordination services we fund, and how it should be separate from other service providers	Dec 23
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	Dec 23

Payments from your plan

The NDIA is focused on designing and building better processes and systems to enhance efficiency and ensure a quality experience for participants. Enhancements to the NDIA payment system have made significant improvements in the timeliness and accuracy of payments. Further work is in progress to deliver real-time payments capabilities.

The NDIA is committed to improving the accessibility of making a claim through the participant portal and the participant app. There have been improvements made to the claim process through the myNDIS app, such as 'favourite claims' which are available for self-managed participants. Further improvements to the display, and overall processes for both the myNDIS app and myNDIS portal are being designed at present and will commence rollout in late 2022.

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	Jun 23

Parts of your plan

This quarter, the process for requesting home and living supports has changed to ensure eligible participants receive timely support aligned with the Participant Service Guarantee (PSG) commitments. Specifically, the NDIA has recently implemented the 'Supporting Evidence Form – Home and Living', which replaces the 'Home and Living Support Request' form. These changes aim to simplify and speed up the process to deliver home and living supports more efficiently and accurately.

Further, the 'Making SIL better' program is a commitment by the NDIA to deliver improvements for providers and participants with SIL supports. This quarter, the NDIA improved the claiming process for participants and nominees, by enabling participants to negotiate with providers about how their supports are delivered. This aims to simplify the process and reduce administrative burden.

The NDIA has provided clearer information on ILOs to support participants choose where and how they live, and support participants to access the reasonable and necessary supports they need to meet their home and living goals. These resources include updated website content, animations, scenarios, and information in Easy Read format.

The NDIA is committed to improve employment opportunities and outcomes for participants. Through the implementation of the Participant Employment Strategy Action Plan and through the concerted efforts of LACs and planners in facilitating the conversation about employment, the number of employment related goals in participants' plans continues to increase.

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	✓
We will encourage ILOs as an alternative to traditional group homes	Sep 23

Support for engaging with us

The NDIA has recently published guidelines to increase support for children and parents. As part of the approach to market for Early Childhood Partners, there has been an increased focus on the use of operational guidelines which have been updated using language familiar to children, families and carers. In addition, the roll out of improved Early Childhood planning processes has led to increased efficiency when delivering early supports for Early Childhood plans (under age 7).

Work is underway to refine the Complex Service Model to improve services for participants with Complex Support Needs (CSN). The CSN pathway has been designed and is currently being trialed. Through this pathway, participants who require extra support are working with highly experience and skilled workers to create their plan and to help meet their specific goals and needs.

The NDIA is focused on supporting Young People in Residential Aged Care. The NDIA has established a specialised team focused on supporting participants who have a goal to move out of Residential Aged Care achieve their goal, particularly for participants under the age of 45.

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	✓
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 support you if you are a Young Person in Residential Aged Care to live elsewhere	Jun 23
We will improve the way we provide you support for independent decision-making	Dec 23
Where possible, your household will have the same NDIS contact	Dec 23

3.2 Participant Service Guarantee

The latest quarter shows notable improvements in the service standard experience across a number of the measurable PSG metrics.

Performance against the proposed service standards – June 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 (from 1 July 2022), and introduces changes that provide greater flexibility for participants and the NDIA to vary plans.

The NDIA has made notable improvements in meeting some of the targets this quarter across the planning, plan reviews and reviewable decisions pathways. It is recognised however 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 June 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	99%	●	↔
Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	↔
Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	99%	●	↔
Access	Make an access decision, after the final information has been provided	14 days	99%	●	↔
Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	96%	●	↑
Planning	Approve a participant's plan, after an access decision has been made	56 days	90%	▲	↑
Planning	Approve a plan for ECEI participants, after an access decision has been made.	90 days	96%	●	↑
Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical ⁴¹			
Comparison to target of 95% ● 95% and over ▲ 85%-95% ■ Less than 85% Change from last quarter ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower					

⁴¹ The average (mean) timeframe for this PSG metric is 28 days and the median is 5 days.

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 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%	●	↔
Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence when the new ICT system is in place		
Plan review⁴²	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	56%*	■	↑
Plan review	Decide whether to undertake a participant requested plan review, after the request is received	21 days	100%	●	↔
Plan review	Complete a participant requested review, after the decision to accept the request is made	28 days	60%†	■	↑
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	92%	▲	↔
Plan variations⁴³	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	96%	●	↑
Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence when the new ICT system is in place		
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received	60 days	96%	●	↑
Reviewable decisions	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	96%	●	↔
Nominee	Cancel participant requested nominee	14 days	99%	●	↔
Nominee	Cancel CEO initiated nominee ⁴⁴	14 days	91%	▲	↓

* 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 33 days, so the majority of reviews are completed within a reasonable timeframe.

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

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

⁴² From 1 July 2022, plan reviews will be referred to as plan reassessments as per the NDIS Amendment Bill. As this data is at 30 June 2022, the terminology has not been updated.

⁴³ Plan variations will be implemented from 1 July 2022 as per the NDIS Amendment Bill. These metrics will be updated in the September 2022 quarterly report.

⁴⁴ This metric consists of a small number of cancellation requests from nominees who no longer wish to be a participant's nominee. The drop in performance in Q4 was the result of a delay in processing two nominee cancellation requests, noting the remaining cases were processed well within the 14 day period (the average time to process a cancellation request in Q4 was 2.5 days). This result is expected to return to green next quarter.

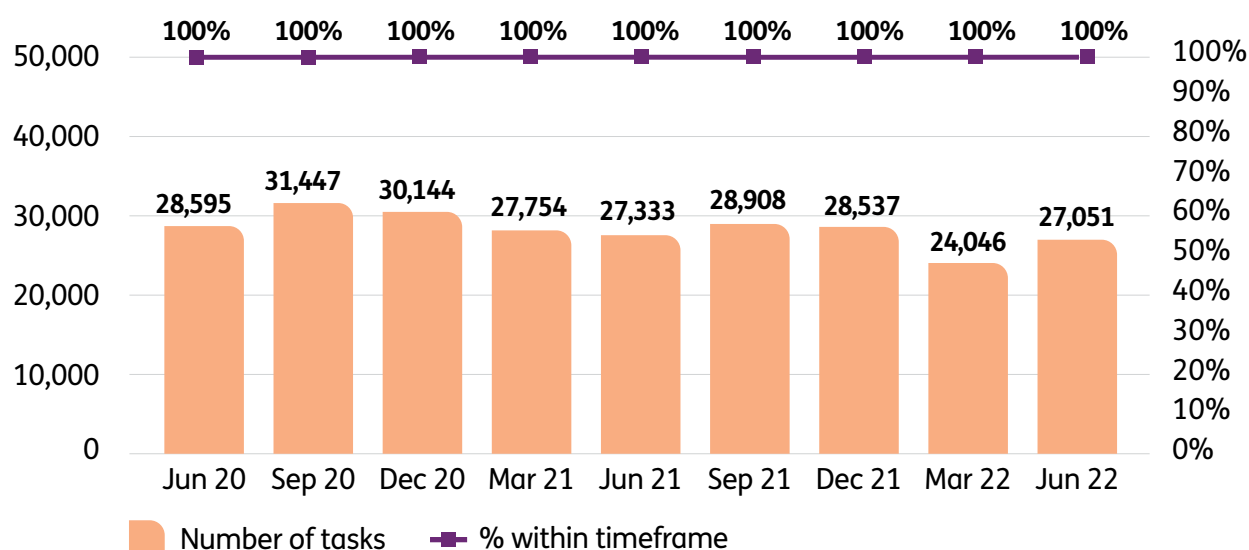
Key trends in PSG metrics

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. In the latest quarter, there have been further improvements in meeting the target timeframes for planning, plan reviews and reviewable decisions.

Access decisions

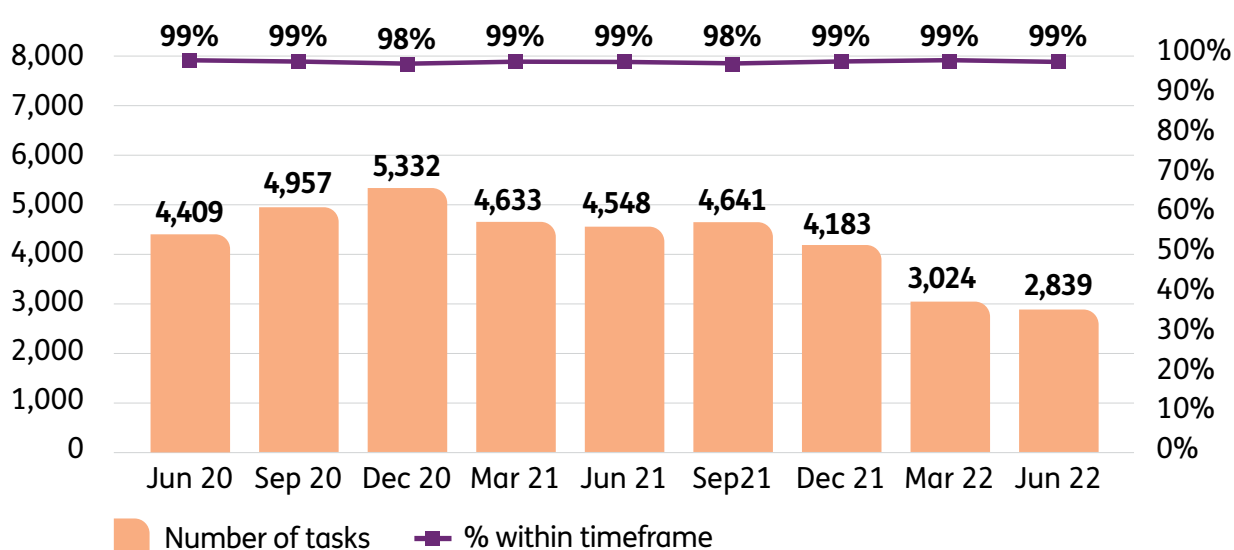
The NDIA has consistently met the 21 day timeframe in respect of access decisions over the last nine quarters.

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 year, with 96 per cent approved within the timeframe of 90 days in the June 2022 quarter. The target timeframe for plan approvals 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 improved notably in the June 2022 quarter reaching levels prior to the change in target timeframe, with 90 per cent of plans for those aged 7 and above approved in 56 days.

Figure 34: Commence facilitating the preparation of a plan, after an access decision has been made⁴⁵

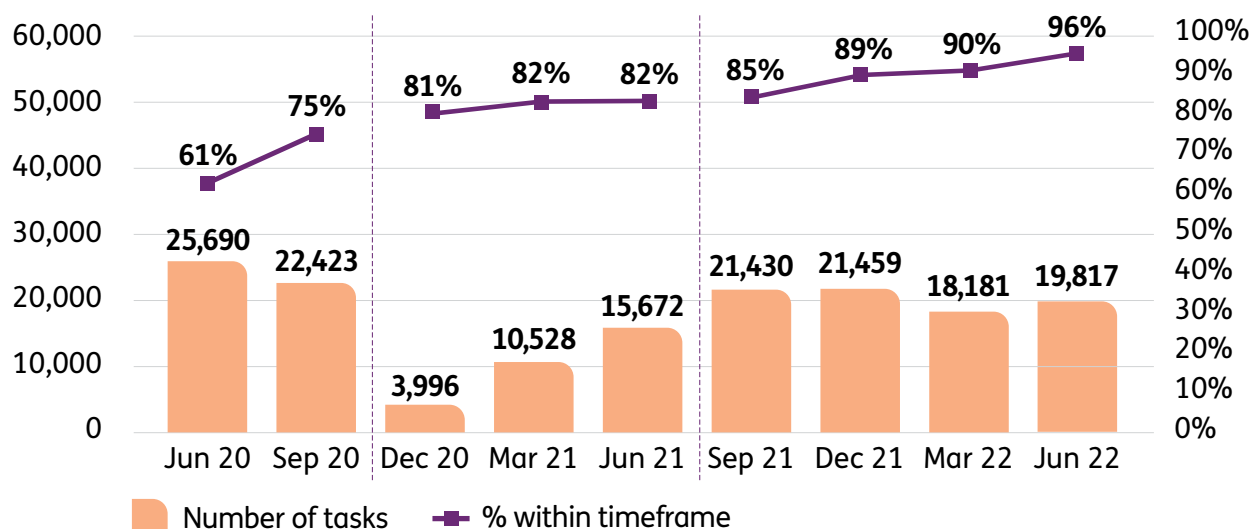
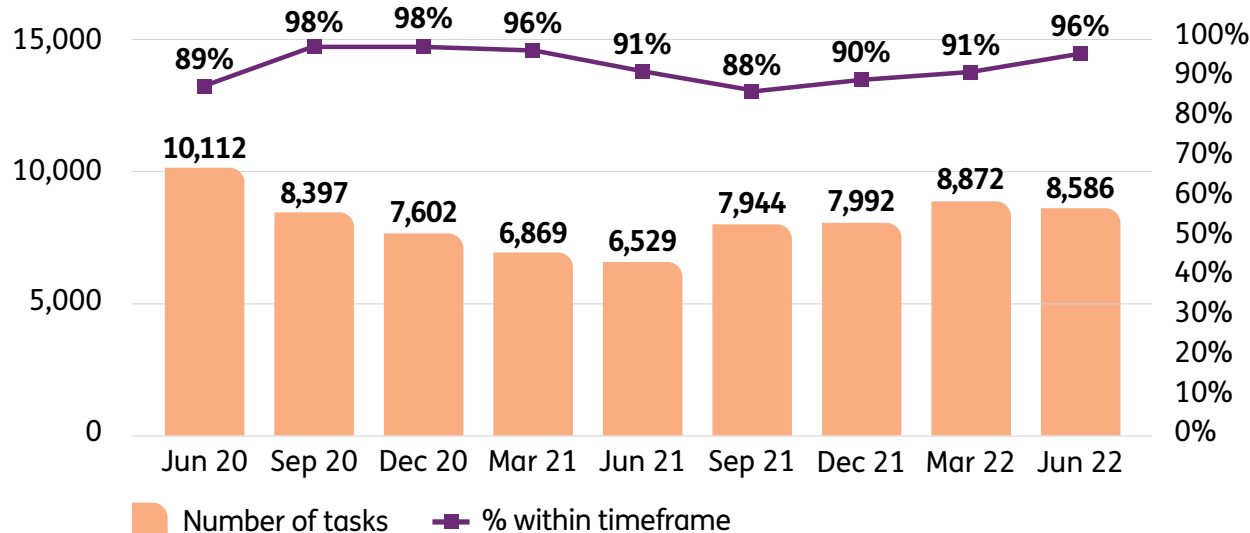
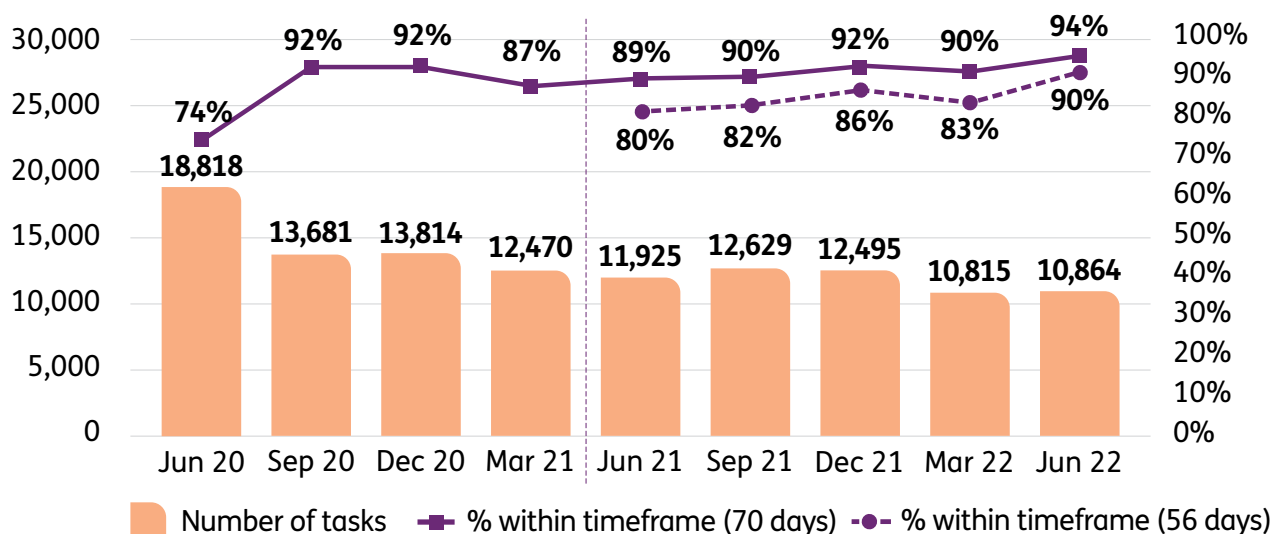


Figure 35: First plan approved after access decision has been made, 0-6 years

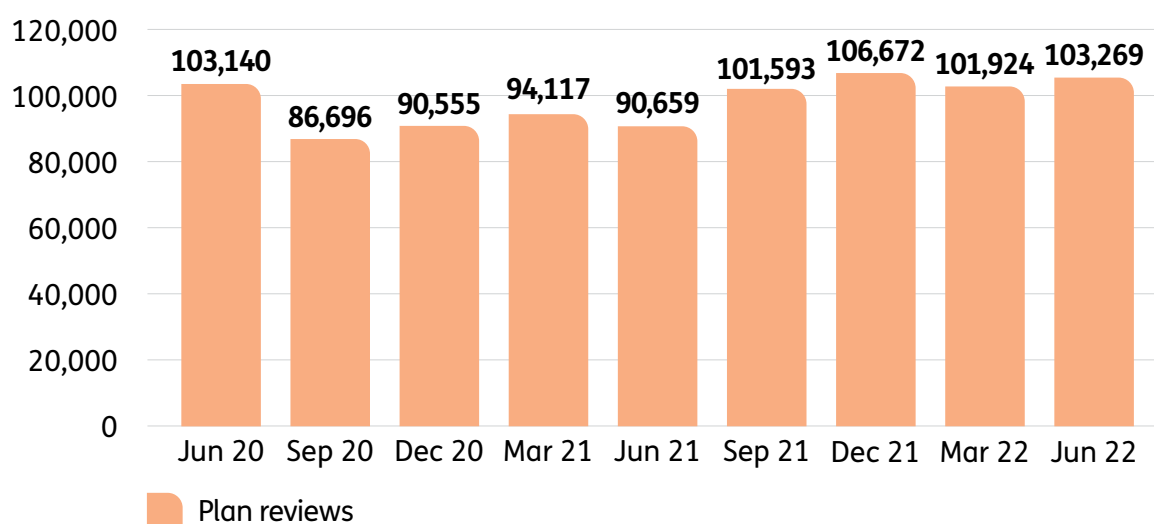


⁴⁵ New business processes have been implemented from December 2020 and again from July 2021.

Figure 36: First plan approved after access decision has been made, 7+ years⁴⁶

Plan review

There were 103,269 plan reviews conducted in the June 2022 quarter, with the average number of plan reviews conducted over the last four quarters being higher than the average over the preceding four quarters. As mentioned in section 1.1, of the 103,269 plan reviews conducted in the June 2022 quarter, 82,231 (80 per cent) were initiated by the Agency and 21,038 (20 per cent) were requested by participants. Agency initiated reviews occur as plans are due to expire, and a new plan is required.

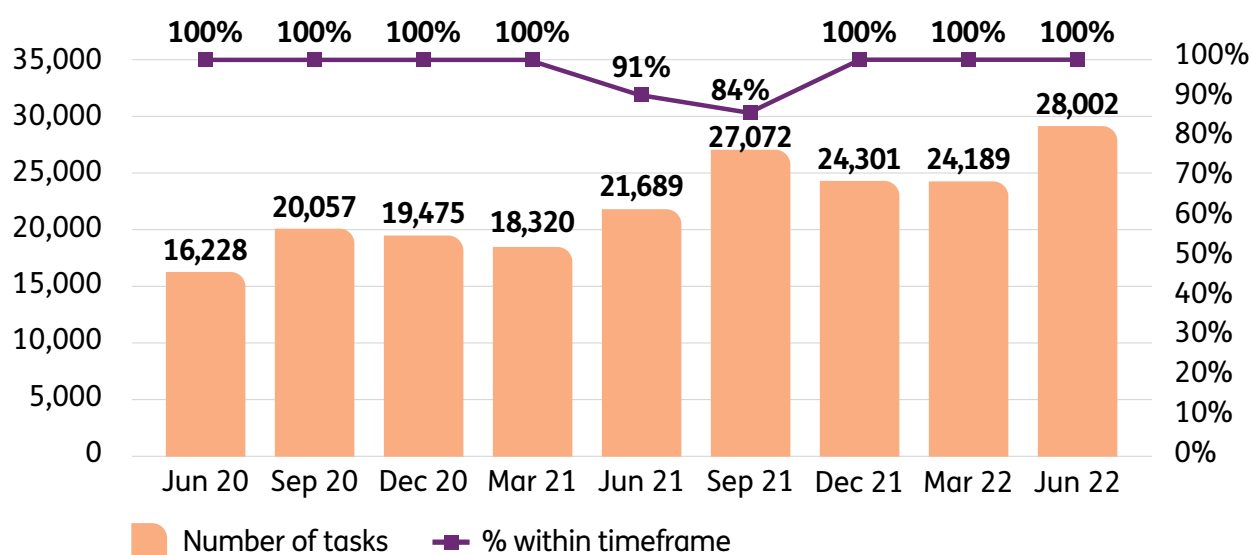
Figure 37: Number of plan reviews by quarter⁴⁷

⁴⁶ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

⁴⁷ Short plans (plans with duration less than or equal 30 days) have been excluded. The number of plan reviews in historical periods have been updated with retrospective data changes.

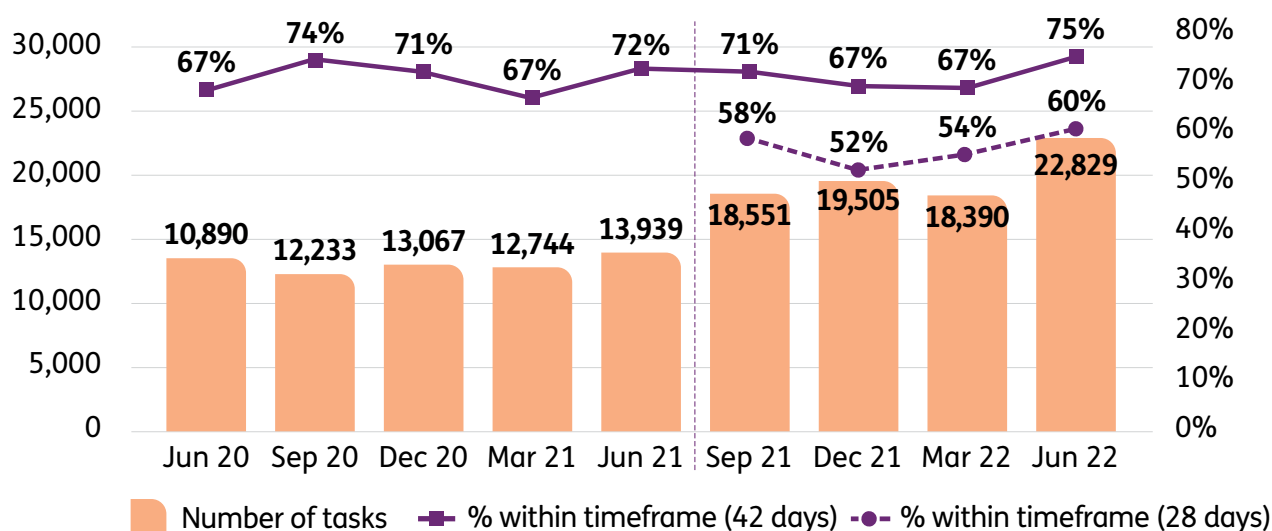
Decisions about whether or not to conduct a Participant Requested Review (PRR) were made within 21 days 100 per cent of the time in the June 2022 quarter.

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



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. The PRR timeframes have been relatively stable prior to this quarter but increased in the June 2022 quarter to 60 per cent based on the 28 day target timeframe, and 75 per cent based on the 42 day target timeframe.

Figure 39: PRR completed after decision made to undertake review⁴⁸

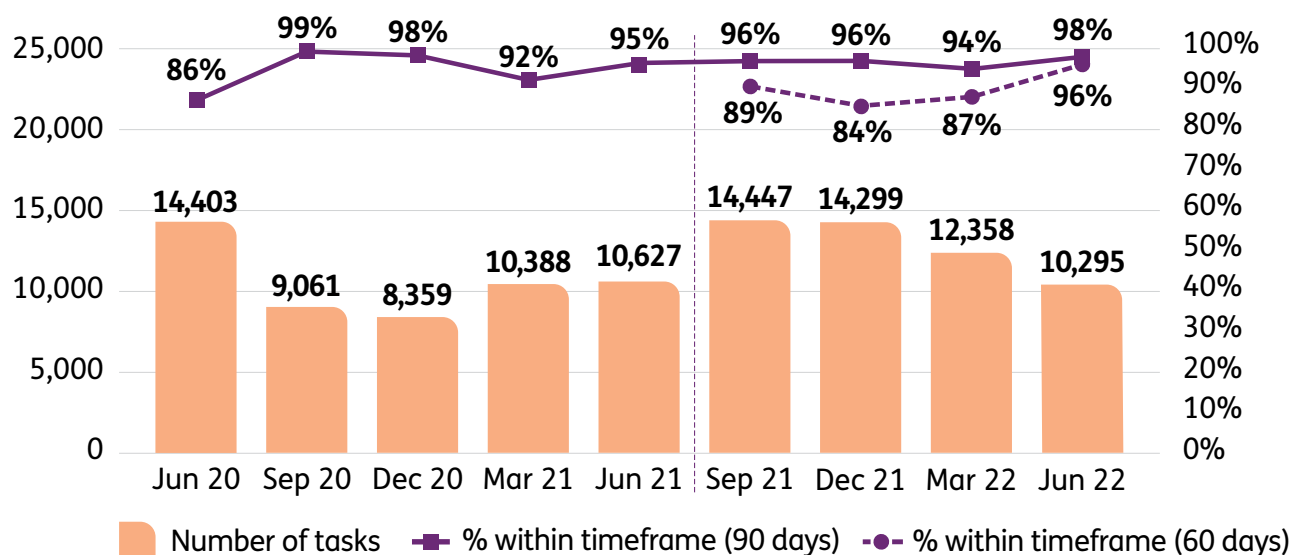


⁴⁸ In most cases, the results from September 2021 onwards are based on a 28 day timeframe but the results prior to September 2021 are based on a 42 day timeframe.

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. However, there has been a notable improvement in the June 2022 quarter, with 96 per cent of RoRDs completed within the target timeframe of 60 days, on par with levels based on the 90 day timeframe.

Figure 40: Complete RoRD after request is received⁴⁹



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.	79% on average throughout the June 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.	93% in the June 2022 quarter.

⁴⁹ 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.⁵⁰ 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 June 2022 quarter, **7,616** Home and Living applications were closed or implemented⁵¹ and **62%** were finalised within 90 days. This compares with 4,990 applications closed or implemented in the March 2022 quarter.
- At 30 June 2022, **3,973** applications remained in-progress, a net decrease of **786** applications compared with March 2022. **2,964** in progress applications were waiting for a decision from the Home and Living Panel,⁵² while a further **1,009**⁵³ were waiting for supports to be implemented in a Plan.
- Approximately **5%** of the open applications have been in progress for 90 days or more, a notable decrease from 24% as at 31 March 2022. The number of in-progress applications awaiting plan implementation for 90 days or more has decreased from 832 applications in March 2022 to **129** applications as at 30 June 2022.

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 ⁵⁴	Open end of period number		
					Awaiting Panel decision	Awaiting Plan Implementation	Total
H&L Applications	5,691	6,412	7,616	514	2,964	1,009	3,973 ⁵⁵

⁵⁰ The time taken for Participants to respond to requests for further information (RFI) has been removed from the duration.

⁵¹ 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.

⁵² 556 out of the 2,964 applications the NDIA is waiting on additional information from Participants.

⁵³ The Operations and Support Division are continuing to investigate open applications to ensure next steps are underway for Participants as part of an ongoing process.

⁵⁴ 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.

⁵⁵ There are 3,973 open home and living applications relating to 3,960 unique participants.

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

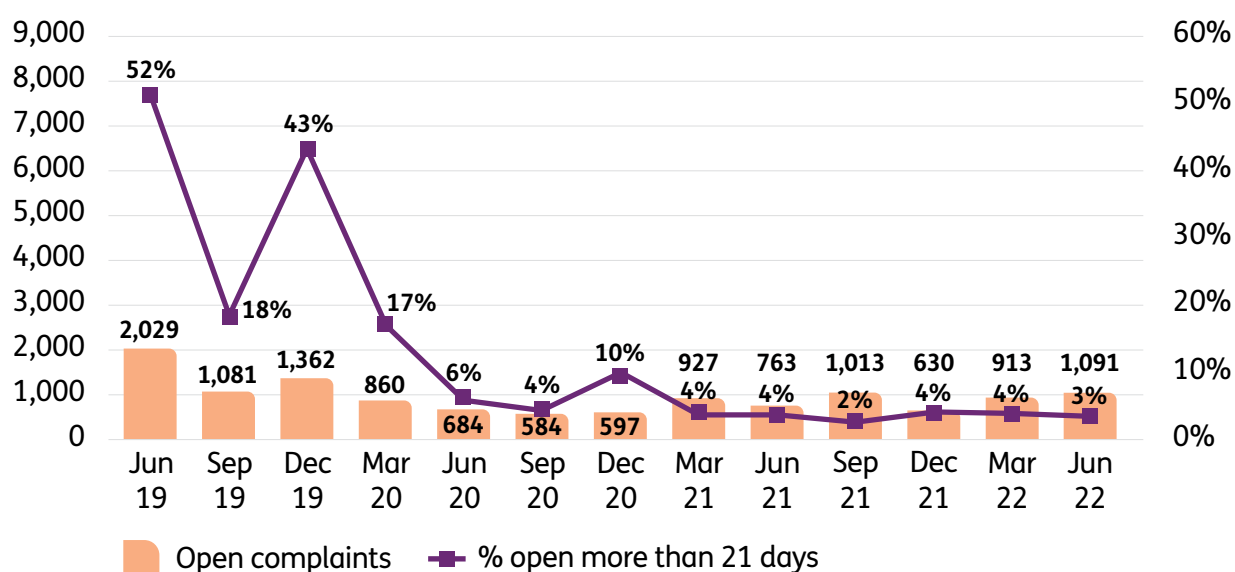
Days	Duration of closed applications in period							Duration of open applications in period						
	no data ⁵⁶	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	no data	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
H&L Applications	862	287	1,072	1,998	1,341	2,056	7,616	-	876	1,043	1,295	552	207	3,973
%	11%	4%	14%	26%	18%	27%	100%	0%	22%	26%	33%	14%	5%	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 continuing to streamline 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.

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 three per cent in the June 2022 quarter still open after 21 days.

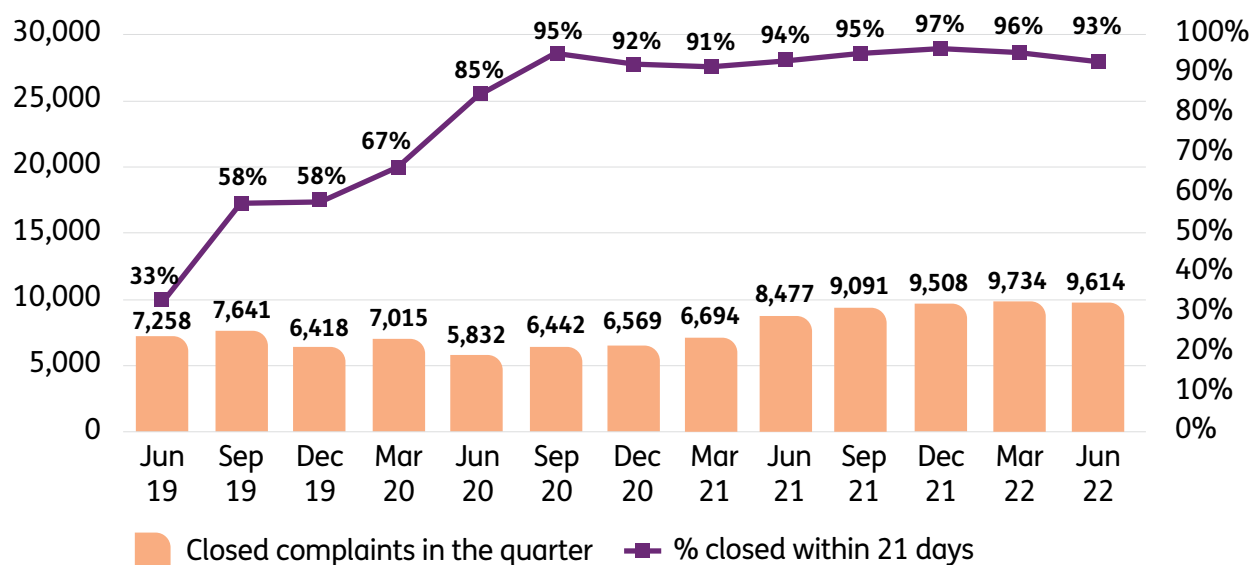
Figure 43: Open complaints and percentage that have been open for more than 21 days⁵⁷

⁵⁶ System limitations present during the quarter meant it was not possible to accurately capture end-dates for all closed applications. System fixes have now been implemented and future quarters won't be impacted.

⁵⁷ 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.

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

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



There was a significant decline in participant complaints as a proportion of active participants between June 2019 and June 2020. Over the last four quarters, the number of complaints has increased as a proportion of active participants (7.0 per cent in the June 2022 quarter). The number of complaints received from providers decreased during the quarter (Figure 46) with 340 complaints received, which is equivalent to 3.5 per cent of registered providers making a complaint.

Figure 45: Number and proportion of participant complaints over time

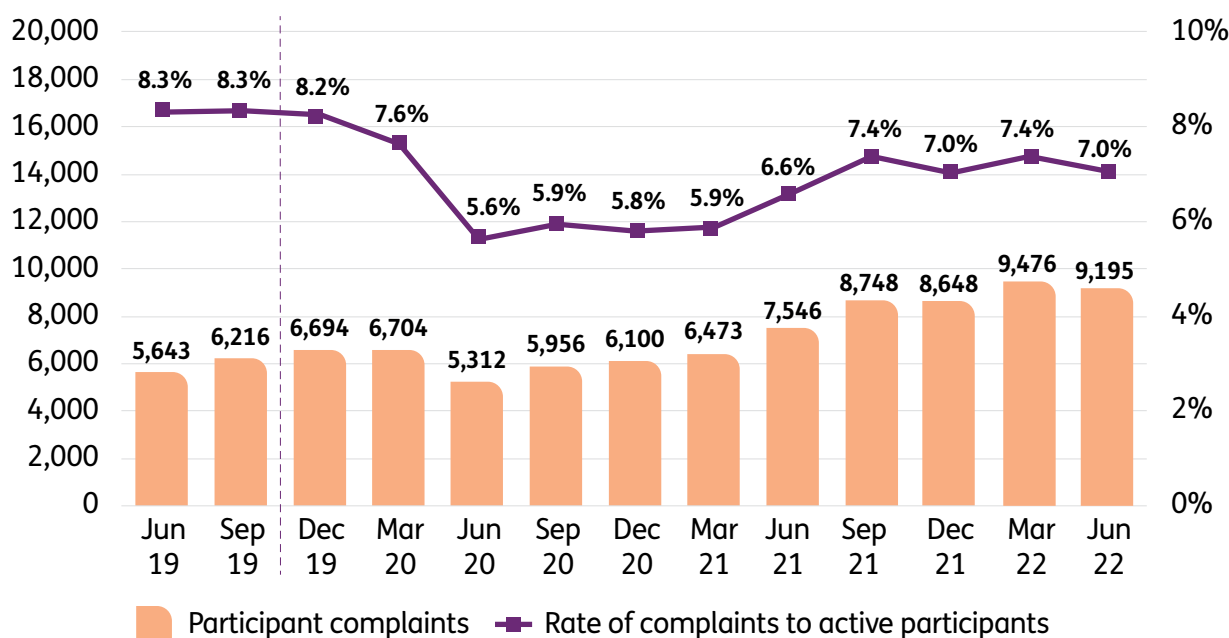
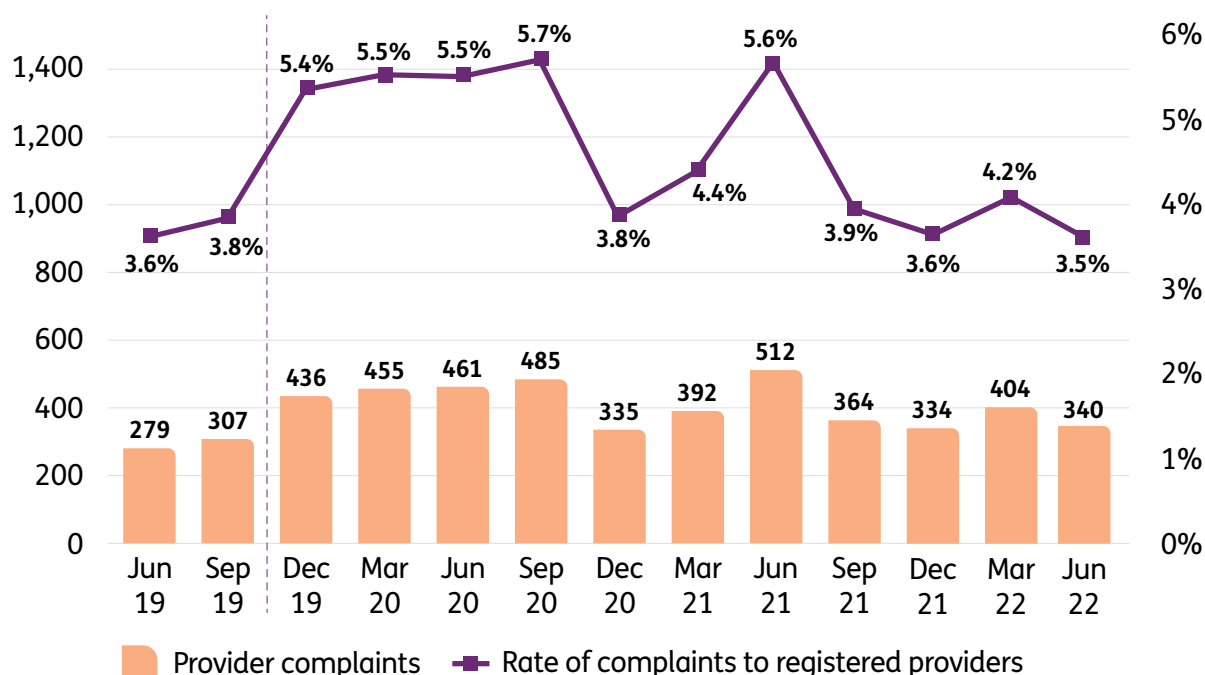
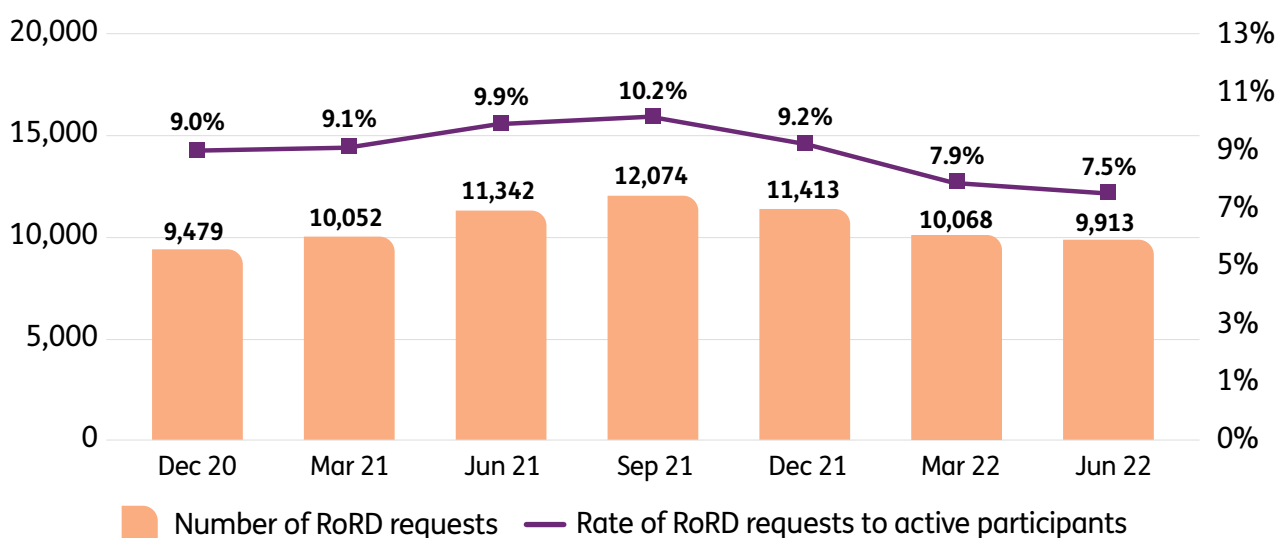


Figure 46: Number and proportion of provider complaints over time⁵⁸

The number of RoRDs as a percentage of active participants increased from 9.0 per cent in the December 2020 quarter to 10.2 per cent in the September 2021 quarter, before decreasing to 7.5 per cent in the June 2022 quarter.

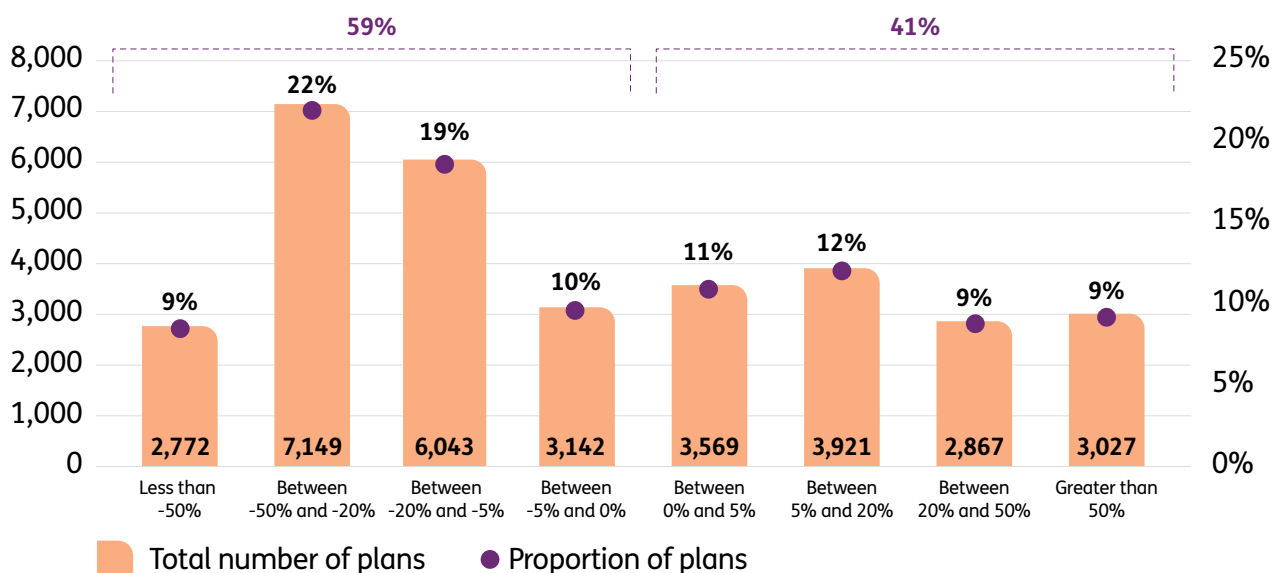
Figure 47: Request for a RoRD – quarterly trend⁵⁹

⁵⁸ 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.

⁵⁹ RoRD is a Review of a Reviewable Decision. The number of RoRD requests have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from 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.

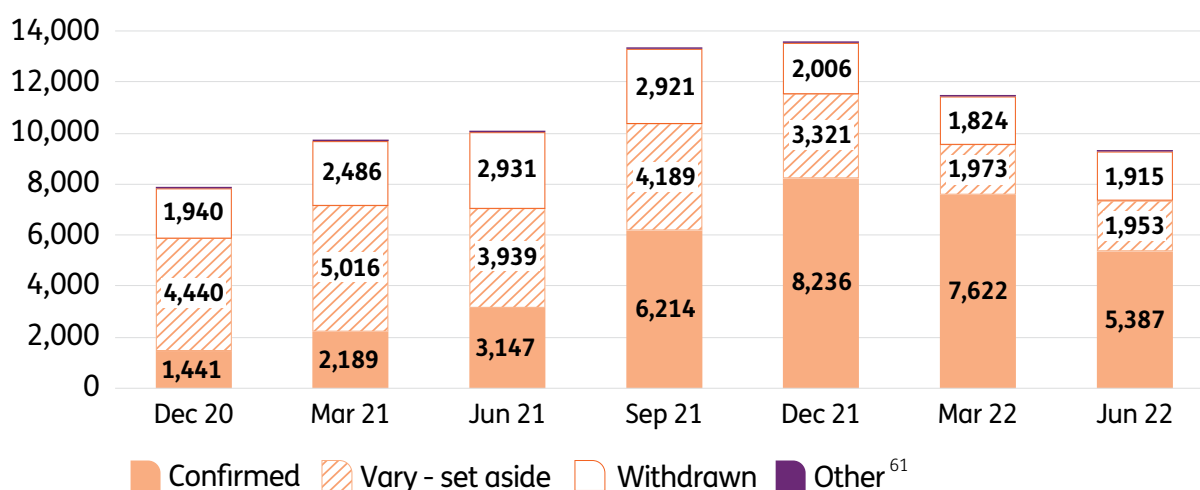
Of the 43,468 RoRD requests received over the last year, 32,490 (75 per cent) related to plan review decisions, with the remaining relating to first plan approvals and access decisions. In considering changes in the plan budgets for these plans resulting in a RoRD request, 59 per cent had a decrease in plan budgets and 41 per cent had an increase prior to the RoRD request.

Figure 48: Change in plan budgets for plans resulting in a RoRD request received in this financial year (1 July 2021 – 30 June 2022)



There were 9,262 RoRDs closed in the June 2022 quarter with 1,915 requests withdrawn.⁶⁰ Of the remaining closed RoRDs, 5,387 confirmed the Agency's decision, meaning there was no change from the Agency's decision. Further, there were 1,953 decisions to vary or set aside the decision of the original decision maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

Figure 49: Closed RoRDs by outcome – quarterly trend



⁶⁰ The number of closed RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. 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.

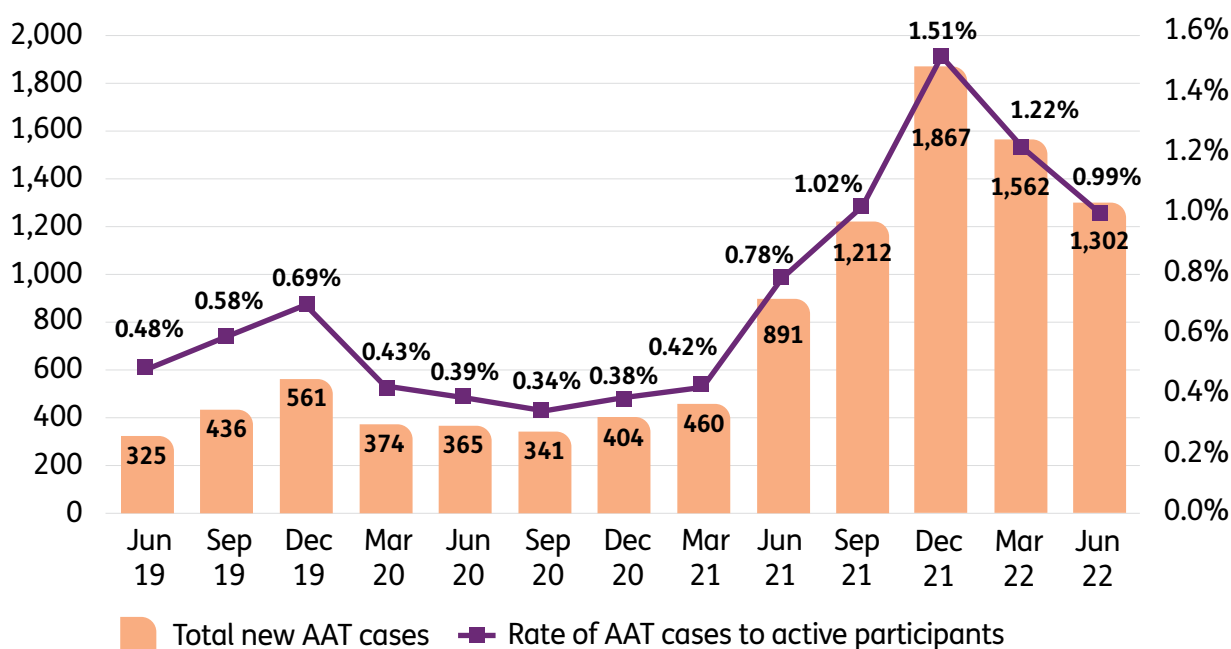
⁶¹ Other includes referrals, missing and duplicate requests which are very small numbers (between 1 and 13 each quarter).

If a person is not satisfied with the outcome of their review, they may submit an application to the AAT for review of a decision made by a reviewer. 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.^{62,63}

There were 1,302 new AAT cases in the June 2022 quarter, relating to 1,286 participants. The number of AAT cases (as a proportion of active participants) has decreased steadily over the last two quarters after a significant increase in the year to 31 December 2021. In the June 2022 quarter, the rate decreased to 0.99 per cent, compared to 1.22 per cent in the March 2022 quarter, and 1.51 per cent in the December 2021 quarter.

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 50: Number and proportion of new AAT cases over time

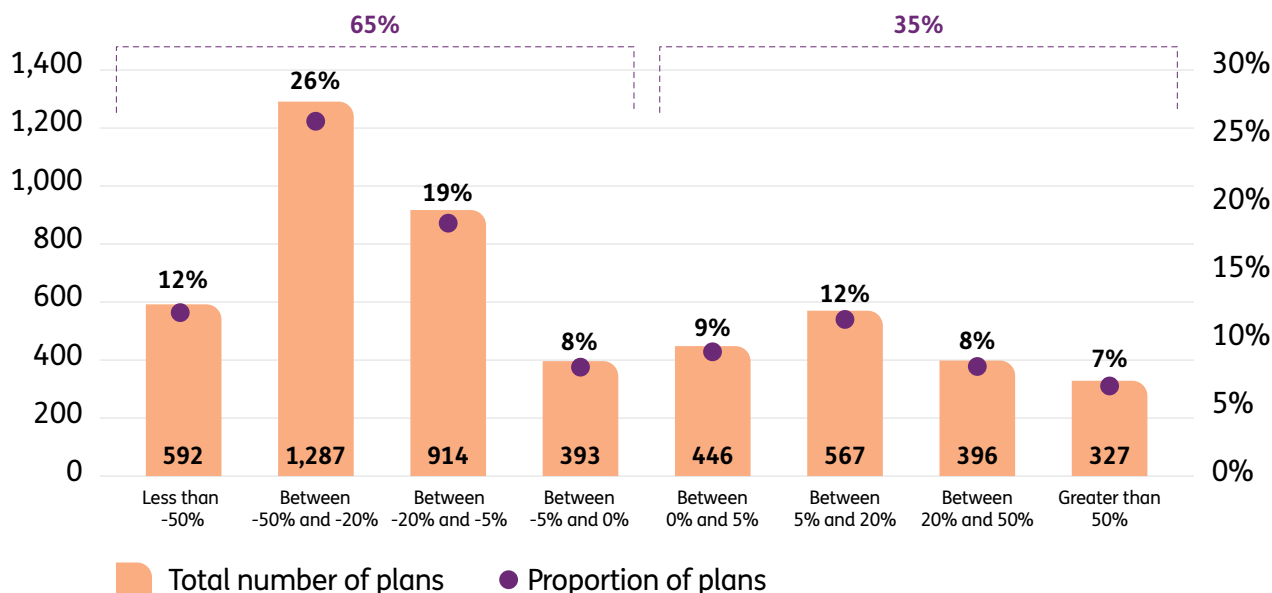


⁶² As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

⁶³ Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>

There were 4,922 plan reviews that led to an AAT case in the last year. In considering changes in the plan budgets for these plans resulting in an AAT case, 65 per cent had a decrease in plan budgets prior to applying to the AAT and 35 per cent had an increase.

Figure 51: Change in plan budgets for plans resulting in an AAT case received in this financial year (1 July 2021 – 30 June 2022)



There have been 7,600 AAT cases closed since the commencement of the NDIS. Of those cases, 7,379 were resolved before a (substantive) hearing, with the remaining 221 progressing to (substantive) hearing and receiving a decision on a substantive legal issue.

Figure 52: AAT cases by open/closed and decision

	Number of cases	Number of unique active participants ⁶⁴
AAT Cases	12,008	11,024
Open AAT Cases	4,408	4,382
Closed AAT Cases	7,600	6,988
Resolved before hearing	7,379	6,797
Gone to hearing and received a substantive decision	221	191

Of the cases no longer before the AAT, approximately 59 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) hearing⁶⁵.

⁶⁴ As participants may have both open and closed cases, the unique active participants will not sum to the total.

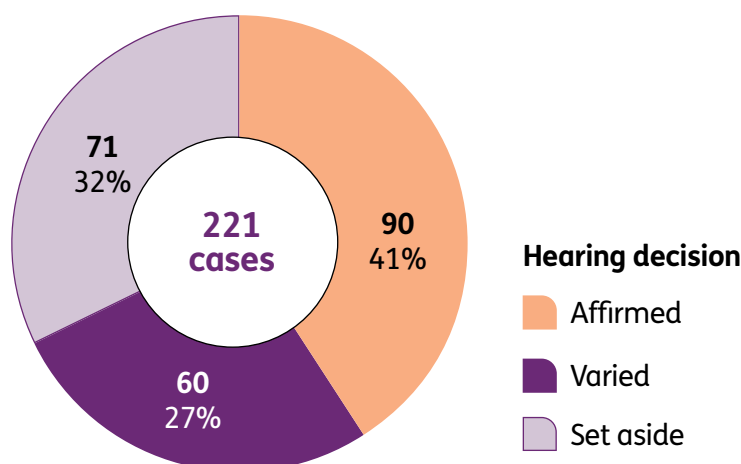
⁶⁵ Less than 4 per cent of cases were related to applications for an extension of time which were declined by AAT or were not opposed by the Agency, matters over which AAT has no jurisdiction and reasons that were unspecified.

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

- **Affirmed in 90 cases (41%).** This means the NDIA's original decision was not changed.
- **Set aside in 71 cases (32%).** 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 60 cases (27%).** 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.

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 53: AAT cases that have gone to hearing and received a substantive decision⁶⁶

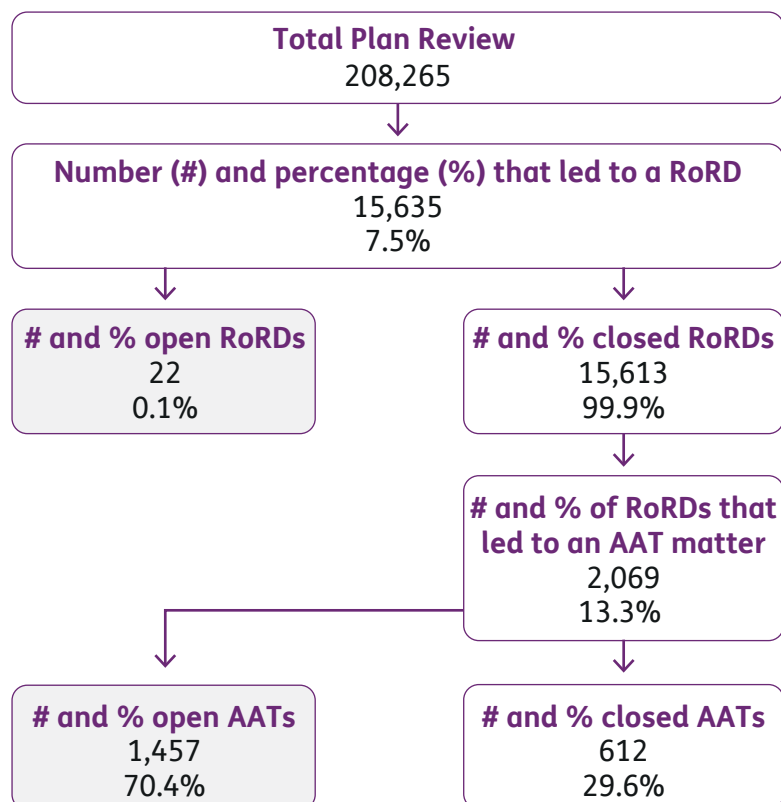


⁶⁶ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly 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.

Pathway from plan reviews to RoRDs and AAT

After a plan review, a participant may request a RoRD and then further appeal to the AAT. Figure 54 shows the pathway from plan reviews to RoRD requests and AAT cases for plan reviews conducted between 1 July 2021 and 31 December 2021, tracking the number and proportion that resulted in a RoRD request, and then those that resulted in an AAT case at 30 June 2022. Of the 208,265 plan reviews conducted between 1 July 2021 and 31 December 2021, 15,635 (7.5 per cent) led to a RoRD. Of this, 15,613 (99.9 per cent) were closed at 30 June 2022. Of the closed RoRDs, 2,069 (13.3 per cent) led to an AAT case, and of this, 612 (29.6 per cent) were closed at 30 June 2022.

Figure 54: Pathway from plan review to RoRDs and AAT between 1 July 2021 and 31 December 2021 at 30 June 2022





Maria is on the path to securing her goals

NDIS participant, **Maria**, 49, is now able to traverse her family's Mildura property on her all-terrain scooter. Where once Maria was primarily indoors due to Multiple Sclerosis (MS), dreams of daily rides into her family's grapevines to see her beloved father Pasquale are now a reality.

"I live on a 30-acre block, and my parents live about 100 metres away. Between our houses, the driveway is undulated, so the NDIS funded a concrete path for me to be able to walk down and see them every day," Maria said. "A normal scooter wouldn't make it around the property, so my occupational therapist suggested an all-terrain and four-wheel-drive, which also has a canopy.

"It's given me a level of calmness in knowing that if I need to see dad, I can go see him and get a hug and life feels as it should."

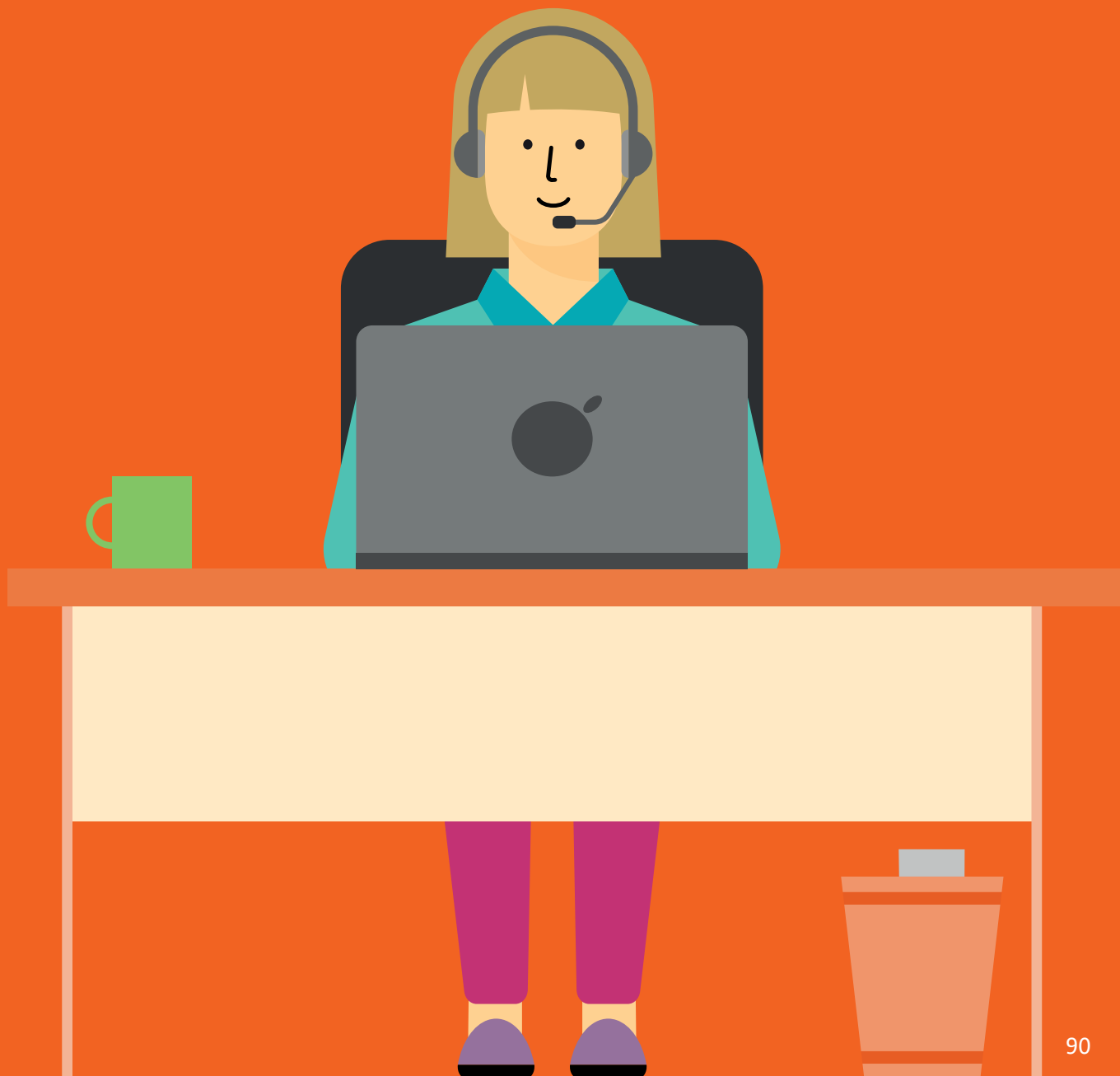
Maria said symptoms of MS came and went, until her life changed forever when the disease was diagnosed in her 30s. With lesions discovered on her neck, spine and brain, Maria underwent strong treatments and did what she could to get by in caring for son, Declan, through the support of her parents and husband, Stephen.

Maria said her life changed forever after becoming an NDIS participant. NDIS-funded home modifications have allowed Maria to live the life she wants, and through an NDIS-funded support worker, Maria enjoys coffee outings and social engagements.

"I've gained so much confidence through the NDIS, and a sense of peace in knowing my future is going to be okay. I also know that if my situation changes with my disability, the NDIS is there and they'll help me adapt to those changes."

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.

\$27.6bn in support has been provided in 2021-22.⁶⁷ The largest support categories are core daily activities (55 per cent of total payments), core social and community participation (19 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. \$6.9bn of the \$15.1bn payments on core daily activities in 2021-22 was for payments for participants in SIL.

Figure 55: Total payments from 1 July 2021 to 30 June 2022

Support Category	Total payments (in \$m) Jul-21 to Jun-22	% total payments
Core - daily activities	15,084	54.6%
Core - community	5,122	18.5%
Core - consumables & transport	1,264	4.6%
Capacity building - daily activities ⁶⁸	3,500	12.7%
Capacity building - other	1,814	6.6%
Capital	836	3.0%
Total⁶⁹	27,627	100.0%

⁶⁷ This represents total payments in 2021-22 on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments in 2021-22 were \$28.7 billion. This is a draft figure, with the final figure due to be reported in the upcoming NDIA 2021-22 Annual Report.

⁶⁸ Includes therapy services.

⁶⁹ Total includes \$7m of payments with no support category

Over the last two years, payments have grown by 51 per cent (from \$5.0bn in the June 2020 quarter to \$7.5bn in the June 2022 quarter). Payments have grown substantially across the support categories, most notably for core social and community participation (doubling over the period). This is consistent with one of the main goals of the Scheme to increase social and community participation. The percentage breakdown by support category has remained relatively stable, noting that core daily activities has decreased from 58 per cent to 54 per cent while core social and community participation has increased from 14 per cent to 19 per cent.

Figure 56: Total payments (in \$m and %) per quarter – all participants

Support Category	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22
Core - daily activities	2,912	3,057	3,022	3,267	3,733	3,506	3,627	3,884	4,066
Core - community	723	832	934	1,028	1,177	1,163	1,246	1,266	1,447
Core - consumables & transport	247	280	255	291	293	319	304	309	331
Capacity building - daily activities	562	654	683	678	829	854	873	805	968
Capacity building - other	315	346	363	368	418	443	447	434	490
Capital	229	230	209	186	183	200	208	190	238
Total	4,988	5,399	5,467	5,818	6,634	6,488	6,707	6,890	7,542

Support Category	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22
Core - daily activities	58%	57%	55%	56%	56%	54%	54%	56%	54%
Core - community	14%	15%	17%	18%	18%	18%	19%	18%	19%
Core - consumables & transport	5%	5%	5%	5%	4%	5%	5%	4%	4%
Capacity building - daily activities	11%	12%	12%	12%	12%	13%	13%	12%	13%
Capacity building - other	6%	6%	7%	6%	6%	7%	7%	6%	7%
Capital	5%	4%	4%	3%	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 \$1.9bn in the June 2020 quarter to \$2.3bn in the June 2022 quarter. The SIL component (core daily activities) of the plan represents approximately 80 per cent of total payments.

Figure 57: Total payments (in \$m and %) per quarter – participants in SIL

Support Category	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22
Core - daily activities	1,561	1,578	1,514	1,633	1,632	1,649	1,634	1,813	1,824
Core - community	186	189	206	222	257	245	262	264	304
Core - consumables & transport	21	23	22	24	24	27	26	27	28
Capacity building - daily activities	32	34	35	37	43	44	47	43	51
Capacity building - other	53	56	57	55	64	67	67	66	78
Capital	51	49	45	45	45	45	53	50	56
Total	1,904	1,930	1,880	2,017	2,066	2,080	2,090	2,264	2,342

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

4.2 Plan management types

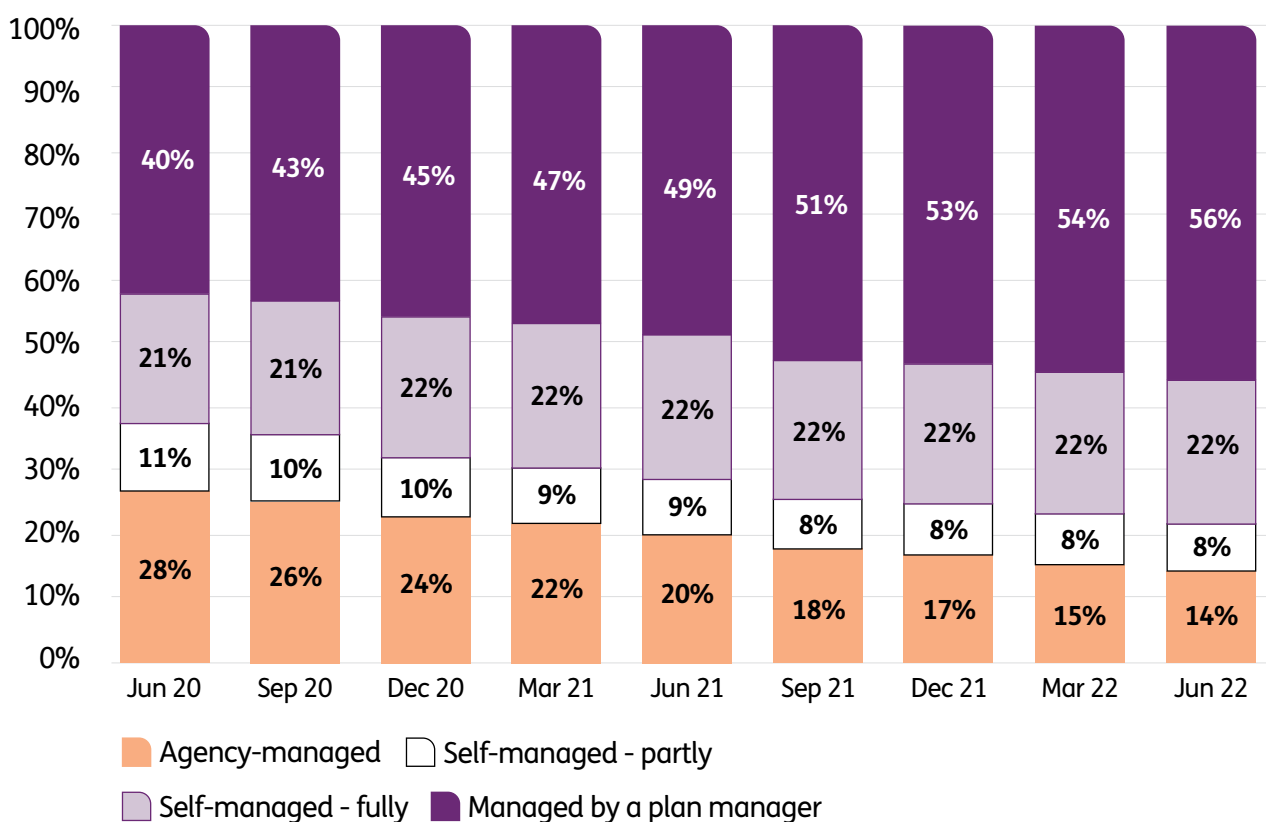
There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

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 **40%** to **56%**
- have an **Agency-managed** plan has decreased from **28%** to **14%**.

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.

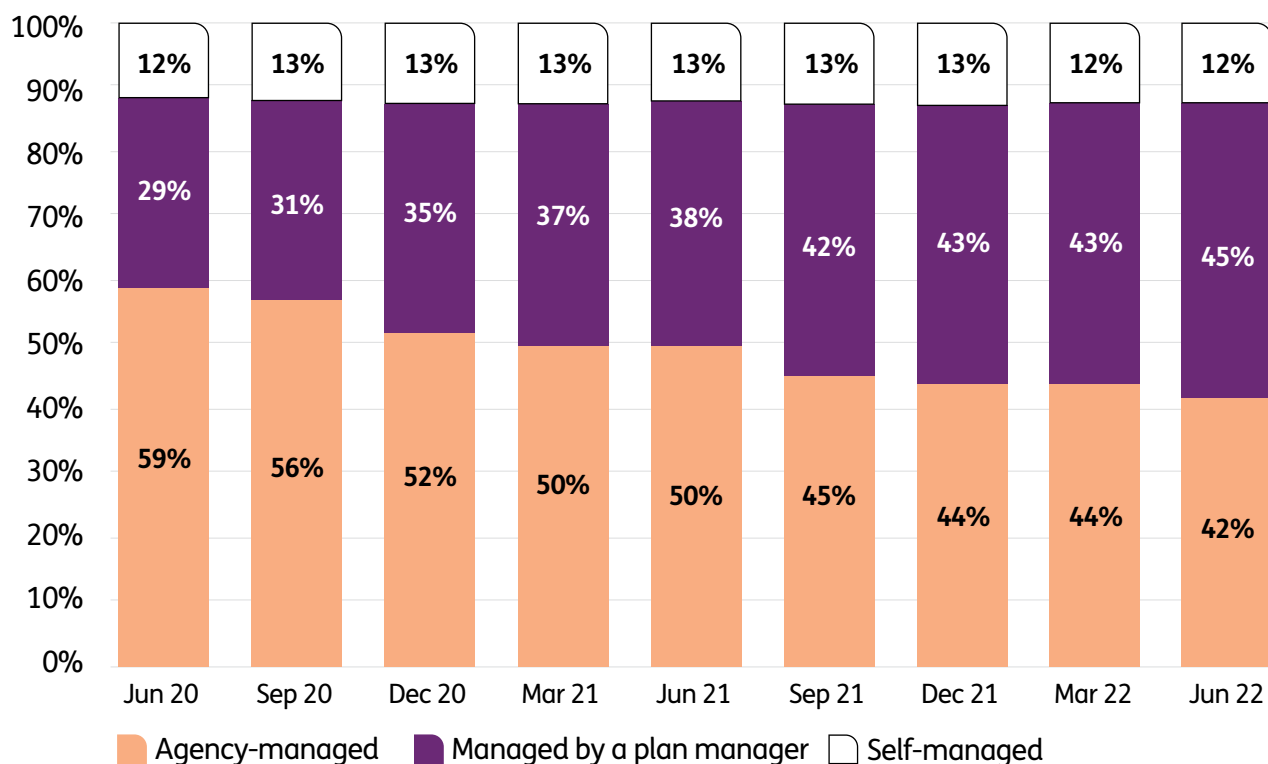
Figure 58: Distribution of active participants by method of financial plan management over time cumulatively – all participants



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

- **self-management** has been between **12%** and **13%**
- payments managed by a **plan manager** have increased from **29%** to **45%**
- **Agency-managed** payments decreased from **59%** to **42%**.

Figure 59: Distribution of incremental payments by method of financial plan management over time – all participants

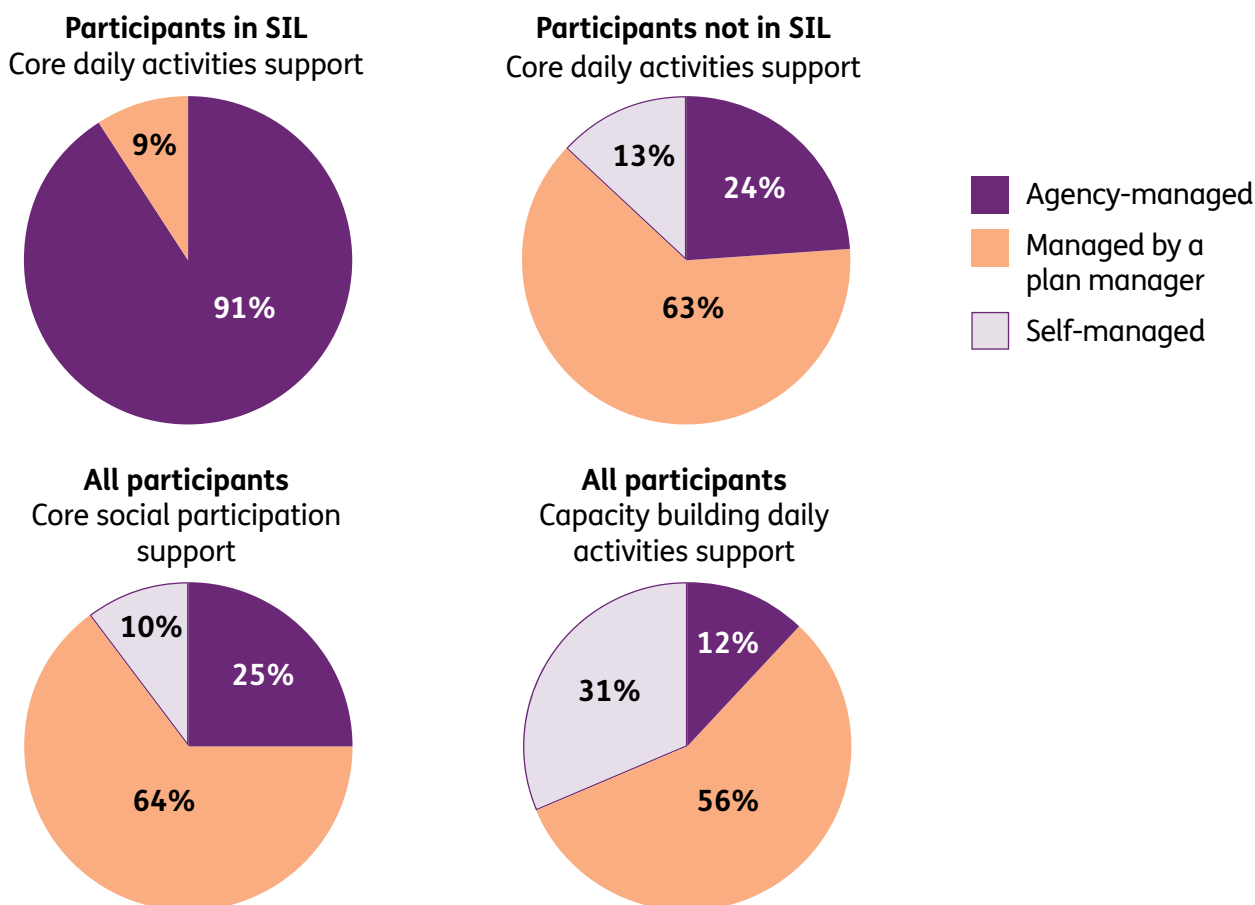


In the fourth quarter of 2021-22, of the \$7.5bn in payments, \$0.9bn was self-managed (12 per cent), \$3.4bn was managed by a plan manager (45 per cent), and \$3.2bn was Agency-managed (42 per cent).⁷⁰

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

- payments for **participants in SIL receiving core daily activities support** were **\$1.8bn**. Of this, \$2m was self-managed (**less than 1%**), \$167m was managed by a plan manager (**9%**), and \$1.7bn was Agency-managed (**91%**).
- payments for **participants not in SIL receiving core daily activities support** were **\$2.2bn**. Of this, \$294m was self-managed (**13%**), \$1.4bn was managed by a plan manager (**63%**), and \$542m was Agency-managed (**24%**).
- payments for **participants receiving core social participation support** were **\$1.4bn**. Of this, \$151m was self-managed (**10%**), \$929m was managed by a plan manager (**64%**), and \$368m was Agency-managed (**25%**).
- payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$968m**. Of this, \$303m was self-managed (**31%**), \$546m was managed by a plan manager (**56%**), and \$119m was Agency-managed (**12%**).

Figure 60: Payments for the largest support categories by plan management type for Q4 2021-22



⁷⁰ Includes cash and in-kind payments.

Figure 61: Total payments in Q4 2021-22 by plan management type (\$m)

	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	1,656	167	2	1,824
Daily activities - non-SIL	542	1,406	294	2,242
Social & community participation	368	929	151	1,447
Consumables	14	78	44	136
Transport	103	5	87	195
Total core support	2,683	2,585	577	5,844
Capacity building				
Daily activities	119	546	303	968
Support coordination	154	55	4	213
Other capacity building support	97	158	23	278
Total capacity building support	370	759	329	1,458
Capital				
Specialist disability accommodation (SDA)	47	0	0	47
Assistive Technology	70	68	27	164
Home Modifications	10	12	5	26
Total capital	127	80	32	238
Total	3,181	3,423	938	7,542

Figure 62: Total payments in Q4 2021-22 by plan management type (%)

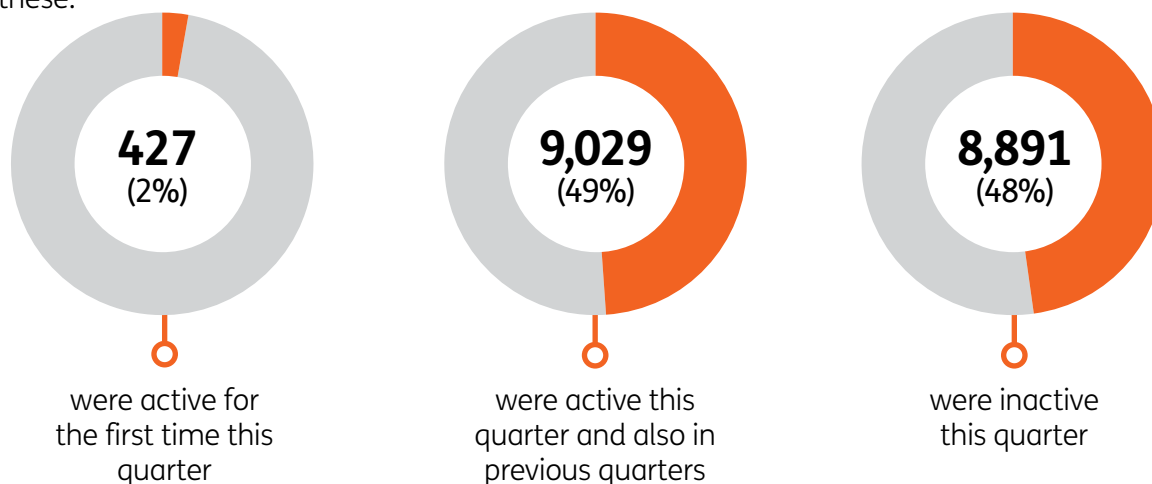
	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	91%	9%	0%	100%
Daily activities - non-SIL	24%	63%	13%	100%
Social & community participation	25%	64%	10%	100%
Consumables	10%	57%	32%	100%
Transport ⁷¹	53%	3%	44%	100%
Total core support	46%	44%	10%	100%
Capacity building				
Daily activities	12%	56%	31%	100%
Support coordination	72%	26%	2%	100%
Other capacity building support	35%	57%	8%	100%
Total capacity building support	25%	52%	23%	100%
Capital				
Specialist disability accommodation (SDA)	100%	0%	0%	100%
Assistive Technology	43%	41%	16%	100%
Home Modifications	37%	45%	19%	100%
Total capital	53%	33%	13%	100%
Total	42%	45%	12%	100%

⁷¹ 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, there has also been an increase in the number of providers supporting Agency-managed participants.

Since the start of the Scheme, 18,347 providers have supported Agency-managed participants.⁷² Of these:



The largest ten providers supporting Agency-managed participants received \$417m in the June 2022 quarter, which was 13 per cent of the total payments to providers supporting Agency-managed participants. These providers also received \$80m in the June 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 63: Largest ten providers by total payments in Q4 2021-22 (Agency-managed)⁷³

ABN	Legal name	Total Payment Amount \$m	Total Payments received from Plan Managers for Plan Managed supports	Total payments
15101252171	Life Without Barriers	\$93m	\$13m	\$106m
31001813403 ⁷⁴	House With No Steps / Aruma Services / Aruma Foundation / Aruma Services Victoria	\$74m	\$19m	\$93m
73628264460 ⁷⁵	Home@Scope Pty Ltd / Scope (Aust) Ltd	\$62m	\$10m	\$71m
87302064152	The Northcott Society	\$33m	\$7m	\$39m
45000062288	Cerebral Palsy Alliance	\$32m	\$4m	\$37m
80009670704	Endeavour Foundation	\$31m	\$9m	\$41m
49133306902	Achieve Australia Limited	\$24m	\$2m	\$26m
27009942269	Cpl-Choice, Passion, Life	\$23m	\$10m	\$32m
37020000711 ⁷⁶	Minda Incorporated, Minda Housing	\$23m	\$5m	\$28m
35002507655	Disability Services Australia	\$22m	\$2m	\$24m
Total for largest 10 providers		\$417m	\$80m	\$497m

⁷² 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 18,347. Further, some of the 8,891 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

⁷³ Providers supporting Agency-managed participants, noting 91 per cent of SIL payments in the last quarter were to providers supporting Agency-managed participants.

⁷⁴ In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

⁷⁵ In addition, the following additional ABN for this provider are also included in this analysis - 63004280871.

⁷⁶ In addition, the following additional ABN for this provider are also included in this analysis - 49622248908.

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 \$3.4bn in the June 2022 quarter. Of this \$3.4bn, \$112m was for the plan management services, and the remainder of \$3.3bn 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 \$3.3bn total plan managed payments in the June 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 \$167 million in payments for **daily activities for participants in SIL**, **80%** went to registered providers and **20%** went to unregistered providers
- Of the \$1.4 billion in payments for **daily activities for participants not in SIL**, **52%** went to registered providers and **48%** went to unregistered providers
- Of the \$929 million in payments for **social and community participation**, **65%** went to registered providers and **35%** went to unregistered providers
- Of the \$546 million in payments for **capacity building daily activities (therapy services)**, **63%** went to registered providers and **37%** went to unregistered providers

Figure 64: Split of payments by support category and provider registration in Q4 2021-22 – plan managers (\$m)⁷⁷

	Registered providers	Unregistered providers	Total
Core support			
Daily activities - SIL	134	33	167
Daily activities - non-SIL	738	669	1,406
Social and community participation	601	328	929
Consumables and transport	55	28	84
Total core support	1,527	1,057	2,585
Capacity building			
Daily activities	346	201	546
Support coordination	35	20	55
Other capacity building support	29	16	45
Total capacity building support	410	236	647
Capital supports	66	13	80
Total	2,004	1,307	3,311

⁷⁷ Excludes \$112m paid to plan managers for plan management services.

Figure 65: Split of payments by support category and provider registration in Q4 2021-22 – participants with plan managers (%)

	Registered providers	Unregistered providers	Total
Core support			
Daily activities - SIL	80%	20%	100%
Daily activities - non-SIL	52%	48%	100%
Social and community participation	65%	35%	100%
Consumables and transport	66%	34%	100%
Total core support	59%	41%	100%
Capacity building			
Daily activities	63%	37%	100%
Support coordination	64%	36%	100%
Other capacity building support	65%	35%	100%
Total capacity building support	63%	37%	100%
Capital supports	83%	17%	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, 25 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.

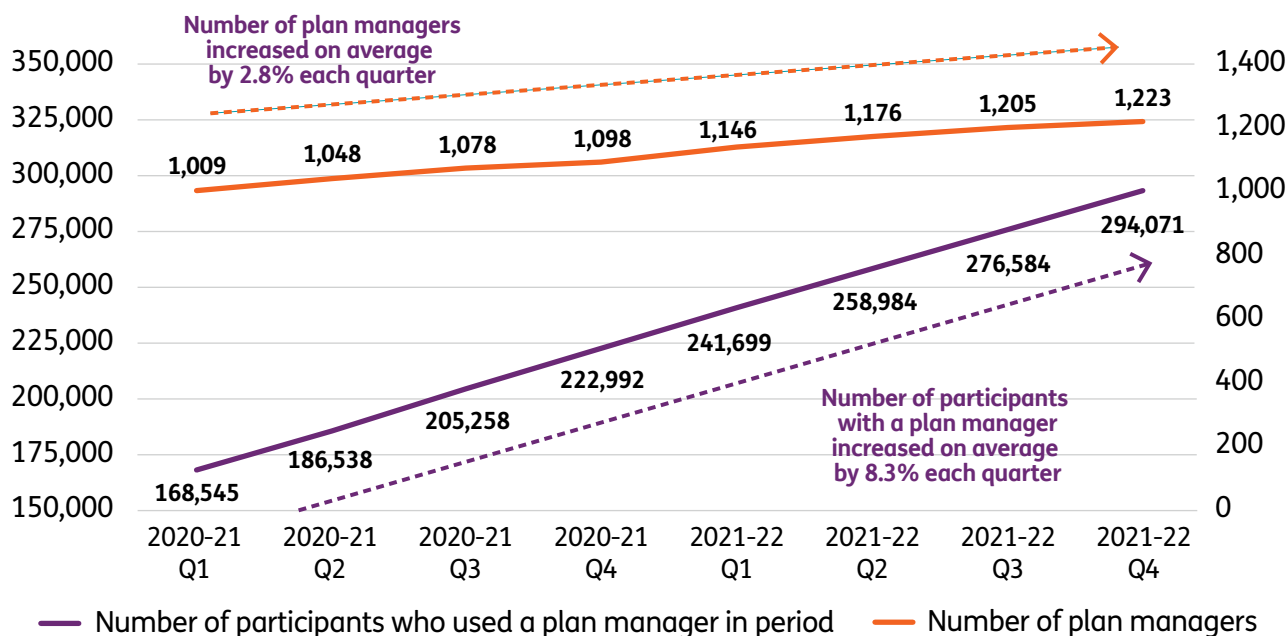
Figure 66: Number of providers servicing participants through a plan manager in Q4 2021-22

Payment band in quarter	Number of providers - plan managed		Proportion of total payments in quarter	
	NDIS registered ⁷⁸	Unregistered	NDIS registered	Not registered
1. Less than \$1k	1,124	43,035	0%	1%
2. \$1k to \$10k	3,732	53,688	1%	15%
3. \$10k to \$100k	5,195	24,598	9%	46%
4. \$100k to \$1m	2,968	1,592	45%	29%
5. More than \$1m	405	32	45%	8%
Total	13,424	122,945	\$2,004m	\$1,307m
Percentage	10%	90%	61%	39%

⁷⁸ The registration status of the provider has been based on the status at 30 June 2022.

Over the past eight quarters, the number of plan managers has increased from 1,009 to 1,223, a quarterly average increase of 2.8 per cent. Over the same time period, the number of participants being supported by plan managers has increased from 168,545 to 294,071 – a quarterly average increase of 8.3 per cent. This indicates that while new plan managers are entering the market and increasing the number of plan managers from which participants can choose from, many plan managers are also expanding as the ratio of participants to providers has increased.

Figure 67: Participants and providers with a plan manager by quarter – all participants



The largest ten plan managers received \$1.34bn payments in the June 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 68: Payments by provider registration for the largest ten plan managers by payments in Q4 2021-22 (% and \$m)

ABN	Legal Name	Registered providers	Unregistered providers	Plan management	Total
52617963676	My Plan Manager.com.au Pty Ltd	60%	37%	4%	\$333m
54609868993	Plan Management Partners Pty Ltd	60%	36%	3%	\$249m
24619787692	National Disability Support Partners Pty	65%	31%	4%	\$162m
62149233634	Integrated Care Pty Ltd	60%	36%	4%	\$104m
16621969337	Peak Plan Management Pty Ltd	65%	31%	4%	\$98m
92622499898	Leap In! Australia Ltd	52%	44%	4%	\$91m
69624874219	Maple Plan Pty Ltd	58%	39%	3%	\$83m
22729829472	Moir Limited	64%	33%	3%	\$81m
18620281209	Instacare Pty Ltd	57%	39%	3%	\$74m
73624994565	Connect Plan Management Pty Ltd	58%	40%	3%	\$63m
Total largest 10 plan managers					\$1,337m

4.5 Supported Independent Living (SIL)

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

Total payments to participants in SIL have increased by 29 per cent annually over the last three years, from \$4.1bn to \$8.8bn. The number of participants has also increased from approximately 21,052 at 30 June 2019 to 26,950 at 30 June 2022. This in part reflects phasing from the State/Territory programs into the NDIS.

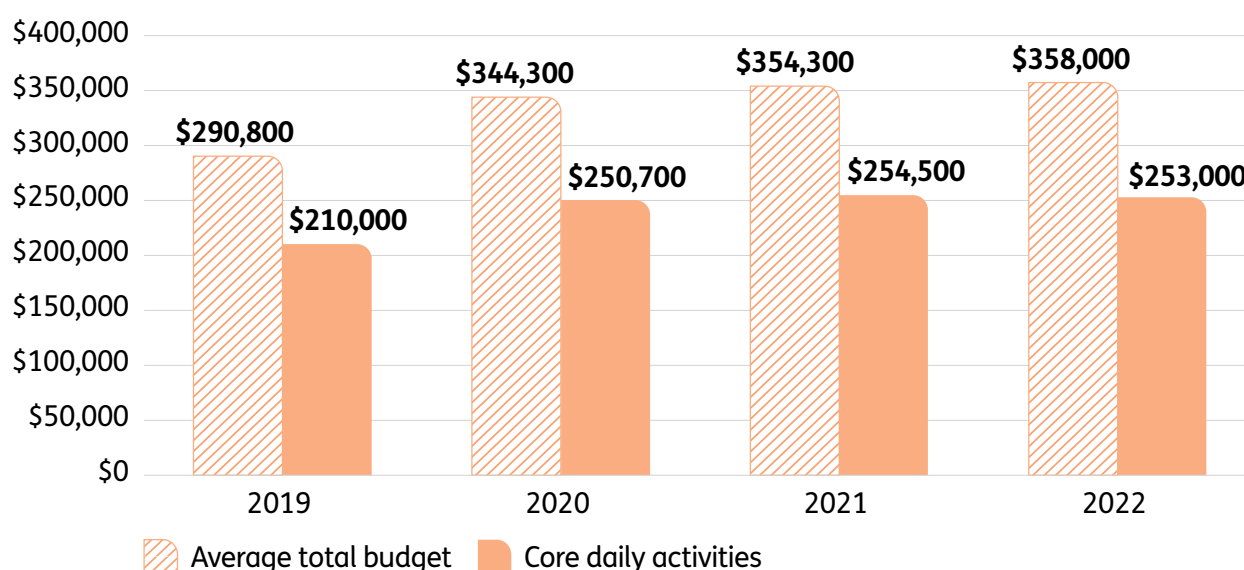
The average payment per participant for SIL supports has also increased, and comprises a large component of the total average payment for participants in SIL (noting that participants in SIL also receive other supports, such as core support for community participation, employment, and capacity building).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

Figure 69: Number of participants and payments for years ending 30 June - participants in SIL⁷⁹

Year	2019	2020	2021	2022	% increase (per annum)
Active participants	21,052	24,119	24,542	26,950	9%
Total payments (\$m)	4,102	6,702	7,893	8,776	29%
Average payment (\$)	243,300	296,800	324,400	340,900	12%
Total payments – core daily activities (\$m)	3,334	5,423	6,357	6,920	28%
Average payment – core daily activities (\$)	197,800	240,100	261,300	268,800	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 23 per cent increase in average plan budgets, and 20 per cent increase in the average daily activities component of the plan budgets over the three years to 30 June 2022. In the last year, average plan budgets have increased slightly from the previous year, while the daily activities component has decreased marginally.

⁷⁹ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying participants in SIL leading to a restatement in the number of participants in SIL from July 2020 to April 2022. Given the basis for identifying participants in SIL has changed since July 2020, the comparison between 2020 and 2021 is not entirely on a like for like basis.

Figure 70: Average plan budgets over time for years ending 30 June – participants in SIL

The top 10 providers of participants identified as receiving SIL (by payment volumes) are listed in the table below along with the total payments received for SIL supports in the last three years⁸⁰, noting that these providers receive payments for other supports in addition to SIL.

Figure 71: Largest ten providers and core daily activities payments – participants in SIL⁸¹

Provider ABN*	Provider name	Core daily activities payments (\$m)		
		2020	2021	2022
15101252171	Life Without Barriers	186	234	281
31001813403 ⁸²	House With No Steps / Aruma Services / Aruma Foundation / Aruma Services Victoria	199	241	259
73628264460 ⁸³	Home@Scope Pty Ltd / Scope (Aust) Ltd	62	75	242
87302064152	The Northcott Society	130	119	123
45000062288	Cerebral Palsy Alliance	95	114	114
80009670704	Endeavour Foundation	102	96	88
27009942269	CPL - Choice, Passion, Life	68	67	74
49133306902	Achieve Australia Limited	76	77	73
29001260153	The Disability Trust	62	72	71
37020000711 ⁸⁴	Minda Incorporated / Minda Housing Limited	72	76	71
Total largest 10 providers		1,053	1,170	1,396

*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.

⁸⁰ Includes plan managed participants where the data is available identifying the support provider rather than payee (i.e. the plan manager for plan managed payments). This data is complete for the 2022 year, but is not complete for earlier years. This may mean payments to these providers are understated in earlier years where payments received via another payee are not traced to this provider.

⁸¹ This analysis does not include in-kind payments. However, analysis of in-kind shows that two State governments have received in-kind offsets in the 2021-22 year that are comparable to the top 10 cash providers as follows: (1) Queensland \$146m and (2) South Australia \$128m.

⁸² In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

⁸³ In addition, the following additional ABN for this provider is included in this analysis - 63004280871.

⁸⁴ In addition, the following additional ABN for this provider is included in this analysis - 49622248908.

4.6 Specialist Disability Accommodation (SDA)

The total number of enrolled SDA dwellings continues to increase.

The number of active participants with SDA supports has increased by 13 per cent annually over the last three years, reaching 19,358 as at 30 June 2022. The average plan budgets for SDA supports have also increased by around 9 per cent per annum, leading to an increase in total SDA supports in participant plans by around 23 per cent per annum, from \$144 million as at 30 June 2019 to \$271 million as at 30 June 2022.

Total SDA payments have increased by 49 per cent annually over the last three years, from \$56 million to \$186 million.⁸⁵ The average SDA payments per participant have also increased, by 27 per cent per annum.

Figure 72: Number of participants, plan budgets and payments for years ending 30 June – participants with SDA supports

Year	2019	2020	2021	2022	% increase (per annum)
Active participants	13,309	14,982	16,033	19,358	13%
Total SDA supports (\$m)	144	176	204	271	23%
Average SDA supports (\$)	10,839	11,741	12,694	14,024	9%
Total SDA payments (\$m)	56	102	140	186	49%
Average SDA payments (\$)	5,085	7,205	8,996	10,523	27%

The top 10 providers of participants identified as receiving SDA (by payment volumes) are listed in the table below along with the total payments received for SDA supports in the last three years.

⁸⁵ SDA provider payments have not been handled in a timely fashion due to issues with service bookings. This has resulted in a large backlog of payments. To address the problem, the NDIA is introducing a new SDA line item from 1 July 2022 to ensure providers have an easier way to claim for services delivered to participants. The NDIA has also addressed historic outstanding SDA payments by making off-system payments to providers directly. The \$186m total SDA payments made in 2022 includes off-system payments of \$10.5 million made in June 2022.

Figure 73: Largest ten providers and SDA payments – participants in SDA^{86,87}

Provider ABN*	Provider name	SDA support item claiming in year ending 30 June		
		2020	2021	2022
64617052383 ⁸⁸	Home4life Limited/ Compass Housing Services Co Ltd	\$4m	\$13m	\$13m
97824335975 ⁸⁹	The Trustee for Summer Housing SDA Trust / The Trustee for Summer Housing Pavilions / The Trustee for Summer Housing Impact SD	\$1m	\$7m	\$12m
85236978396	The Trustee For The Disability Housing Trust	\$5m	\$3m	\$7m
69118571547	Disability Housing Limited	\$2m	\$2m	\$5m
65152013913	Ability SDA Pty Ltd	\$1m	\$4m	\$4m
33931811019	Julia Farr Housing Ass Inc	\$2m	\$3m	\$4m
66647041988	Hume Community Housing Association Co Ltd	\$3m	\$3m	\$3m
40007008853	Singleton Equity Housing Ltd.	\$0m	\$1m	\$3m
16127713731	Evolve Housing Limited	\$2m	\$2m	\$2m
27621705235	Empowered Liveability Pty Ltd	\$0m	\$1m	\$2m
Total largest 10 providers		\$20m	\$39m	\$57m

*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 total number of enrolled SDA dwellings at 30 June 2022 was 7,086⁹⁰, up by 31 per cent annually over the last three years, and by 862 dwellings (14 per cent), compared to a year ago at 30 June 2021. This increase was observed across all design categories, except for Basic stock which saw a 1 per cent reduction (23 dwellings). The largest relative increase was for dwellings of the High Physical Support category (35 per cent, 514 dwellings), followed by dwellings of the Robust design category (25 per cent, 96 dwellings). Overall, all States and Territories saw increases in enrolled dwellings.

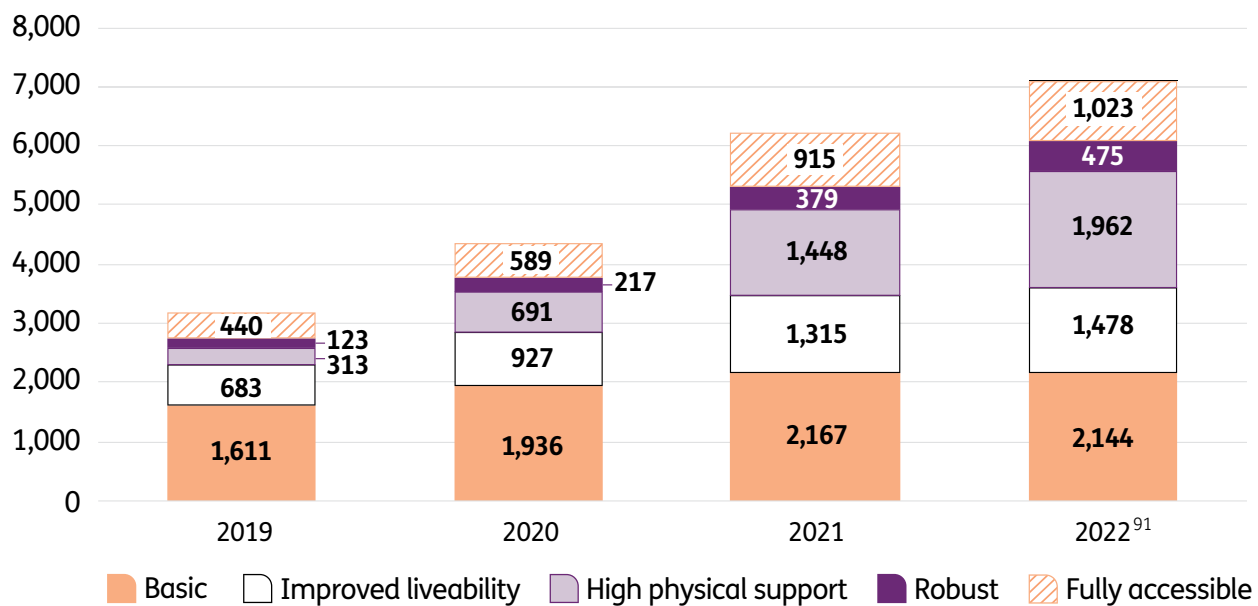
⁸⁶ The analysis does not include in-kind payments, but does account for \$10.5m in off-system SDA payments made in June 2022.

⁸⁷ The analysis excludes government owned providers. In particular, the Department of Health and Human Services (Victoria) claimed \$20m in cash in the 2021-22 year.

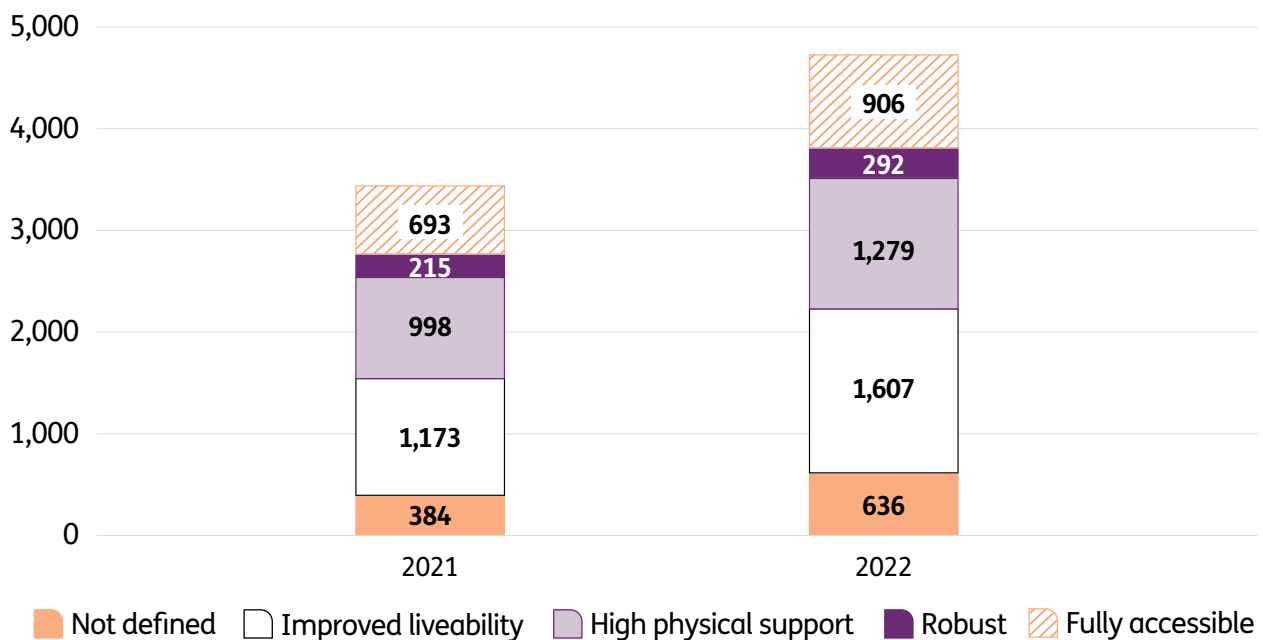
⁸⁸ In addition, the following additional ABN for this provider is included in this analysis – 84002862213.

⁸⁹ In addition, the following additional ABNs for this provider are also included in this analysis – 21684858548 and 75699253279.

⁹⁰ This includes dwellings funded via “cash” arrangements only. An additional 203 dwellings are funded under in-kind arrangements, bringing the total number of SDA dwellings to 7,289 at 30 June 2022.

Figure 74: Enrolled SDA dwellings (excluding in-kind) by design category for years ending 30 June

As at 30 June 2022, there were 2,993 participants in an SDA dwelling seeking an alternative dwelling and an additional 1,727 participants who were not in an SDA dwelling seeking a vacancy. Of the combined 4,720 participants seeking SDA dwellings, 1,607 (34 per cent) were for the Improved Liveability design category and 1,279 (27 per cent) were for High Physical Support.

Figure 75: Number of participants seeking SDA dwelling by design category for years ending 30 June

⁹¹ At 30 June 2022, there were an additional four dwellings with a multiple design category.

4.7 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”.

Between June 2021 and June 2022, the utilisation performance metric improved whereas the provider concentration metric deteriorated marginally. The choice and control performance metric remained stable.

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.

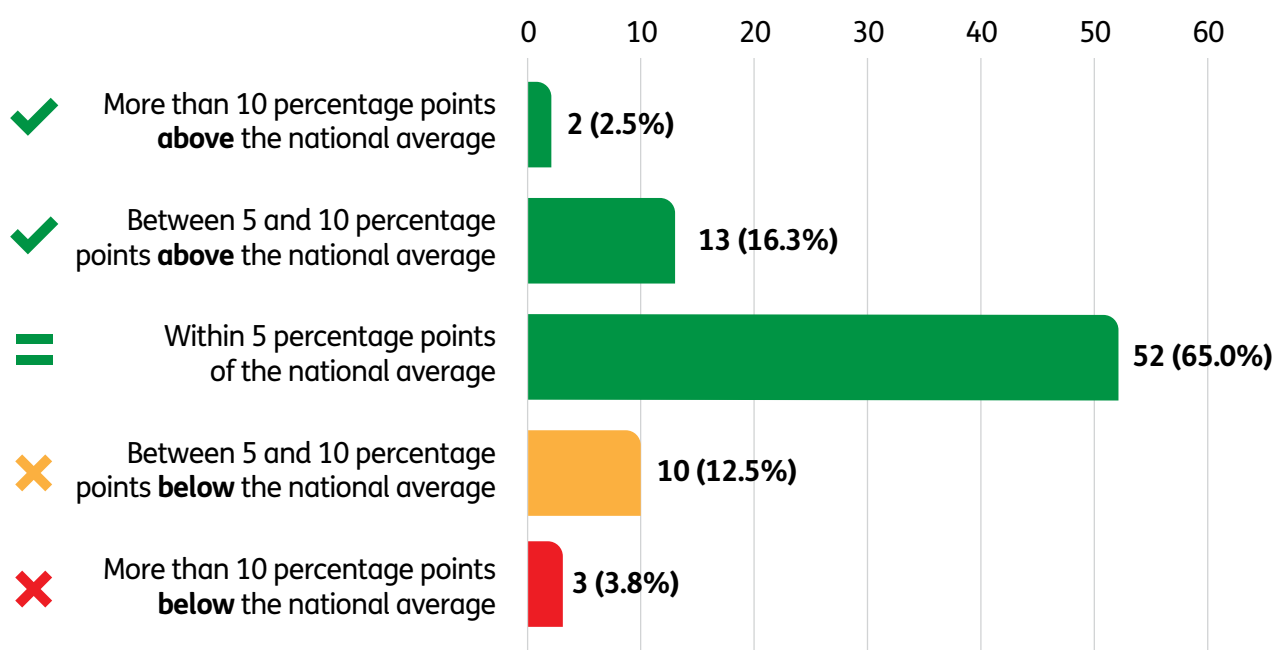
Overall, 52 of the 80 service districts (65 per cent) in the analysis were within 5 percentage points of the national average, two service districts (3 per cent) were more than 10 percentage points above the national average, and three service districts (4 per cent) were more than 10 percentage points 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 30 June 2022:

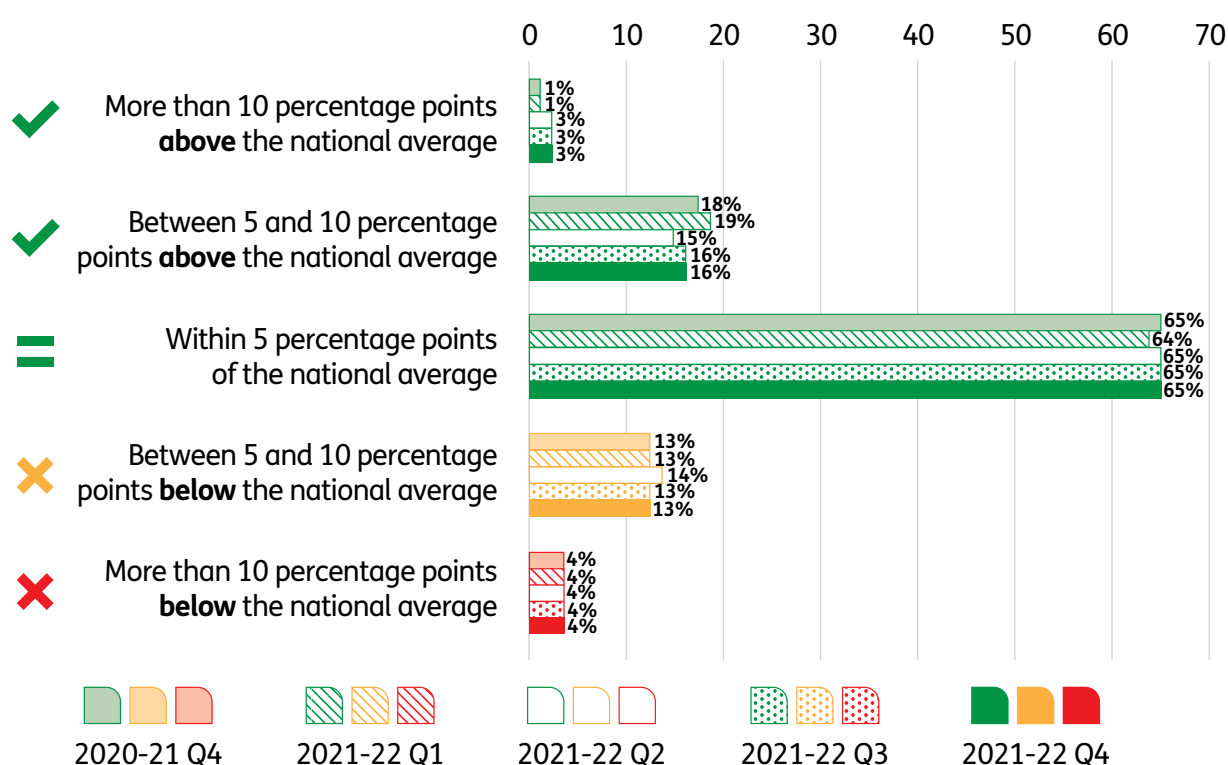
- **Darwin Remote** had **438** active participants and plan budgets totalling \$29 million
- **East Arnhem** had **206** active participants and plan budgets totalling \$19 million
- **Katherine** had **238** active participants and plan budgets totalling \$36 million

Figure 76: 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 also remained steady at 65 per cent, except for a slight decrease to 64 per cent in 2021-22 Q1.

Figure 77: Choice and control – number of service districts – gap to benchmark – trend



Utilisation

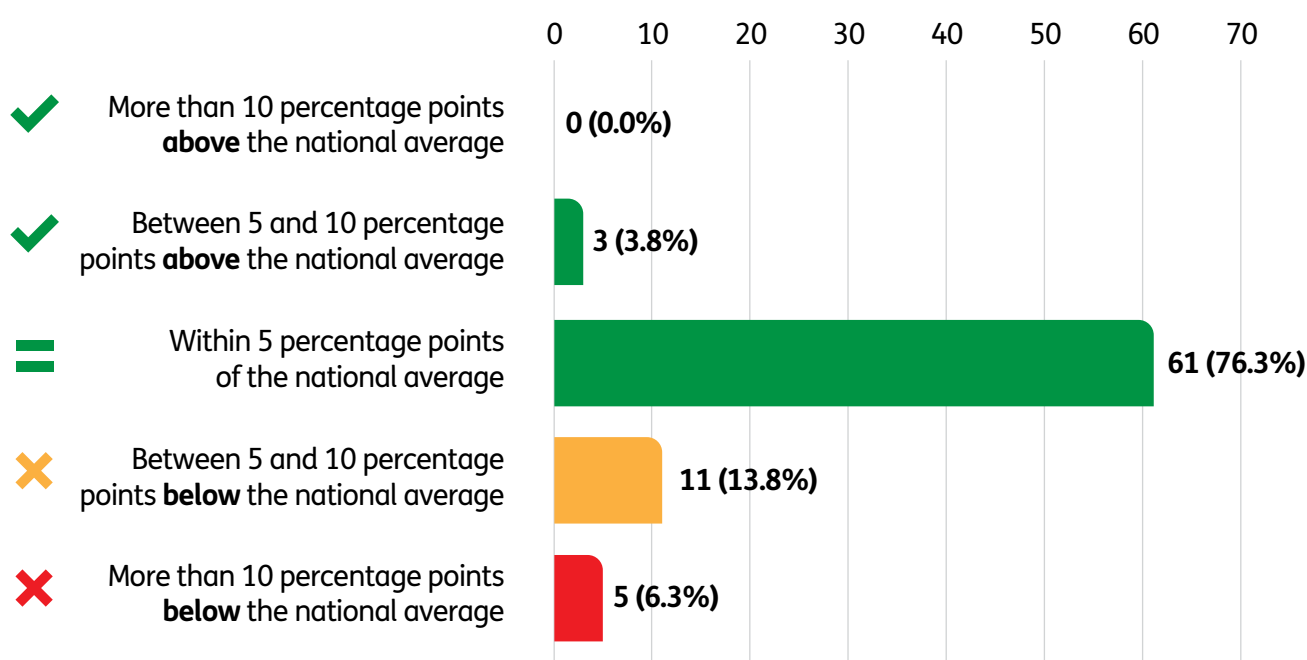
The average payment per participant has increased by 9.2 per cent over the three years from 30 June 2019 to 30 June 2022, and the average plan budget has increased by 1.3 per cent over the same three years. Participants are getting more support over time so understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 61 of the 80 service districts (76 per cent) in the analysis are within five percentage points of the national average⁹², no service districts were more than 10 percentage points above the national average, and five service districts (6 per cent) were more than 10 percentage points below the national average.

The number service districts more than 10 percentage points below the national average has decreased from six at 31 March 2022 to five this quarter. The five service districts this quarter are 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.

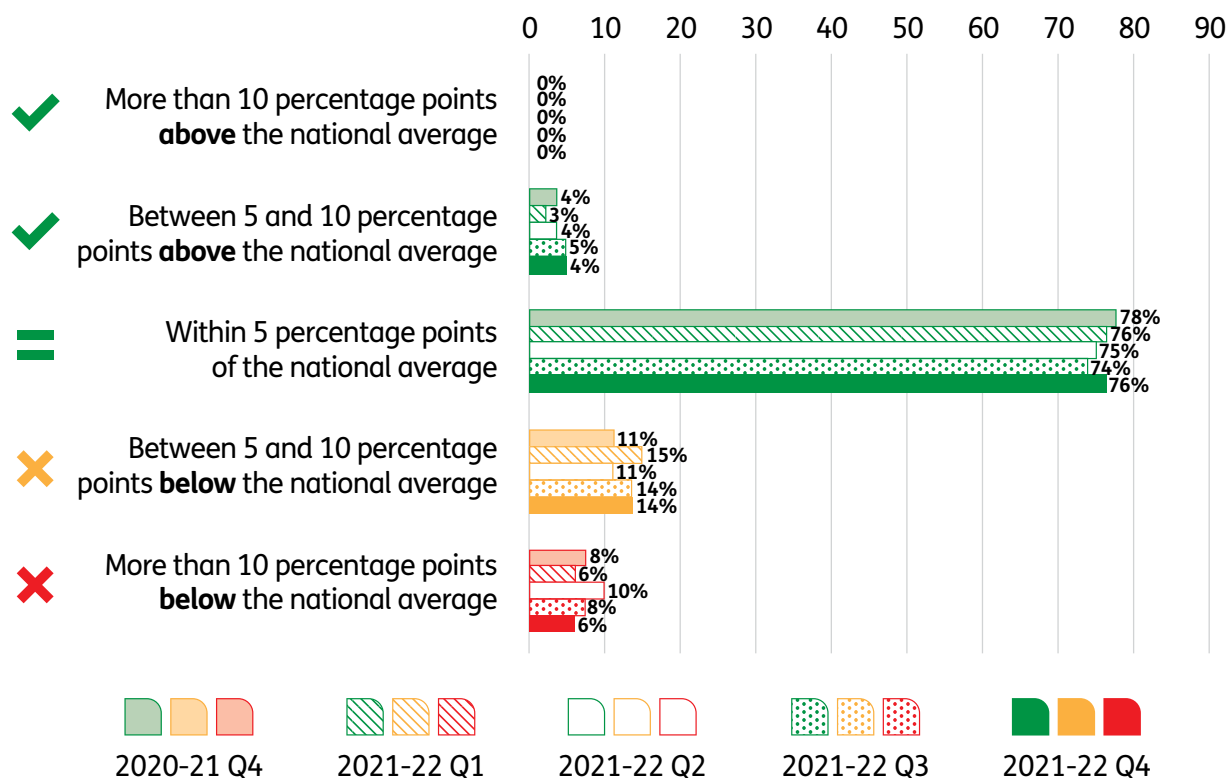
Figure 78: Utilisation – number of service districts – gap to benchmark



⁹² 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 decreased from six (8 per cent) to five (6 per cent). The number of service districts within 5 percentage points of the national average has decreased from 62 (78 per cent) to 61 (76 per cent). The number of service districts between 5 and 10 percentage points below the national average has increased from 9 (11 per cent) to 11 (14 per cent) over the last year.

Figure 79: Utilisation – number of service districts – gap to benchmark – trend



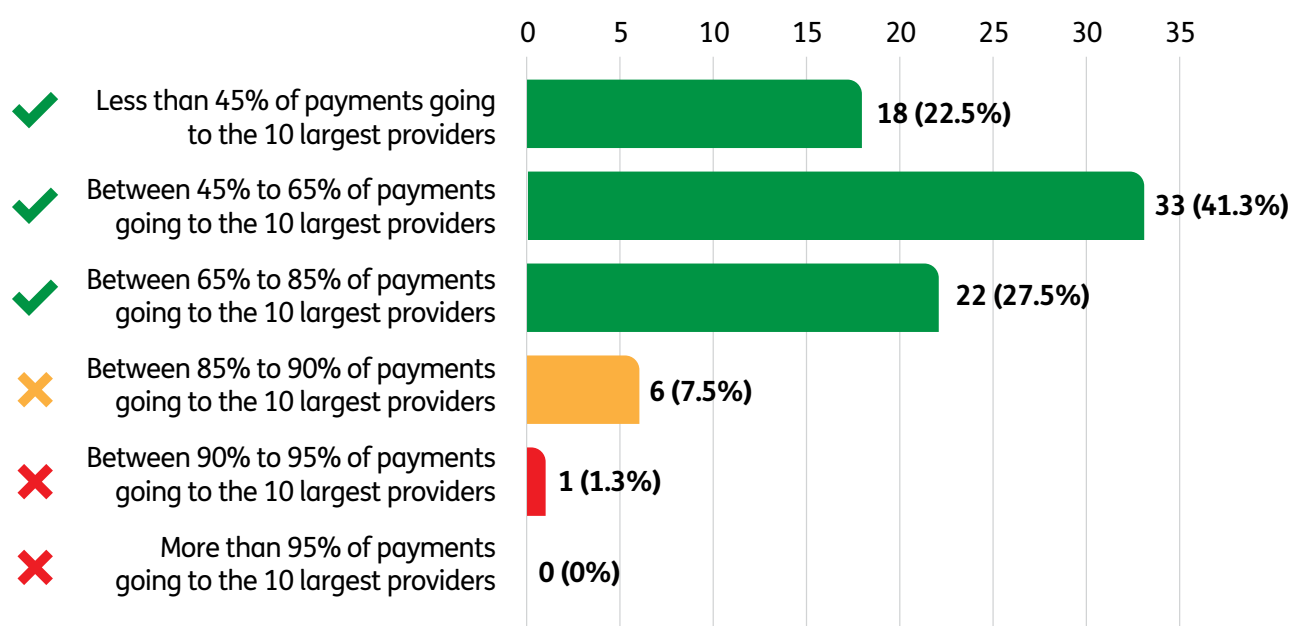
Market concentration

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. As at 30 June 2022, for the six month period to 31 March 2022, 21 per cent of payments⁹³ were paid to the largest 10 providers paid directly by the NDIA, through Agency or Plan-managed payments, excluding providers paid through self-managed payments and end providers paid by plan managers.

The analysis below considers payments in the six month period to 31 March 2022 to providers. There are seven service districts where 85 per cent or more of payments go to the largest 10 providers (9 per cent) and 18 service districts where less than 45 per cent of payments went to the 10 largest providers (23 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.

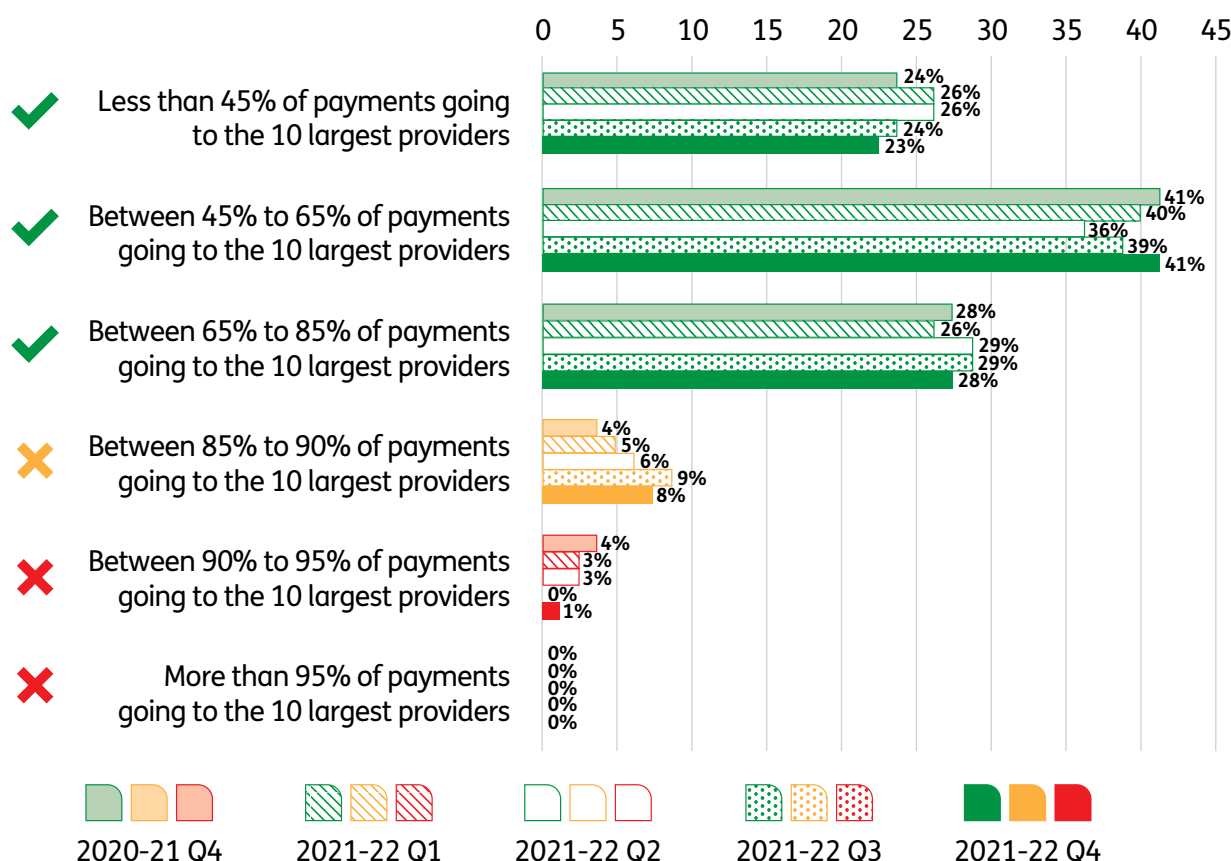
Figure 80: Market concentration – number of service districts by percentage of payments going to the 10 largest providers



⁹³ Excludes YPIRAC payments to the Department of Health.

Over the last year, the number of service districts where 85 per cent or more of payments go to the largest 10 providers has increased from six (8 per cent) to seven (9 per cent). The number of service districts where less than 45 per cent of payments went to the 10 largest providers has decreased from 19 (24 per cent) to 18 (23 per cent). The number of service districts where between 65 to 85 per cent of payments go to the 10 largest providers has remained steady at 22 (28 per cent). Further, in the June 2022 quarter, there was one service district where the 10 largest providers received more than 90 per cent of payments, East Arnhem in the Northern Territory.

Figure 81: Market concentration – number of service districts by percentage of payments going to the 10 largest providers – trend



4.8 COVID Assistance

As mentioned in the Introduction 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 essential services. As noted in the Introduction section of this report, the NDIA 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).

4.9 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.⁹⁴

Home and Living

Over the last quarter, the NDIA has continued to focus on designing and implementing 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.

The Making SDA Better project has resulted in a series of fast tracked initiatives to improve how SDA supports are delivered and strengthen the efficacy of the SDA market.

The improvements include:

- **Updated guides and OGs:** Clarification of the use of Home and Living forms and the introduction of the first of a series of Would We Fund It Guides to provide further clarity regarding SDA decisions.
- **Processes:** A simplified service booking process for SDA enrolled dwellings to enable providers to create their own service bookings.

The NDIA announced in April 2022 that it is bringing forward commencement of the Review of the Specific Underlying Assumptions within the Pricing Methodology for SDA. Under the SDA Pricing and Payments Framework, the NDIA is required to undertake a review every five years of the specific underlying assumptions within the pricing methodology for SDA. The SDA Pricing Review was scheduled to take place through the first half of 2023. Following consultations with the SDA sector about the need for certainty for planning capital investment, the NDIA is bringing forward the commencement of the SDA Pricing Review, with consultation on the terms of reference commencing with the SDA Reference Group. It is intended to announce the outcomes of the SDA Pricing Review as early as possible to support investor and market confidence. Any changes from the SDA Pricing Review will come into effect from 1 July 2023.

Home and Living demonstration projects

The NDIA has established the Home and Living demonstration projects initiative to trial and evaluate alternative models of contemporary home and living supports.

After a rigorous assessment process, the NDIA established Memoranda of Understanding with providers selected to implement Round 1 demonstration projects in Q4 2021-22. The NDIA is supporting 11 Round 1 Demonstration projects. Projects will be commencing implementation from late June 2022 and will be evaluated over 2 years.

Each demonstration project tests a slightly different way of delivering supports that give greater flexibility, improved outcomes and encourage better practice and Scheme sustainability.

The demonstration projects are one mechanism to strengthen the capacity of the market to generate the future state of home and living supports and further demonstration project rounds are anticipated.

The NDIA has committed to further rounds of demonstration projects. Development of the design and scope for Round 2 demonstration projects is underway.

⁹⁴ <https://data.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>

4.10 Thin markets

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

The NDIA continues to identify and prioritise market interventions in locations where low utilisation of participant plans and other risk factors are evident. There are currently 25 active market intervention projects underway, and the NDIA is continuing to work collaboratively with stakeholders to grow a sustainable NDIS market and address challenges specific to each location. COVID-19 impacts on workforce including challenges with recruitment and retention, and competing priorities for providers, have contributed to delays with market intervention projects this quarter.

Whilst market development initiatives have been constrained, the NDIA has been able to engage closely with support coordinators to build innovation and achieve better outcomes for participants. Where possible, the NDIA continues to offer information and education sessions and online forums, in addition to sharing guidance and templates on use of Coordinated Funding Proposals (CFPs) and available market data, to help support coordinators better influence local markets.

One market intervention project has recently been completed in Circular Head, Tasmania. In Circular Head, the NDIA took a market facilitation approach to support a cohort of 18 NDIS participants with low utilisation of their plan budgets. The focus was on increasing access to core and capacity building daily activities supports for these participants, the majority of whom identify as Aboriginal and Torres Strait Islander people. This project commenced in July 2021 and concluded in May 2022. The project resulted in enabling all 18 participants to activate their NDIS plans and better connect with NDIS providers. Provider awareness of demand data was improved through direct engagement activities. Six of the participants also consented to join the Tasmanian direct commissioning trial that is currently underway and have engaged with occupational and/or speech pathology support providers as a result of that opportunity.

The NDIA has commenced both direct commissioning and CFPs for core and capacity supports across the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands. In the last quarter Catholic Care NT commenced providing social and community participation supports through a direct commissioning arrangement with the NDIA. The direct commissioning activity has led to the employment of six local people who will be working with 33 participants, 26 of whom have already been engaged. Catholic Care NT are working closely with participants to co-design what service outcomes and activities look like, for example, they are planning for the establishment of a sewing class for a group of participants who have specifically requested this activity.

4.11 NDIS pricing

The Annual Pricing Review 2021-22 concluded over the last quarter.

Annual Price Review

The Introduction section of this report includes information about the 2021-22 Annual Pricing Review, including changes to the NDIS pricing arrangements and price limits, and other pricing related policies for the 2022-23 financial year.



Joel's been supported so well he wants to help others

Burnie NDIS participant, **Joel**, 42, is showing true leadership skills taking part in Multicap Tasmania's horticulture program. He's enjoying it so much he's decided to study to be a support worker himself.

Joel, who has talipes equinovarus, a form of club foot, has spent three years working alongside Multicap Tasmania's horticulture program team leader Jon Moore, and says he now has their daily routine down pat. "Jon is a great mentor now we're like a well-oiled machine," he said with a laugh.

Inspired by his disability support staff and more confident than ever, Joel said he's keen to become a support worker himself, so one day he too could work for Multicap Tasmania.

"I'm going to go to TAFE and by the end of the year I hope to have my Certificate III in Disability," he said. "Having lived with a disability I have a good insight into what people with disability need, so I'm excited to be able to give something back."

Reflecting on his life, the compassionate disability advocate said it has been so much better on the NDIS. "The Scheme has allowed me to get the supports I need because, as a low-income earner, it was difficult for me to afford to pay for them," he said.

"Now I get funding to get suitable shoes made and it makes such a difference."

"I also do a couple of other day programs during the week where a group of us head out with staff and do various community activities. We go for walks, out for coffee, play cricket, go bowling and we have a lot of fun."

"I hope one day when I become a support worker, I can work with Jon and the team and support others with disability just like the team has supported me," Joel said.

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

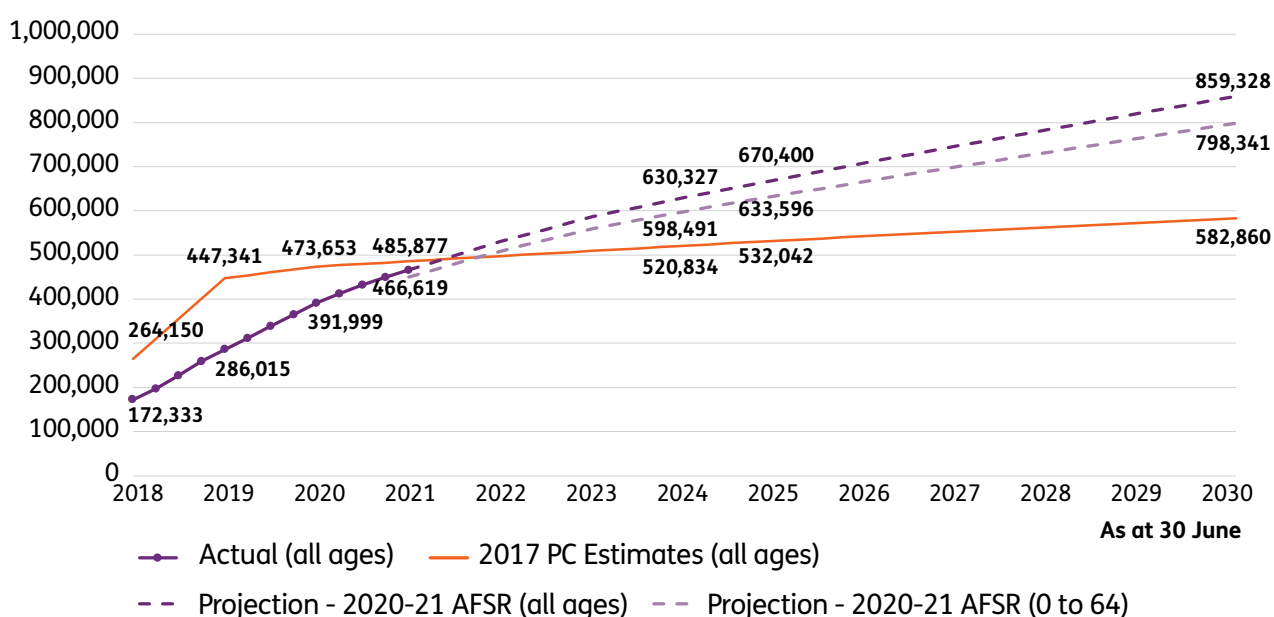
On 8 October 2021, the NDIA Board released both the AFSR, and the Peer Review Report.

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.⁹⁵ 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 30 June 2022, the number of participants in the Scheme was 534,655, which is significantly higher than the Productivity Commission estimate (497,728).

Figure 82: Actual and projected participants (2020-21 AFSR and 2017 Productivity Commission Estimates)



⁹⁵ The Australian Government Actuary currently is the Peer Review Actuary as per the NDIS Act (Section 180D)

- Total participant costs were 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 83: 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

Total participant costs (on an accrual basis) in 2021-22 were \$28.7 billion⁹⁶, which is 1.9 per cent lower than estimated. Work is underway on the 30 June 2022 AFSR which will update the projection using data to 30 June 2022 (and additional year of data compared with the previous projection). It is important to note, that the factors that drove the 2021-22 cost to be lower than projected (such as COVID lockdowns), are not necessarily reasons for the projection using 30 June 2022 data to be lower than forecast last year.

More detail is available in the reports located here:

[Interim update to the Annual Financial Sustainability Report](#)⁹⁷ – published 3 July 2021

[Annual Financial Sustainability Report](#)⁹⁸ – published 8 October 2021

[Independent Actuary Peer Review Report](#)⁹⁹ – published 8 October 2021

In addition, State/Territory Disability Ministers commissioned an [external review](#)¹⁰⁰ 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.

⁹⁶ This is a draft figure, with the final figure due to be reported in the upcoming NDIA 2021-22 Annual Report.

⁹⁷ <https://www.ndis.gov.au/news/6590-ndis-financial-sustainability-report-release>

⁹⁸ <https://www.ndis.gov.au/news/6931-ndia-board-releases-annual-financial-sustainability-report>

⁹⁹ <https://www.ndis.gov.au/media/3554/download?attachment>

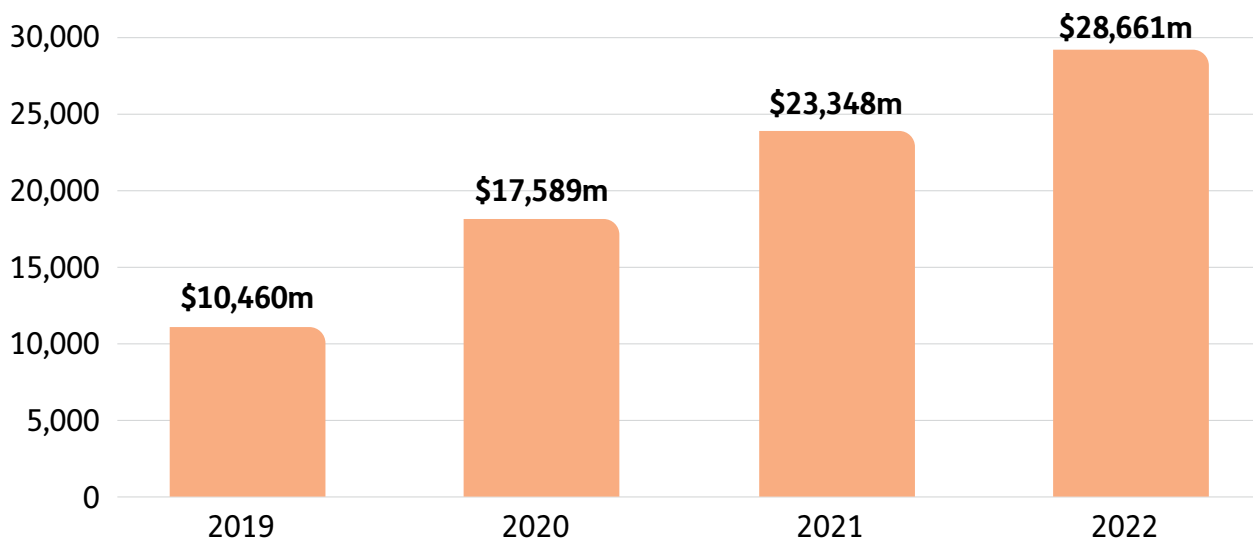
¹⁰⁰ <https://www.dss.gov.au/disability-and-carers-programs-services-government-international-disability-reform-ministers-meetings/reports-and-publications>

5.2 Total payments

Total payments have grown significantly over the last three years in line with a growing Scheme.

Total payments have almost tripled over the last three years, from \$10.5 billion in the year to 30 June 2019 to \$28.7 billion in the year to 30 June 2022, with an average increase of 40 per cent per annum. This is in line with a growing Scheme, with an increasing number of participants benefitting from the Scheme. The rate of increase has slowed in recent years, reflecting a relatively steadier rate of new entrants to the Scheme since it became available across Australia.

Figure 84: Total payments (\$m) for years ending 30 June¹⁰¹



¹⁰¹ Total payments are based on an accrual basis, sourced from the NDIA Annual Reports. The \$28,661m in 2021-22 is a draft figure, with the final figure due to be reported in the upcoming NDIA 2021-22 Annual Report.

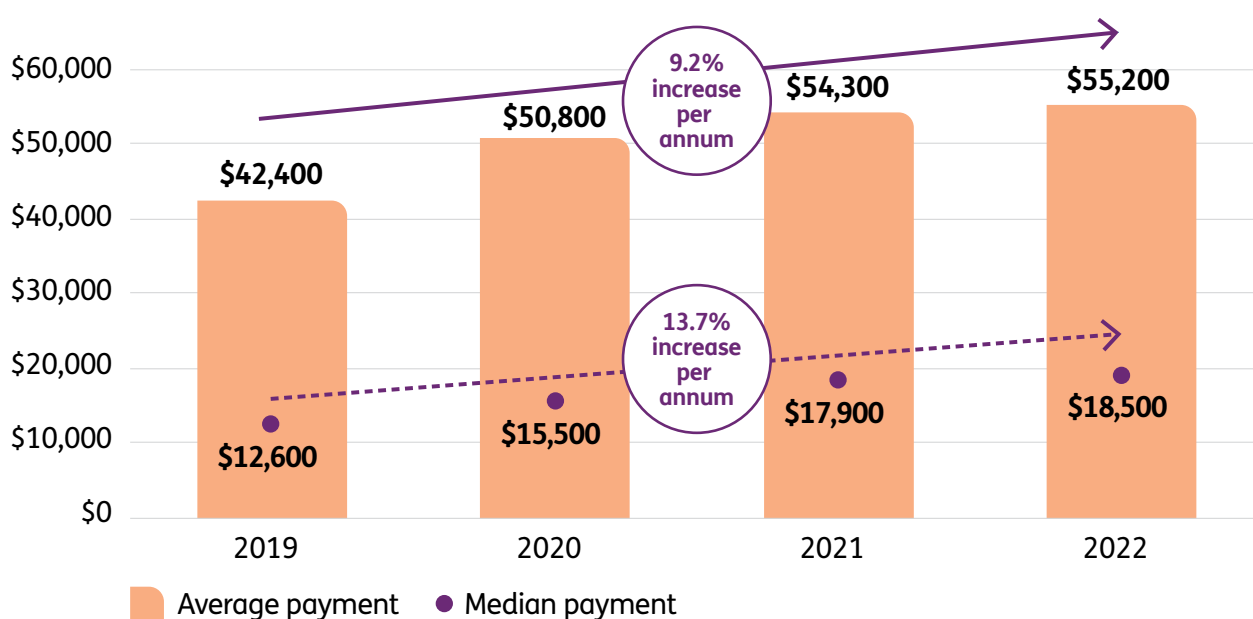
5.3 Average and median payment trends

Average and median payments per participant have increased by 9.2 per cent and 13.5 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 July 2019 and 30 June 2022 indicate that average payments have increased by 9.2 per cent per annum, and median payments have increased by 13.7 per cent per annum.

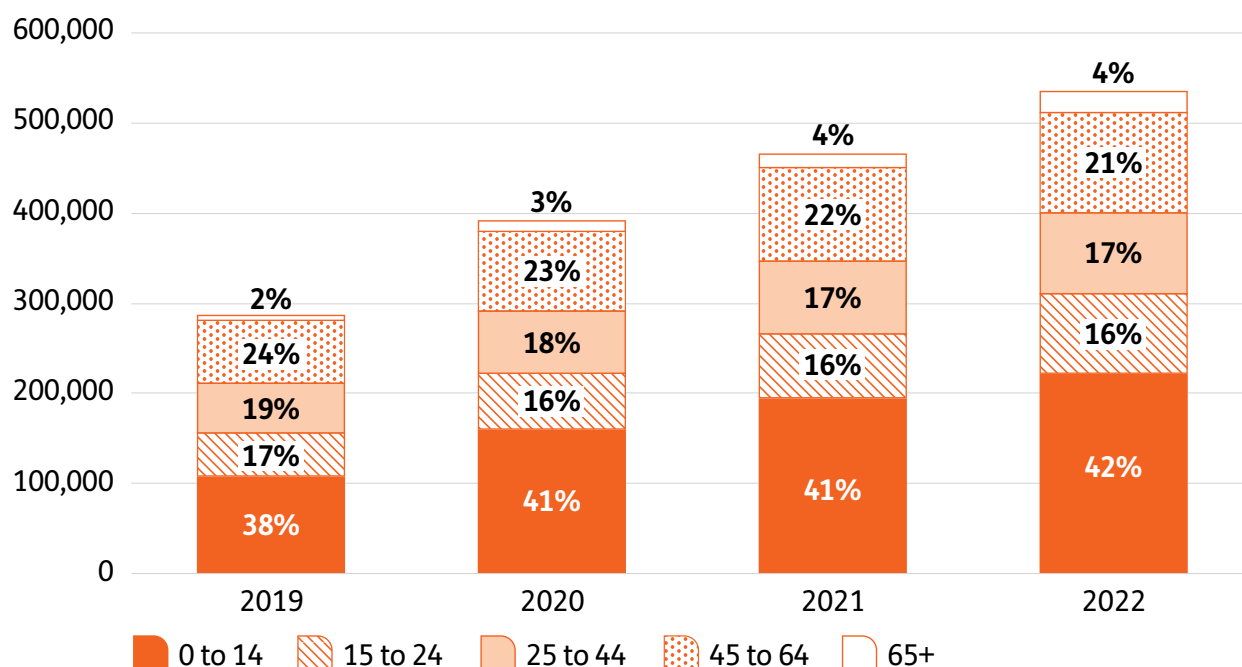
Figure 85: Average and median payments for years ending 30 June - all participants



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 (\$340,900 versus \$39,500 respectively, in the year to 30 June 2022). Average payments are also higher for adults compared with children (\$60,600 for participants not in SIL aged 25 to 64 versus \$18,700 for those aged 0 to 14, in the year to 30 June 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.

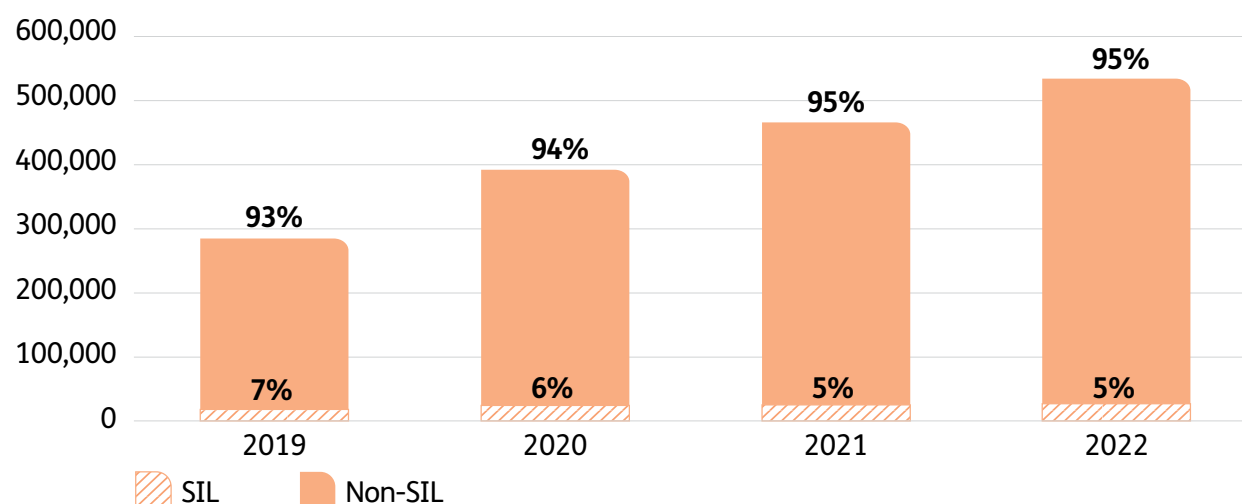
Specifically, the proportion of children in the Scheme aged 0-14 years has increased from 38 per cent at 30 June 2019 to 42 per cent at 30 June 2022. As mentioned above, older participants on average have higher average plan budgets and higher average payments so the impact of this changing mix is significant.

Figure 86: Proportion of participants by age band for years ending 30 June (%) – 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 30 June 2022; reducing from 7 per cent of participants at 30 June 2019 to 5 per cent of participants at 30 June 2022, so the impact of this changing mix is also significant.

Figure 87: Proportion of participants in and not in SIL for years ending 30 June (%) – 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 11.9 per cent, and the average payment has increased for participants not in SIL by 14.4 per cent per year. These averages are higher than the overall average (of 9.2 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 13.9 per cent, and the median payment has increased for participants not in SIL by 15.0 per cent per year.

Figure 88: Average and median payments for years ending 30 June - participants in SIL

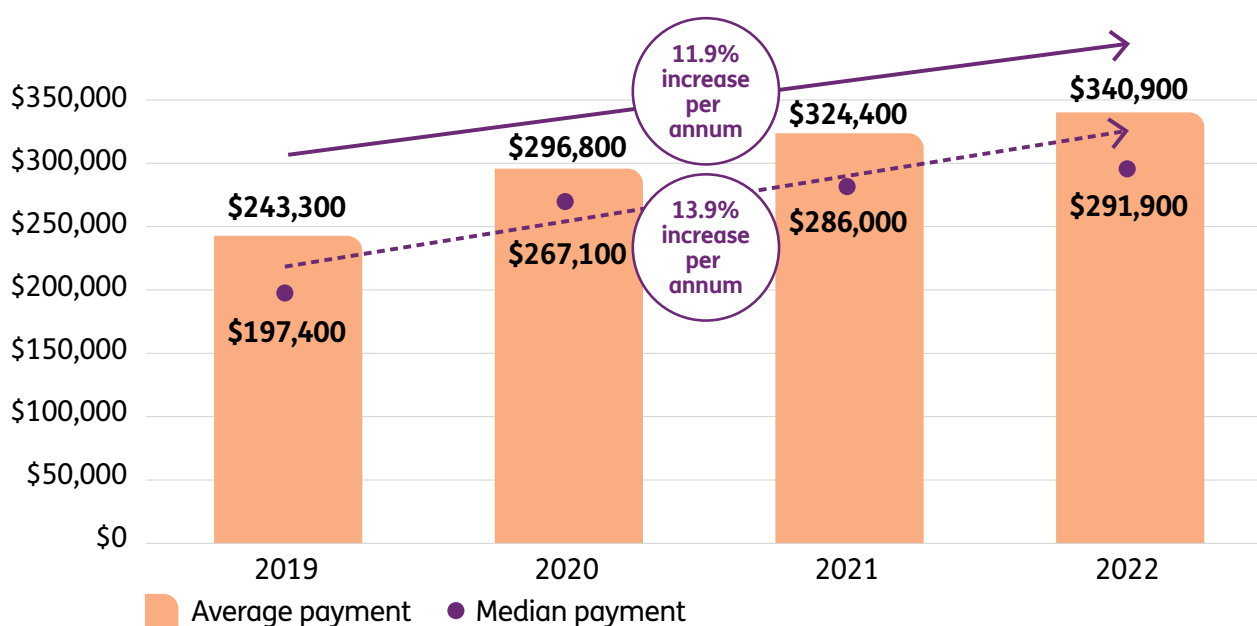
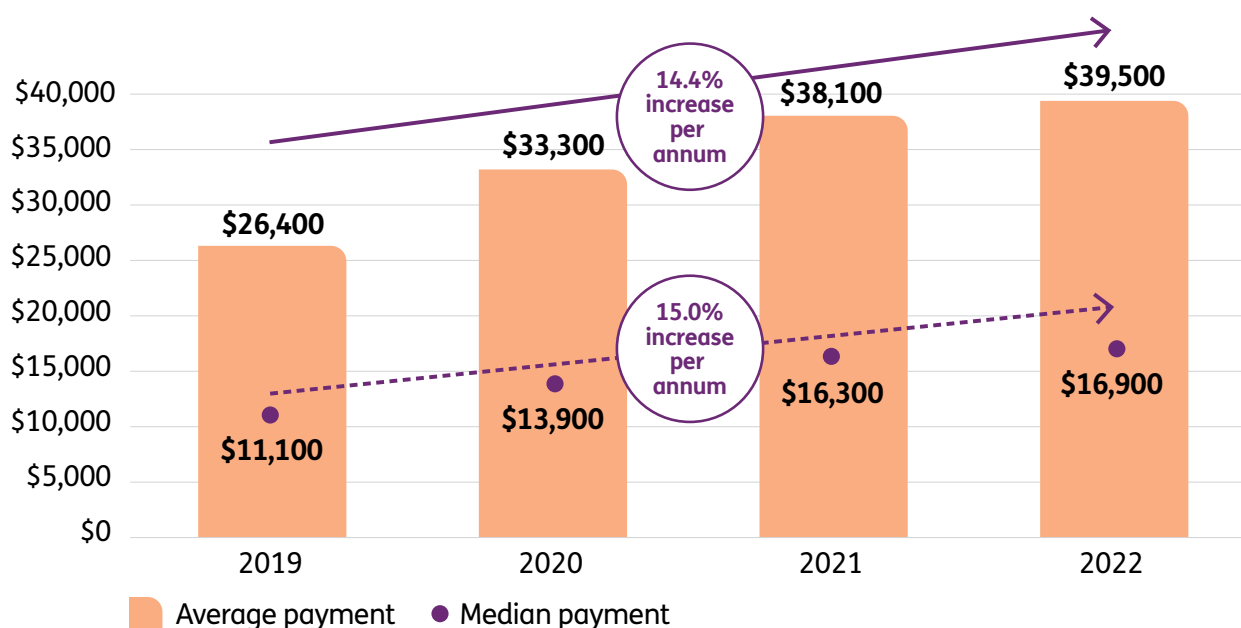


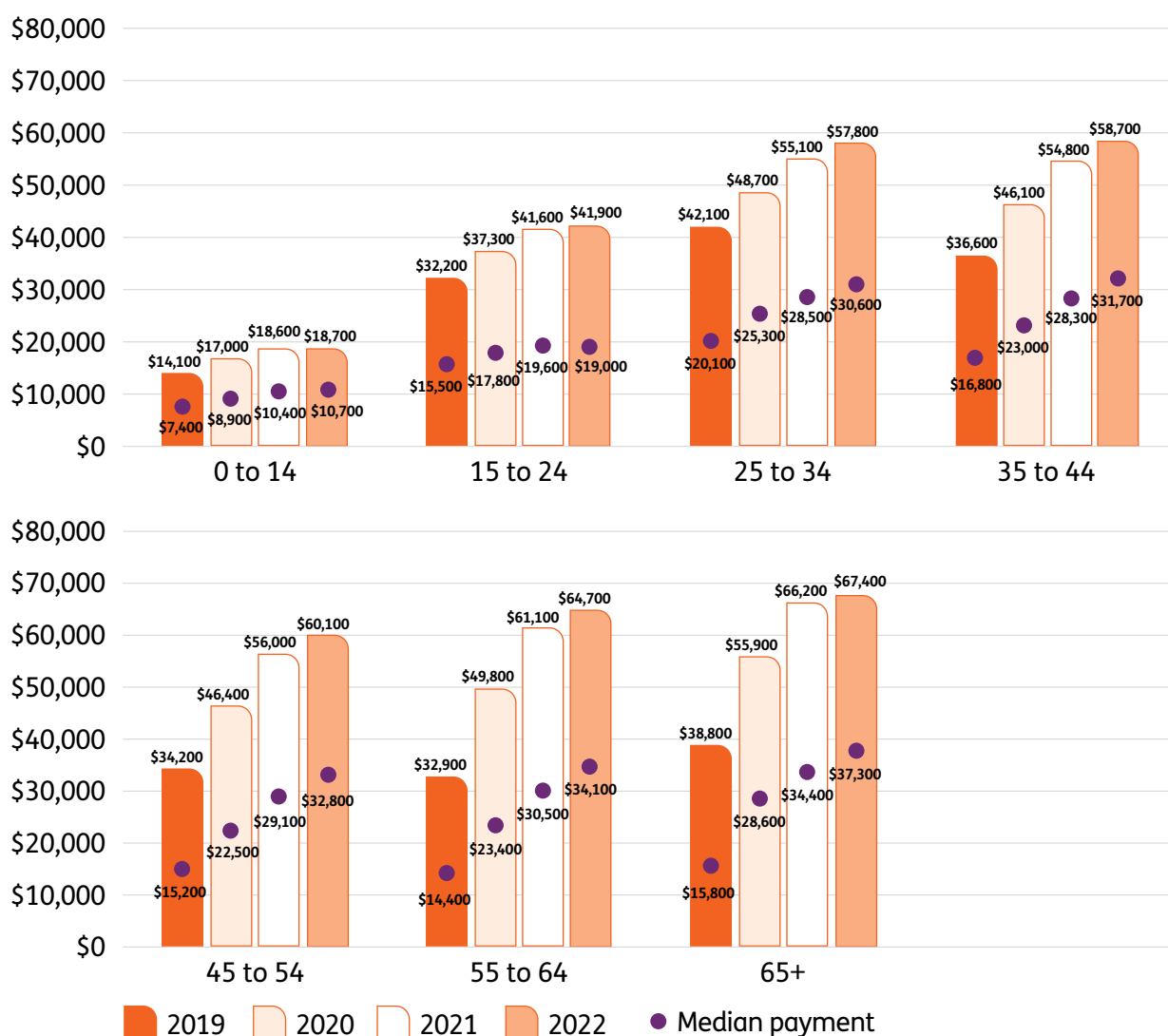
Figure 89: Average and median payments for years ending 30 June - participants not in SIL



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 30 June 2022, compared to \$41,900 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. Generally increases were largest between 2019 and 2020, compared with more recent years.

Figure 90: Average and median payments for years ending 30 June by age group - participants not in SIL



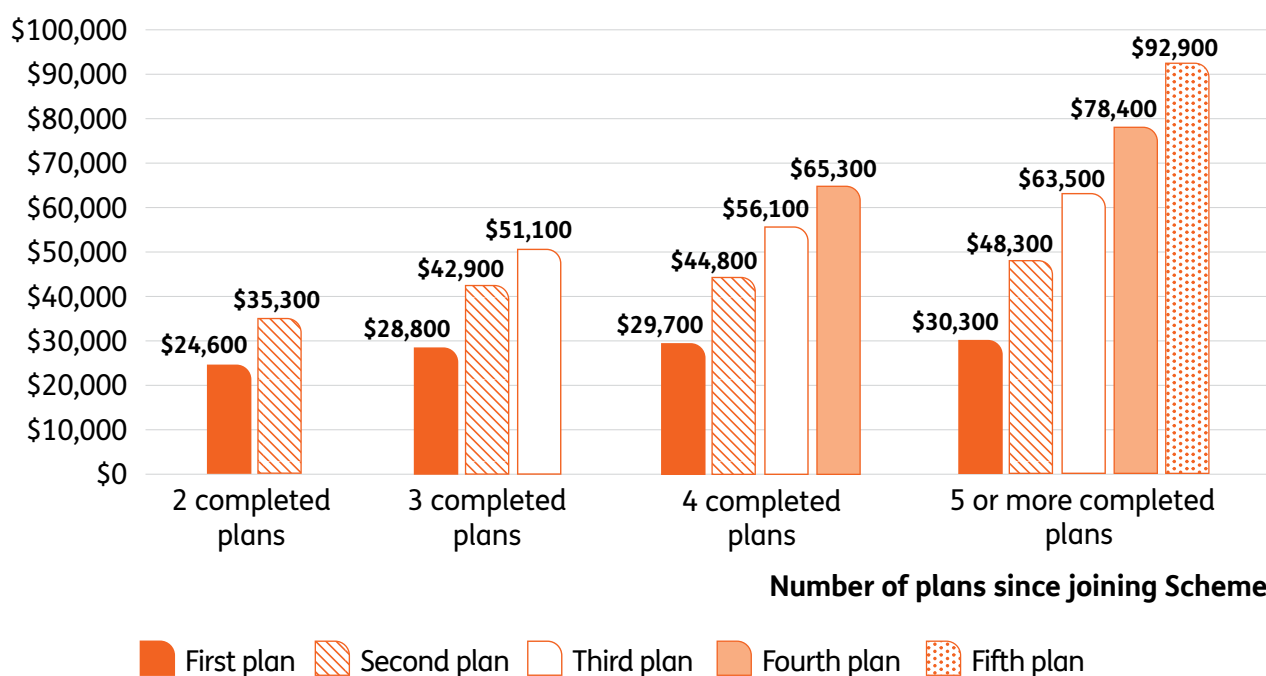
Sustained significant growth in average participant payments will continue to place significant pressure on Scheme sustainability and long-term affordability. As noted elsewhere in this report, the NDIA remains committed to working with the disability sector, and governments on this issue of affordability,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

As previously noted, the mix of participants in the Scheme has changed, with proportionally more children in the Scheme, and proportionally less participants in SIL. It is therefore important to understand trends in average payments for the same cohort of participants over time.

Figure 91 shows average payments per participant over time for participants who have had two completed plans, three completed plans, four completed plans and five or more completed plans, since joining the Scheme.

Notably, average payments per participant have increased over time for all participant cohorts having different number of plans since joining the Scheme. For example, for participants who have had three completed plans, average payments increased from \$28,800 for the first plan to \$51,100 for the third plan (33 per cent per plan). Noting however, the rate of increase in average payments to participants is the greatest between the first and second plans, with the rate decreasing over time. For example, for participants with five or more completed plans, the rate of increase between the first and second plans is 59 per cent, compared to 18 per cent between the fourth and fifth plans.

Figure 91: Average payments per participant over time



5.4 Average plan budget trends

Average plan budgets have also increased over time for the same cohort of participants.

In addition to average payments increasing over time, average plan budgets have also increased over time, for both participants in SIL and not in SIL. However, due to the changing mix of participants in the Scheme as previously mentioned, while the overall average payments increased over the last three years, slight decreases have been observed over the last two years. Specifically, over the three year period to 30 June 2022:

- Average plan budgets have increased by **1.3%** per annum for all participants
- Average plan budgets have increased by **7.2%** per annum for participants in SIL
- Average plan budgets have increased by **3.5%** per annum for participants not in SIL.

The slight decreases in the last two years are driven by new participants that entered the Scheme between 1 July 2020 and 30 June 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 example, for these existing participants who were in the Scheme at 30 June 2020 and at 30 June 2021, the average plan budget **increased** from \$70,100 to \$75,500 (7.7 per cent). Similarly, for participants who were in the Scheme at 30 June 2021 and at 30 June 2022, the average plan budget **increased** from \$69,200 to \$74,600 (7.8 per cent).

Figure 92: Average annualised plan budgets for years ending 30 June – all participants

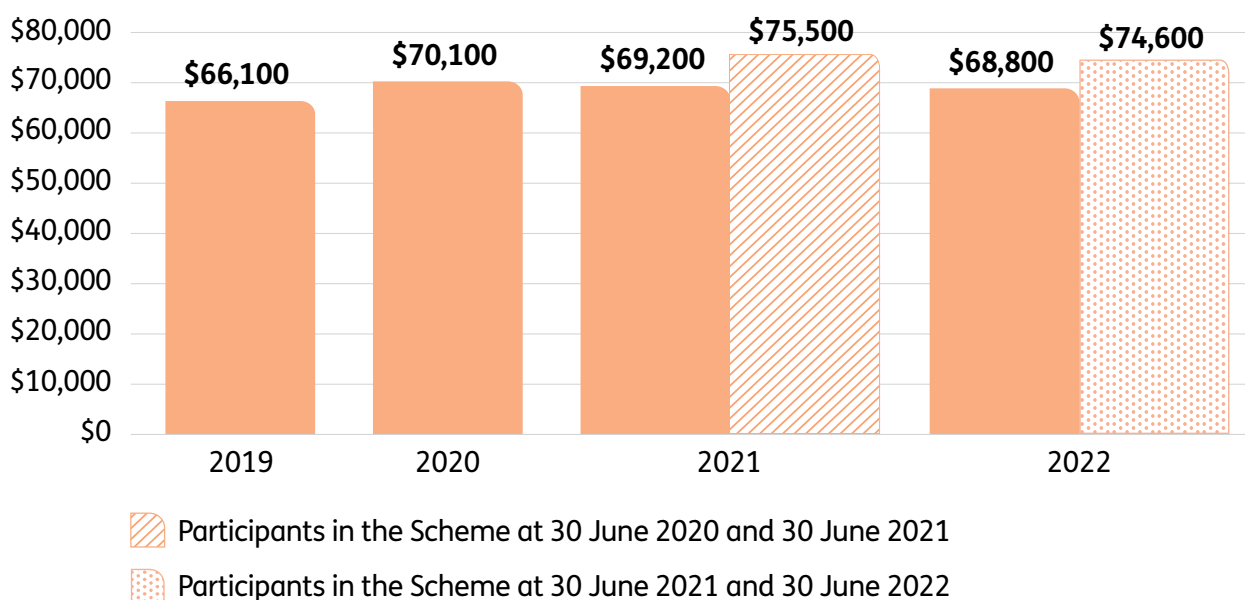
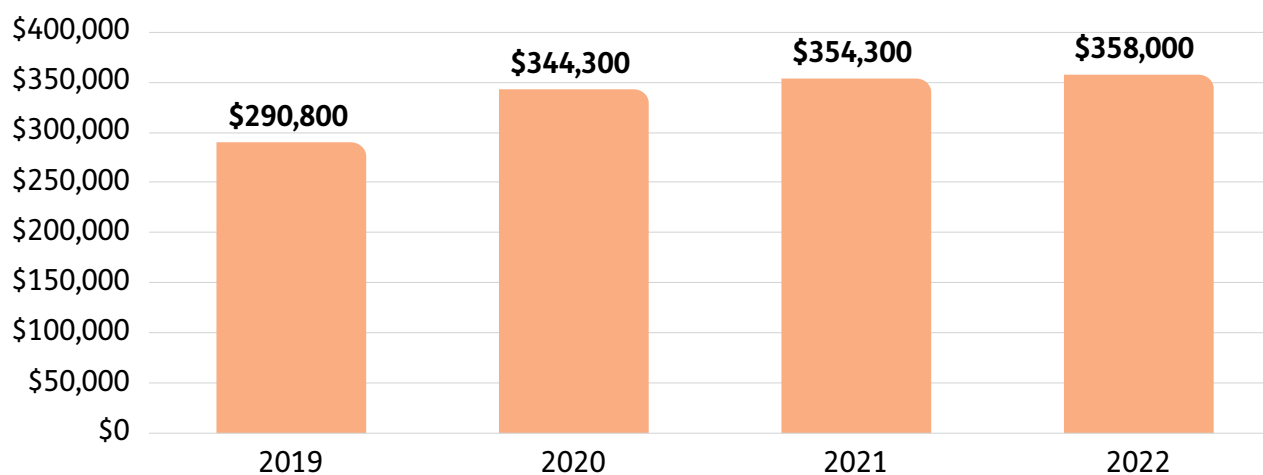
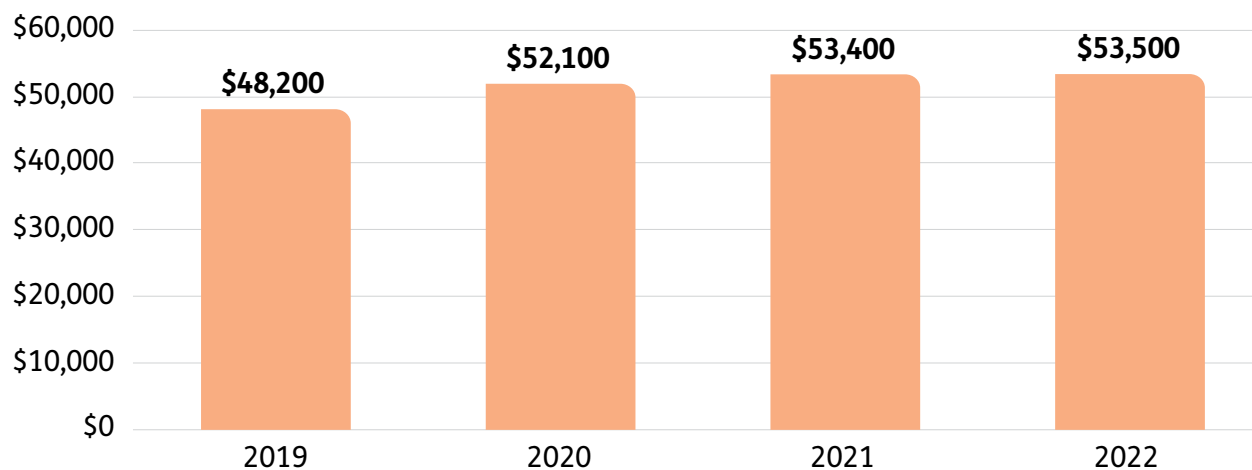
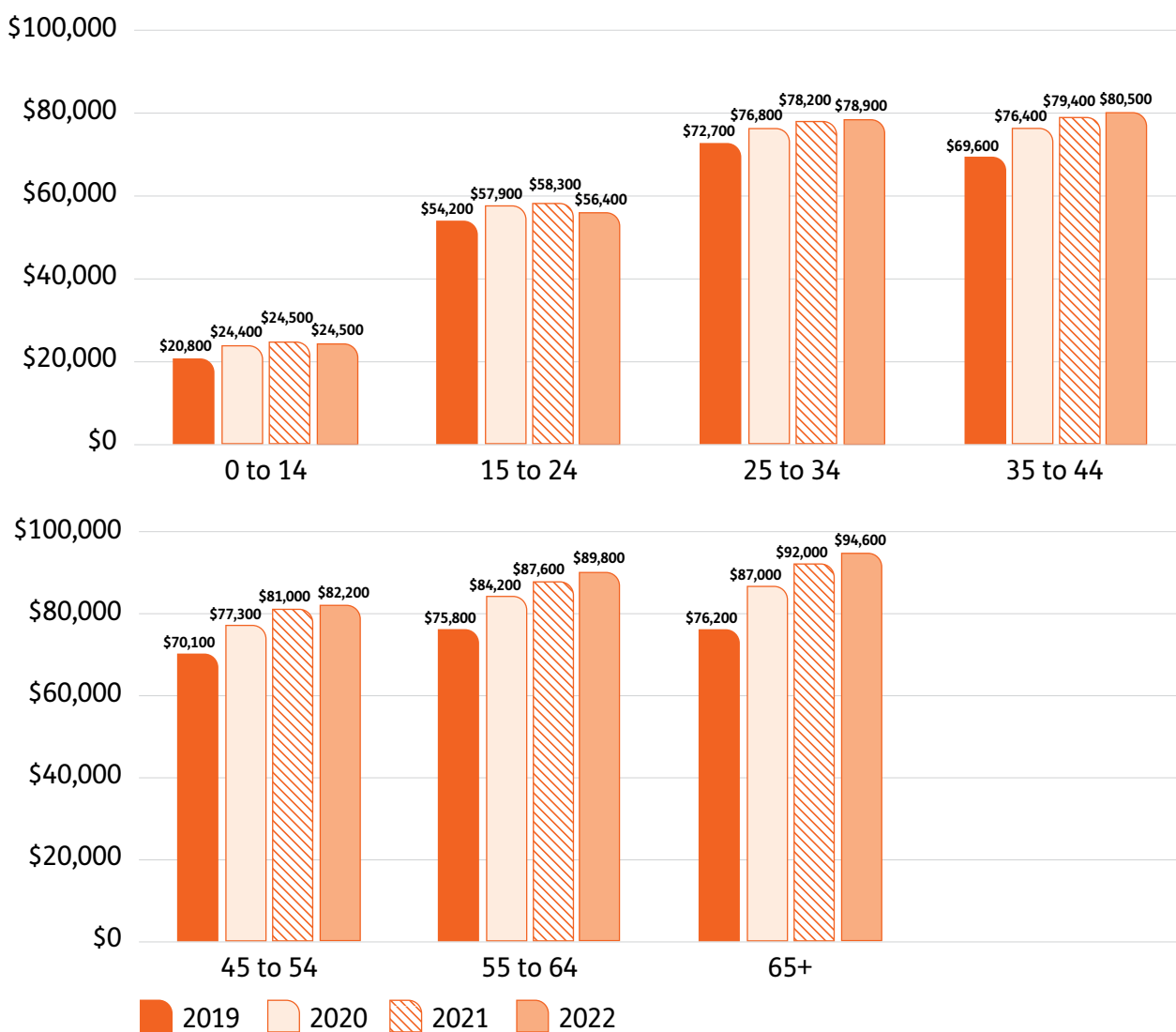


Figure 93: Average annualised plan budgets for years ending 30 June – participants in SIL**Figure 94: Average annualised plan budgets for years ending 30 June – participants not in SIL**

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 seven per cent per annum, and lowest for participants aged 15 to 34 years at around one to three per cent per annum, with the rates of increase for the remaining age groups being around five to six per cent per annum. As previously described, the rates of increase were higher between 2019 and 2020 compared to the last two years, due to new participants entering the Scheme having lower average plan budgets.

Figure 95: Average annualised plan budgets for years ending 30 June 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 the number of plans they have had since joining 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 per plan. For example, for participants who have had three plans, average plan budgets increased from \$45,200 for the first plan to \$56,400 for the third plan (12 per cent per plan). Noting however, the rate of increase over the latest plan is lower compared to the rates seen for the earlier plans for all participant cohorts. For example, for participants with six or more plans, the rate of increase between the first and second plans is 19 per cent, compared to 8 per cent between the fifth and sixth plans.

On the other hand, the average plan budgets for new participants joining the Scheme have decreased over time, with participants who have had two plans having an average plan budget of \$39,700 for the first plan, compared to \$45,200 for participants who have had three plans. 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 96: Average annualised plan budgets for participants over time



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.¹⁰²

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.

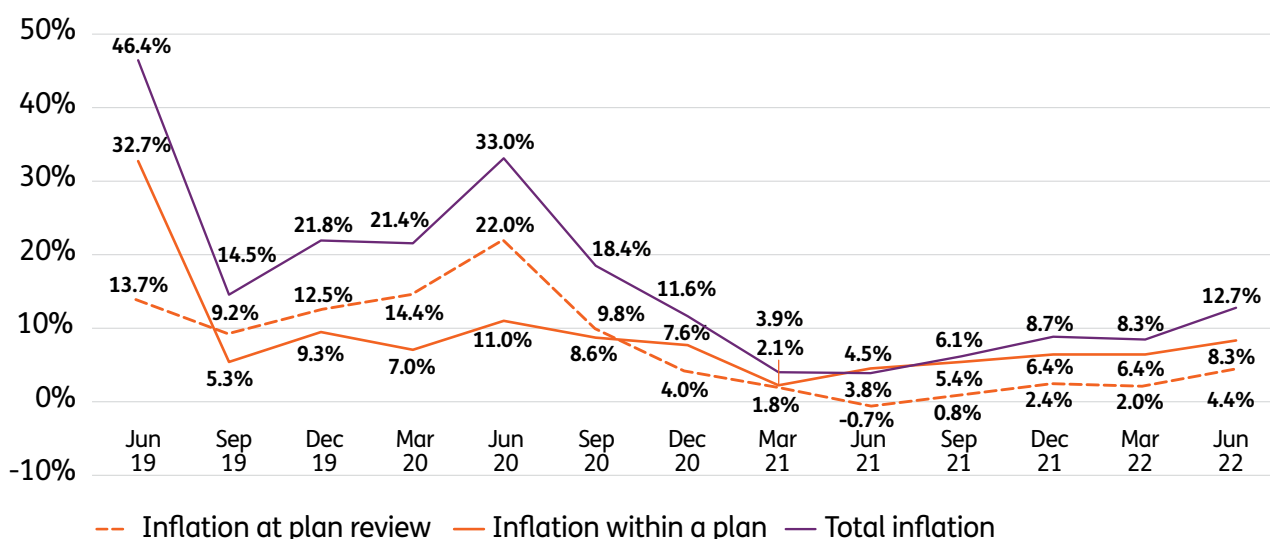
Access to capacity building supports early in a participants' journey is considered an early investment, and is intended to increase independence, and reduce reliance on NDIS funding over time. If overall funding goes down from one plan to the next, it may be because the same amount of supports are no 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.

In the June 2022 quarter, total plan inflation was 12.7 per cent per annum. Of the 12.7 per cent per annum total plan inflation in the quarter, 4.4 per cent was due to changes at plan review, and 8.3 per cent was due to changes occurring within a plan, between reviews.

The plan inflation of 12.7 per cent per annum in June 2022 compares with plan inflation of 8.3 per cent per annum in March 2022, and 8.7 per cent per annum in December 2021. Notwithstanding the increase observed in the June 2022 quarter, this is considerably lower than plan inflation in early quarters which regularly exceeded 20 per cent per annum.

Figure 97: Percentage change in plan budgets for active participants¹⁰³



¹⁰² <https://ourguidelines.ndis.gov.au/your-plan-menu/plan-reviews>

¹⁰³ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has resulted in small one-off changes in some of the historical inflation rates

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 30 June 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%
- **25%** decreased by more than 5%
- **36%** remained within 5%

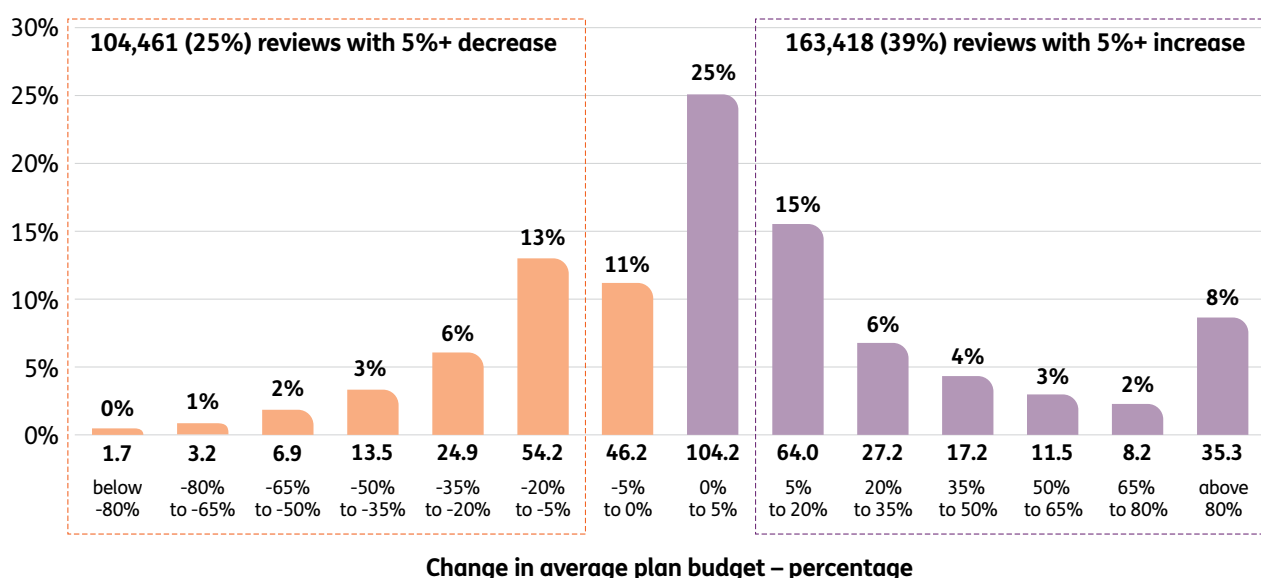
For participants in SIL:

- **32%** increased by more than 5%
- **18%** decreased by more than 5%
- **49%** remained within 5%

For participants not in SIL:

- **40%** increased by more than 5%
- **26%** decreased by more than 5%
- **35%** remained within 5%

Figure 98: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) – all participants¹⁰⁴



¹⁰⁴ 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 99: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) – participants in SIL^{105,106}

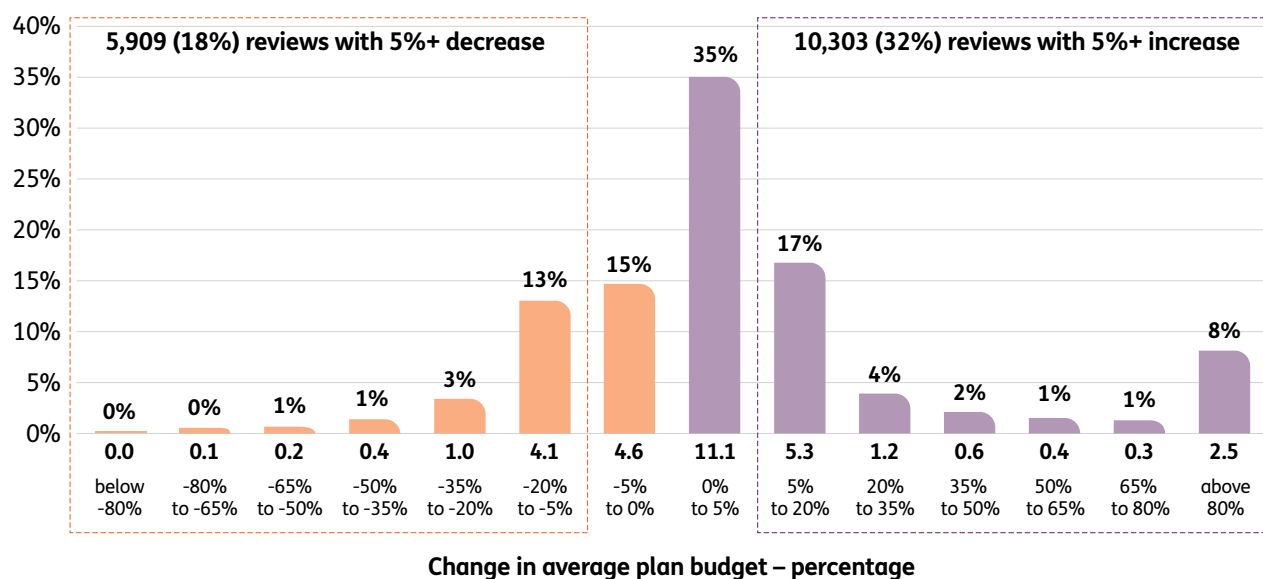
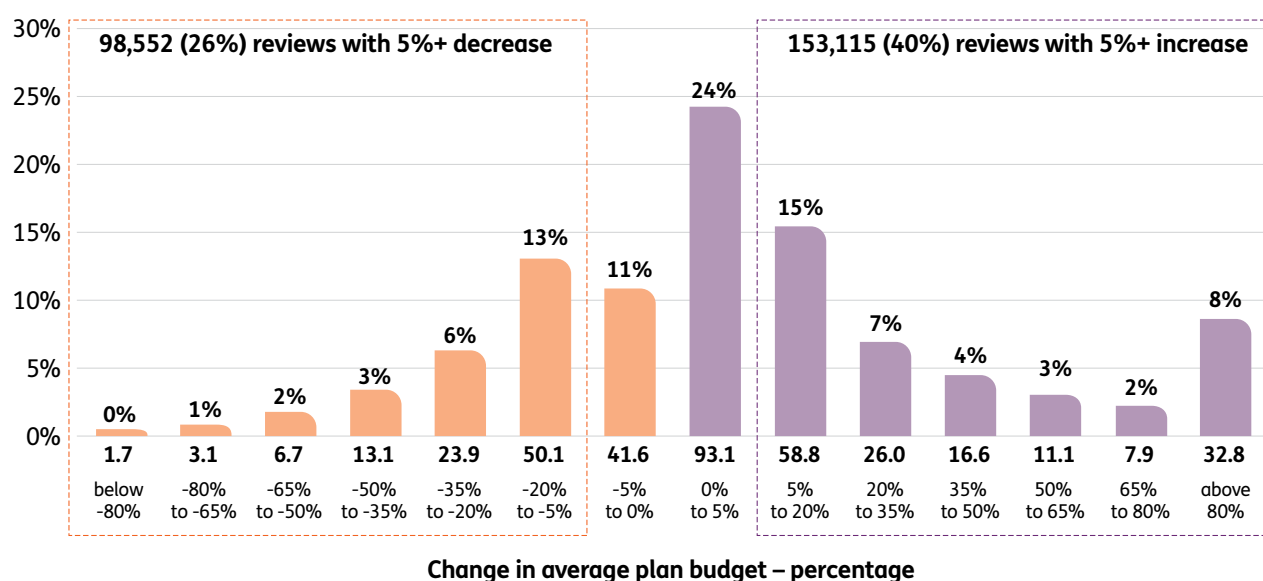


Figure 100: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) – participants not in SIL¹⁰⁷



¹⁰⁵ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants from July 2020 to April 2022. This has resulted in a one-off change in the historical SIL and non-SIL inflation rates.

¹⁰⁶ 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.

¹⁰⁷ *ibid.*

In the financial years 2019-20 and 2020-21, plans were also more likely to increase rather than decrease.

In 2020-21:

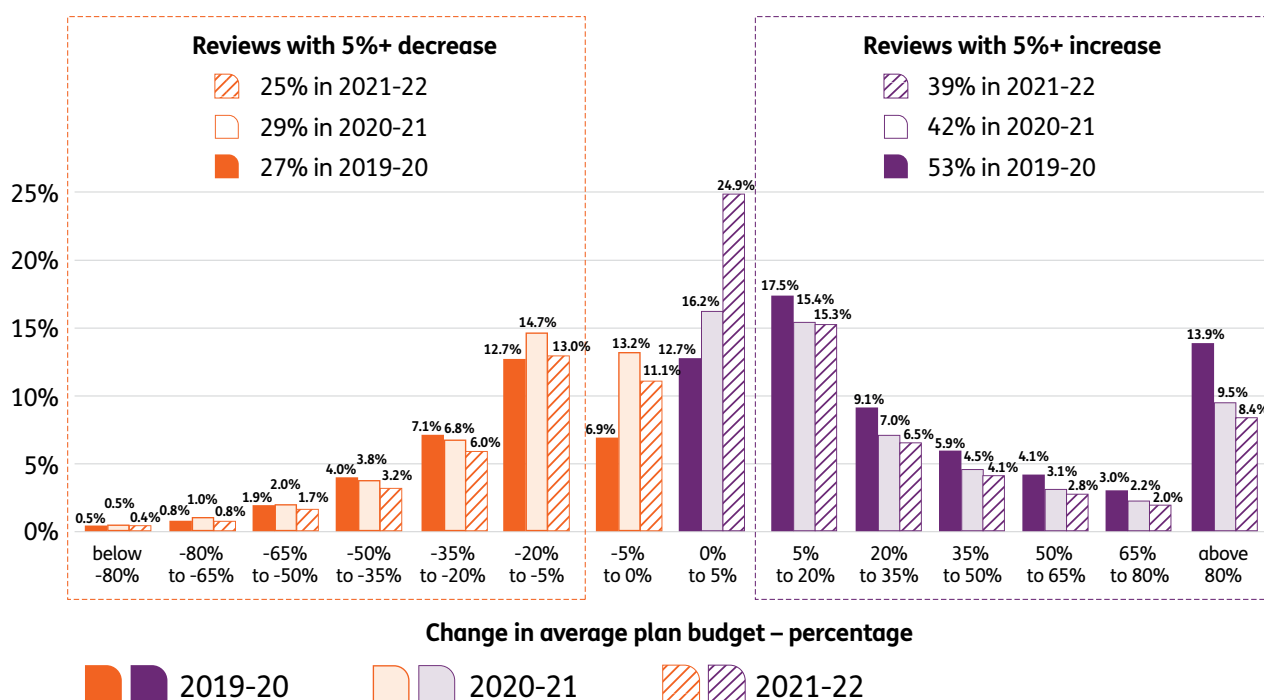
- **42%** of plans increased at review by more than 5%
- **29%** decreased by more than 5%
- **29%** remained within 5%

In 2019-20:

- **53%** 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 three years to 30 June 2022, taking account of total plan inflation.

Figure 101: Distribution of the percentage change in plan budgets for plans reviewed over the three years to 30 June 2022 – all participants

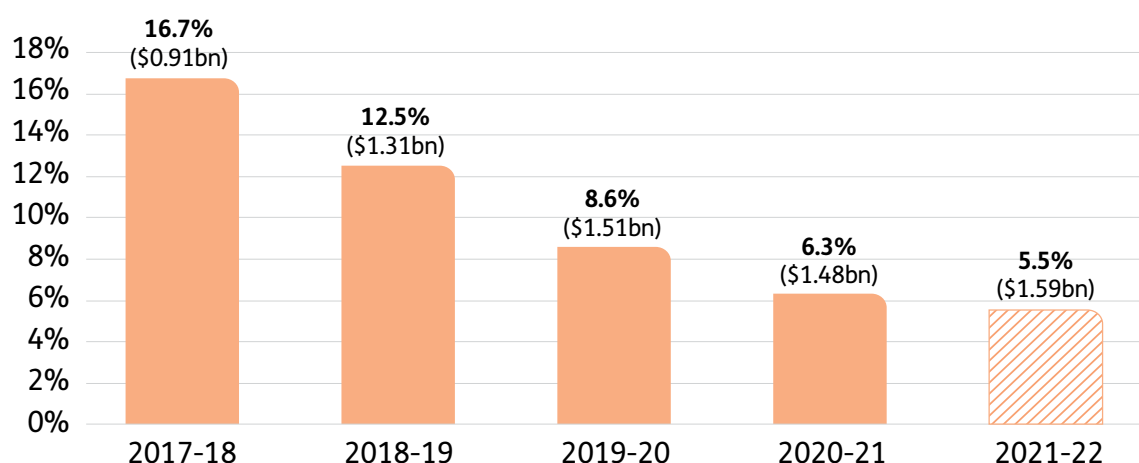


5.5 Operating expenses

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

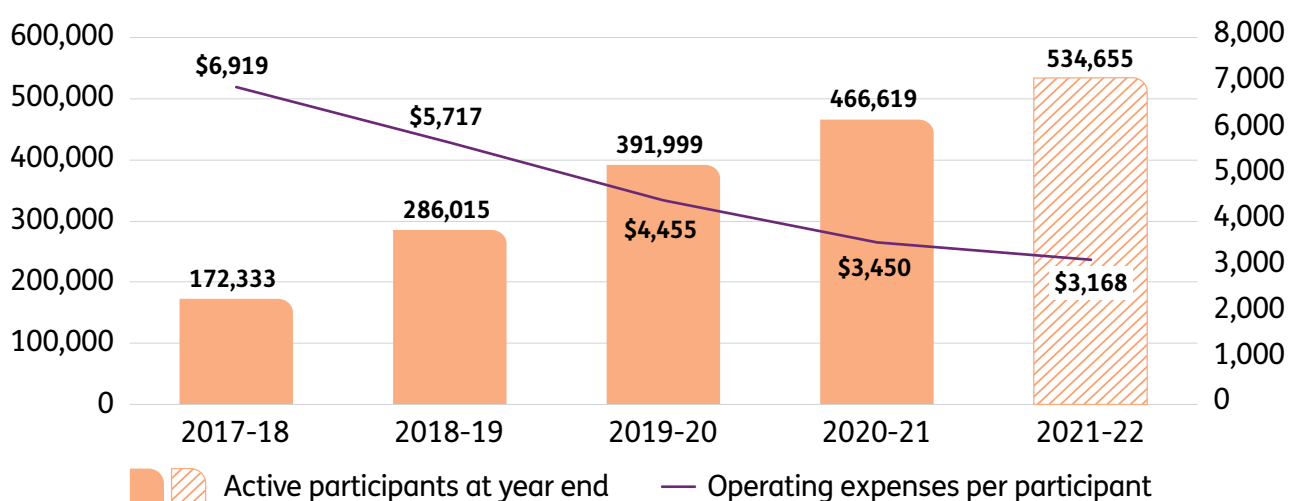
In addition to the money spent through participant plans on supports for participants, the NDIA receives money to run the NDIA, including paying staff wages. This is referred to as the NDIA's operating expenses. NDIA operating expenses have increased from \$906 million in 2017-18 to \$1,586 million in 2021-22. As a percentage of the dollars spent on participants, operating expenses have decreased from 16.7 per cent in 2017-18 to 5.5 per cent in 2021-22. The Productivity Commission in their 2017 Study report¹⁰⁸ suggests a range of 7 to 10 per cent as an appropriate amount for NDIA operating costs.

Figure 102: Operating expenses as a percentage of participant costs¹⁰⁹



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 \$3,168 in 2021-22.

Figure 103: Operating expense per participant¹¹⁰



¹⁰⁸ <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

¹⁰⁹ Total operating expenses are based on an accrual basis, the \$1.59 billion in 2021-22 is a draft figure, with the final figure due to be reported in the upcoming NDIA 2021-22 Annual Report.

¹¹⁰ 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. for the 2022-23 Budget)



NDIS funding helps Kira to maintain her independence

Thornbury NDIS participant, **Kira**, 25, who has juvenile idiopathic arthritis, along with glaucoma and uveitis causing low vision, said her NDIS funding has changed her life, providing more opportunities to access supports and equipment than ever before, while also supporting her to attain her teaching degree.

Now an NDIS participant, Kira can access all the supports and equipment she needs through a range of disability organisations like Guide Dogs Victoria and Vision Australia, who can help her build and maintain her independence.

“These organisations have been great. Most people think Guide Dogs Victoria only fund guide dogs, but they do lots of other stuff and I’ve been doing cane training with them,” Kira said.

“I’ve been taught how to use a cane properly, so I can feel more confident crossing roads, navigating gutters, dips in the ground, accessing buildings, going up and down stairs and best of all, travelling on public transport.

“As a young person, it’s awesome I can now access all these supports because independence is key – I can’t drive so to be able to catch public transport and get to where I need to be is great, especially when I’m travelling back and forth to university and work.”

In her fourth year of a teaching degree, Kira said she also gets NDIS funding to employ a support worker who can attend lectures with her, which really worked well during COVID.

Kira’s advice to other people with disability is to not be complacent: “Reach out and get advice and research several types of supports and equipment,” she said.

6

Staff, advisory groups and the NDIS community



6

Staff, advisory groups and the NDIS community

Participant and sector engagement activities continue to be a focus.

The Introduction section of this report highlighted the engagement activities being undertaken by the NDIA, including the IGAP project, Home and Living, Participant Safety, Supported Decision Making, CALD Strategy refresh and Aboriginal and Torres Strait Islander Strategy refresh.

6.1 A high performing NDIA

Staff and partners capability development continues.

As at 30 June 2022, the total NDIS workforce was 12,596, including 5,070 APS employees, 1,893 labour hire workers and contractors, and 5,633 people employed by the NDIS PiTC and Contact Centre partners.

The NDIA continues to invest in the capacity and capability of its workforce, with a strong focus on front-line planner recruitment. There are currently two large-scale planner recruitment processes nearing completion, with approximately 100 additional staff expected to commence across July and August 2022. These bulk processes align with the NDIA's strategic approach by providing an ongoing pipeline of talent to meet forecasted demand, reduce once-off recruitment processes and ensure continuity in workforce capacity.

Each year, the NDIA participates in the Australian Public Service (APS) Census. The survey captures attitude and opinion data on important issues such as wellbeing, innovation, leadership, learning and development, and engagement of the APS workforce. The NDIA achieved an improved response rate in comparison to 2021, with 85 per cent or 5,220 people completing the survey. This is two percentage points higher than the APS average response rate (across all Agencies and Departments). The results will be available next quarter and insights from the survey will help guide actions to improve working at the NDIA.

The NDIA finalised the development of a three-year strategy and action plan referred as the Disability Inclusion Plan 2022-25 (the Plan). The Plan aims to extend the number and diversity of people with disability and improve the experience working at the NDIA. The Plan has involved extensive consultation with members of the NDIA's internal Employee Disability Network (EDN), staff and external authorities including the Australian Network on Disability (AND). The key focus areas within the Plan include Accessibility, Employment and Career Development and Inclusive Culture. Delivering these actions will support the aim of being a world leading employer of choice for people with disability.

6.2 Valued input from the Independent Advisory Council

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

The IAC continues to work closely with NDIA management and the NDIA Board. This quarter, Council endorsed the advice 'Equity in the NDIS: improving access and outcomes for diverse communities' and have started drafting of the advice on Behaviour Support. Work on the advice for Participants who are ageing is expected to begin in Quarter 1.

The Council's Reference Group held their official meetings to advance on their priorities and support the work of the Council. The Reference Groups include:

- Children, young people and families
- Equity and inclusion
- Intellectual disability
- Home and living

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:

- Legislation changes
- Research and evaluation
- Remote and Very Remote strategy refresh
- First Nations and CALD strategy refresh

Work has begun to decide the Council's priorities for the 2022-23 Work Plan, which will be released towards the end of Quarter 1 2022-23. Work on the Council's Annual Report for 2021-22¹¹¹ is also underway.

In addition, the Council continues to work closely with the NDIA on its co-design projects.

Members of the Council are part of the NDIA's Co-design Advisory Group. This quarter, they have focused on understanding the link between participant funding and outcomes through the Investment Effectiveness Program, in collaboration with DSS, as well as the co-design evaluation.

Council Members are also involved in the NDIA'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 NDIA to help strengthen relationships with the disability community.

¹¹¹ <https://www.ndis.gov.au/about-us/governance/independent-advisory-council#council-s-2020-21-annual-report>

6.3 Public data sharing and the latest release of information

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

On 31 May 2022, the NDIA released third quarter NDIS data, refreshing [downloadable data](https://data.ndis.gov.au/data-downloads)¹¹² and the [explore data](https://data.ndis.gov.au/explore-data)¹¹³ visualisation tool on data.ndis.gov.au with information up to end of 31 March 2022.

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

Figure 104: List of reports and analyses released and available at data.ndis.gov.au

Participant Group reports and analyses	Data ‘as at’ date
Participants with autism spectrum disorder (ASD)	31 March 2018
Participants with a psychosocial disability in the NDIS	30 June 2019
Participants with an intellectual disability in the NDIS	31 December 2019
Participants with acquired brain injury, cerebral palsy or spinal cord injury in the NDIS	31 December 2020
Participants with a neurodegenerative condition in the NDIS	31 March 2021
Participants with sensory disabilities in the NDIS	31 March 2021
Aboriginal and Torres Strait Islander participants	30 June 2019
CALD participants	30 June 2019
Analysis of participants by gender	31 December 2019
Young adults in the NDIS aged 15-24 years	30 June 2021
Young people in the NDIS aged 0-14 years old	30 June 2020
Participants by remoteness classification	30 June 2020
Outcomes and goals	
Outcomes report: dashboards and datasets for LGAs and NDIS service districts for participant and an outcomes report for families/carers	30 June 2021 30 June 2020 30 June 2019 30 June 2018
Health and wellbeing of NDIS participants and their families and carers	30 June 2021
Employment outcomes for NDIS participants and families and carers of NDIS participants	31 December 2021
People with disability and their NDIS goals	31 December 2019
COVID-19 impact on participants and family/carers outcomes	30 June 2020
The NDIS Market Reports	
The NDIS Market (Market Monitoring) Dashboards with market summaries, datasets for LGAs and NDIS service districts	31 December 2021 30 June 2021 31 December 2020 30 June 2020 31 December 2019 30 June 2019

¹¹² <https://data.ndis.gov.au/data-downloads>

¹¹³ <https://data.ndis.gov.au/explore-data>

6.4 Cyber Security

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

The NDIA continues to be directly and indirectly impacted by cyber threats from internal and external sources. The NDIA is part of a broader ecosystem, interacting with service providers, and other government departments, which in turn provide significant cyber risk to the NDIA. The NDIA, in conjunction with other partner organisations, manages its risk profile which continues to be targeted by Foreign Intelligence Services and criminal enterprises to gain access to valuable participant data and information. In addition, social activists and other hacktivists continue to target the NDIA, motivated by political or social change. These threats to the NDIA manifest themselves through the use of malware, ransomware, phishing and social engineering to extort funds, expose sensitive information and deny people of online services. NDIA internal threats present themselves through the misuse of access and information with the intent of causing political and social embarrassment, or supporting criminal enterprise.

The NDIA has embarked on a multi-year technology change agenda which incorporates a significant uplift of cyber threat detection and prevention capabilities, as well as improving the understanding and management of ICT Risk in NDIA. The NDIA is improving its ability to detect and respond to threats to the NDIA systems and data through the Security Operations Centre and through new tool sets. The NDIA Cyber Risk management program currently underway is seeking to implement improved ICT practices and procedures to reduce the risk of complex and interconnected ICT platforms within the NDIA whilst maintaining the services required for participants and the disability sector.

Continual communication and liaison with partners is essential to raise and maintain cyber awareness, which promotes 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, which is reviewed regularly to ensure the training and messaging is effective.

6.5 Fraud and Compliance

The NDIA has significantly increased its targeted compliance activity.

The NDIA continues to proactively monitor and respond to incorrect or unusual claims made by registered providers. Since the establishment of the Compliance Response Team in July 2021, the NDIA has significantly increased its targeted compliance activity.

During the quarter compliance activity included a focus on Plan Management Agents overcharging participants financial administration fees. This resulted in 66 per cent of reviewed Plan Management Agents having cancelled payments where they have overcharged participants.

The increased focus and proactive approach to compliance for 2021-22 has resulted in providers cancelling more than 38,700 incorrect or non-compliant payments worth almost \$44.8 million. A key element of the NDIA's compliance approach is to work with providers to raise awareness of their responsibilities and educate on how to be compliant when claiming. Data modelling has shown that this activity has had a positive impact on claiming behaviour.

As at 30 June 2022, there were 35 fraud matters under investigation and a further 8 matters under preliminary evaluation for investigation. Of these, 14 matters are before the courts under prosecution, with a total alleged fraud value of \$13.4 million. Key investigation activities, this quarter included:

- Six individuals charged in relation to Operation Pyxis - an NDIS Taskforce investigation into an organised criminal group who allegedly defrauded the NDIS of more than \$2 million.
- A person, returning from overseas was arrested and charged for allegedly defrauding the Scheme of more than \$300,000 after claiming for services not delivered.
- Another person, also returning from overseas was arrested and charged for allegedly defrauding the Scheme of more than \$1 million after claiming for services not delivered.

6.6 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 (PACE). PACE is a fit-for-purpose business system and will be ready to replace the NDIA's current CRM, portal and payment systems.

The PACE 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. PACE is being designed to make it easier for NDIA staff and partners to do their job, giving them more time to deliver a quality experience for participants.

PACE is being designed and built to be more user-friendly and enable all staff can do their job. This means that accessibility is a key feature of the system. Staff with a wide range of accessibility needs have been involved in the design, build and test of PACE and we are working with our global ICT supplier (Salesforce) to improve the accessibility of their system. This means that all of their customers benefit from a more accessible platform.

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 a 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, which supports 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.



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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): Give people with disability more choice about where they live, who with and how they can use their NDIS funding. ILO funding supports participants to

live where they choose, increase their independence and maximise their social and economic participation.

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.

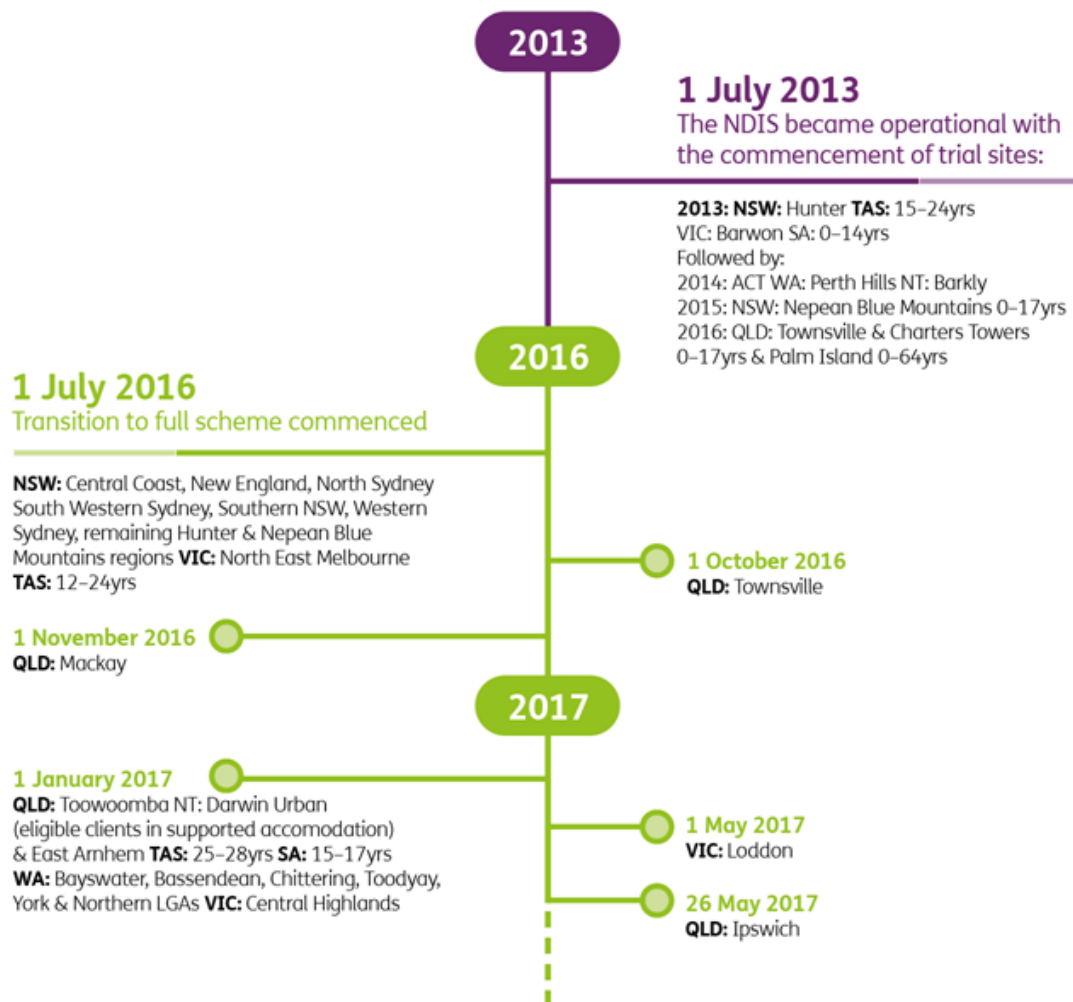
Supported Independent Living (SIL): Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

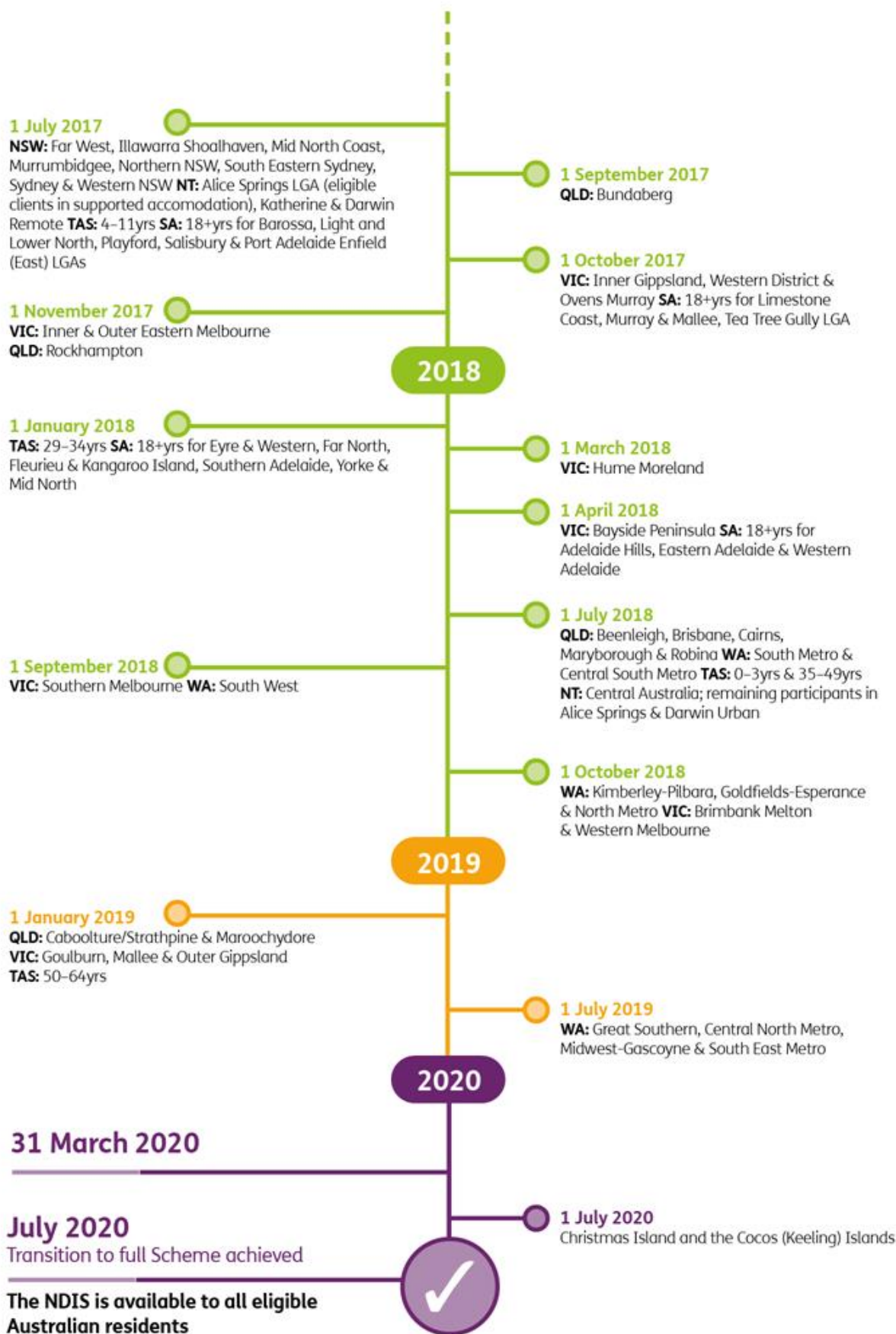
Appendix B:

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 30 June 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	173,886	4,756	178,642	141,957	126%
VIC	151,103	3,222	154,325	105,324	147%
QLD	114,149	3,814	117,963	91,217	129%
WA	47,690	827	48,517	42,470	114%
SA	49,788	845	50,633	32,284	157%
TAS	12,515	191	12,706	10,587	120%
ACT	11,108	169	11,277	5,075	222%
NT	5,321	116	5,437	6,545	83%
Total	565,560	13,940	579,500	435,459	133%

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 no children accessing early connections at 30 June 2022 with Missing jurisdiction information.

Table C.2 Summary of children younger than 7 who have approached the Scheme for support by jurisdiction and status ^{6 7}

State/ Territory	Active approved plans (children younger than 7 as at 30 June 2022)	Access met but yet to have an approved plan (children younger than 7 as at 30 June 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	25,071	1,250	716	<11	342	4,040	56	31,480
VIC	23,984	1,532	712	<11	237	2,510	172	29,157
QLD	18,246	1,154	480	<11	315	3,334	43	23,582
SA	6,472	303	116	<11	78	729	53	7,752
WA	5,444	400	141	<11	40	686	27	6,741
TAS	1,584	80	40	<11	120	151	<11	1,980
ACT	1,183	59	24	<11	<11	145	<11	1,424
NT	876	69	25	<11	36	91	<11	1,097
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	82,863	4,847	2,254	30	1,178	11,686	358	103,216

⁶ This table includes 314 children aged over 6 accessing early connections as at 30 June 2022, and a further 24 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 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
National	515,364	19,291	534,655	13,940	548,595

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

	Prior Quarters	2021-22 Q4	Total
Access decisions	663,022	25,717	688,739
Active Eligible	526,889	19,437	546,326
<i>New</i>	304,915	18,670	323,585
<i>State</i>	180,636	446	181,082
<i>Commonwealth</i>	41,338	321	41,659
Active Participant Plans (excl ECA)	515,364	19,291	534,655
<i>New</i>	295,492	18,479	313,971
<i>State</i>	178,862	473	179,335
<i>Commonwealth</i>	41,010	339	41,349
Active Participant Plans	528,005	33,231	548,595
<i>Early Intervention (s25)</i>	135,138	10,149	145,287
<i>Permanent Disability (s24)</i>	380,226	9,142	389,368
<i>ECA</i>	12,641	13,940	13,940

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – National

Exits	Total
Total participant exits	30,905
<i>Early Intervention participants</i>	8,559
<i>Permanent disability participants</i>	22,346

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
End of 2021-22 Q4	179,335	41,349	313,971	13,940	548,595

Table E.5 Cumulative numbers of active participants by entry criteria into the Scheme – National ¹¹

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	145,287	389,368	13,940	548,595

¹⁰ This table shows the total numbers of active participants at the end of each period.¹¹ Ibid.

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

Age Group	Prior Quarters		2021-22 Q4		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	161,088	98%	8,854	97%	169,942	97%
7 to 14	108,904	89%	3,340	84%	112,244	88%
15 to 18	37,061	90%	991	81%	38,052	90%
19 to 24	32,437	89%	683	73%	33,120	88%
25 to 34	43,575	86%	1,072	66%	44,647	85%
35 to 44	46,549	82%	1,166	61%	47,715	81%
45 to 54	59,971	77%	1,387	52%	61,358	76%
55 to 64	73,338	70%	2,004	50%	75,342	70%
65+	4,268	58%	67	36%	4,335	58%
Missing	<11		<11		<11	
Total	567,194	86%	19,564	76%	586,758	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	118,951	98%	49,362	97%	1,629	96%	169,942	97%
7 to 14	75,095	89%	35,562	88%	1,587	81%	112,244	88%
15 to 18	23,847	91%	13,586	88%	619	86%	38,052	90%
19 to 24	19,958	91%	12,710	85%	452	79%	33,120	88%
25 to 34	24,915	88%	19,138	81%	594	78%	44,647	85%
35 to 44	25,313	85%	21,909	77%	493	68%	47,715	81%
45 to 54	31,511	82%	29,186	72%	661	63%	61,358	76%
55 to 64	38,938	76%	35,619	64%	785	56%	75,342	70%
65+	2,302	63%	1,976	52%	57	52%	4,335	58%
Missing	<11		<11		<11		<11	
Total	360,831	89%	219,049	80%	6,878	76%	586,758	85%

Table E.8 Assessment of access by disability – National ¹²

Disability	Prior Quarters		2021-22 Q4		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	18,396	93%	480	82%	18,876	92%
Autism	181,640	97%	5,636	97%	187,276	97%
Cerebral palsy	17,814	97%	146	83%	17,960	97%
Developmental delay	52,006	97%	6,111	98%	58,117	97%
Global developmental delay	12,321	99%	1,008	99%	13,329	99%
Hearing impairment	25,211	88%	593	84%	25,804	88%
Intellectual disability	101,040	95%	1,250	86%	102,290	95%
Multiple sclerosis	9,880	89%	239	83%	10,119	89%
Psychosocial disability	59,495	72%	1,891	51%	61,386	71%
Spinal cord injury	6,006	94%	131	83%	6,137	94%
Stroke	8,922	85%	310	74%	9,232	85%
Visual impairment	10,324	88%	159	65%	10,483	88%
Other neurological	25,495	80%	662	66%	26,157	79%
Other physical	23,082	44%	398	22%	23,480	44%
Other sensory/speech	3,760	49%	42	30%	3,802	48%
Other	7,048	41%	508	25%	7,556	39%
Missing	4,754	94%	<11		4,754	94%
Total	567,194	86%	19,564	76%	586,758	85%

Table E.9 Assessment of access by disability and gender – National ¹³

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	12,467	93%	6,255	92%	154	85%	18,876	92%
Autism	133,912	97%	50,401	97%	2,963	93%	187,276	97%
Cerebral palsy	9,878	97%	7,944	96%	138	92%	17,960	97%
Developmental delay	40,852	97%	16,767	97%	498	97%	58,117	97%
Global developmental delay	9,300	99%	3,930	99%	99	98%	13,329	99%
Hearing impairment	12,385	90%	13,063	87%	356	85%	25,804	88%
Intellectual disability	57,762	96%	43,751	95%	777	89%	102,290	95%
Multiple sclerosis	2,560	90%	7,461	89%	98	75%	10,119	89%
Psychosocial disability	31,191	75%	29,430	67%	765	58%	61,386	71%
Spinal cord injury	4,291	95%	1,766	92%	80	91%	6,137	94%
Stroke	5,235	86%	3,913	84%	84	76%	9,232	85%
Visual impairment	5,323	88%	5,060	87%	100	77%	10,483	88%
Other neurological	14,243	80%	11,668	78%	246	69%	26,157	79%
Other physical	11,725	52%	11,480	38%	275	31%	23,480	44%
Other sensory/speech	2,719	50%	1,052	45%	31	28%	3,802	48%
Other	4,418	46%	3,032	32%	106	31%	7,556	39%
Missing	2,570	94%	2,076	94%	108	99%	4,754	94%
Total	360,831	89%	219,049	80%	6,878	76%	586,758	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.

¹² Down syndrome is included in intellectual disability.

¹³ Ibid.

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

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	37,084	7.2%	1,762	9.1%	38,846	7.3%
Not Aboriginal and Torres Strait Islander	390,375	75.7%	15,061	78.1%	405,436	75.8%
Not Stated	87,905	17.1%	2,468	12.8%	90,373	16.9%
Total	515,364	100.0%	19,291	100.0%	534,655	100.0%

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National ¹⁴

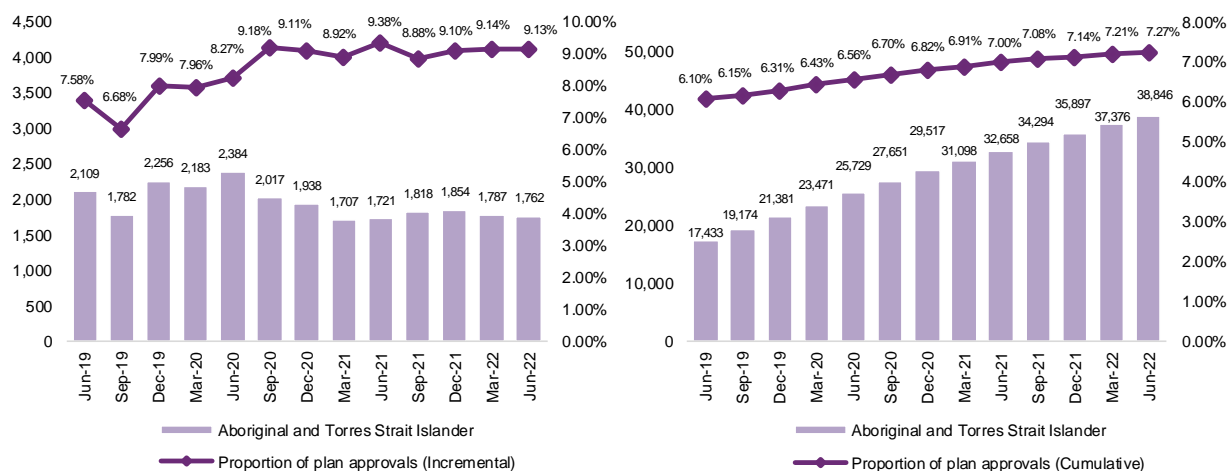


Table E.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ¹⁵

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	47,409	9%	1,792	9%	49,201	9%
Not culturally and linguistically diverse	462,711	90%	17,497	91%	480,208	90%
Not stated	5,244	1%	<11		5,246	1%
Total	515,364	100%	19,291	100%	534,655	100%

¹⁴ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

¹⁵ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National ^{16 17}

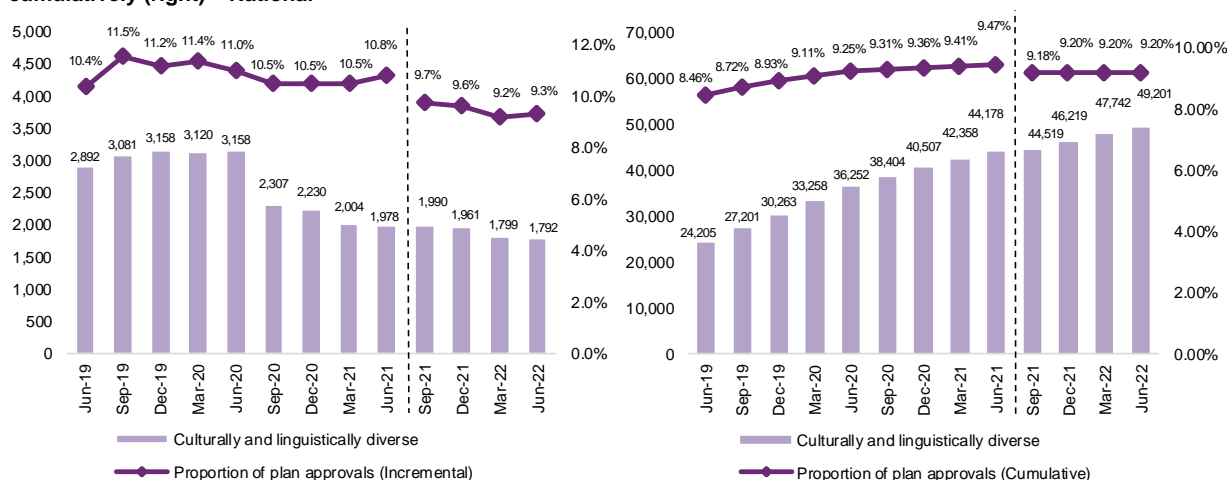
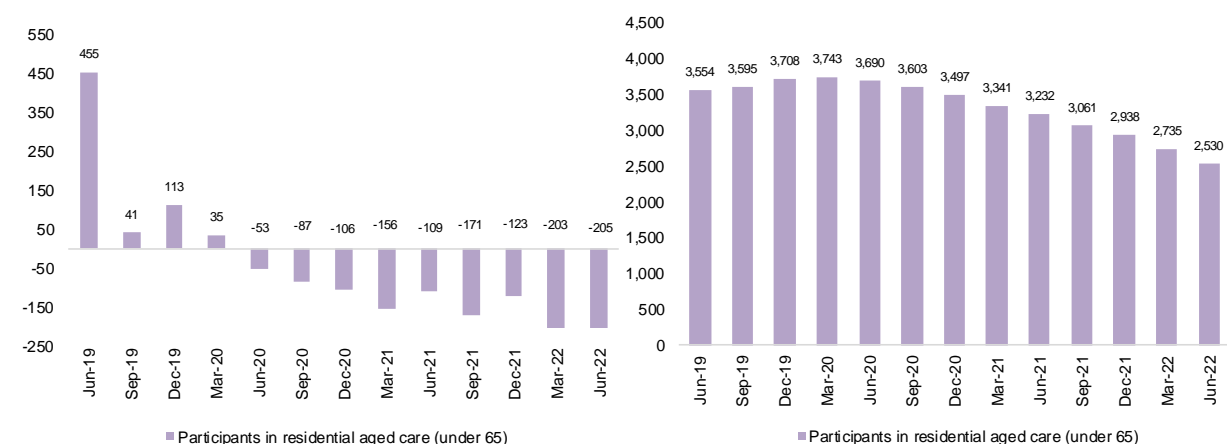


Table E.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – National ¹⁸

Age group	Total N
Under 45	64
45 to 54	382
55 to 64	2,084
Total YPIRAC (under 65)	2,530

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 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. 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.

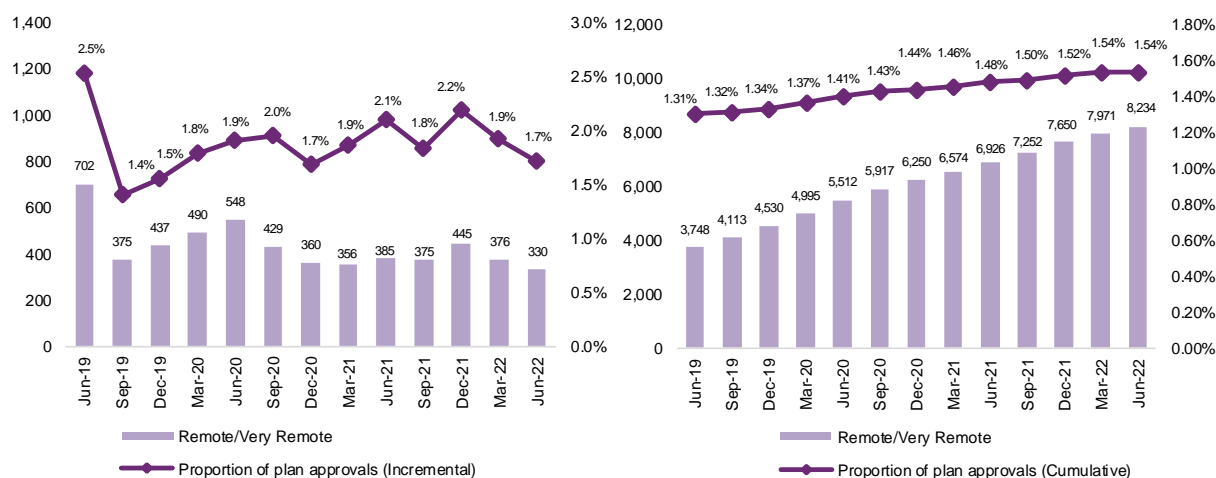
¹⁸ There are a further 2,006 active participants aged 65 years or over who are currently in residential aged care.

¹⁹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table E.13 Participant profile per quarter by remoteness – National ^{20 21}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	351,426	68.2%	13,310	69.0%	364,736	68.2%
Population > 50,000	55,497	10.8%	2,127	11.0%	57,624	10.8%
Population between 15,000 and 50,000	43,365	8.4%	1,510	7.8%	44,875	8.4%
Population between 5,000 and 15,000	23,800	4.6%	793	4.1%	24,593	4.6%
Population less than 5,000	33,345	6.5%	1,219	6.3%	34,564	6.5%
Remote	4,739	0.9%	221	1.1%	4,960	0.9%
Very Remote	3,165	0.6%	109	0.6%	3,274	0.6%
Missing	27	0.0%	<11		29	0.0%
Total	515,364	100.0%	19,291	100.0%	534,655	100.0%

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National ^{22 23}



²⁰ "The distributions are calculated excluding active participants with a missing remoteness classification.

"

²¹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

²² Ibid.

²³ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

Table E.14 Participant profile per quarter by primary disability group – National ^{24 25}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	176,883	34%	5,611	29%	182,494	34%
Intellectual disability	95,211	18%	1,258	7%	96,469	18%
Psychosocial disability	54,587	11%	1,972	10%	56,559	11%
Developmental delay	41,237	8%	5,775	30%	47,012	9%
Hearing impairment	23,978	5%	637	3%	24,615	5%
Other neurological	20,432	4%	662	3%	21,094	4%
Other physical	18,981	4%	387	2%	19,368	4%
Cerebral palsy	17,058	3%	148	1%	17,206	3%
Acquired brain injury	16,189	3%	486	3%	16,675	3%
Global developmental delay	10,723	2%	983	5%	11,706	2%
Visual impairment	9,446	2%	187	1%	9,633	2%
Multiple sclerosis	9,286	2%	242	1%	9,528	2%
Stroke	7,785	2%	329	2%	8,114	2%
Spinal cord injury	5,433	1%	130	1%	5,563	1%
Other	5,900	1%	456	2%	6,356	1%
Other sensory/speech	2,235	0%	28	0%	2,263	0%
Total	515,364	100%	19,291	100%	534,655	100%

Table E.15 Participant profile per quarter (participants in SIL) by primary disability group – National ^{26 27}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	3,059	11%	<11		3,059	11%
Intellectual disability	13,786	51%	<11		13,786	51%
Psychosocial disability	2,795	10%	<11		2,797	10%
Developmental delay	<11		<11		<11	
Hearing impairment	11	0%	<11		11	0%
Other neurological	1,319	5%	<11		1,321	5%
Other physical	212	1%	<11		212	1%
Cerebral palsy	2,416	9%	<11		2,416	9%
Acquired brain injury	2,094	8%	<11		2,095	8%
Global developmental delay	<11		<11		<11	
Visual impairment	85	0%	<11		85	0%
Multiple sclerosis	282	1%	<11		282	1%
Stroke	516	2%	<11		518	2%
Spinal cord injury	173	1%	<11		173	1%
Other	190	1%	<11		191	1%
Other sensory/speech	<11		<11		<11	
Total	26,941	100%	<11		26,950	100%

²⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁵ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants (11,551).

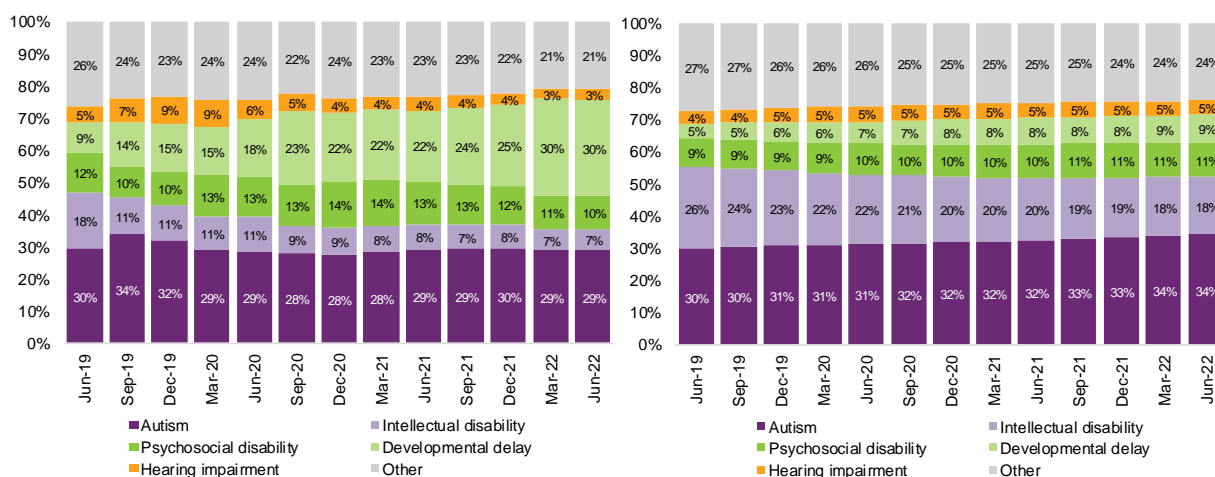
²⁶ The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

²⁷ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (2,046).

Table E.16 Participant profile per quarter (participants not in SIL) by primary disability group – National ²⁸

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	173,824	36%	5,611	29%	179,435	35%
Intellectual disability	81,425	17%	1,258	7%	82,683	16%
Psychosocial disability	51,792	11%	1,970	10%	53,762	11%
Developmental delay	41,236	8%	5,775	30%	47,011	9%
Hearing impairment	23,967	5%	637	3%	24,604	5%
Other neurological	19,113	4%	660	3%	19,773	4%
Other physical	18,769	4%	387	2%	19,156	4%
Cerebral palsy	14,642	3%	148	1%	14,790	3%
Acquired brain injury	14,095	3%	485	3%	14,580	3%
Global developmental delay	10,723	2%	982	5%	11,705	2%
Visual impairment	9,361	2%	187	1%	9,548	2%
Multiple sclerosis	9,004	2%	242	1%	9,246	2%
Stroke	7,269	1%	327	2%	7,596	1%
Spinal cord injury	5,260	1%	130	1%	5,390	1%
Other	5,710	1%	455	2%	6,165	1%
Other sensory/speech	2,233	0%	28	0%	2,261	0%
Total	488,423	100%	19,282	100%	507,705	100%

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National ²⁹



²⁸ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (9,505).

²⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table E.17 Participant profile per quarter by reported level of function – National ³⁰

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	48,664	9%	4,860	25%	53,524	10%
2 (High Function)	1,017	0%	53	0%	1,070	0%
3 (High Function)	25,355	5%	1,526	8%	26,881	5%
4 (High Function)	32,954	6%	1,027	5%	33,981	6%
5 (High Function)	34,576	7%	1,688	9%	36,264	7%
6 (Moderate Function)	118,394	23%	4,549	24%	122,943	23%
7 (Moderate Function)	28,503	6%	819	4%	29,322	5%
8 (Moderate Function)	32,696	6%	928	5%	33,624	6%
9 (Moderate Function)	2,708	1%	91	0%	2,799	1%
10 (Moderate Function)	55,435	11%	1,427	7%	56,862	11%
11 (Low Function)	17,105	3%	178	1%	17,283	3%
12 (Low Function)	73,213	14%	1,568	8%	74,781	14%
13 (Low Function)	35,179	7%	529	3%	35,708	7%
14 (Low Function)	9,135	2%	45	0%	9,180	2%
15 (Low Function)	167	0%	<11		170	0%
Missing	263	0%	<11		263	0%
Total	515,364	100%	19,291	100%	534,655	100%

Figure E.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – National ³¹

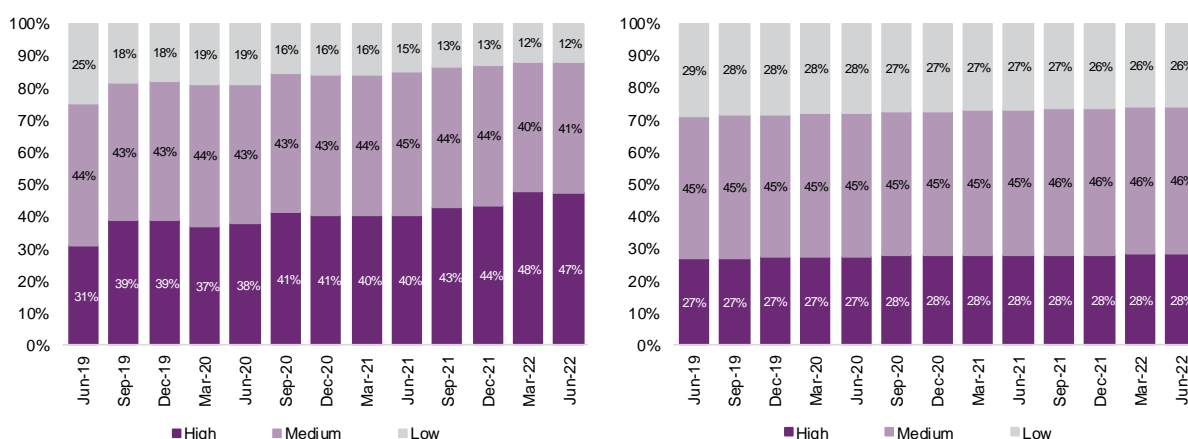


Table E.18 Participant profile per quarter by age group – National

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	74,444	14%	8,419	44%	82,863	15%
7 to 14	135,770	26%	3,317	17%	139,087	26%
15 to 18	42,880	8%	1,063	6%	43,943	8%
19 to 24	43,328	8%	678	4%	44,006	8%
25 to 34	46,072	9%	1,094	6%	47,166	9%
35 to 44	41,967	8%	1,239	6%	43,206	8%
45 to 54	49,977	10%	1,400	7%	51,377	10%
55 to 64	59,078	11%	1,933	10%	61,011	11%
65+	21,848	4%	148	1%	21,996	4%
Total	515,364	100%	19,291	100%	534,655	100%

³⁰ The distributions are calculated excluding participants with a missing reported level of function.

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.

Table E.19 Participant profile per quarter (participants in SIL) by age group – National ³²

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	14	0%	<11		14	0%
15 to 18	196	1%	<11		196	1%
19 to 24	2,056	8%	<11		2,057	8%
25 to 34	4,180	16%	<11		4,181	16%
35 to 44	4,737	18%	<11		4,737	18%
45 to 54	6,431	24%	<11		6,431	24%
55 to 64	7,049	26%	<11		7,055	26%
65+	2,277	8%	<11		2,277	8%
Total	26,941	100%	<11		26,950	100%

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

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	74,443	15%	8,418	44%	82,861	16%
7 to 14	135,756	28%	3,317	17%	139,073	27%
15 to 18	42,684	9%	1,063	6%	43,747	9%
19 to 24	41,272	8%	677	4%	41,949	8%
25 to 34	41,892	9%	1,093	6%	42,985	8%
35 to 44	37,230	8%	1,239	6%	38,469	8%
45 to 54	43,546	9%	1,400	7%	44,946	9%
55 to 64	52,029	11%	1,927	10%	53,956	11%
65+	19,571	4%	148	1%	19,719	4%
Total	488,423	100%	19,282	100%	507,705	100%

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National ³³

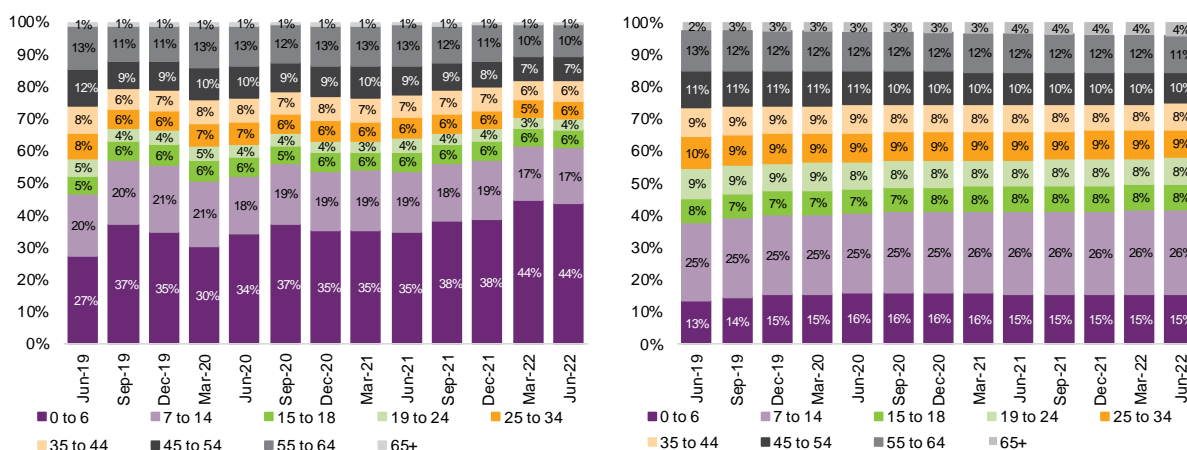


Table E.21 Participant profile per quarter by gender – National

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	317,023	62%	11,758	61%	328,781	61%
Female	192,416	37%	7,197	37%	199,613	37%
Other	5,925	1%	336	2%	6,261	1%
Total	515,364	100%	19,291	100%	534,655	100%

³² 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.

³³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

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

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	15,979	59%	<11		15,986	59%
Female	10,740	40%	<11		10,742	40%
Other	222	1%	<11		222	1%
Total	26,941	100%	<11		26,950	100%

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

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	301,044	62%	11,751	61%	312,795	62%
Female	181,676	37%	7,195	37%	188,871	37%
Other	5,703	1%	336	2%	6,039	1%
Total	488,423	100%	19,282	100%	507,705	100%

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National ³⁴

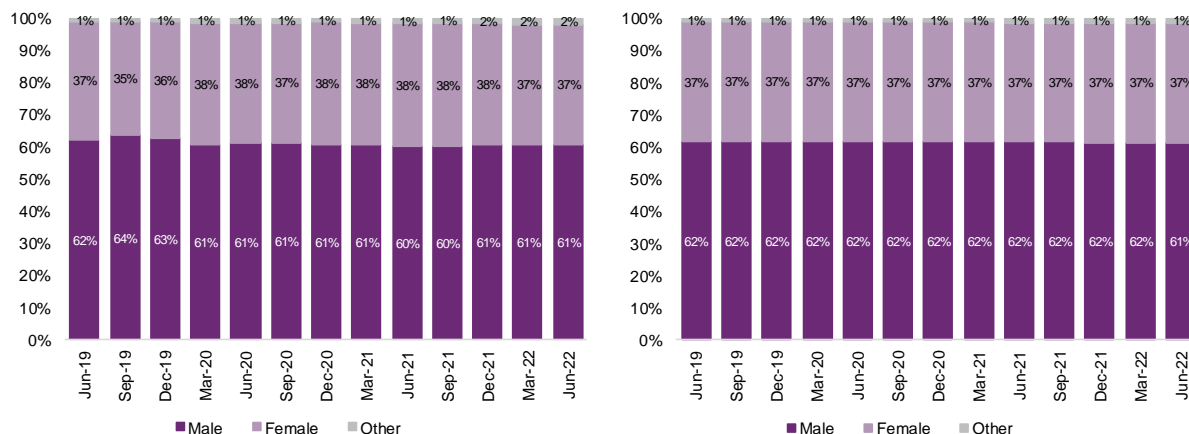


Table E.24 Number and proportion of active participants by gender and age group at 30 June 2022 – National

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	57,253	11%	24,944	5%	666	0%	82,863	15%	2.3
7 to 14	95,691	18%	41,420	8%	1,976	0%	139,087	26%	2.3
15 to 18	28,741	5%	14,548	3%	654	0%	43,943	8%	2.0
19 to 24	27,914	5%	15,527	3%	565	0%	44,006	8%	1.8
25 to 34	27,490	5%	19,094	4%	582	0%	47,166	9%	1.4
35 to 44	23,064	4%	19,669	4%	473	0%	43,206	8%	1.2
45 to 54	26,384	5%	24,452	5%	541	0%	51,377	10%	1.1
55 to 64	31,000	6%	29,409	6%	602	0%	61,011	11%	1.1
65+	11,244	2%	10,550	2%	202	0%	21,996	4%	1.1
Total	328,781	61%	199,613	37%	6,261	1%	534,655	100%	1.6

³⁴ Ibid.

Table E.25 Number and proportion of active participants by gender and disability at 30 June 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	130,629	24%	49,022	9%	2,843	1%	182,494	34%	2.7
Intellectual disability	54,432	10%	41,316	8%	721	0%	96,469	18%	1.3
Psychosocial disability	28,436	5%	27,399	5%	724	0%	56,559	11%	1.0
Developmental delay	33,017	6%	13,574	3%	421	0%	47,012	9%	2.4
Hearing impairment	11,784	2%	12,490	2%	341	0%	24,615	5%	0.9
Other neurological	11,369	2%	9,539	2%	186	0%	21,094	4%	1.2
Other physical	9,540	2%	9,598	2%	230	0%	19,368	4%	1.0
Cerebral palsy	9,453	2%	7,621	1%	132	0%	17,206	3%	1.2
Acquired brain injury	10,986	2%	5,559	1%	130	0%	16,675	3%	2.0
Global developmental delay	8,124	2%	3,494	1%	88	0%	11,706	2%	2.3
Visual impairment	4,863	1%	4,675	1%	95	0%	9,633	2%	1.0
Multiple sclerosis	2,365	0%	7,069	1%	94	0%	9,528	2%	0.3
Stroke	4,556	1%	3,489	1%	69	0%	8,114	2%	1.3
Spinal cord injury	3,886	1%	1,604	0%	73	0%	5,563	1%	2.4
Other	3,730	1%	2,537	0%	89	0%	6,356	1%	1.5
Other sensory/speech	1,611	0%	627	0%	25	0%	2,263	0%	2.6
Total	328,781	61%	199,613	37%	6,261	1%	534,655	100%	1.6

Table E.26 Participation rates by age group and gender at 30 June 2022 – National ³⁵

Age group	Participation Rate		
	Male	Female	Total
0-6	4.9%	2.3%	3.6%
7-14	7.1%	3.2%	5.3%
15-18	4.5%	2.4%	3.5%
19-24	2.7%	1.6%	2.2%
25-44	1.3%	1.0%	1.2%
45-64	1.9%	1.7%	1.8%
Total (aged 0-64)	2.9%	1.7%	2.3%

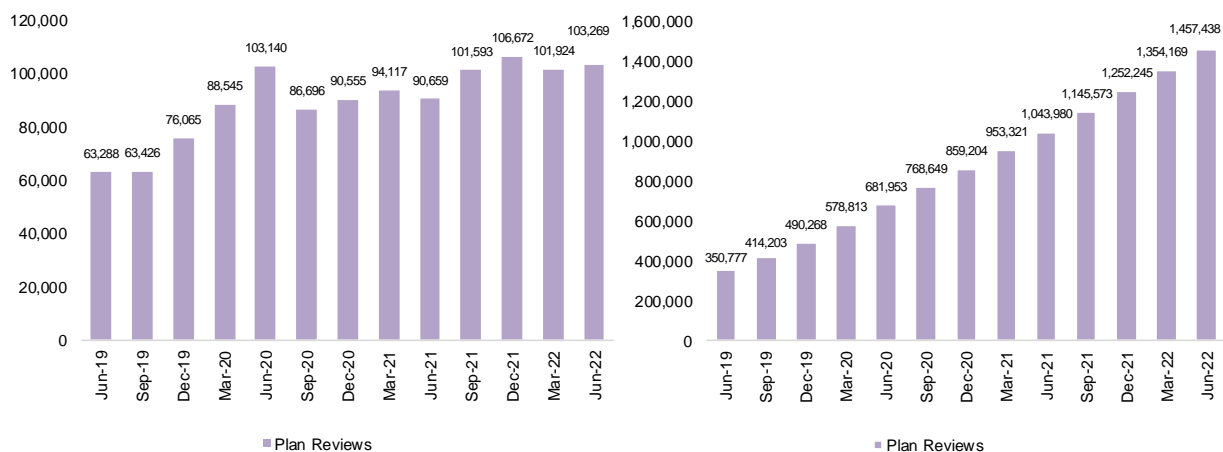
Table E.27 Plan reviews conducted per quarter – excluding plans less than 31 days – National ³⁶

	Prior Quarters	2021-22 Q4	Total
Total plan reviews	1,354,169	103,269	1,457,438
<i>Early intervention plans</i>	265,298	23,592	288,890
<i>Permanent disability plans</i>	1,088,871	79,677	1,168,548

³⁵ 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.

³⁶ 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 ³⁷

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	7,130	11,094	15,089	25,753	22,519	26,332	107,917
Participant school to 14	13,805	20,712	31,043	30,364	20,594	20,694	137,212
Participant 15 to 24	9,294	11,945	14,723	10,940	7,309	7,116	61,327
Participant 25 and over	23,017	34,618	48,825	36,650	27,603	24,558	195,271
Total Participant	53,246	78,369	109,680	103,707	78,025	78,700	501,727
Family 0 to 14	19,615	30,787	43,720	54,272	41,976	45,961	236,331
Family 15 to 24	2,643	8,105	9,993	7,335	4,963	5,040	38,079
Family 25 and over	715	10,286	14,521	10,286	6,733	6,327	48,868
Total Family	22,973	49,178	68,234	71,893	53,672	57,328	323,278
Total	76,219	127,547	177,914	175,600	131,697	136,028	825,005

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		37%		
CC	% of children who have a genuine say in decisions about themselves		73%		
CC	% who are happy with the level of independence/control they have now			31%	
CC	% who choose who supports them			39%	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%

³⁷ 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	58%	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			30%	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		71%		
HM	% who are happy with their home			79%	69%
HM	% who feel safe or very safe in their home			83%	68%
HW	% who rate their health as good, very good or excellent			67%	41%
HW	% who did not have any difficulties accessing health services			68%	62%
LL	% who currently attend or previously attended school in a mainstream class			42%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				62%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			18%	21%
WK	% who volunteer			11%	10%

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%	21%
% receiving Carer Allowance	35%	42%	31%
% working in a paid job	48%	53%	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%	86%
% 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	87%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	27%	18%
% 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		37%	
% 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=19,451) - participants who between 1 July 2016 and 30 June 2021 – National ³⁸

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%

³⁸ Results in Tables E.33 to E.36 include participants who entered between 1 July 2016 and 30 June 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=37,267) - participants who entered between 1 July 2016 and 30 June 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=14,831) and ‘Participant 25 and over’ (n=52,572) - participants who entered between 1 July 2016 and 30 June 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%	76%
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=63,348); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,014) - participants who entered between 1 July 2016 and 30 June 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%	58%
Has the NDIS improved the level of support for your family?	75%	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=10,532) - participants who entered between 1 July 2016 and 30 June 2020 – National ³⁹

	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=25,419) - participants who entered between 1 July 2016 and 30 June 2020 – National

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	65%	73%	+8%
LL	Has the NDIS improved your child's access to education?	45%	52%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	61%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	53%	+5%

³⁹ Results in Tables E.37 to E.40 include participants who had their first plan approved between 1 July 2016 and 30 June 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=10,722) and ‘Participant 25 and over’ (n=29,369) - participants who entered between 1 July 2016 and 30 June 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%	70%	77%	+7%
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?	49%	52%	+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?	18%	18%	0%	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=29,521); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=7,997) - participants who entered between 1 July 2016 and 30 June 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?	66%	72%	+6%	52%	62%	+10%
	Has the NDIS improved the level of support for your family?	71%	76%	+5%	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?	73%	78%	+5%	60%	69%	+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?	46%	50%	+4%	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=6,618) - participants who entered between 1 July 2016 and 30 June 2019 – National ⁴⁰

	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?	92%	95%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	77%	81%	82%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	67%	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=19,074) - participants who entered between 1 July 2016 and 30 June 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?	61%	69%	73%	+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?	49%	55%	60%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	49%	52%	+7%

⁴⁰ Results in Tables E.41 to E.46 include participants who had their first plan approved between 1 July 2016 and 30 June 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=9,658) - participants who entered between 1 July 2016 and 30 June 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?	61%	67%	71%	+10%
Has the NDIS helped you with daily living activities?	61%	68%	73%	+12%
Has the NDIS helped you to meet more people?	50%	53%	56%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	20%	21%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	44%	46%	51%	+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%	17%	-1%
Has the NDIS helped you be more involved?	55%	60%	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=24,587) - participants who entered between 1 July 2016 and 30 June 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?	69%	75%	80%	+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%	33%	35%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	51%	56%	61%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	18%	-1%
Has the NDIS helped you be more involved?	59%	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=17,942) - participants who entered between 1 July 2016 and 30 June 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?	61%	65%	70%	+9%
Has the NDIS improved the level of support for your family?	67%	72%	75%	+8%
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?	74%	78%	80%	+6%
Has the NDIS improved your health and wellbeing?	42%	44%	47%	+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=5,019) - participants who entered between 1 July 2016 and 30 June 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?	50%	55%	62%	+12%
Has the NDIS improved the level of support for your family?	63%	68%	75%	+12%
Has the NDIS helped you to access services, programs and activities in the community?	59%	66%	70%	+11%
Has the NDIS improved your health and wellbeing?	35%	36%	41%	+6%

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=3,517) - participants who entered between 1 July 2016 and 30 June 2018 – National ⁴¹

	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%	94%	95%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	88%	85%	+2%
REL	Has the NDIS improved how your child fits into family life?	74%	79%	81%	83%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	60%	65%	68%	71%	+11%

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=12,453) - participants who entered between 1 July 2016 and 30 June 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?	57%	66%	71%	74%	+17%
LL	Has the NDIS improved your child's access to education?	36%	40%	45%	47%	+11%
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?	42%	47%	50%	53%	+11%

⁴¹ Results in Tables E.47 to E.52 include participants who had their first plan approved between 1 July 2016 and 30 June 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=6,692) - participants who entered between 1 July 2016 and 30 June 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%	68%	71%	+13%
DL	Has the NDIS helped you with daily living activities?	57%	65%	70%	73%	+16%
REL	Has the NDIS helped you to meet more people?	48%	53%	53%	56%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	17%	18%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	46%	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%	37%	+3%
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=13,840) - participants who entered between 1 July 2016 and 30 June 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%	79%	83%	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?	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%	31%	33%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	18%	20%	0%
S/CP	Has the NDIS helped you be more involved?	58%	65%	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=8,340) - participants who entered between 1 July 2016 and 30 June 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?	56%	60%	64%	67%	+11%
Has the NDIS improved the level of support for your family?	61%	67%	71%	74%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	66%	71%	74%	76%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	76%	78%	80%	+9%
Has the NDIS improved your health and wellbeing?	38%	40%	41%	43%	+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=2,294) - participants who entered between 1 July 2016 and 30 June 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?	44%	52%	55%	63%	+19%
Has the NDIS improved the level of support for your family?	59%	68%	70%	75%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	57%	65%	68%	71%	+14%
Has the NDIS improved your health and wellbeing?	32%	33%	34%	39%	+7%

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=996) - participants who entered between 1 July 2016 and 30 June 2017 – National ⁴²

	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?	92%	95%	98%	98%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	92%	95%	97%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	83%	86%	95%	89%	+7%
REL	Has the NDIS improved how your child fits into family life?	72%	76%	79%	82%	85%	+13%
S/CP	Has the NDIS improved how your child fits into community life?	58%	63%	68%	70%	74%	+16%

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=5,172) - participants who entered between 1 July 2016 and 30 June 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?	54%	64%	68%	70%	72%	+18%
LL	Has the NDIS improved your child's access to education?	35%	37%	39%	42%	44%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	51%	53%	55%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	45%	47%	48%	49%	+7%

⁴² Results in Tables E.53 to E.58 include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,124) - participants who entered between 1 July 2016 and 30 June 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%	63%	66%	67%	70%	+10%
DL	Has the NDIS helped you with daily living activities?	59%	66%	70%	72%	75%	+16%
REL	Has the NDIS helped you to meet more people?	52%	53%	55%	54%	56%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	17%	18%	19%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	45%	46%	48%	51%	+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?	39%	38%	37%	33%	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%	61%	60%	63%	+8%

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=5,503) - participants who entered between 1 July 2016 and 30 June 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?	66%	73%	77%	79%	81%	+15%
DL	Has the NDIS helped you with daily living activities?	70%	78%	82%	85%	87%	+17%
REL	Has the NDIS helped you to meet more people?	52%	58%	62%	63%	68%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	29%	29%	32%	35%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	58%	61%	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%	32%	32%	35%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	19%	19%	19%	22%	0%
S/CP	Has the NDIS helped you be more involved?	60%	64%	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=2,638) - participants who entered between 1 July 2016 and 30 June 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%	56%	58%	63%	66%	+14%
Has the NDIS improved the level of support for your family?	59%	66%	66%	71%	71%	+12%
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?	67%	74%	76%	78%	77%	+10%
Has the NDIS improved your health and wellbeing?	35%	37%	37%	40%	40%	+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=444) - participants who entered between 1 July 2016 and 30 June 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?	45%	46%	52%	58%	63%	+18%
Has the NDIS improved the level of support for your family?	57%	60%	65%	67%	72%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	60%	59%	64%	64%	69%	+9%
Has the NDIS improved your health and wellbeing?	33%	32%	31%	33%	36%	+3%

Table E.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=50,268), 'participant social and community engagement rate' (n=50,572), 'parent and carer employment rate' (n=45,066) at entry, first and second plan review, and 'participant choice and control' (n=36,449) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – National ⁴³

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%	29%	
Aged 35 to 44 years	26%	25%	25%	
Aged 45 to 54 years	22%	21%	21%	
Aged 55 to 64 years	17%	16%	15%	
Aged 65+ years	11%	9%	8%	
Aged 25 to 64 years	23%	22%	22%	
Aged 15 to 64 years	20%	20%	21%	
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	35%	41%	43%	
Aged 35 to 44 years	35%	40%	40%	
Aged 45 to 54 years	34%	39%	39%	
Aged 55 to 64 years	35%	38%	39%	
Aged 65+ years	36%	38%	39%	
Aged 25+	35%	39%	40%	
Aged 15+	35%	39%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	48%	50%	49%
Aged 15+	45%	47%	46%	
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+		70%	77%	
Aged 15+		68%	75%	

⁴³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=38,456), 'participant social and community engagement rate' (n=38,719), 'parent and carer employment rate' (n=24,554) at entry, first, second and third plan review, and 'participant choice and control' (n=31,361) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – National ⁴⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	11%	14%	16%	21%	24%
Aged 25 to 34 years	28%	28%	24%	28%	
Aged 35 to 44 years	29%	30%	26%	28%	
Aged 45 to 54 years	25%	26%	21%	23%	
Aged 55 to 64 years	19%	18%	15%	15%	
Aged 65+ years	12%	11%	9%	9%	
Aged 25 to 64 years	25%	25%	21%	23%	
Aged 15 to 64 years	21%	22%	20%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	42%	42%	48%
Aged 25 to 34 years	38%	44%	46%	47%	
Aged 35 to 44 years	38%	43%	46%	46%	
Aged 45 to 54 years	37%	41%	42%	44%	
Aged 55 to 64 years	36%	40%	41%	42%	
Aged 65+ years	37%	41%	42%	43%	
Aged 25+	37%	42%	43%	44%	
Aged 15+	37%	41%	43%	44%	
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	46%	49%	50%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		61%	67%	71%	75%
Aged 25+		69%	75%	80%	
Aged 15+		66%	72%	77%	

⁴⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=21,754), 'participant social and community engagement rate' (n=21,987), 'parent and carer employment rate' (n=11,114) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=18,711) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – National ⁴⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	11%	15%	19%	22%	26%	24%
Aged 25 to 34 years	30%	31%	30%	26%	30%	
Aged 35 to 44 years	32%	33%	32%	28%	30%	
Aged 45 to 54 years	31%	31%	30%	24%	27%	
Aged 55 to 64 years	22%	22%	19%	17%	17%	
Aged 65+ years	15%	14%	11%	9%	10%	
Aged 25 to 64 years	29%	29%	28%	23%	26%	
Aged 15 to 64 years	25%	26%	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	34%	40%	44%	45%	45%	48%
Aged 25 to 34 years	38%	46%	50%	50%	51%	
Aged 35 to 44 years	38%	43%	47%	47%	49%	
Aged 45 to 54 years	38%	42%	46%	49%	48%	
Aged 55 to 64 years	36%	40%	42%	43%	43%	
Aged 65+ years	35%	40%	43%	44%	44%	
Aged 25+	37%	43%	46%	47%	48%	
Aged 15+	36%	42%	46%	46%	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%	54%	49%
Aged 15+	49%	52%	53%	54%	51%	
All ages	47%	51%	51%	53%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		58%	65%	68%	71%	75%
Aged 25+		66%	74%	77%	80%	
Aged 15+		63%	71%	73%	77%	

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 30 June 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=8,986), 'participant social and community engagement rate' (n=9,218), 'parent and carer employment rate' (n=3,220) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=7,753) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – National ⁴⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	15%	19%	25%	24%	28%	24%
Aged 25 to 34 years	27%	30%	29%	30%	26%	27%	
Aged 35 to 44 years	31%	32%	29%	30%	26%	30%	
Aged 45 to 54 years	32%	32%	28%	32%	28%	28%	
Aged 55 to 64 years	27%	26%	22%	21%	17%	20%	
Aged 65+ years	17%	16%	12%	14%	9%	12%	
Aged 25 to 64 years	29%	30%	27%	28%	24%	26%	
Aged 15 to 64 years	26%	27%	26%	28%	24%	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	31%	35%	41%	43%	45%	43%	48%
Aged 25 to 34 years	34%	41%	47%	52%	52%	52%	
Aged 35 to 44 years	34%	41%	47%	48%	47%	50%	
Aged 45 to 54 years	37%	42%	46%	50%	50%	52%	
Aged 55 to 64 years	36%	39%	45%	45%	45%	47%	
Aged 65+ years	38%	39%	45%	46%	46%	48%	
Aged 25+	35%	41%	46%	49%	48%	50%	
Aged 15+	35%	40%	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	43%	46%	49%	52%	50%	54%	49%
Aged 15+	49%	53%	56%	57%	55%	57%	
All ages	46%	49%	52%	54%	52%	55%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		60%	63%	66%	67%	70%	75%
Aged 25+		66%	73%	77%	79%	81%	
Aged 15+		64%	69%	72%	73%	77%	

⁴⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table E.63 Number of active plans by goal type and primary disability – National ⁴⁷

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	4,013	12,356	9,151	2,953	4,275	13,491	6,711	4,402	16,675
Autism	28,224	159,190	61,818	67,125	78,046	126,129	12,459	29,821	182,494
Cerebral palsy	3,802	14,270	9,134	3,981	4,138	12,476	4,448	3,143	17,206
Developmental delay	2,882	44,094	15,915	27,719	17,615	31,961	100	16	47,012
Down syndrome	2,256	9,429	5,485	2,920	3,401	9,264	3,080	3,231	11,551
Global developmental delay	867	11,062	4,058	7,111	4,586	7,661	40	<11	11,706
Hearing impairment	4,356	19,868	5,135	6,439	3,998	12,340	2,484	5,622	24,615
Intellectual disability	18,348	65,771	34,059	22,741	27,588	64,872	23,525	29,402	84,918
Multiple sclerosis	2,381	7,608	6,560	802	1,391	6,760	3,265	2,211	9,528
Psychosocial disability	12,443	40,224	34,428	12,176	13,152	46,149	20,316	18,928	56,559
Spinal cord injury	1,596	4,563	3,287	653	723	4,011	1,978	1,677	5,563
Stroke	2,081	6,613	4,460	952	1,431	6,340	3,000	1,623	8,114
Visual impairment	2,446	8,234	3,527	2,256	1,173	7,033	2,007	2,986	9,633
Other neurological	4,849	16,621	12,012	3,052	4,401	16,075	7,507	3,414	21,094
Other physical	4,420	16,160	10,476	2,439	2,268	12,609	4,874	4,176	19,368
Other sensory/speech	301	1,903	530	860	775	1,093	59	181	2,263
Other	1,345	5,194	3,145	1,188	1,261	4,526	1,794	1,247	6,356
Total	96,610	443,160	223,180	165,367	170,222	382,790	97,647	112,084	534,655

⁴⁷ 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 ⁴⁸

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%	18%	26%	81%	40%	26%
Autism	15%	87%	34%	37%	43%	69%	7%	16%
Cerebral palsy	22%	83%	53%	23%	24%	73%	26%	18%
Developmental delay	6%	94%	34%	59%	37%	68%	0%	0%
Down syndrome	20%	82%	47%	25%	29%	80%	27%	28%
Global developmental delay	7%	94%	35%	61%	39%	65%	0%	n/a
Hearing impairment	18%	81%	21%	26%	16%	50%	10%	23%
Intellectual disability	22%	77%	40%	27%	32%	76%	28%	35%
Multiple sclerosis	25%	80%	69%	8%	15%	71%	34%	23%
Psychosocial disability	22%	71%	61%	22%	23%	82%	36%	33%
Spinal cord injury	29%	82%	59%	12%	13%	72%	36%	30%
Stroke	26%	82%	55%	12%	18%	78%	37%	20%
Visual impairment	25%	85%	37%	23%	12%	73%	21%	31%
Other neurological	23%	79%	57%	14%	21%	76%	36%	16%
Other physical	23%	83%	54%	13%	12%	65%	25%	22%
Other sensory/speech	13%	84%	23%	38%	34%	48%	3%	8%
Other	21%	82%	49%	19%	20%	71%	28%	20%
Total	18%	83%	42%	31%	32%	72%	18%	21%

⁴⁸ 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 ⁴⁹

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	13,874	61,896	33,208	10,271	14,914	49,344	21,922	13,055	218,484
Autism	112,579	1,281,517	261,543	301,761	323,292	527,882	45,376	107,980	2,961,930
Cerebral palsy	16,603	110,060	41,612	17,207	17,393	57,696	17,991	12,197	290,759
Developmental delay	9,900	390,369	63,777	111,572	63,514	120,675	303	55	760,165
Down syndrome	9,048	65,930	22,176	12,550	13,993	40,806	11,144	11,728	187,375
Global developmental delay	3,269	104,954	16,722	29,286	16,730	30,200	122	12	201,295
Hearing impairment	15,373	112,832	19,161	24,743	14,522	45,564	8,010	18,183	258,388
Intellectual disability	69,538	405,779	134,351	93,032	107,265	268,175	81,583	101,100	1,260,823
Multiple sclerosis	8,467	40,948	26,815	2,686	4,660	24,465	11,253	7,332	126,626
Psychosocial disability	40,745	165,527	116,230	38,008	40,076	148,368	58,377	55,089	662,420
Spinal cord injury	6,615	26,494	13,725	2,457	2,803	16,578	7,613	5,818	82,103
Stroke	7,979	38,374	17,590	3,576	5,070	24,214	10,753	5,439	112,995
Visual impairment	9,806	52,457	13,777	8,994	4,404	29,359	7,419	10,799	137,015
Other neurological	18,077	97,664	48,127	11,856	15,951	61,191	25,797	11,566	290,229
Other physical	16,774	94,817	42,018	8,855	7,988	47,821	17,286	13,974	249,533
Other sensory/speech	1,018	13,507	1,822	3,384	2,606	3,922	183	567	27,009
Other	5,030	31,982	12,631	4,792	4,899	16,924	6,005	4,149	86,412
Total	364,695	3,095,107	885,285	685,030	660,080	1,513,184	331,137	379,043	7,913,561

⁴⁹ Participants have set over eighteen million goals in total since July 2016. The 7,913,561 goals in these results relate to those in the current plans of active participants.

Table E.66 Number of active plans by goal type and age group – National ⁵⁰

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	5,306	77,937	29,460	50,079	31,773	58,070	208	<11	82,863
7 to 14	16,808	125,104	41,789	50,908	59,832	84,528	1,812	1,617	139,087
15 to 18	9,266	36,868	15,507	14,196	17,705	32,627	3,196	13,144	43,943
19 to 24	11,175	34,295	16,189	12,456	12,119	32,415	11,024	25,909	44,006
25 to 34	12,109	35,422	21,937	10,827	11,644	35,732	16,415	22,809	47,166
35 to 44	10,491	32,349	23,286	8,310	10,511	33,403	15,259	17,672	43,206
45 to 54	12,031	38,486	28,754	8,585	11,286	40,297	18,400	16,364	51,377
55 to 64	14,182	46,224	33,966	7,826	11,561	48,408	22,755	12,245	61,011
65+	5,242	16,475	12,292	2,180	3,791	17,310	8,578	2,319	21,996
Total	96,610	443,160	223,180	165,367	170,222	382,790	97,647	112,084	534,655

Table E.67 Percentage of active plans by goal type and age group – National ⁵¹

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%	36%	60%	38%	70%	0%	n/a
7 to 14	12%	90%	30%	37%	43%	61%	1%	1%
15 to 18	21%	84%	35%	32%	40%	74%	7%	30%
19 to 24	25%	78%	37%	28%	28%	74%	25%	59%
25 to 34	26%	75%	47%	23%	25%	76%	35%	48%
35 to 44	24%	75%	54%	19%	24%	77%	35%	41%
45 to 54	23%	75%	56%	17%	22%	78%	36%	32%
55 to 64	23%	76%	56%	13%	19%	79%	37%	20%
65+	24%	75%	56%	10%	17%	79%	39%	11%
Total	18%	83%	42%	31%	32%	72%	18%	21%

⁵⁰ 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.

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

Table E.68 Number of goals in active plans by goal type and age group – National ⁵²

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	19,504	730,584	125,638	212,668	120,049	231,538	684	20	1,440,685
7 to 14	66,840	1,089,952	178,486	233,686	250,338	353,814	6,418	5,796	2,185,330
15 to 18	37,028	231,588	62,593	57,840	70,003	134,017	11,892	48,281	653,242
19 to 24	43,937	195,231	64,374	48,953	47,361	132,982	39,311	92,447	664,596
25 to 34	46,029	183,423	83,522	39,748	42,929	140,281	56,058	76,360	668,350
35 to 44	39,048	161,029	88,765	28,955	37,802	127,138	51,513	57,518	591,768
45 to 54	42,839	188,863	108,186	29,298	39,346	149,949	61,160	52,411	672,052
55 to 64	50,623	231,210	127,354	26,358	39,250	178,948	75,751	38,622	768,116
65+	18,847	83,227	46,367	7,524	13,002	64,517	28,350	7,588	269,422
Total	364,695	3,095,107	885,285	685,030	660,080	1,513,184	331,137	379,043	7,913,561

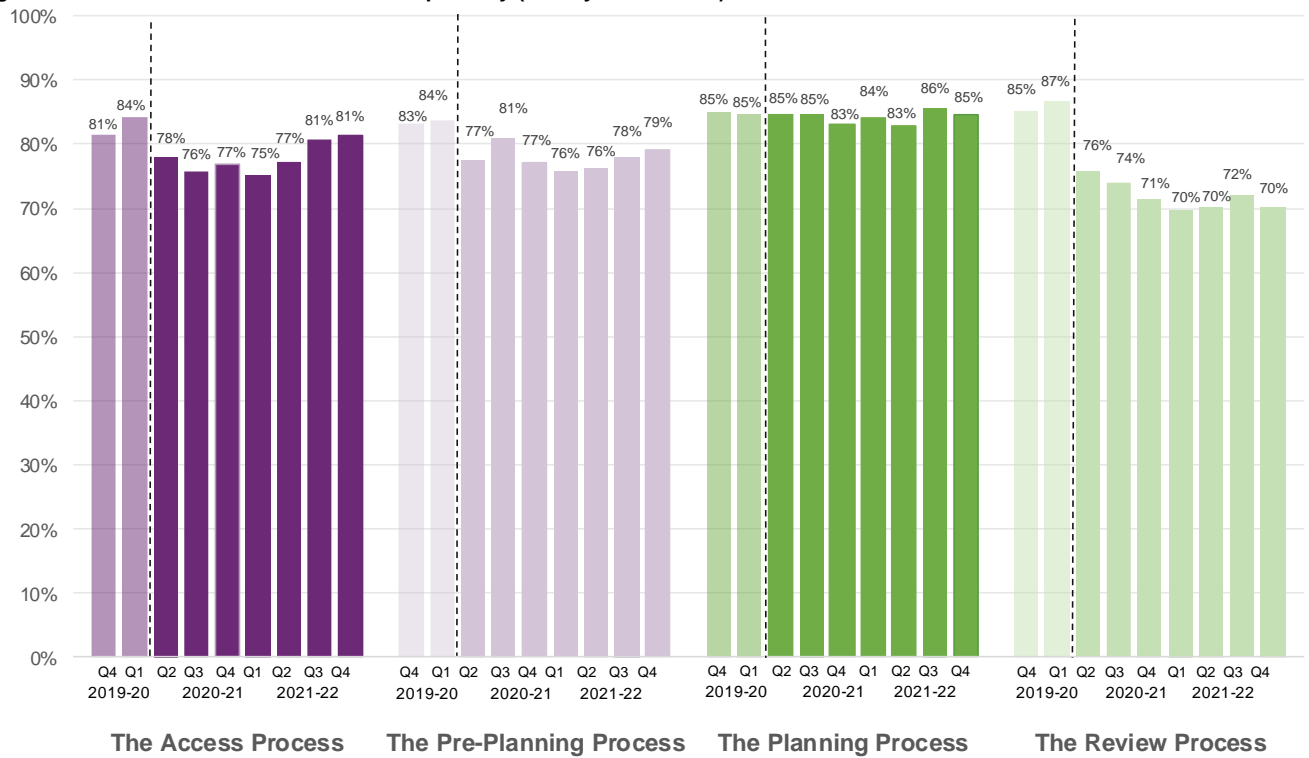
⁵² Participants have set over eighteen million goals in total since July 2016. The 7,913,561 goals in these results relate to those in the current plans of active participants.

Table E.69 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ⁵³

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 6,652	n = 1,083
Are you happy with how coming into the NDIS has gone?	85%	88%
Was the person from the NDIS respectful?	97%	98%
Do you understand what will happen next with your plan?	76%	77%
% of participants rating their overall experience as Very Good or Good.	77%	81%
Pre-planning	n = 5,779	n = 817
Did the person from the NDIS understand how your disability affects your life?	85%	86%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	77%	77%
Are you clear on what happens next with your plan?	66%	68%
Do you know where to go for more help with your plan?	71%	73%
% of participants rating their overall experience as Very Good or Good.	78%	79%
Planning	n = 27,020	n = 4,107
Did the person from the NDIS understand how your disability affects your life?	90%	91%
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?	83%	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%	85%
Plan review	n = 70,375	n = 11,400
Did the person from the NDIS understand how your disability affects your life?	79%	77%
Did you feel prepared for your plan review?	85%	84%
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%	70%

⁵³ 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 ^{54 55}



⁵⁴ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

⁵⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 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

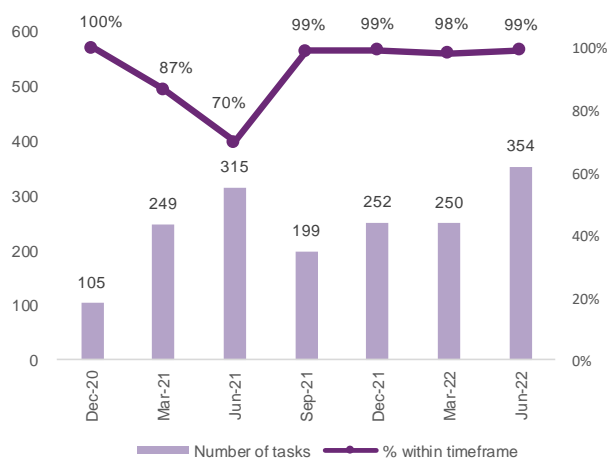


Figure E.12 PSG 2: Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National ⁵⁶

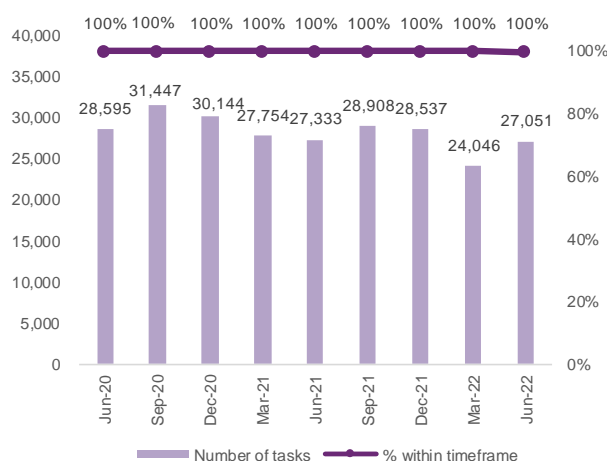
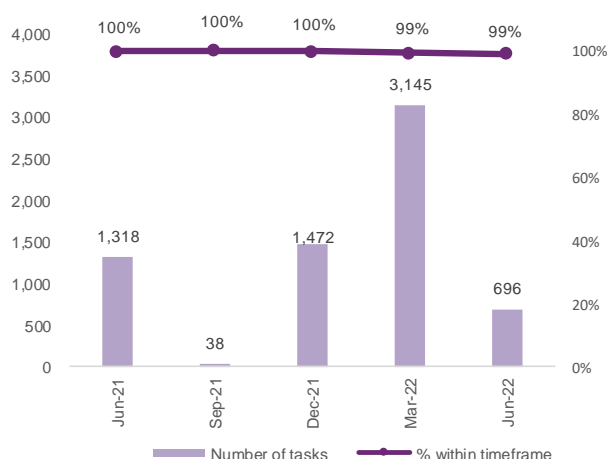


Figure E.13 PSG 3: Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National ⁵⁷



⁵⁶ The results for prior quarters have been restated using data as at 30 June 2022 due to a change in the way this metric is measured.

⁵⁷ 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 ⁵⁸

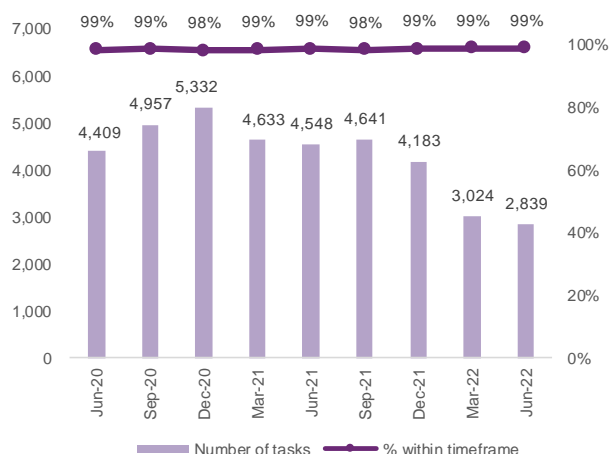


Figure E.15 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National ⁵⁹

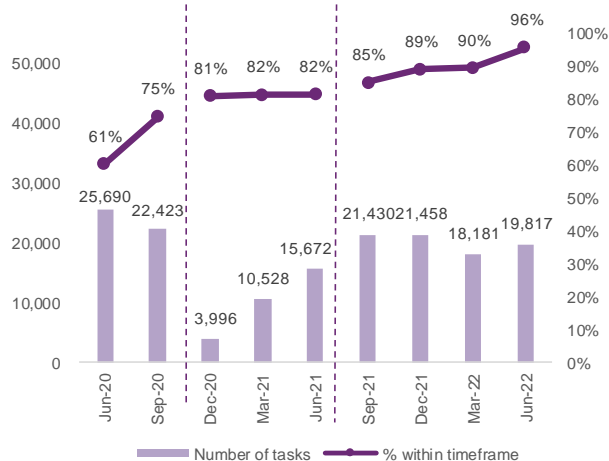
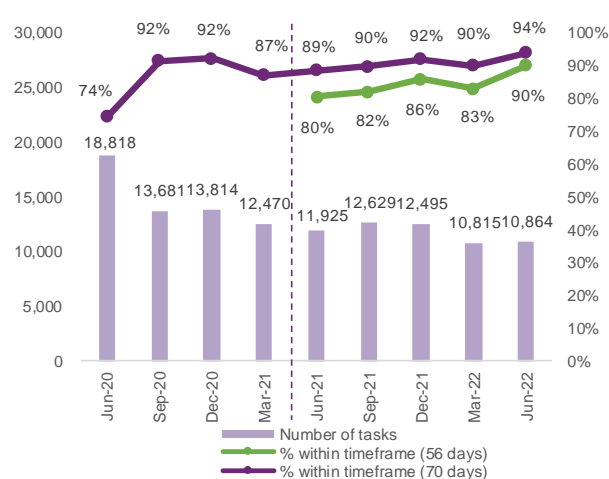


Figure E.16 PSG 6: First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National ⁶⁰



⁵⁸ Ibid.

⁵⁹ A new business process has been used to measure this metric since December 2020 and again from July 2021.

⁶⁰ 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

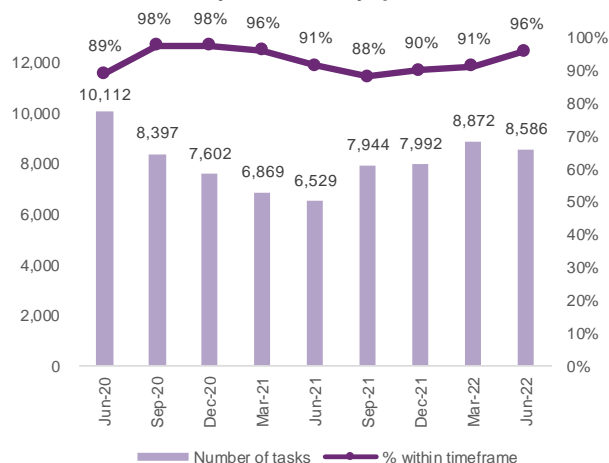


Figure E.18 PSG 9: If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National

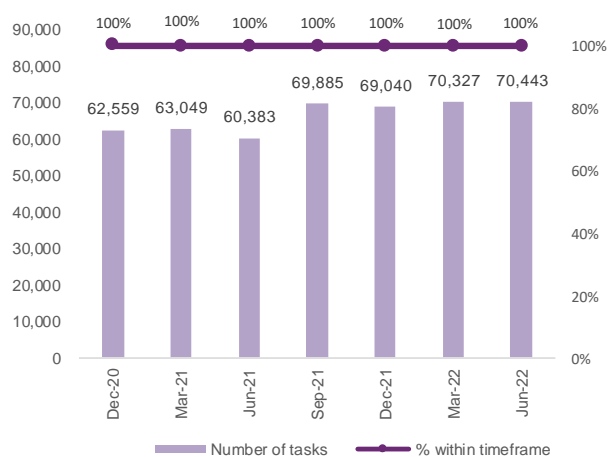
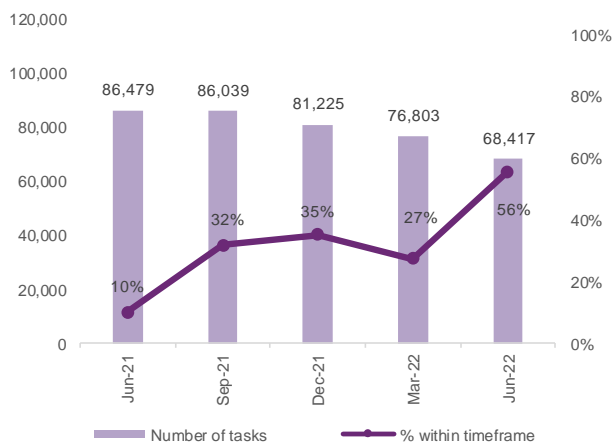


Figure E.19 PSG 11: Commence facilitating a scheduled plan review, prior to the scheduled review date, and proportion achieved within 56 day timeframe by quarter – National ⁶¹



⁶¹ Note that plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.
June 2022 | NDIS Quarterly Report to disability ministers

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 ⁶²

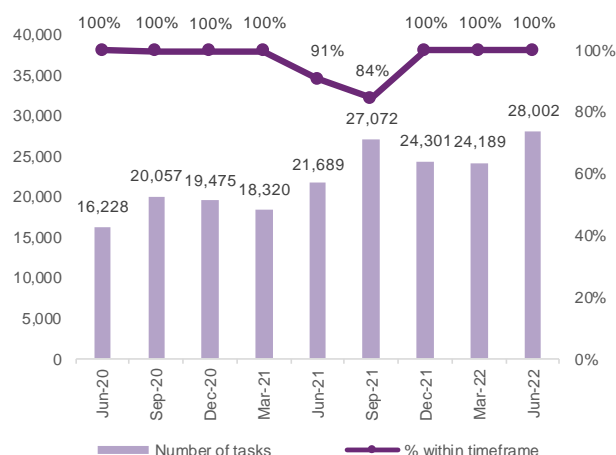


Figure E.21 PSG 13: Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved by quarter – National ⁶³

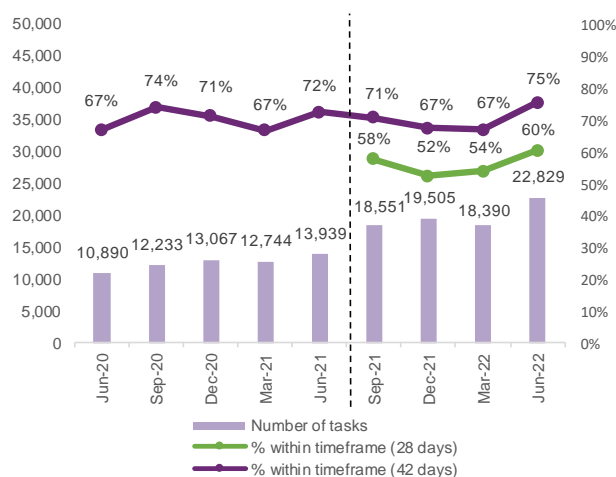
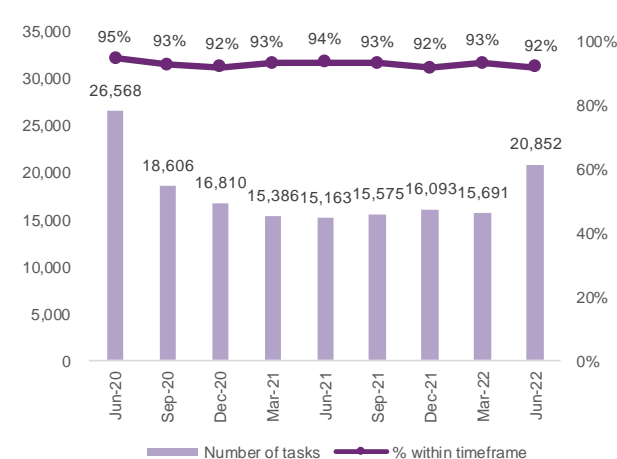


Figure E.22 PSG 14: Vary a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National



⁶² Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

⁶³ 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

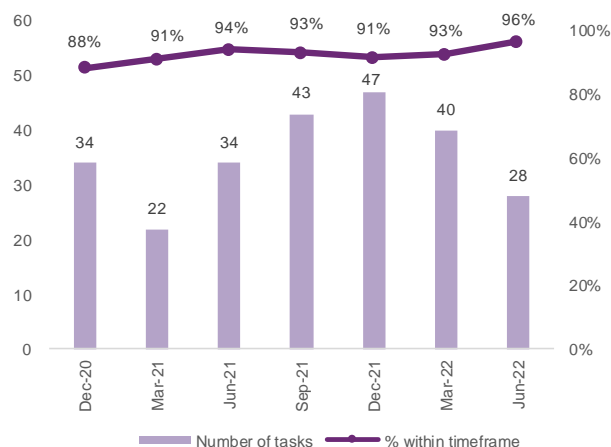


Figure E.24 PSG 17: Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved by quarter – National⁶⁴

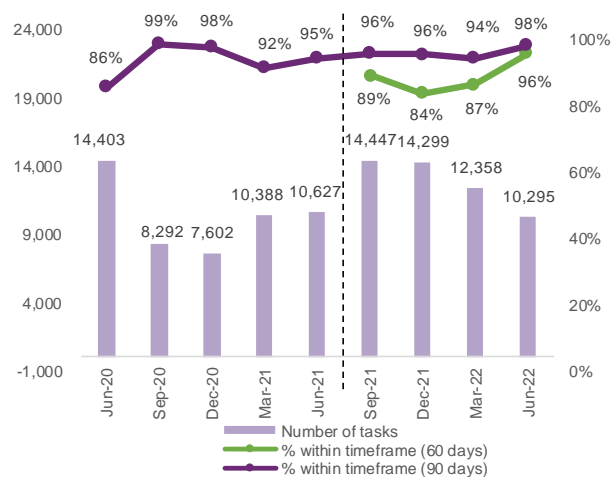
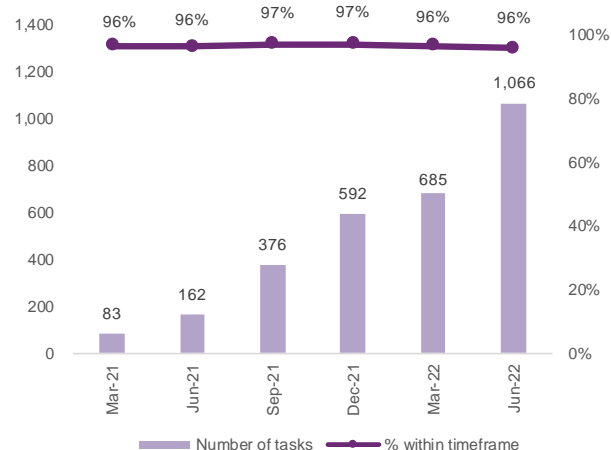


Figure E.25 PSG 18: Implement an AAT decision to vary a plan, after receiving notification of the AAT decision, and proportion achieved within 28 day timeframe by quarter – National



⁶⁴ The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021.

Figure E.26 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National

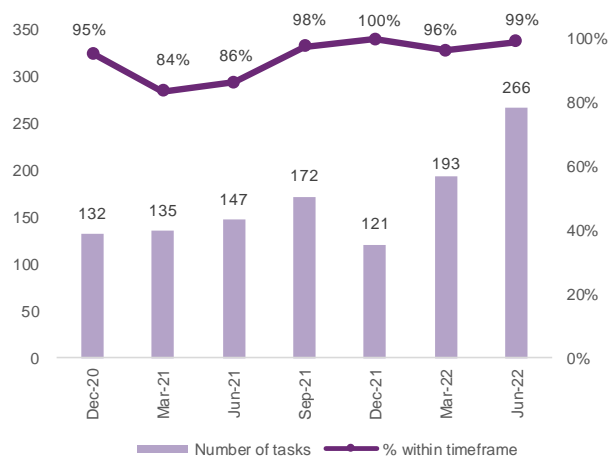


Figure E.27 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National

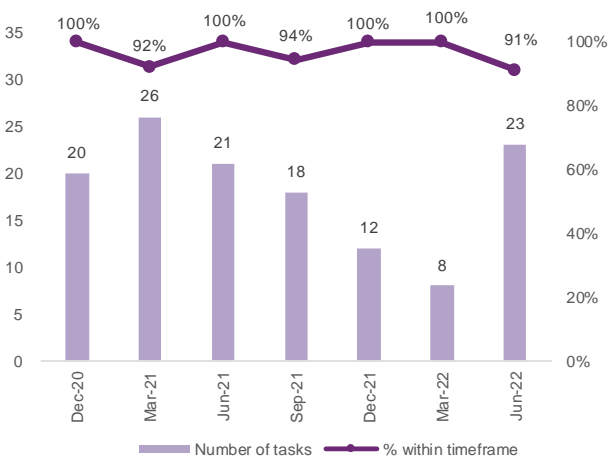
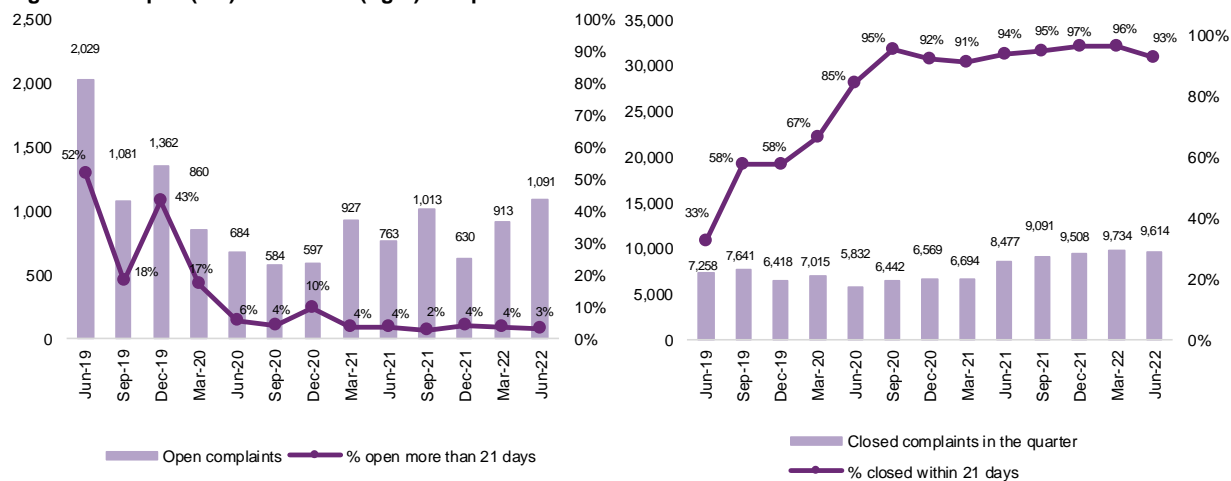


Figure E.28 Open (left) and closed (right) complaints over time – National



The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q4. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table E.70 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

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 ^{65 66 67}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	476	38	514	478
Complaint about LAC Partner	2,242	249	2,491	2,303
Complaints about service providers	7,582	526	8,108	6,768
Complaints about the Agency	96,958	6,467	103,425	59,365
Critical/ Reportable Incident	11,322	1,907	13,229	10,250
Unclassified	3,312	<11	3,320	2,986
Total	121,892	9,195	131,087	73,586
% of the number of active participants	7.8%	7.0%	7.8%	
Providers who have submitted a registration request				
Complaint about ECA Partner	<11	<11	<11	<11
Complaint about LAC Partner	60	<11	63	58
Complaints about service providers	711	43	754	651
Complaints about the Agency	6,433	293	6,726	5,090
Critical/ Reportable Incident	38	<11	39	38
Unclassified	240	<11	240	222
Total	7,484	340	7,824	5,740
% of all registration requests	4.9%	3.5%	4.8%	
Other				
Complaint about ECA Partner	19	<11	21	21
Complaint about LAC Partner	58	<11	65	64
Complaints about service providers	806	89	895	895
Complaints about the Agency	3,662	337	3,999	3,997
Critical/ Reportable Incident	136	11	147	147
Unclassified	115	<11	115	115
Total	4,796	446	5,242	5,236
Total	131,035	9,792	140,827	84,562

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

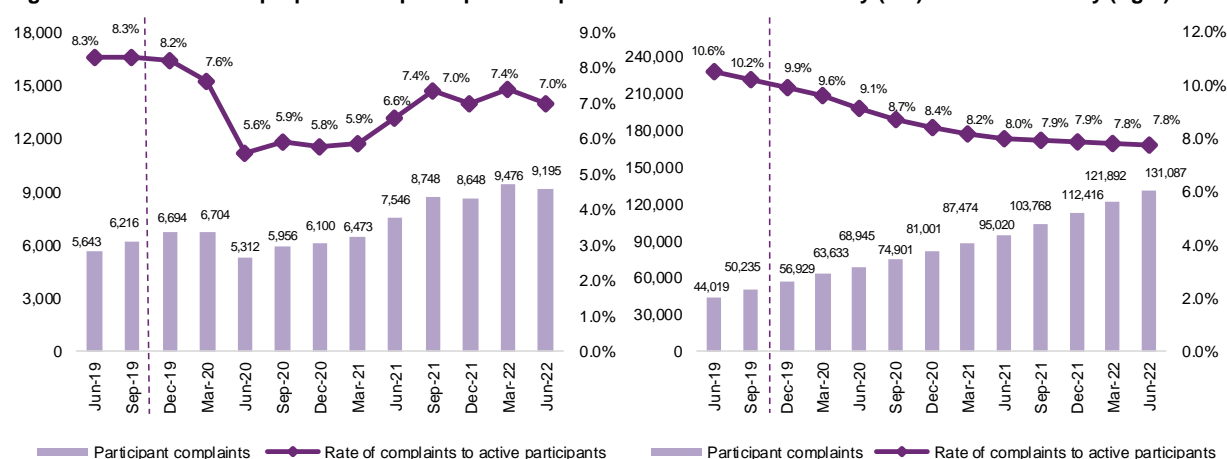
⁶⁵ Note that 70% of all complainants made only one complaint, 16% made two complaints and 15% made three or more complaints.⁶⁶ % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.⁶⁷ % 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.30 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁶⁸

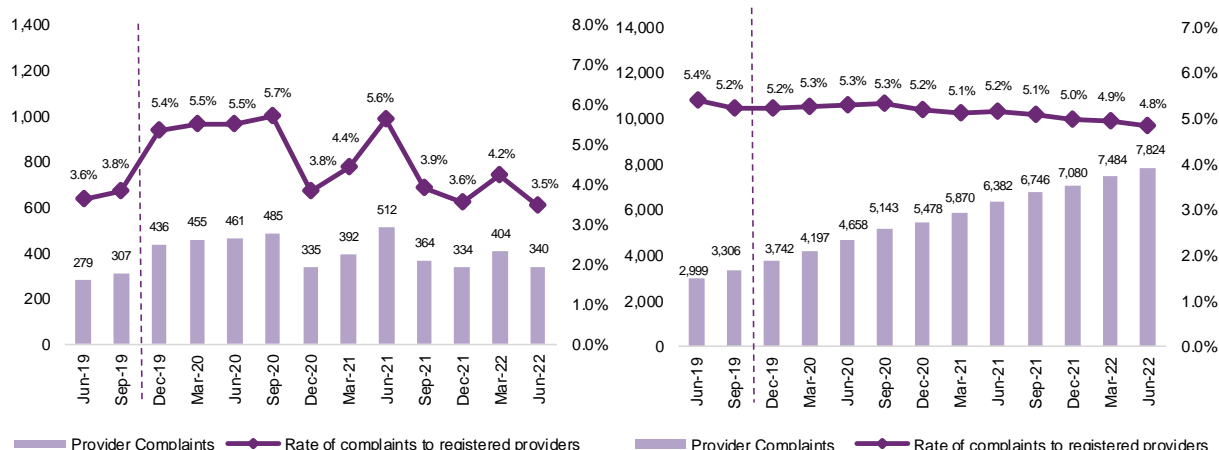


Table E.71 Participant complaints by type – National ⁶⁹

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	5,361	(6%)	<11		5,363	(5%)
Information unclear	2,020	(2%)	<11		2,025	(2%)
NDIA Access	2,000	(2%)	234	(4%)	2,234	(2%)
NDIA Engagement	58	(0%)	<11		67	(0%)
NDIA Finance	4,870	(5%)	823	(13%)	5,693	(6%)
NDIA Fraud and Compliance	258	(0%)	61	(1%)	319	(0%)
NDIA Plan	16,266	(17%)	2,471	(38%)	18,737	(18%)
NDIA Process	5,964	(6%)	739	(11%)	6,703	(6%)
NDIA Resources	556	(1%)	99	(2%)	655	(1%)
NDIA Staff	4,499	(5%)	458	(7%)	4,957	(5%)
NDIA Timeliness	14,126	(15%)	1,401	(22%)	15,527	(15%)
Participation, engagement and inclusion	464	(0%)	<11		464	(0%)
Provider Portal	154	(0%)	<11		154	(0%)
Quality & Safeguards Commission	44	(0%)	<11		53	(0%)
Reasonable and necessary supports	6,260	(6%)	<11		6,261	(6%)
Staff conduct - Agency	1,732	(2%)	<11		1,734	(2%)
The way the NDIA carried out its decision making	3,071	(3%)	30	(0%)	3,101	(3%)
Timeliness	16,615	(17%)	<11		16,621	(16%)
Other	12,640	(13%)	117	(2%)	12,757	(12%)
Total	96,958		6,467		103,425	
<i>Complaint about ECA Partner</i>						
ECA Engagement	<11		<11		<11	
ECA Fraud and Compliance	<11		<11		<11	
ECA Plan	57	(12%)	<11		62	(12%)
ECA Process	58	(12%)	<11		63	(12%)
ECA Resources	<11		<11		<11	
ECA Staff	186	(39%)	22	(58%)	208	(40%)
ECA Timeliness	170	(36%)	<11		176	(34%)

⁶⁸ 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.

⁶⁹ 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 Q4		Total	
Other	<11		<11		<11	
Total	476		38		514	
<i>Complaint about LAC Partner</i>						
LAC Engagement	<11		<11		<11	
LAC Fraud and Compliance	21	(1%)	<11		22	(1%)
LAC Plan	382	(17%)	55	(22%)	437	(18%)
LAC Process	264	(12%)	26	(10%)	290	(12%)
LAC Resources	14	(1%)	<11		15	(1%)
LAC Staff	1,280	(57%)	133	(53%)	1,413	(57%)
LAC Timeliness	271	(12%)	33	(13%)	304	(12%)
Other	<11		<11		<11	
Total	2,242		249		2,491	
<i>Complaints about service providers</i>						
Provider costs.	331	(4%)	<11		331	(4%)
Provider Finance	318	(4%)	29	(6%)	347	(4%)
Provider Fraud and Compliance	518	(7%)	57	(11%)	575	(7%)
Provider process	378	(5%)	<11		381	(5%)
Provider Service	2,240	(30%)	265	(50%)	2,505	(31%)
Provider Staff	1,101	(15%)	142	(27%)	1,243	(15%)
Service Delivery	568	(7%)	<11		572	(7%)
Staff conduct	536	(7%)	<11		540	(7%)
Supports being provided	610	(8%)	<11		618	(8%)
Other	982	(13%)	14	(3%)	996	(12%)
Total	7,582		526		8,108	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	3,080	(27%)	555	(29%)	3,635	(27%)
Allegations against Informal Supports	1,768	(16%)	46	(2%)	1,814	(14%)
Allegations against NDIA Staff/Partners	16	(0%)	<11		17	(0%)
Participant threat	2,046	(18%)	291	(15%)	2,337	(18%)
Provider reporting	4,412	(39%)	1,014	(53%)	5,426	(41%)
Other	<11		<11		<11	
Total	11,322		1,907		13,229	
<i>Unclassified</i>	3,312		<11		3,320	
Participants total	121,892		9,195		131,087	

Table E.72 Provider complaints by type – National

Complaints by source, subject and type			Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted a provider registration request								
Complaints about the Agency								
Individual needs	348	(5%)	<11		348	(5%)		
Information unclear	227	(4%)	<11		227	(3%)		
NDIA Access	<11		<11		<11			
NDIA Engagement	<11		<11		<11			
NDIA Finance	1,377	(21%)	113	(39%)	1,490	(22%)		
NDIA Fraud and Compliance	31	(0%)	<11		34	(1%)		
NDIA Plan	433	(7%)	18	(6%)	451	(7%)		
NDIA Process	381	(6%)	32	(11%)	413	(6%)		
NDIA Resources	410	(6%)	37	(13%)	447	(7%)		
NDIA Staff	239	(4%)	<11		247	(4%)		
NDIA Timeliness	369	(6%)	48	(16%)	417	(6%)		
Participation, engagement and inclusion	48	(1%)	<11		48	(1%)		
Provider Portal	418	(6%)	<11		421	(6%)		
Quality & Safeguards Commission	38	(1%)	<11		39	(1%)		
Reasonable and necessary supports	115	(2%)	<11		117	(2%)		
Staff conduct - Agency	125	(2%)	<11		125	(2%)		
The way the NDIA carried out its decision making	72	(1%)	<11		73	(1%)		
Timeliness	811	(13%)	<11		815	(12%)		
Other	978	(15%)	22	(8%)	1,000	(15%)		
Total	6,433		293		6,726			
Complaint about ECA Partner								
ECA Engagement	<11		<11		<11			
ECA Fraud and Compliance	<11		<11		<11			
ECA Plan	<11		<11		<11			
ECA Process	<11		<11		<11			
ECA Resources	<11		<11		<11			
ECA Staff	<11		<11		<11			
ECA Timeliness	<11		<11		<11			
Other	<11		<11		<11			
Total	<11		<11		<11			
Complaint about LAC Partner								
LAC Engagement	<11		<11		<11			
LAC Fraud and Compliance	<11		<11		<11			
LAC Plan	<11		<11		12	(19%)		
LAC Process	<11		<11		<11			
LAC Resources	<11		<11		<11			
LAC Staff	31	(52%)	<11		32	(51%)		
LAC Timeliness	<11		<11		<11			
Other	<11		<11		<11			
Total	60		<11		63			
Complaints about service providers								
Provider costs.	13	(2%)	<11		13	(2%)		
Provider Finance	56	(8%)	<11		59	(8%)		
Provider Fraud and Compliance	87	(12%)	<11		92	(12%)		
Provider process	30	(4%)	<11		30	(4%)		
Provider Service	181	(25%)	16	(37%)	197	(26%)		
Provider Staff	142	(20%)	14	(33%)	156	(21%)		
Service Delivery	33	(5%)	<11		33	(4%)		
Staff conduct	25	(4%)	<11		26	(3%)		

Complaints by source, subject and type	Prior Quarters		2021-22 Q4	Total	
Supports being provided	31	(4%)	<11	31	(4%)
Other	113	(16%)	<11	117	(16%)
Total	711		43	754	
<i>Critical/ Reportable Incident</i>					
Allegations against a provider	12	(32%)	<11	13	(33%)
Allegations against Informal Supports	<11		<11	<11	
Allegations against NDIA Staff/Partners	<11		<11	<11	
Participant threat	<11		<11	<11	
Provider reporting	<11		<11	<11	
Other	<11		<11	<11	
Total	38		<11	39	
<i>Unclassified</i>	240		<11	240	
Providers total	7,484		340	7,824	

Table E.73 Other complaints by type – National

Complaints by source, subject and type		Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who is not a potential participant or provider							
Complaints about the Agency							
Individual needs	377	(10%)	<11		378	(9%)	
Information unclear	169	(5%)	<11		169	(4%)	
NDIA Access	113	(3%)	16	(5%)	129	(3%)	
NDIA Engagement	20	(1%)	<11		29	(1%)	
NDIA Finance	188	(5%)	16	(5%)	204	(5%)	
NDIA Fraud and Compliance	79	(2%)	15	(4%)	94	(2%)	
NDIA Plan	442	(12%)	67	(20%)	509	(13%)	
NDIA Process	434	(12%)	59	(18%)	493	(12%)	
NDIA Resources	141	(4%)	71	(21%)	212	(5%)	
NDIA Staff	244	(7%)	28	(8%)	272	(7%)	
NDIA Timeliness	275	(8%)	40	(12%)	315	(8%)	
Participation, engagement and inclusion	76	(2%)	<11		76	(2%)	
Provider Portal	14	(0%)	<11		14	(0%)	
Quality & Safeguards Commission	38	(1%)	13	(4%)	51	(1%)	
Reasonable and necessary supports	87	(2%)	<11		87	(2%)	
Staff conduct - Agency	68	(2%)	<11		68	(2%)	
The way the NDIA carried out its decision making	46	(1%)	<11		47	(1%)	
Timeliness	324	(9%)	<11		324	(8%)	
Other	527	(14%)	<11		528	(13%)	
Total	3,662		337		3,999		
Complaint about ECA Partner							
ECA Engagement	<11		<11		<11		
ECA Fraud and Compliance	<11		<11		<11		
ECA Plan	<11		<11		<11		
ECA Process	<11		<11		<11		
ECA Resources	<11		<11		<11		
ECA Staff	<11		<11		<11		
ECA Timeliness	<11		<11		<11		
Other	<11		<11		<11		
Total	19		<11		21		
Complaint about LAC Partner							
LAC Engagement	<11		<11		<11		
LAC Fraud and Compliance	<11		<11		<11		
LAC Plan	<11		<11		<11		
LAC Process	<11		<11		<11		

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Resources	<11		<11		<11	
LAC Staff	38	(66%)	<11		43	(66%)
LAC Timeliness	<11		<11		<11	
Other	<11		<11		<11	
Total	58		<11		65	
<i>Complaints about service providers</i>						
Provider costs.	<11		<11		<11	
Provider Finance	33	(4%)	<11		38	(4%)
Provider Fraud and Compliance	108	(13%)	12	(13%)	120	(13%)
Provider process	<11		<11		<11	
Provider Service	285	(35%)	45	(51%)	330	(37%)
Provider Staff	184	(23%)	27	(30%)	211	(24%)
Service Delivery	29	(4%)	<11		29	(3%)
Staff conduct	41	(5%)	<11		41	(5%)
Supports being provided	26	(3%)	<11		26	(3%)
Other	81	(10%)	<11		81	(9%)
Total	806		89		895	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	41	(30%)	<11		46	(31%)
Allegations against Informal Supports	49	(36%)	<11		51	(35%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	20	(15%)	<11		24	(16%)
Provider reporting	19	(14%)	<11		19	(13%)
Other	<11		<11		<11	
Total	136		11		147	
<i>Unclassified</i>	115		<11		115	
Other total	4,796		446		5,242	

Table E.74 Unique complaints by type – National ^{70 71}

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	6,086	(6%)	<11		6,089	(5%)
Information unclear	2,416	(2%)	<11		2,421	(2%)
NDIA Access	2,068	(2%)	250	(4%)	2,318	(2%)
NDIA Engagement	80	(0%)	19	(0%)	99	(0%)
NDIA Finance	5,835	(6%)	893	(13%)	6,728	(6%)
NDIA Fraud and Compliance	353	(0%)	77	(1%)	430	(0%)
NDIA Plan	16,520	(16%)	2,536	(36%)	19,056	(17%)
NDIA Process	6,517	(6%)	810	(12%)	7,327	(7%)
NDIA Resources	1,073	(1%)	206	(3%)	1,279	(1%)
NDIA Staff	4,738	(5%)	486	(7%)	5,224	(5%)
NDIA Timeliness	14,054	(13%)	1,456	(21%)	15,510	(14%)
Participation, engagement and inclusion	588	(1%)	<11		588	(1%)
Provider Portal	586	(1%)	<11		589	(1%)
Quality & Safeguards Commission	118	(0%)	23	(0%)	141	(0%)
Reasonable and necessary supports	6,462	(6%)	<11		6,465	(6%)
Staff conduct - Agency	1,925	(2%)	<11		1,927	(2%)

⁷⁰ 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.

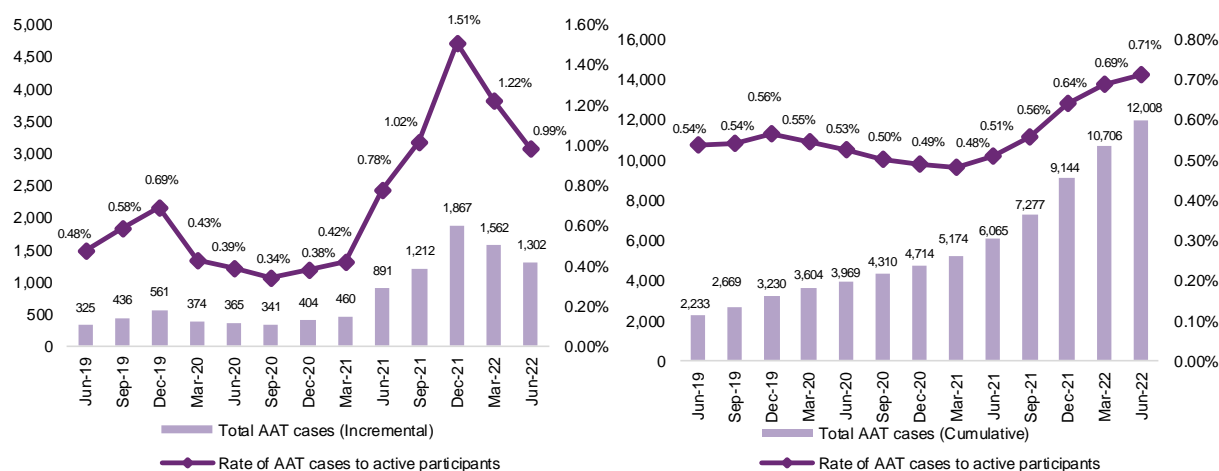
⁷¹ The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainant numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
The way the NDIA carried out its decision making	3,189	(3%)	32	(0%)	3,221	(3%)
Timeliness	17,750	(17%)	<11		17,760	(16%)
Other	14,145	(14%)	140	(2%)	14,285	(13%)
Total	104,503		6,954		111,457	
<i>Complaint about ECA Partner</i>						
ECA Engagement	<11		<11		<11	
ECA Fraud and Compliance	<11		<11		<11	
ECA Plan	55	(12%)	<11		60	(12%)
ECA Process	59	(13%)	<11		63	(13%)
ECA Resources	<11		<11		<11	
ECA Staff	177	(38%)	22	(59%)	199	(40%)
ECA Timeliness	165	(36%)	<11		171	(34%)
Other	<11		<11		<11	
Total	463		37		500	
<i>Complaint about LAC Partner</i>						
LAC Engagement	11	(1%)	<11		11	(0%)
LAC Fraud and Compliance	24	(1%)	<11		25	(1%)
LAC Plan	373	(17%)	55	(23%)	428	(18%)
LAC Process	262	(12%)	24	(10%)	286	(12%)
LAC Resources	14	(1%)	<11		15	(1%)
LAC Staff	1,255	(57%)	132	(55%)	1,387	(57%)
LAC Timeliness	255	(12%)	29	(12%)	284	(12%)
Other	<11		<11		<11	
Total	2,194		242		2,436	
<i>Complaints about service providers</i>						
Provider costs.	353	(4%)	<11		353	(4%)
Provider Finance	367	(4%)	36	(6%)	403	(4%)
Provider Fraud and Compliance	653	(7%)	73	(12%)	726	(8%)
Provider process	418	(5%)	<11		421	(4%)
Provider Service	2,545	(29%)	309	(49%)	2,854	(30%)
Provider Staff	1,326	(15%)	176	(28%)	1,502	(16%)
Service Delivery	630	(7%)	<11		634	(7%)
Staff conduct	602	(7%)	<11		607	(6%)
Supports being provided	667	(8%)	<11		675	(7%)
Other	1,176	(13%)	18	(3%)	1,194	(13%)
Total	8,737		632		9,369	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	3,129	(27%)	561	(29%)	3,690	(28%)
Allegations against Informal Supports	1,817	(16%)	48	(3%)	1,865	(14%)
Allegations against NDIA Staff/Partners	23	(0%)	<11		24	(0%)
Participant threat	2,068	(18%)	295	(15%)	2,363	(18%)
Provider reporting	4,434	(39%)	1,014	(53%)	5,448	(41%)
Other	<11		<11		<11	
Total	11,471		1,919		13,390	
<i>Unclassified</i>	3,667		<11		3,675	
Unique complaints total	131,035		9,792		140,827	

Table E.75 AAT Cases by category at 30 June 2022 – National

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Access	2,275	21%	254	20%	2,529	21%
Plan	7,507	70%	926	71%	8,433	70%
Plan Review	424	4%	<11		429	4%
Other	500	5%	117	9%	617	5%
Total cases	10,706	100%	1,302	100%	12,008	100%
% of the number of active participants	0.69%		0.99%		0.71%	

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 ^{72 73}

	Number of cases	Number of unique active participants
AAT Cases	12,008	11,024
Open AAT Cases	4,408	4,382
Closed AAT Cases	7,600	6,988
Resolved before hearing	7,379	6,797
Gone to hearing and received a substantive decision	221	191

⁷² Of the 221 cases which went to hearing and received a substantive decision: 90 affirmed the Agency's decision, 60 varied the Agency's decision and 71 set aside the Agency's decision.

⁷³ 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 ^{74 75}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.18	1.18
b) Number of providers delivering new types of supports	1,476	1,444
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	89%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	91%	91%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	92%	92%

Table E.78 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – National ⁷⁶

Activity	Number of providers
Active for the first time in 2021-22 Q4	427
Active in 2021-22 Q4 and also in previous quarters	9,029
Active in 2021-22 Q4	9,456
Inactive in 2021-22 Q4	8,891
Active ever	18,347

⁷⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷⁶ 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 ⁷⁷

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	737	17	754	2%
Assistance Animals	332	9	341	3%
Assistance with daily life tasks in a group or shared living arrangement	2,709	176	2,885	6%
Assistance with travel/transport arrangements	2,560	80	2,640	3%
Daily Personal Activities	3,883	210	4,093	5%
Group and Centre Based Activities	2,694	91	2,785	3%
High Intensity Daily Personal Activities	2,696	114	2,810	4%
Household tasks	4,959	125	5,084	3%
Interpreting and translation	582	18	600	3%
Participation in community, social and civic activities	4,213	211	4,424	5%
Assistive Technology				
Assistive equipment for recreation	762	31	793	4%
Assistive products for household tasks	814	27	841	3%
Assistance products for personal care and safety	3,109	57	3,166	2%
Communication and information equipment	1,486	48	1,534	3%
Customised Prosthetics	1,666	47	1,713	3%
Hearing Equipment	767	30	797	4%
Hearing Services	243	12	255	5%
Personal Mobility Equipment	2,048	64	2,112	3%
Specialised Hearing Services	327	29	356	9%
Vision Equipment	686	43	729	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	3,931	216	4,147	5%
Behaviour Support	1,954	62	2,016	3%
Community nursing care for high needs	1,553	70	1,623	5%
Development of daily living and life skills	2,880	94	2,974	3%
Early Intervention supports for early childhood	3,292	58	3,350	2%
Exercise Physiology and Physical Wellbeing activities	2,153	53	2,206	2%
Innovative Community Participation	1,111	40	1,151	4%
Specialised Driving Training	670	24	694	4%
Therapeutic Supports	9,544	141	9,685	1%
Capital services				
Home modification design and construction	1,432	30	1,462	2%
Specialist Disability Accommodation	391	16	407	4%
Vehicle Modifications	619	29	648	5%
Choice and control support services				
Management of funding for supports in participants plan	1,664	53	1,717	3%
Support Coordination	1,460	76	1,536	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	1,083	47	1,130	4%
Specialised Supported Employment	966	46	1,012	5%
Total	17,920	427	18,347	2%

⁷⁷ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table E.80 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2022 – National ⁷⁸

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	152	602	754	20%	80%	100%
Assistance Animals	55	286	341	16%	84%	100%
Assistance with daily life tasks in a group or shared living arrangement	376	2,509	2,885	13%	87%	100%
Assistance with travel/transport arrangements	505	2,135	2,640	19%	81%	100%
Daily Personal Activities	556	3,537	4,093	14%	86%	100%
Group and Centre Based Activities	376	2,409	2,785	14%	86%	100%
High Intensity Daily Personal Activities	379	2,431	2,810	13%	87%	100%
Household tasks	1,580	3,504	5,084	31%	69%	100%
Interpreting and translation	130	470	600	22%	78%	100%
Participation in community, social and civic activities	654	3,770	4,424	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	117	676	793	15%	85%	100%
Assistive products for household tasks	135	706	841	16%	84%	100%
Assistance products for personal care and safety	584	2,582	3,166	18%	82%	100%
Communication and information equipment	344	1,190	1,534	22%	78%	100%
Customised Prosthetics	346	1,367	1,713	20%	80%	100%
Hearing Equipment	140	657	797	18%	82%	100%
Hearing Services	36	219	255	14%	86%	100%
Personal Mobility Equipment	384	1,728	2,112	18%	82%	100%
Specialised Hearing Services	66	290	356	19%	81%	100%
Vision Equipment	125	604	729	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	820	3,327	4,147	20%	80%	100%
Behaviour Support	558	1,458	2,016	28%	72%	100%
Community nursing care for high needs	256	1,367	1,623	16%	84%	100%
Development of daily living and life skills	451	2,523	2,974	15%	85%	100%
Early Intervention supports for early childhood	1,271	2,079	3,350	38%	62%	100%
Exercise Physiology and Physical Wellbeing activities	562	1,644	2,206	25%	75%	100%
Innovative Community Participation	304	847	1,151	26%	74%	100%
Specialised Driving Training	183	511	694	26%	74%	100%
Therapeutic Supports	4,418	5,267	9,685	46%	54%	100%
Capital services						
Home modification design and construction	283	1,179	1,462	19%	81%	100%
Specialist Disability Accommodation	20	387	407	5%	95%	100%
Vehicle Modifications	106	542	648	16%	84%	100%
Choice and control support services						
Management of funding for supports in participants plan	322	1,395	1,717	19%	81%	100%
Support Coordination	300	1,236	1,536	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	163	967	1,130	14%	86%	100%
Specialised Supported Employment	163	849	1,012	16%	84%	100%
Total	7,169	11,178	18,347	39%	61%	100%

⁷⁸ Ibid.

Table E.81 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – National ⁷⁹

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	75	17	92	18%
Assistance Animals	154	9	163	6%
Assistance with daily life tasks in a group or shared living arrangement	1,881	176	2,057	9%
Assistance with travel/transport arrangements	961	80	1,041	8%
Daily Personal Activities	2,658	210	2,868	7%
Group and Centre Based Activities	1,590	91	1,681	5%
High Intensity Daily Personal Activities	1,421	114	1,535	7%
Household tasks	2,273	125	2,398	5%
Interpreting and translation	224	18	242	7%
Participation in community, social and civic activities	2,970	211	3,181	7%
Assistive Technology				
Assistive equipment for recreation	124	31	155	20%
Assistive products for household tasks	133	27	160	17%
Assistance products for personal care and safety	1,549	57	1,606	4%
Communication and information equipment	667	48	715	7%
Customised Prosthetics	725	47	772	6%
Hearing Equipment	263	30	293	10%
Hearing Services	57	12	69	17%
Personal Mobility Equipment	997	64	1,061	6%
Specialised Hearing Services	80	29	109	27%
Vision Equipment	272	43	315	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,758	216	2,974	7%
Behaviour Support	997	62	1,059	6%
Community nursing care for high needs	757	70	827	8%
Development of daily living and life skills	1,276	94	1,370	7%
Early Intervention supports for early childhood	1,350	58	1,408	4%
Exercise Physiology and Physical Wellbeing activities	1,027	53	1,080	5%
Innovative Community Participation	274	40	314	13%
Specialised Driving Training	224	24	248	10%
Therapeutic Supports	4,075	141	4,216	3%
Capital services				
Home modification design and construction	473	30	503	6%
Specialist Disability Accommodation	303	16	319	5%
Vehicle Modifications	164	29	193	15%
Choice and control support services				
Management of funding for supports in participants plan	1,074	53	1,127	5%
Support Coordination	685	76	761	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	568	47	615	8%
Specialised Supported Employment	685	46	731	6%
Total	9,029	427	9,456	5%

⁷⁹ Ibid.

Table E.82 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – National ⁸⁰

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	7	85	92	8%	92%	100%
Assistance Animals	23	140	163	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	204	1,853	2,057	10%	90%	100%
Assistance with travel/transport arrangements	131	910	1,041	13%	87%	100%
Daily Personal Activities	326	2,542	2,868	11%	89%	100%
Group and Centre Based Activities	209	1,472	1,681	12%	88%	100%
High Intensity Daily Personal Activities	180	1,355	1,535	12%	88%	100%
Household tasks	557	1,841	2,398	23%	77%	100%
Interpreting and translation	41	201	242	17%	83%	100%
Participation in community, social and civic activities	383	2,798	3,181	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	16	139	155	10%	90%	100%
Assistive products for household tasks	24	136	160	15%	85%	100%
Assistance products for personal care and safety	240	1,366	1,606	15%	85%	100%
Communication and information equipment	134	581	715	19%	81%	100%
Customised Prosthetics	135	637	772	17%	83%	100%
Hearing Equipment	51	242	293	17%	83%	100%
Hearing Services	7	62	69	10%	90%	100%
Personal Mobility Equipment	168	893	1,061	16%	84%	100%
Specialised Hearing Services	8	101	109	7%	93%	100%
Vision Equipment	48	267	315	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	529	2,445	2,974	18%	82%	100%
Behaviour Support	216	843	1,059	20%	80%	100%
Community nursing care for high needs	111	716	827	13%	87%	100%
Development of daily living and life skills	193	1,177	1,370	14%	86%	100%
Early Intervention supports for early childhood	265	1,143	1,408	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	211	869	1,080	20%	80%	100%
Innovative Community Participation	60	254	314	19%	81%	100%
Specialised Driving Training	55	193	248	22%	78%	100%
Therapeutic Supports	1,355	2,861	4,216	32%	68%	100%
Capital services						
Home modification design and construction	71	432	503	14%	86%	100%
Specialist Disability Accommodation	11	308	319	3%	97%	100%
Vehicle Modifications	25	168	193	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	218	909	1,127	19%	81%	100%
Support Coordination	132	629	761	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	78	537	615	13%	87%	100%
Specialised Supported Employment	113	618	731	15%	85%	100%
Total	2,420	7,036	9,456	26%	74%	100%

⁸⁰ Ibid.

Figure E.32 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – National ⁸¹

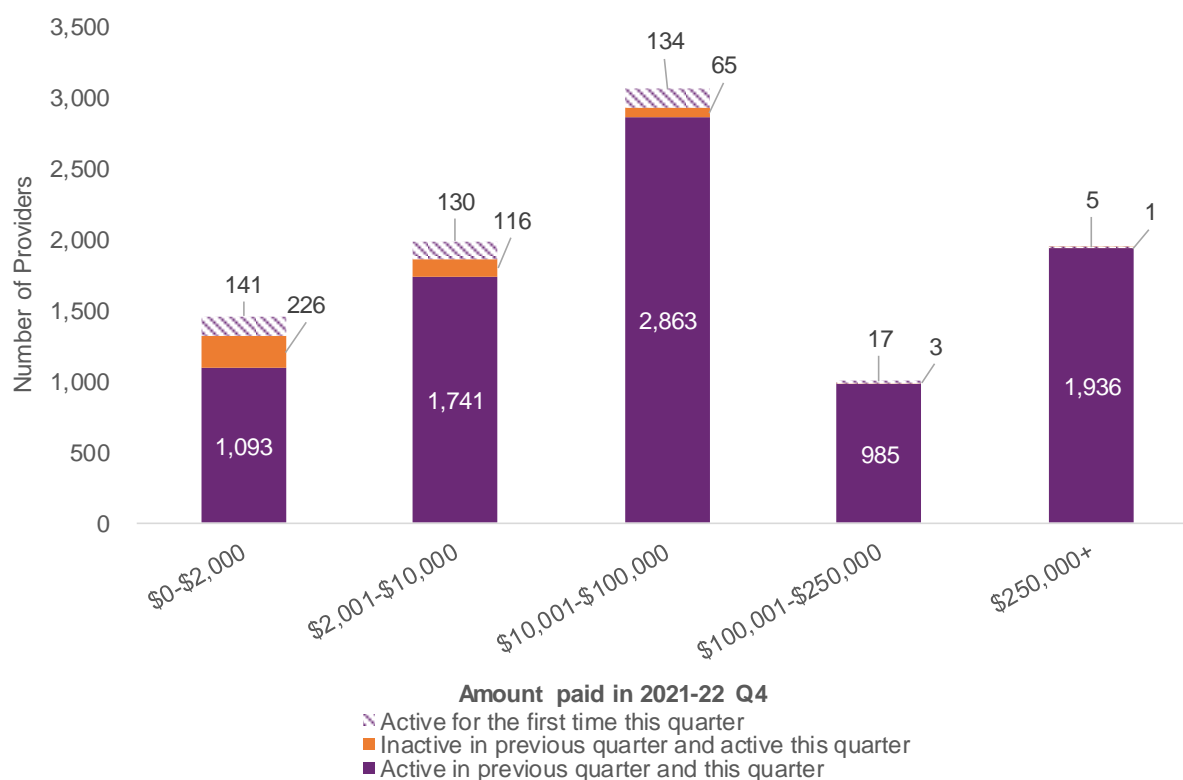
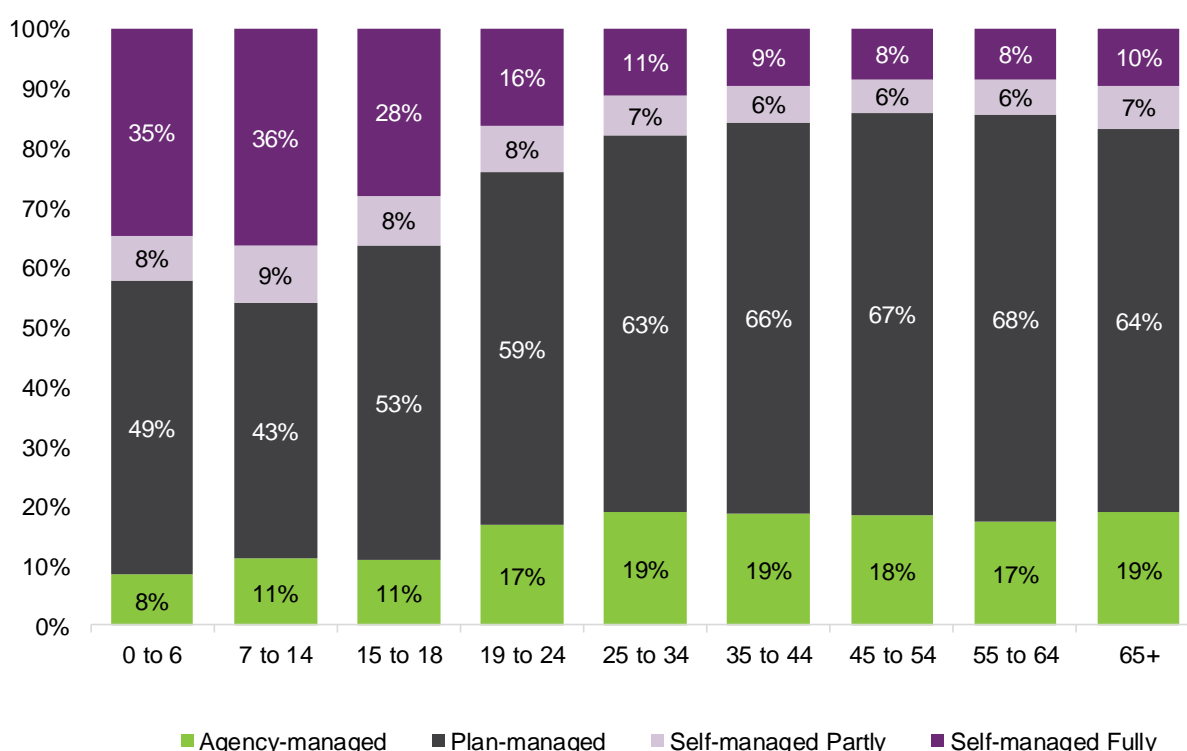


Figure E.33 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – National ^{82 83}



⁸¹ 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.

⁸² For the total number of active participants in each age group, see Table E.18.

⁸³ 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 30 June 2022 – National ^{84 85}

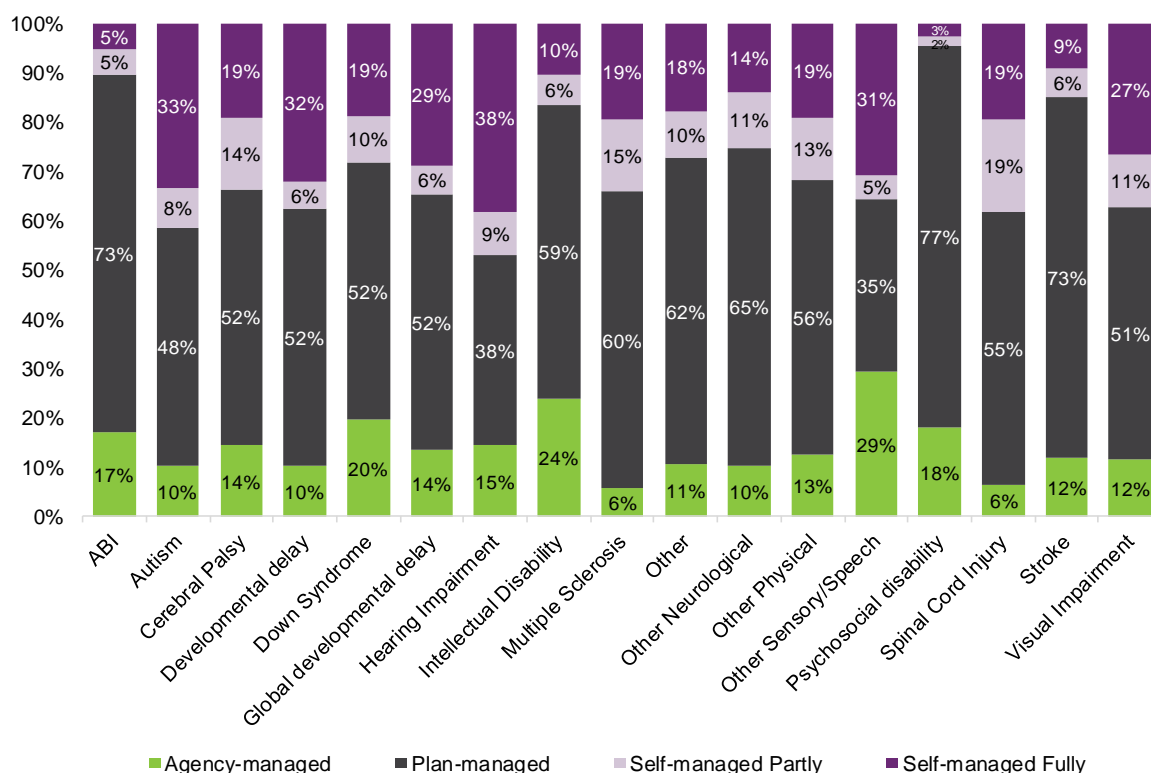


Table E.83 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National ⁸⁶

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	23%	20%	22%
Self-managed partly	8%	7%	8%
Plan-managed	54%	61%	56%
Agency-managed	15%	12%	14%
Total	100%	100%	100%

⁸⁴ For the total number of active participants in each primary disability group, see Table E.14.

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.

⁸⁶ Ibid.

Figure E.35 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National⁸⁷

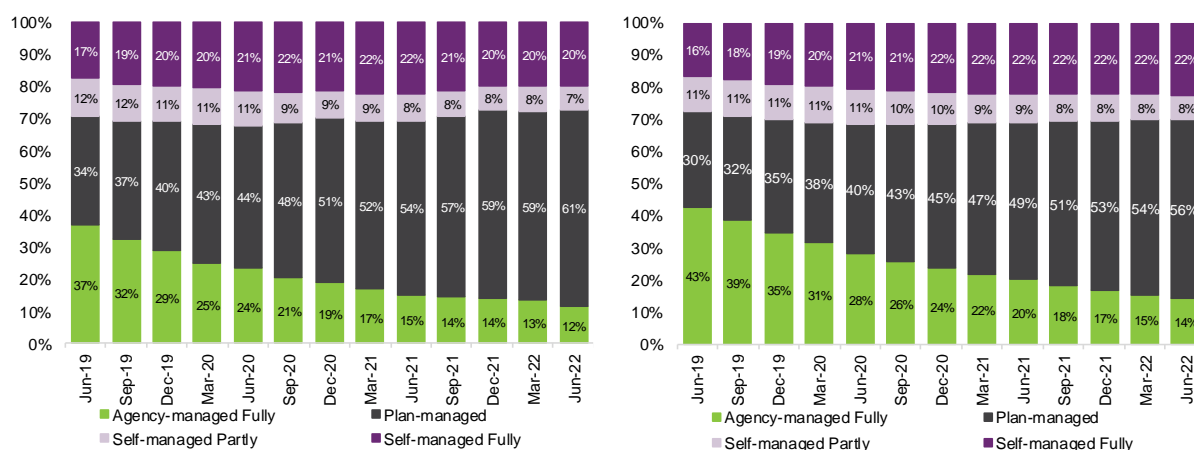


Table E.84 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National

	Prior Quarters	2021-22 Q4	Total
Self-managed	12%	11%	12%
Plan-managed	40%	54%	42%
Agency-managed	47%	34%	46%
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

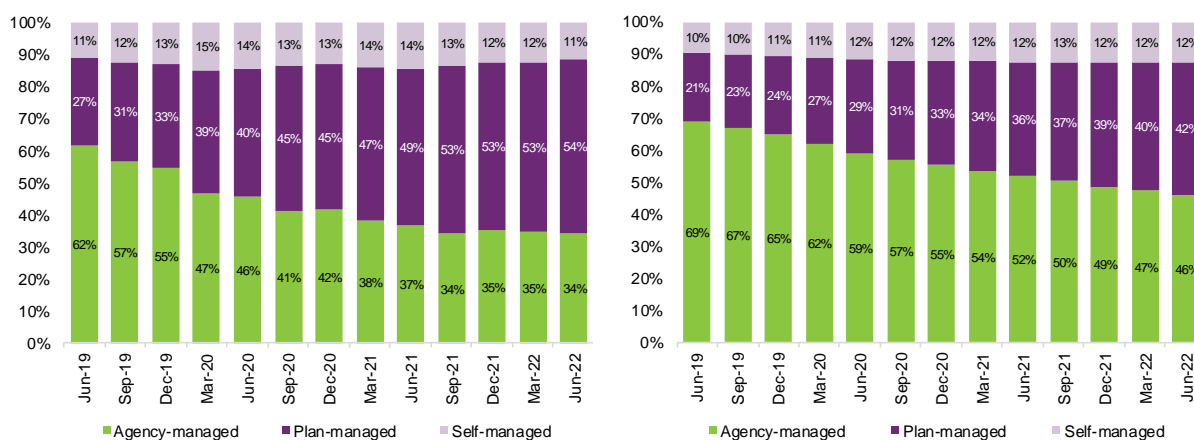


Table E.85 Distribution of active participants by support coordination and quarter of plan approval – National

	Prior Quarters	2021-22 Q4	Total
Support coordination	42%	51%	44%

⁸⁷ 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.86 Duration to plan activation by quarter of initial plan approval for active participants – National ⁸⁸

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	308,370	69%	12,790	63%	321,160	68%
30 to 59 days	53,656	12%	2,860	14%	56,516	12%
60 to 89 days	24,400	5%	1,450	7%	25,850	6%
Activated within 90 days	386,426	86%	17,100	84%	403,526	86%
90 to 119 days	13,878	3%	768	4%	14,646	3%
120 days and over	39,712	9%	882	4%	40,594	9%
Activated after 90 days	53,590	12%	1,650	8%	55,240	12%
No payments	9,015	2%	1,516	7%	10,531	2%
Total plans approved	449,031	100%	20,266	100%	469,297	100%

⁸⁸ Plans approved after the end of 2021-22 Q2 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 30 June 2022 – National ⁸⁹

	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	30,214	31,680	95%
Not Aboriginal and Torres Strait Islander	333,121	343,315	97%
Not Stated	78,252	80,608	97%
Total	441,587	455,603	97%
by Culturally and Linguistically Diverse status			
CALD	40,492	41,739	97%
Not CALD	396,036	408,622	97%
Not Stated	5,059	5,242	97%
Total	441,587	455,603	97%
by Remoteness			
Major Cities	301,052	310,182	97%
Regional	134,111	138,674	97%
Remote	6,401	6,723	95%
Missing	23	24	96%
Total	441,587	455,603	97%
by Primary Disability type			
Autism	154,524	158,629	97%
Intellectual disability (including Down syndrome)	88,597	90,891	97%
Psychosocial disability	46,384	47,554	98%
Developmental delay (including global developmental delay)	32,059	33,901	95%
Other	120,023	124,628	96%
Total	441,587	455,603	97%
by Gender			
Male	271,692	280,839	97%
Female	165,103	169,808	97%
Other	4,792	4,956	97%
Total	441,587	455,603	97%
by Age Group			
0-6	49,270	51,009	97%
7-14	120,802	124,813	97%
15-18	37,406	39,122	96%
19-24	38,834	41,016	95%
25-34	41,095	42,647	96%
35-44	37,137	37,948	98%
45-54	44,314	45,197	98%
55-64	52,157	52,957	98%
65+	20,572	20,894	98%
Total	441,587	455,603	97%

⁸⁹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table E.88 Distribution of plans by utilisation – National ^{90 91}

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 ⁹²

	Prior Quarters	2021-22 Q4	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	64%	67%	65%
Lifelong Learning	25%	25%	25%
Other	19%	21%	20%
Non-categorised	17%	14%	17%
Any mainstream service	96%	95%	95%

⁹⁰ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁹¹ 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.

⁹² 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
Total Committed	134.0	497.2	940.4	3,244.0	7,775.3	14,575.7	24,417.7	32,345.2	36,054.7

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – National

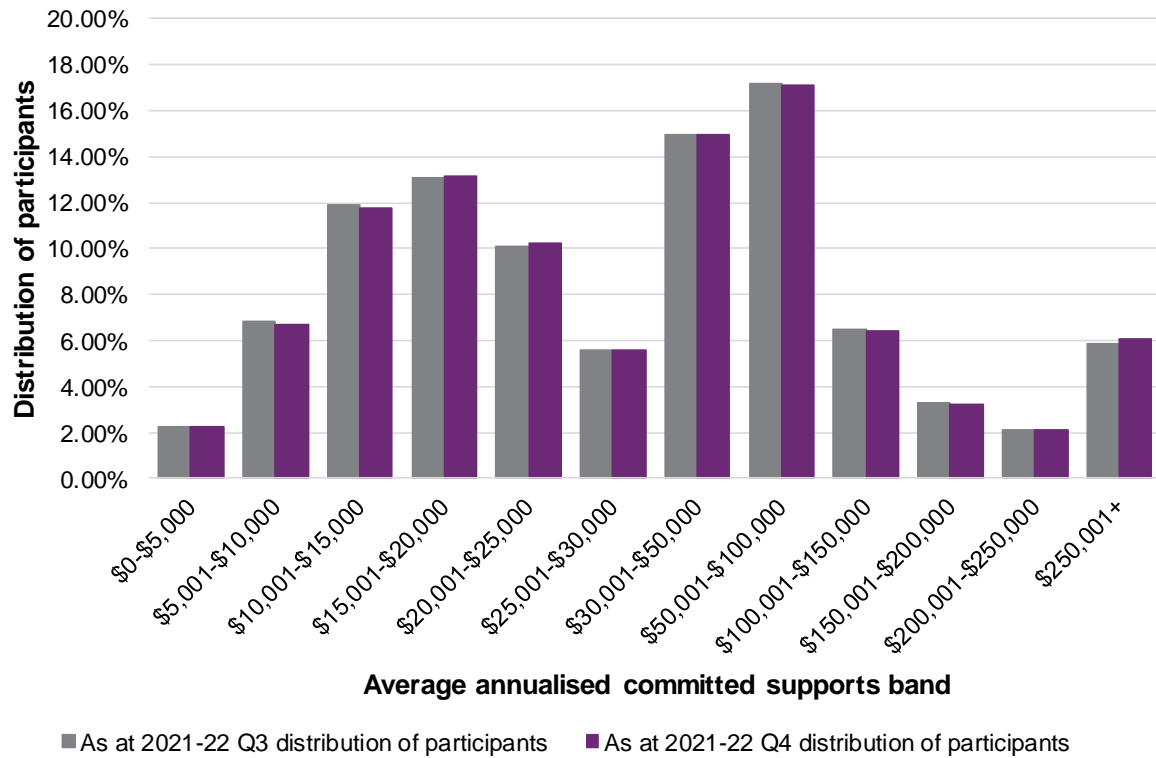
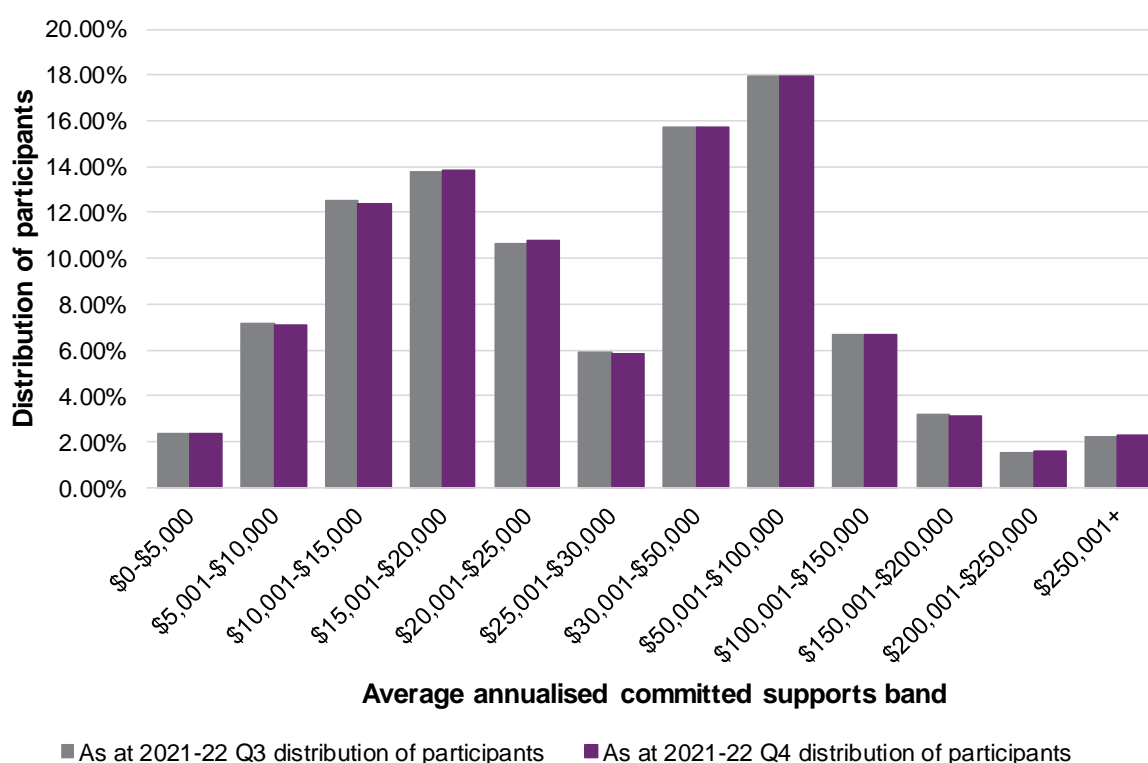


Figure E.38 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – National



Note: In Figures E.39 to E.53, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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.39 Average annualised committed supports and average payments by age group as at 30 June 2022 – National

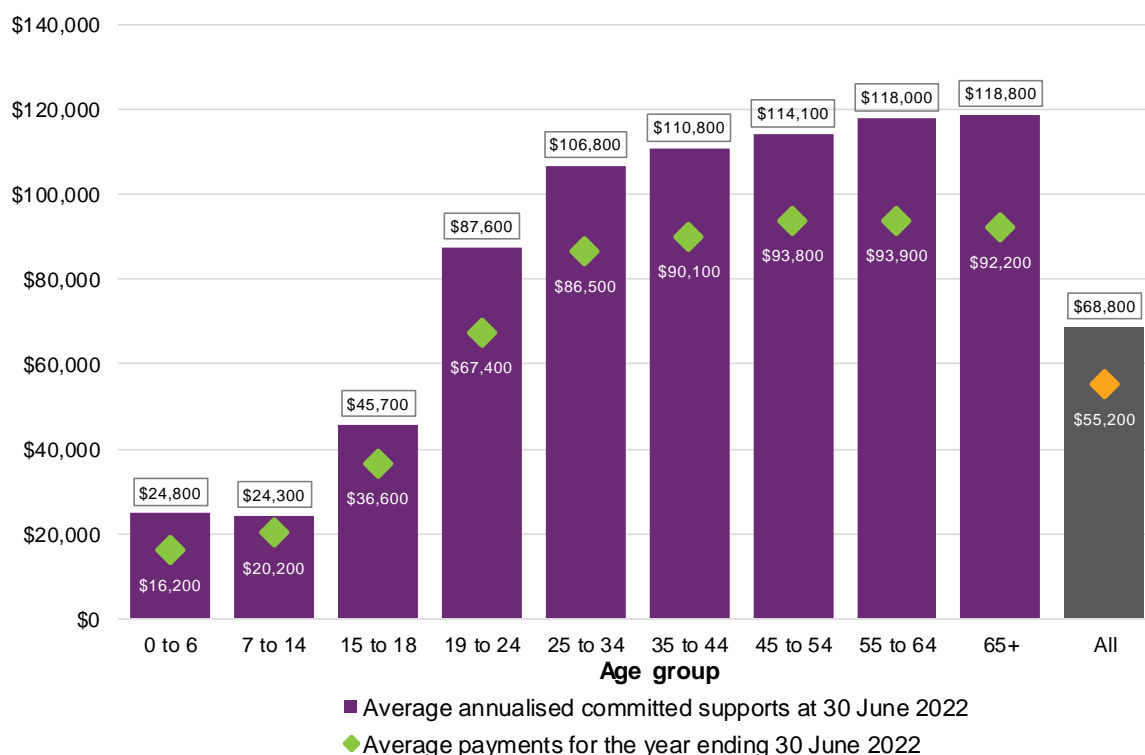


Figure E.40 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – National

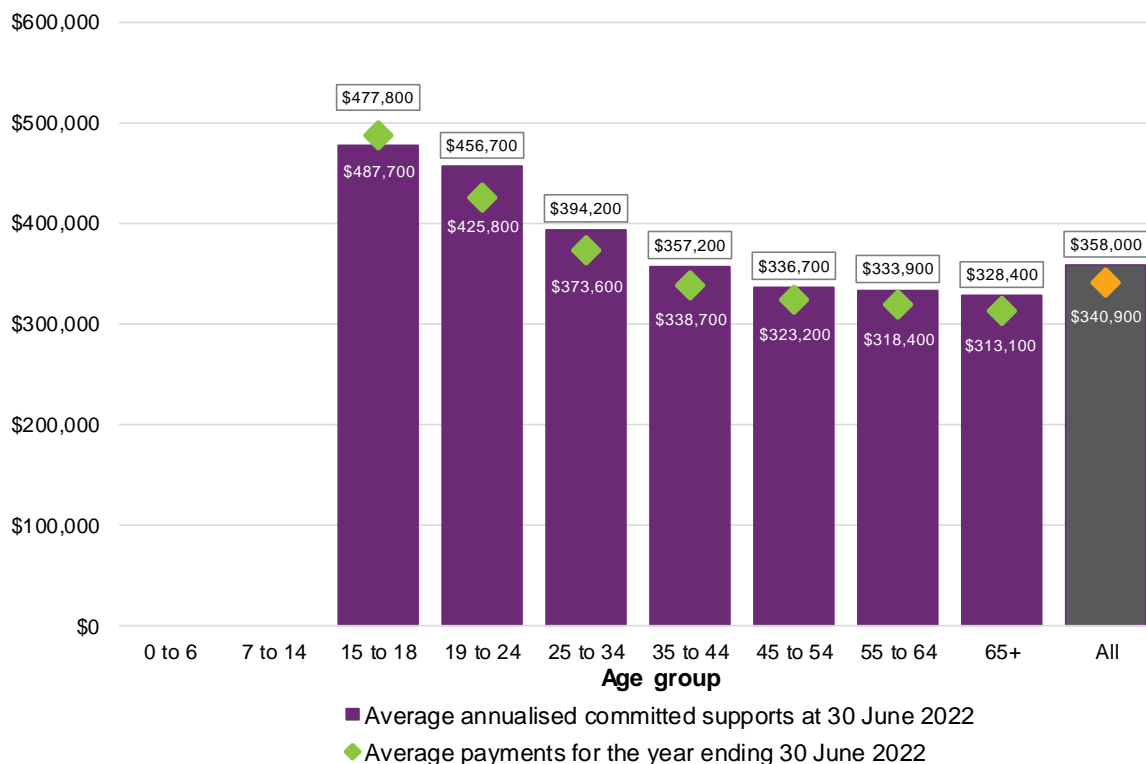


Figure E.41 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – National

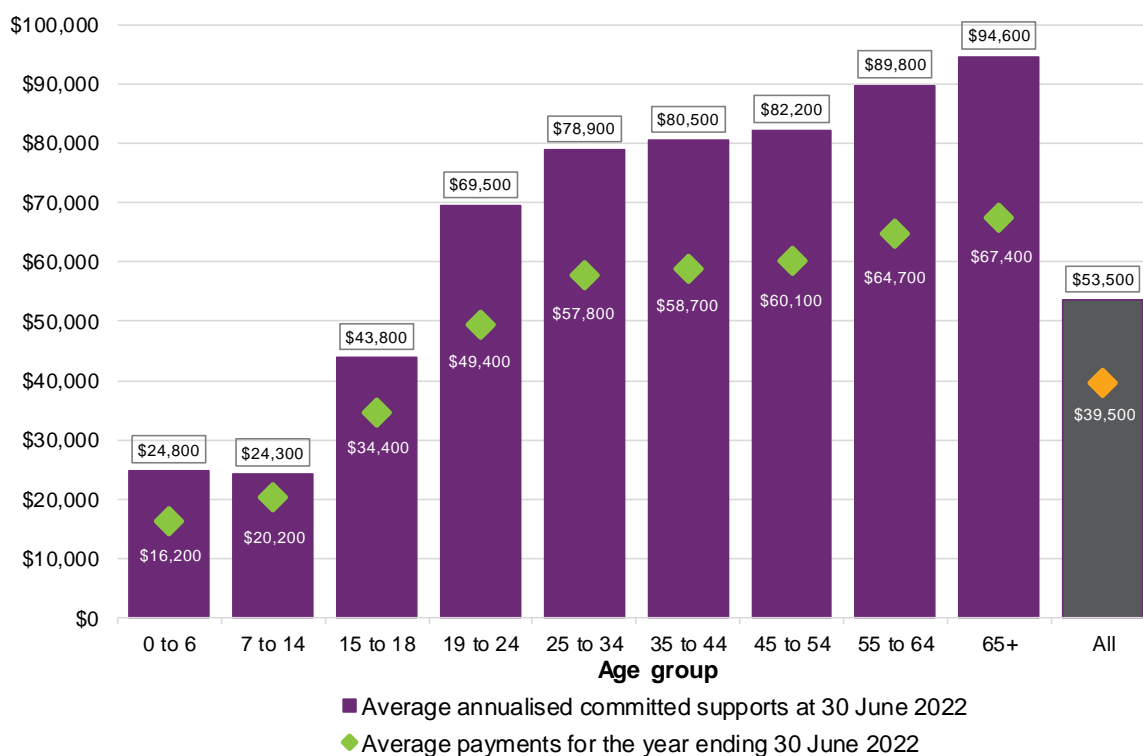


Figure E.42 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – National

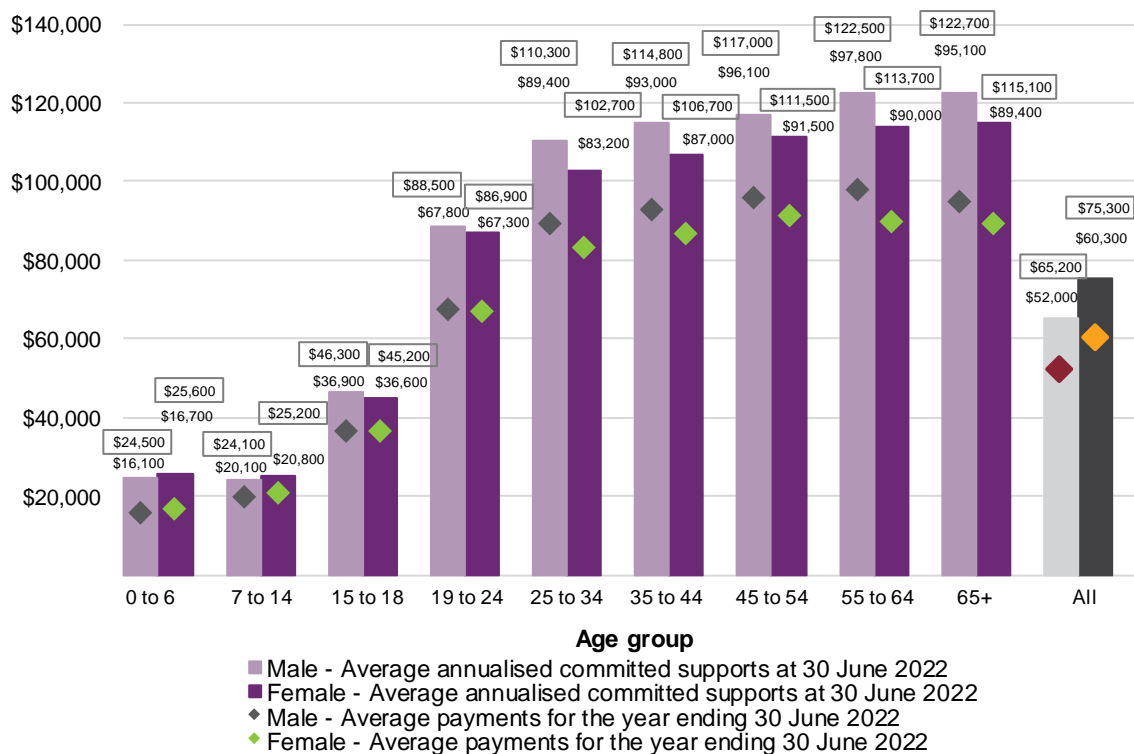


Figure E.43 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – National

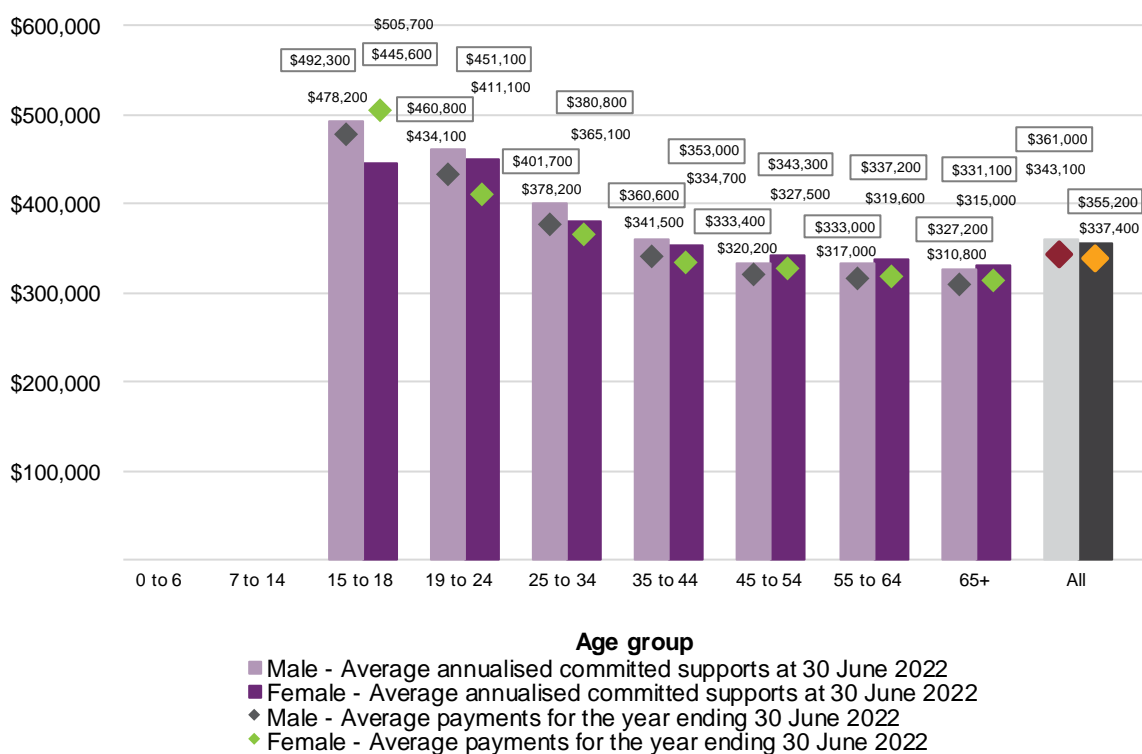


Figure E.44 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – National

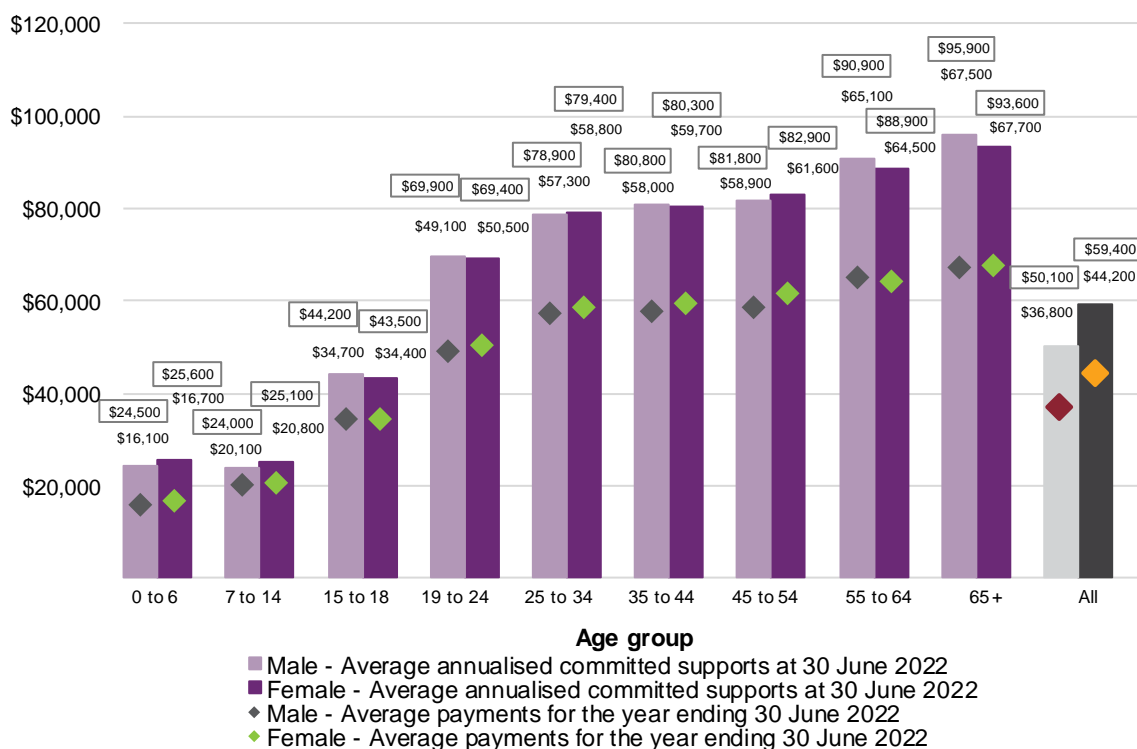


Figure E.45 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – National

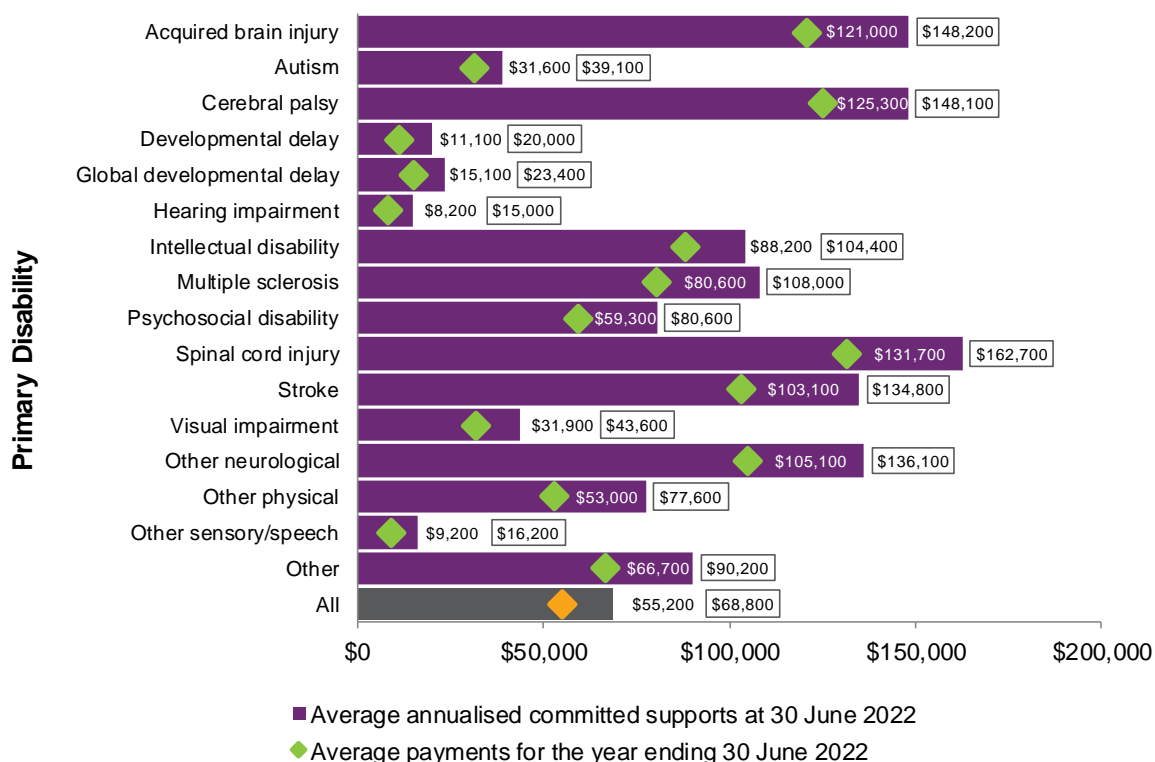


Figure E.46 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – National

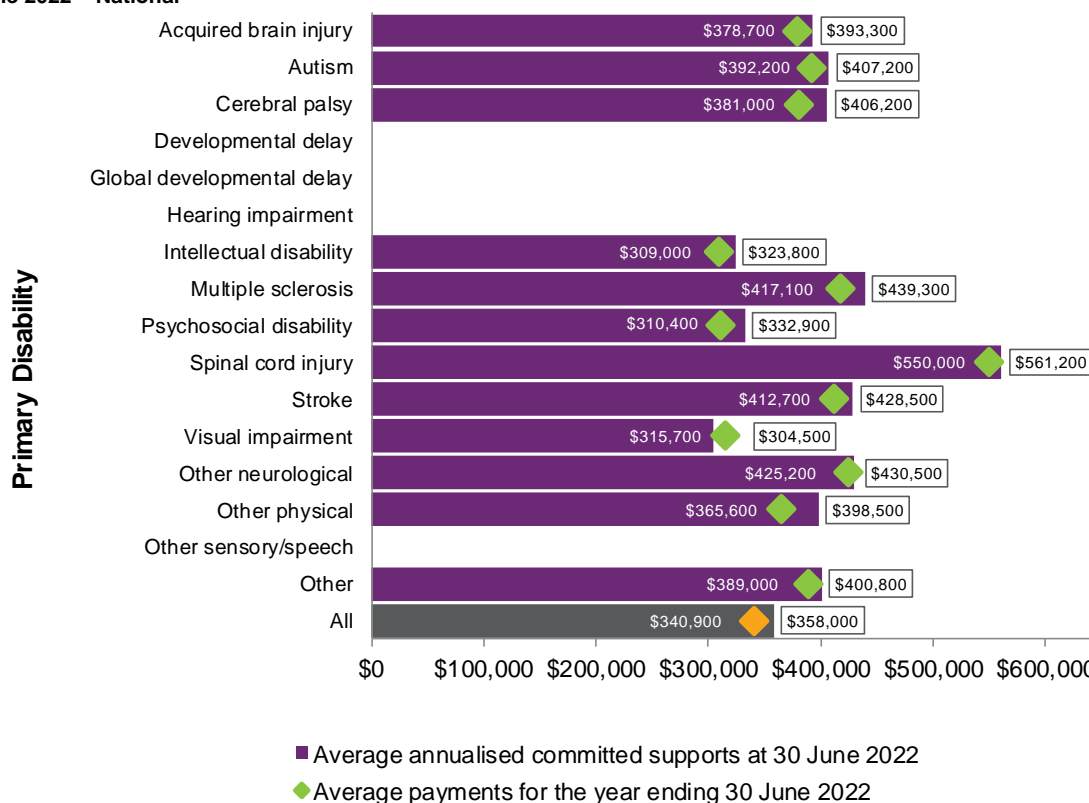


Figure E.47 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – National

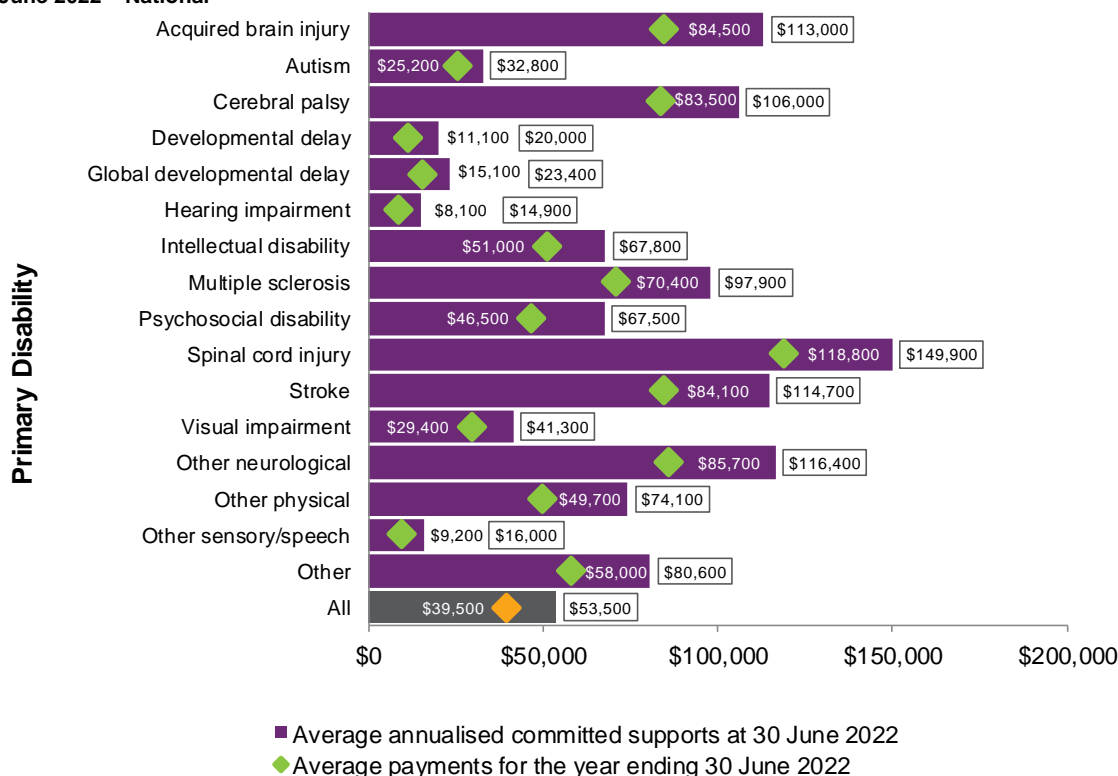


Figure E.48 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – National

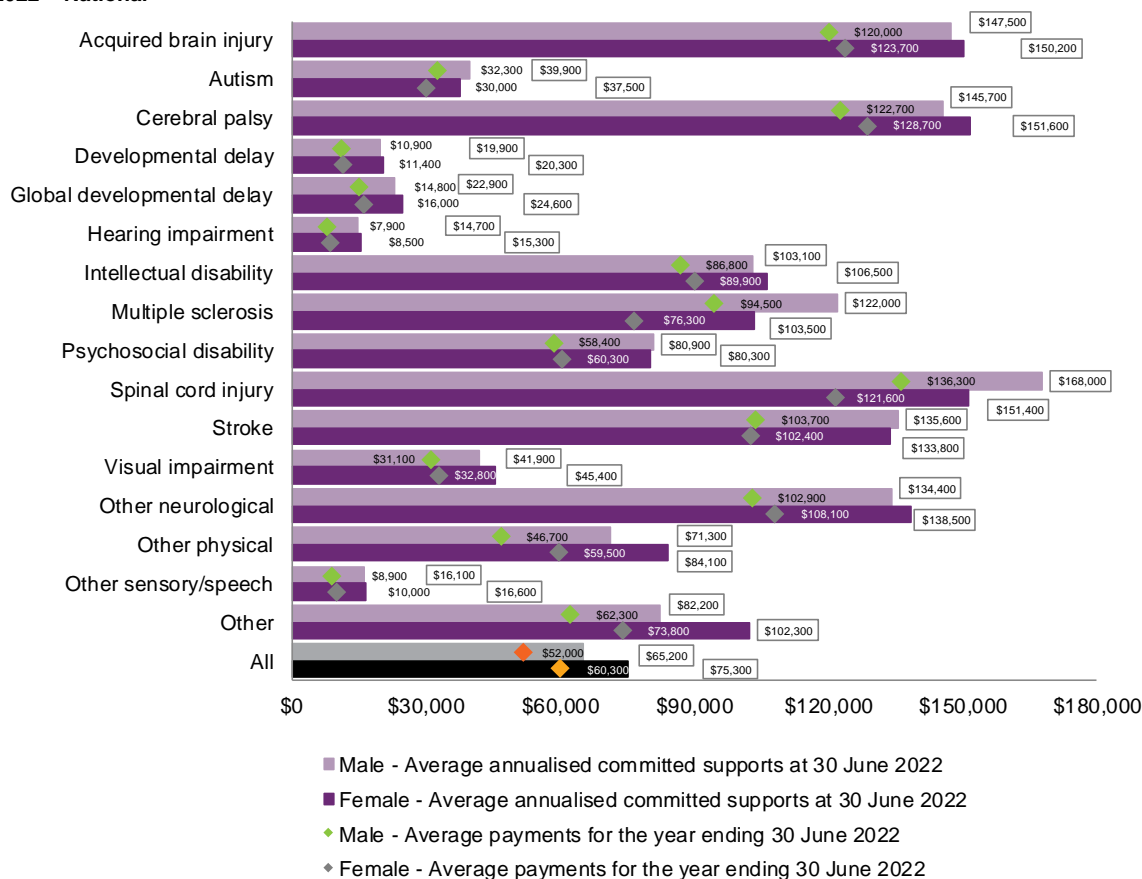


Figure E.49 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – National

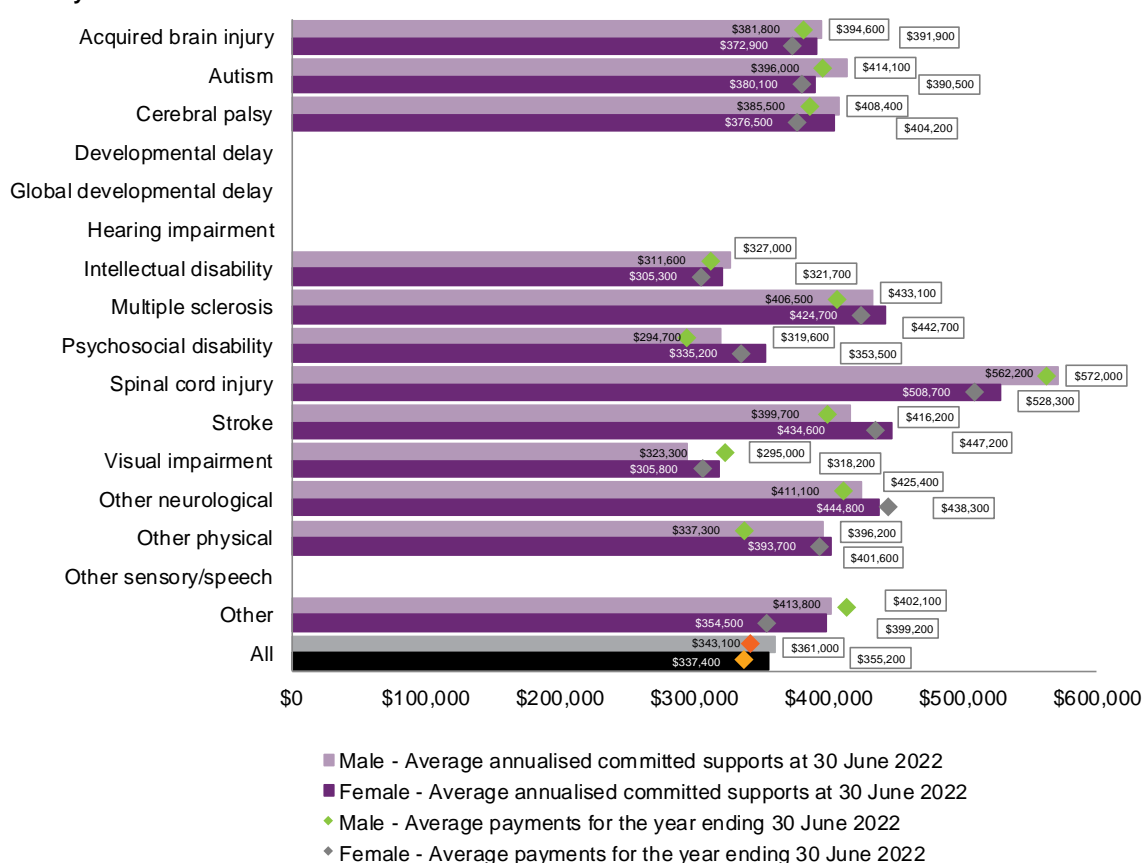


Figure E.50 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – National

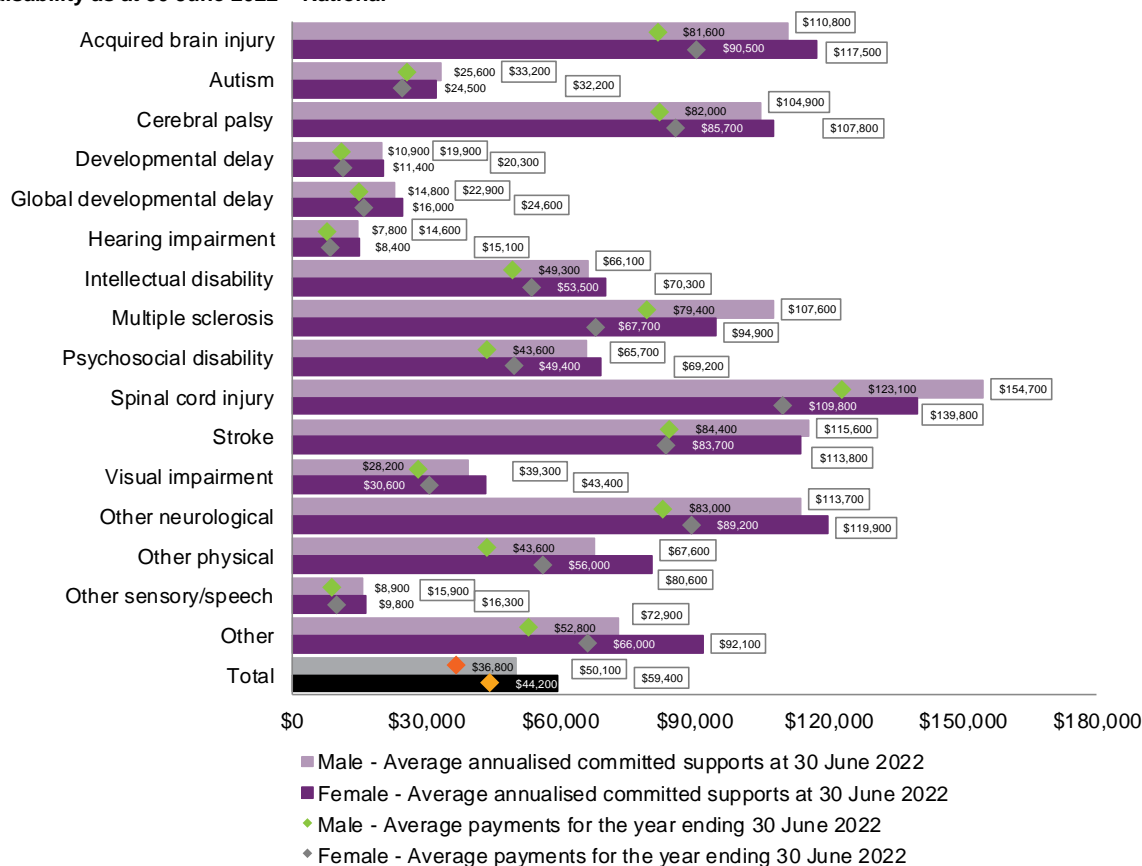


Figure E.51 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – National

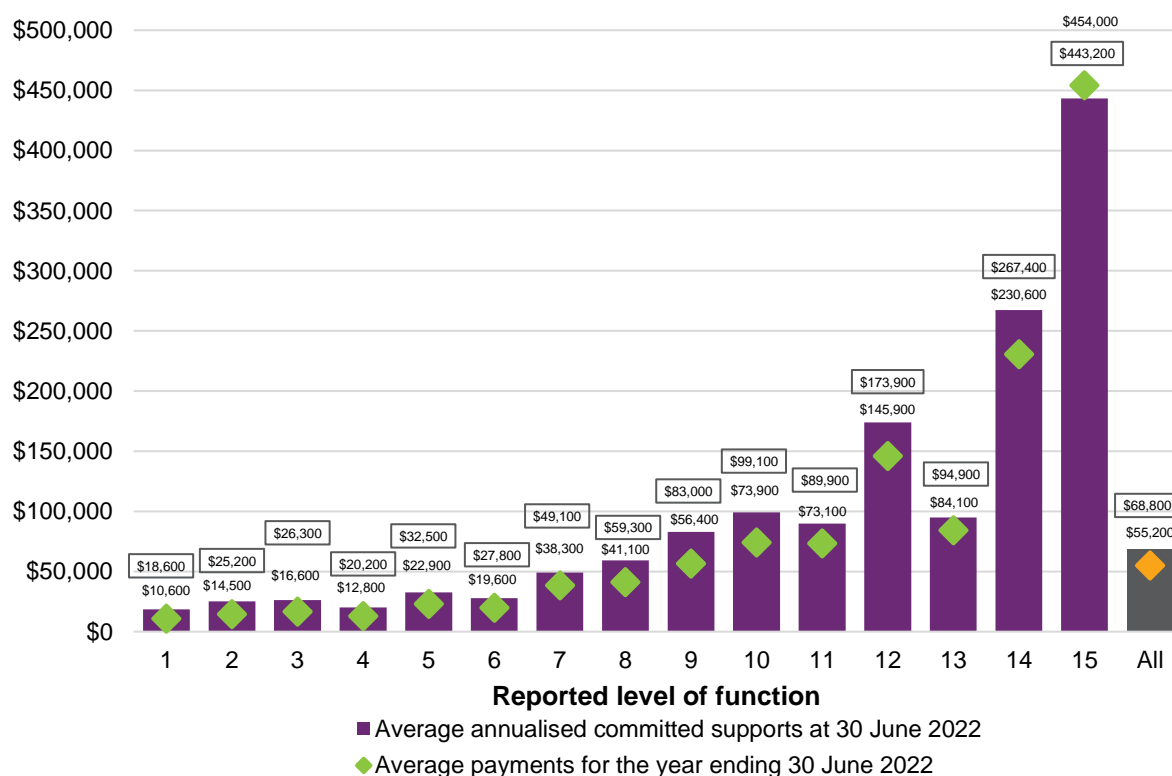


Figure E.52 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – National

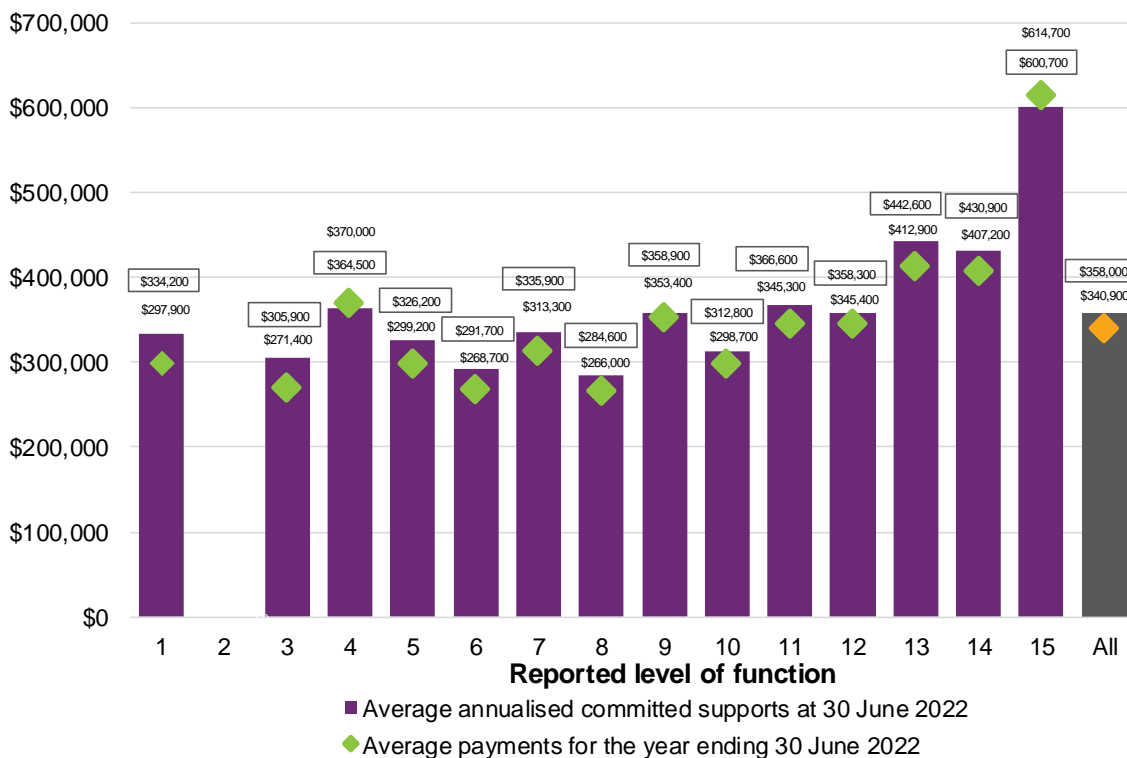


Figure E.53 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – National

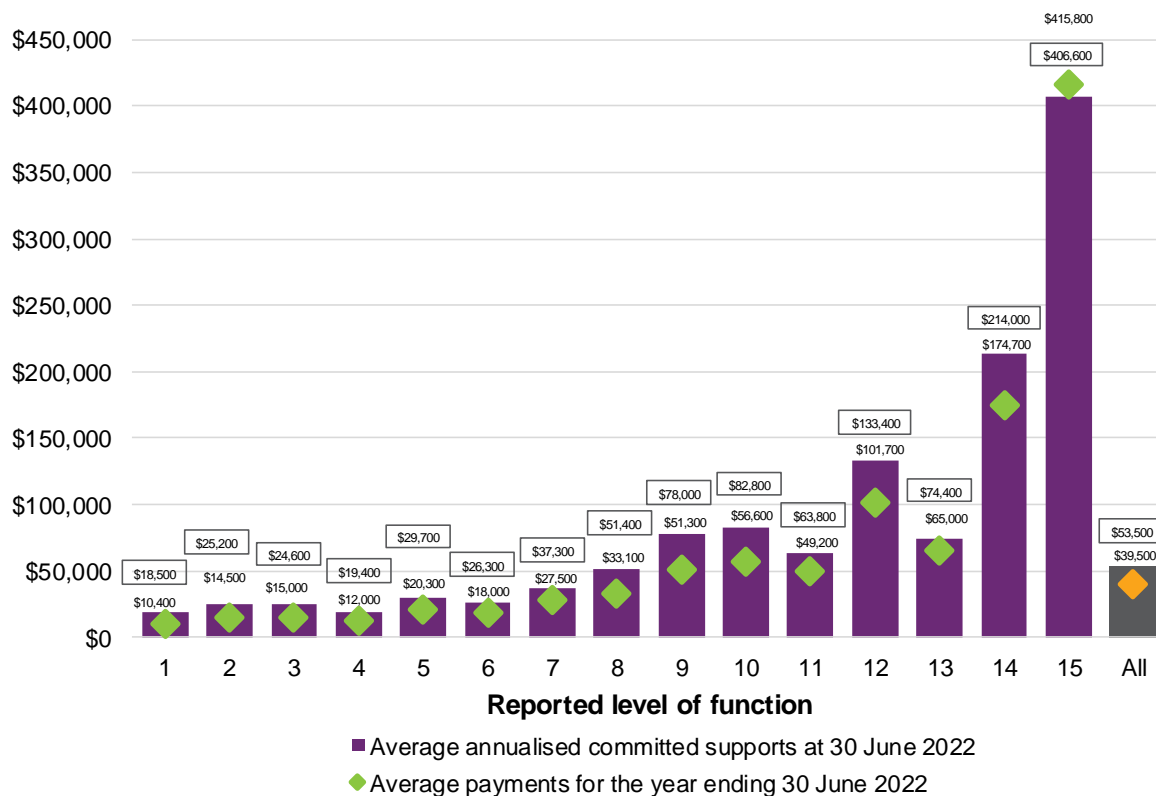
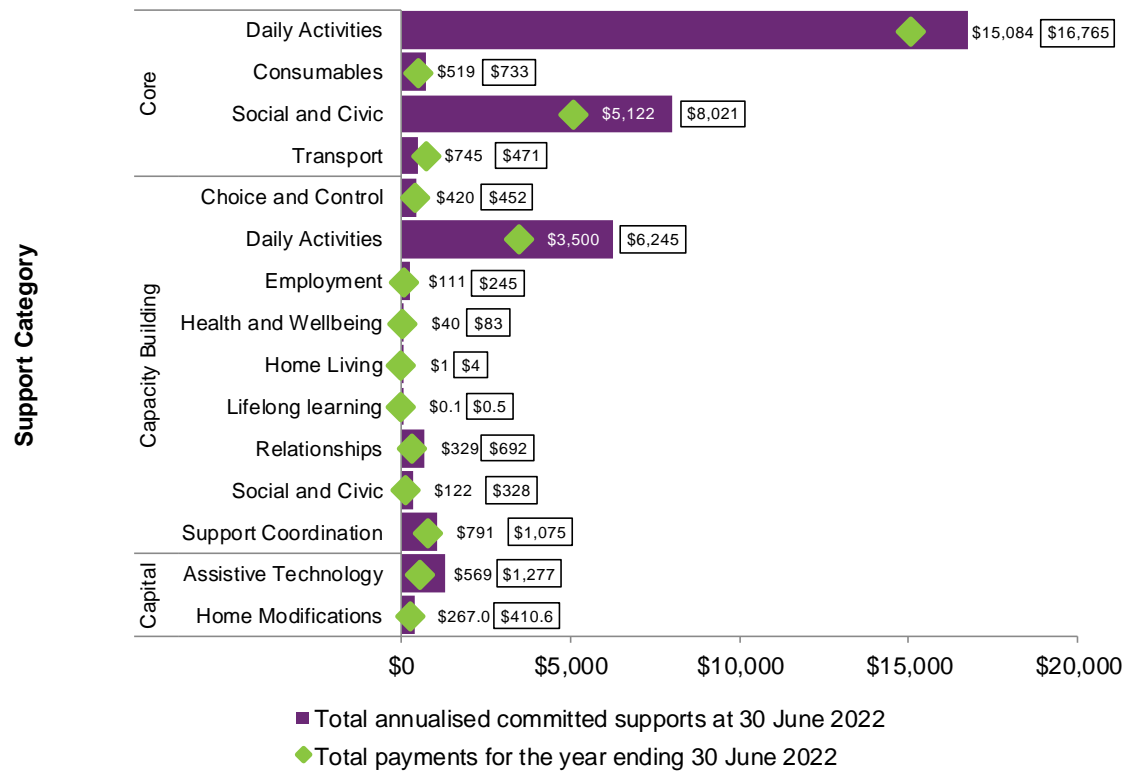


Figure E.54 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – National ⁹³

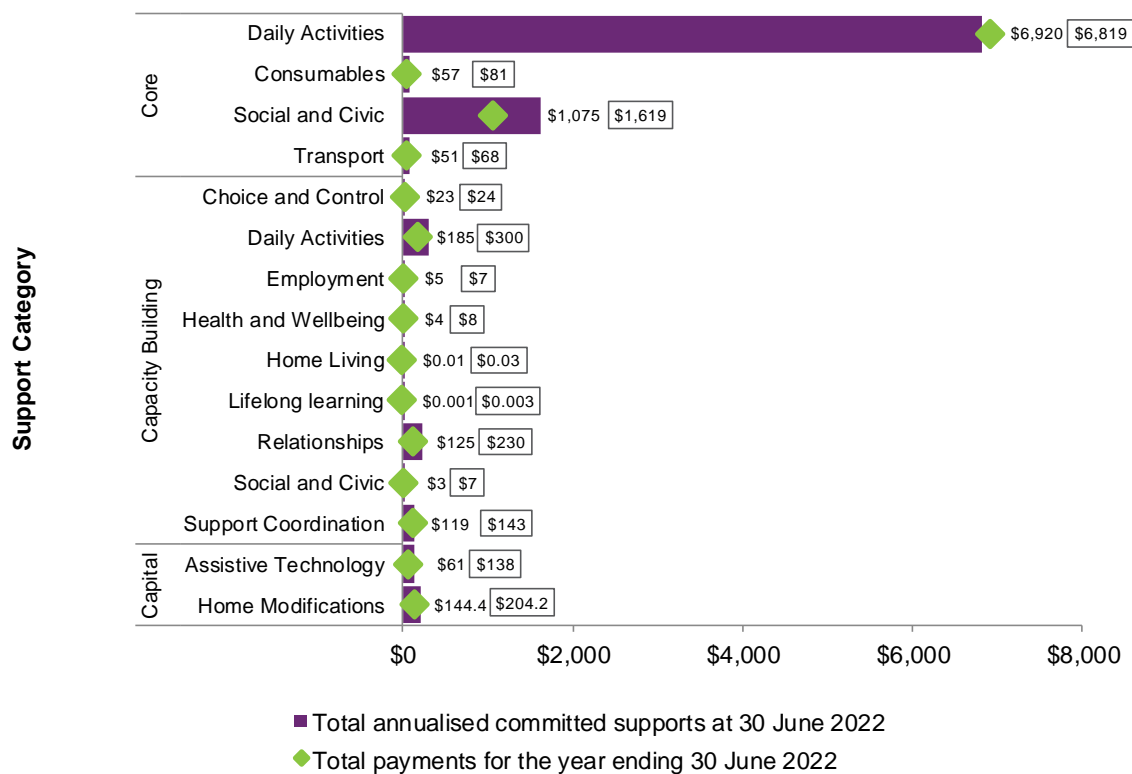
94



⁹³ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁹⁴ Total payments for home modifications were \$267m. Of which, \$175.7m (66%) has been paid for specialised disability accommodation (SDA) supports, and \$91.3m (34%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$10.5m processed off-system in June 2022. Total annualised committed supports for home modifications were \$410.6m. Of which, \$269.4m (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$141.2m (34%) 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 30 June 2022 (\$m) – National ^{95 96}



⁹⁵ 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.

⁹⁶ Total payments for home modifications were \$144.4m. Of which, \$143.6m (99%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7m (1%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$9.5m processed off-system in June 2022. Total annualised committed supports for home modifications were \$204.2m. Of which, \$201.6m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.6m (1%) 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 30 June 2022 (\$m) – National ^{97 98}

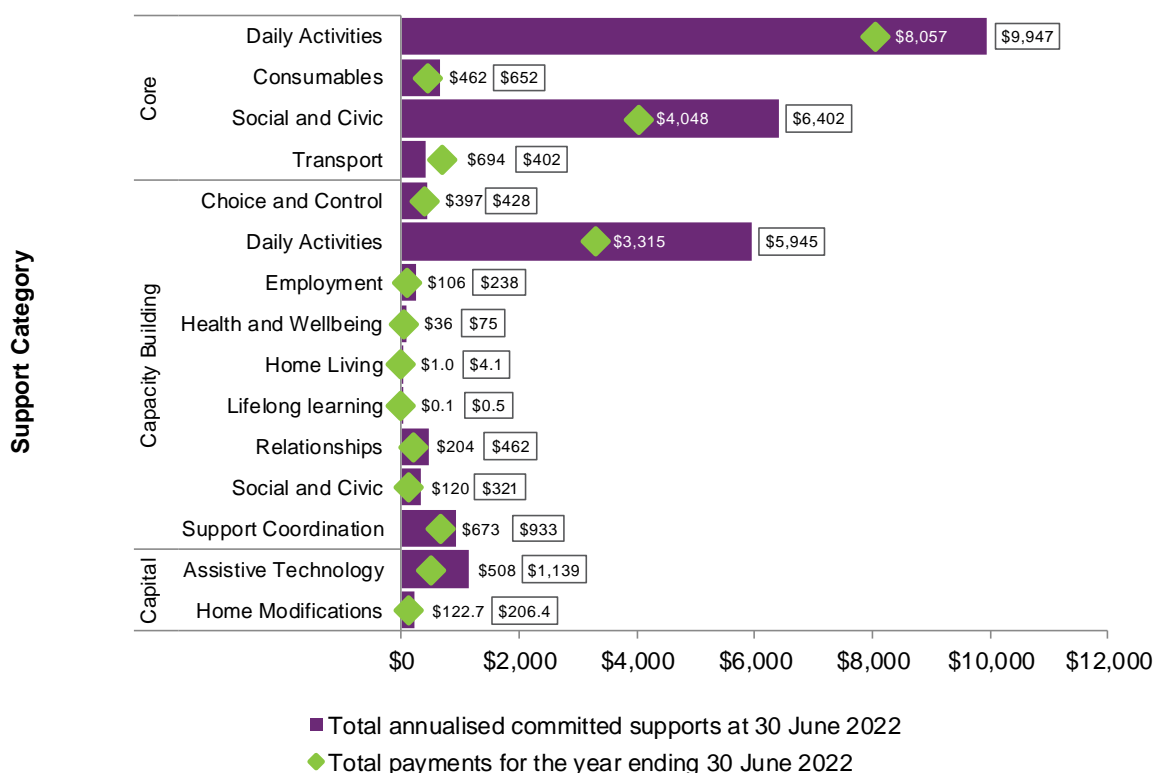


Table E.91 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁹⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	134.0	497.2	940.4	3,244.0	7,775.3	14,575.7	24,417.7	32,345.2	36,054.7
Total Paid	85.8	370.9	704.3	2,187.0	5,442.4	10,404.5	17,313.1	23,506.9	26,910.3
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	75%

⁹⁷ 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.

⁹⁸ Total payments for home modifications were \$122.7m. Of which, \$32m (26%) has been paid for specialised disability accommodation (SDA) supports, and \$90.6m (74%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$1m processed off-system in June 2022. Total annualised committed supports for home modifications were \$206.4m. Of which, \$67.9m (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$138.6m (67%) has been allocated for non-SDA supports.

⁹⁹ 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 March 2022 and 30 June 2022 – National

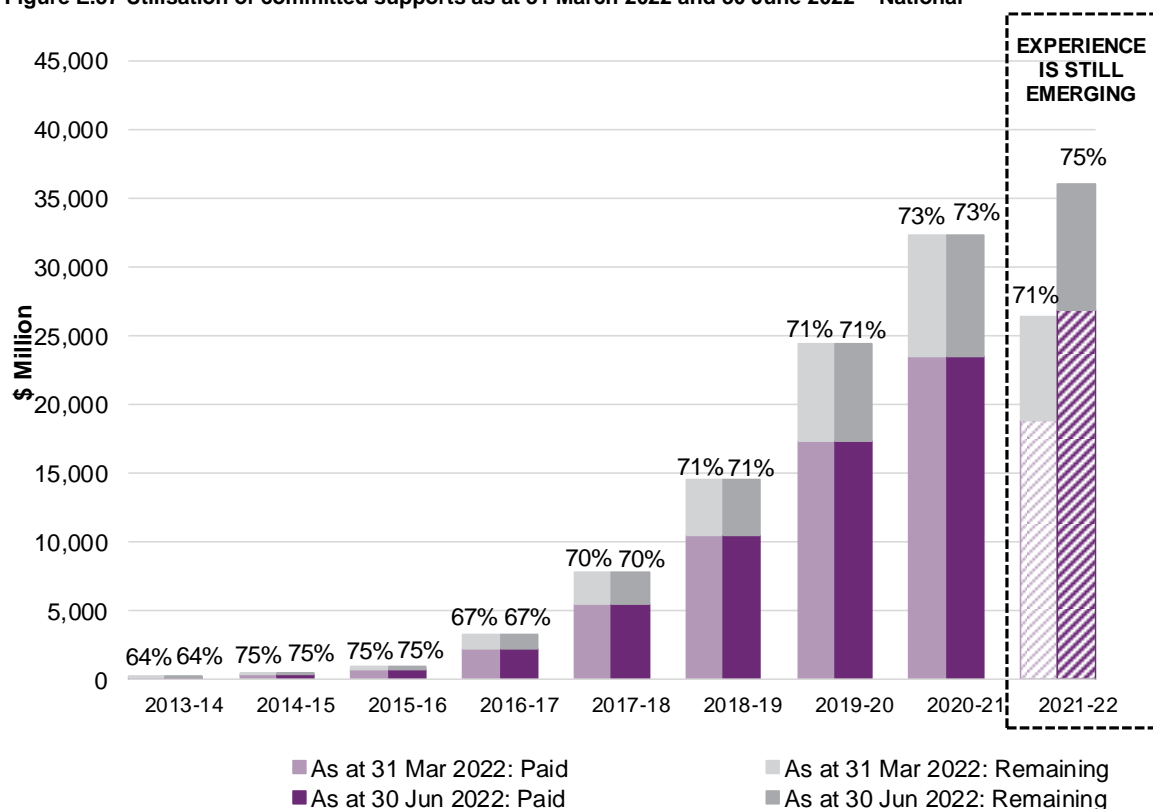
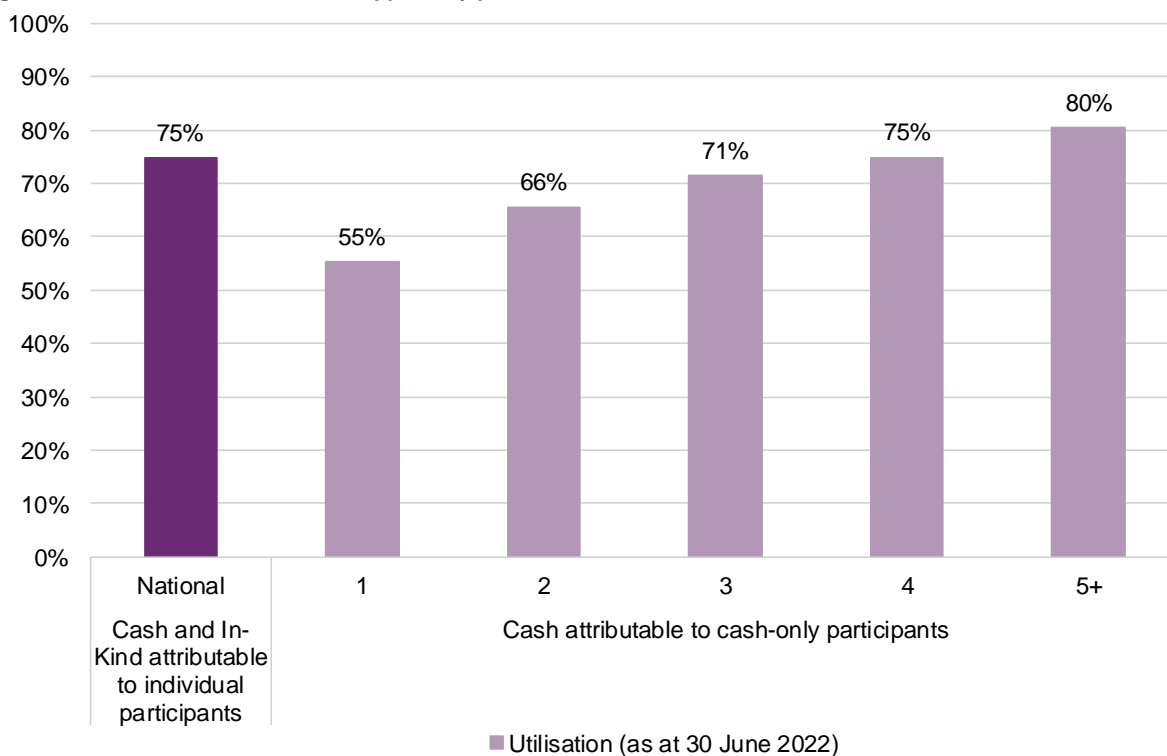


Figure E.58 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – National ¹⁰⁰



¹⁰⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure E.59 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – National ¹⁰¹

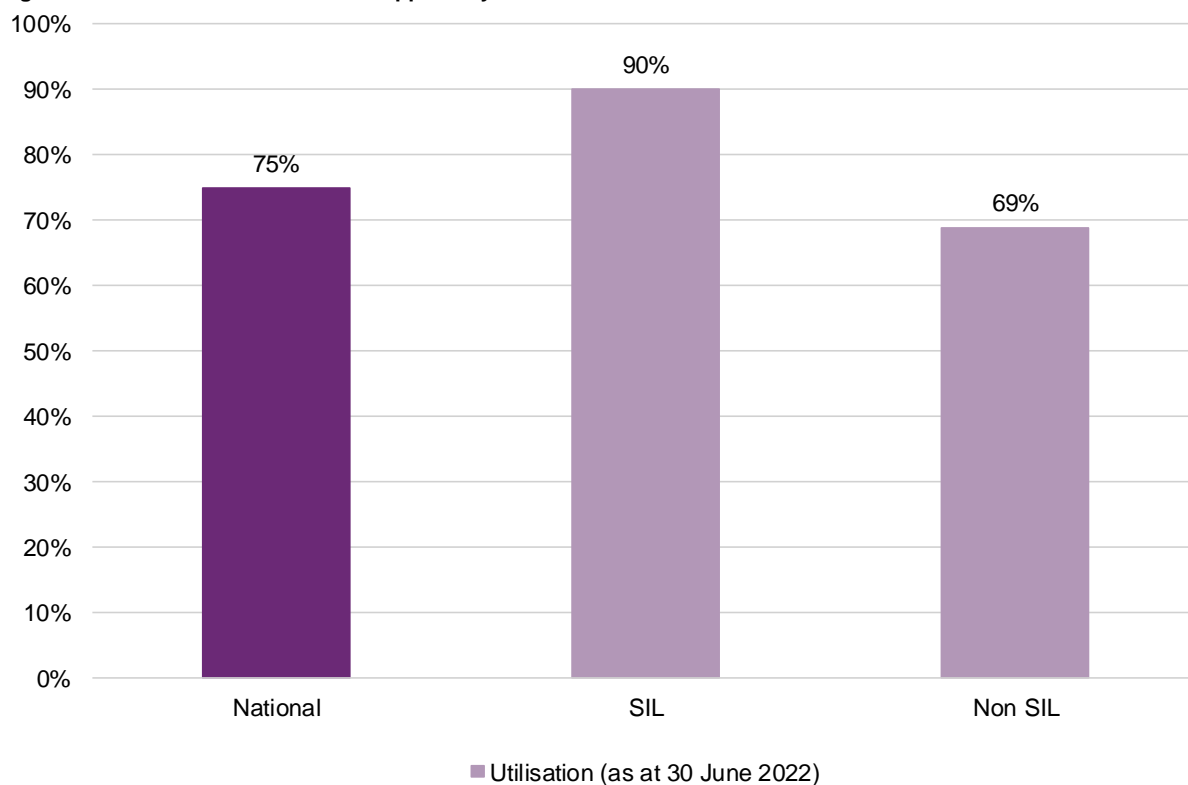
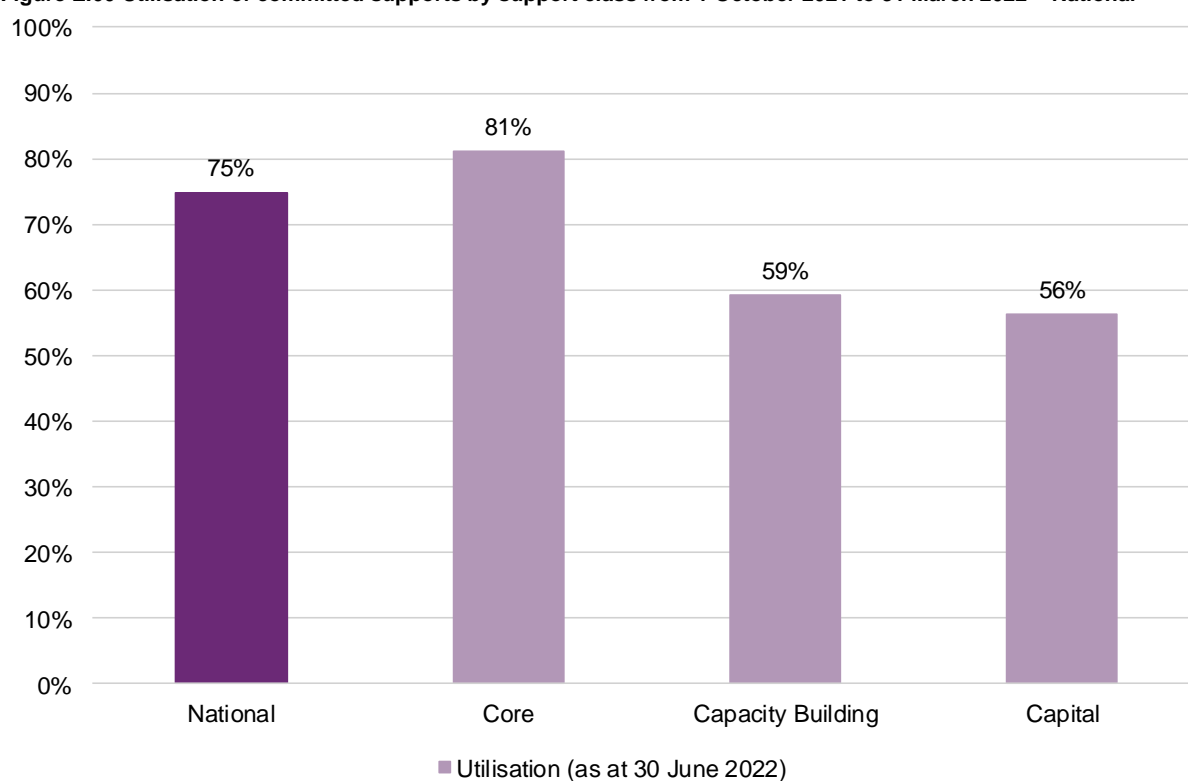


Figure E.60 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – National ¹⁰²



¹⁰¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

¹⁰² Ibid.

Figure E.61 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – National ¹⁰³

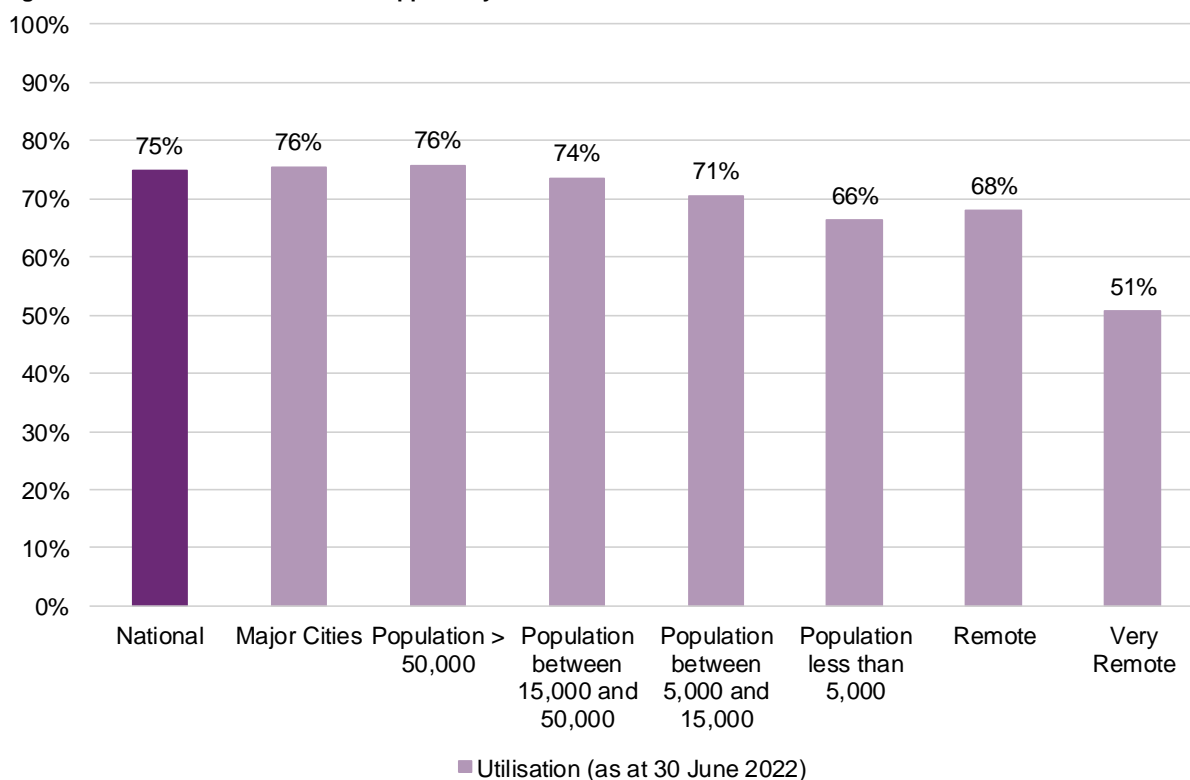


Table E.92 Percentage change in plan budgets for active participants - National ¹⁰⁴

	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	32.7%	5.3%	9.3%	7.0%	11.0%	8.6%	7.6%	2.1%	4.5%	5.4%	6.4%	6.4%	8.3%
Interplan Inflation	13.7%	9.2%	12.5%	14.4%	22.0%	9.8%	4.0%	1.8%	-0.7%	0.8%	2.4%	2.0%	4.4%
Total Inflation	46.4%	14.5%	21.8%	21.4%	33.0%	18.4%	11.6%	3.9%	3.8%	6.1%	8.7%	8.3%	12.7%

¹⁰³ Ibid.

¹⁰⁴ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure E.62 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – National ¹⁰⁵

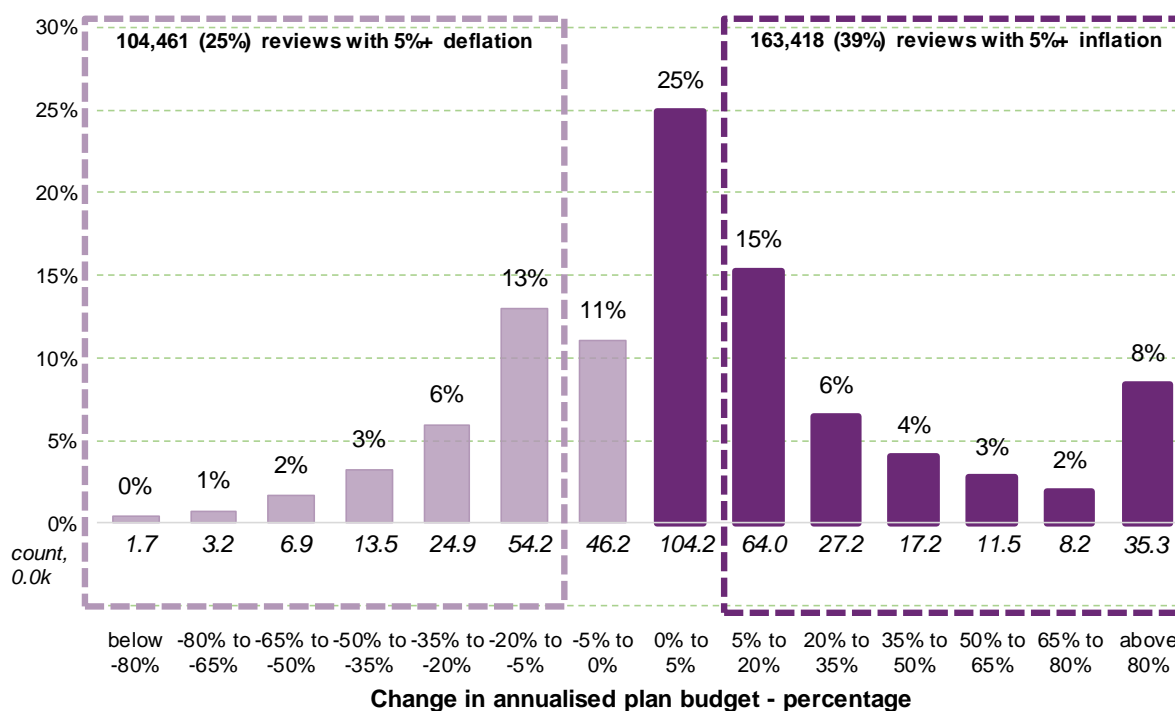
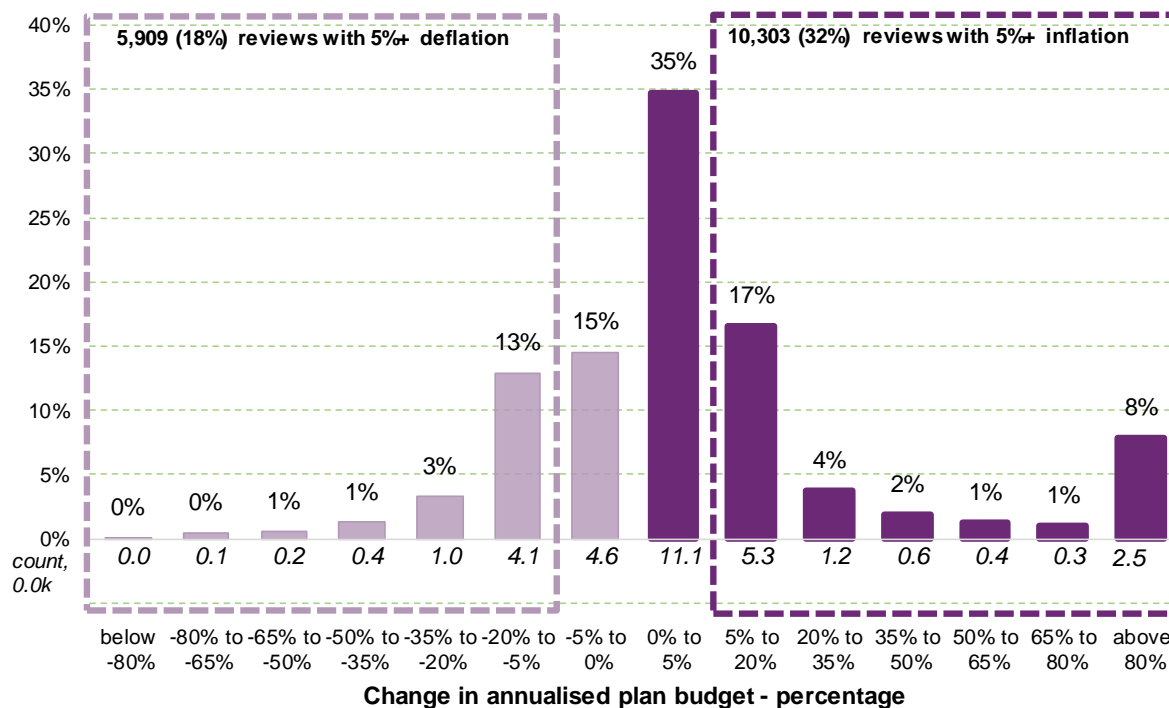


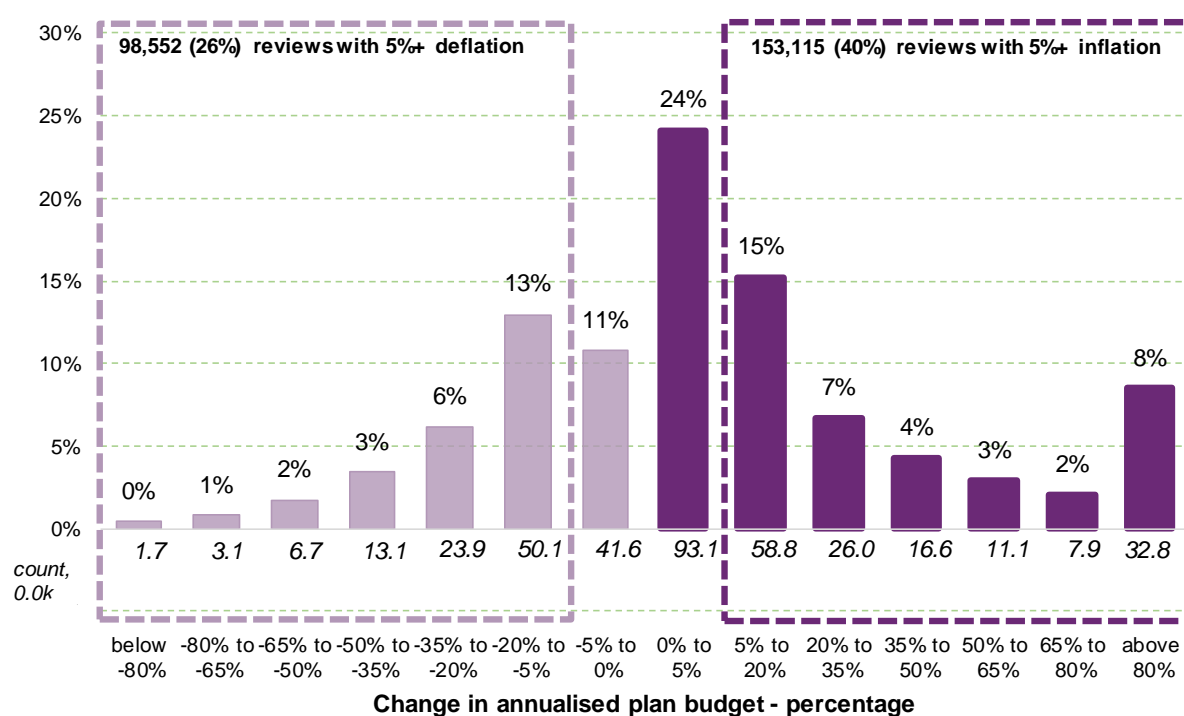
Figure E.63 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - participants in SIL – National ¹⁰⁶



¹⁰⁵ Ibid.

¹⁰⁶ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants from July 2020 to April 2022. This change has now been reflected in the calculation of the historical SIL and non-SIL inflation rates.

Figure E.64 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - participants not in SIL– National ¹⁰⁷



¹⁰⁷ Ibid.

Appendix F: New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ¹⁰⁸

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
New South Wales	155,696	5,359	161,055	4,756	165,811

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales ¹⁰⁹

	Prior Quarters	2021-22 Q4	Total
Access decisions	204,954	7,409	212,363
Active Eligible	158,594	5,512	164,106
<i>New</i>	93,211	5,346	98,557
<i>State</i>	51,728	79	51,807
<i>Commonwealth</i>	13,655	87	13,742
Active Participant Plans (excl ECA)	155,696	5,359	161,055
<i>New</i>	90,906	5,197	96,103
<i>State</i>	51,228	73	51,301
<i>Commonwealth</i>	13,562	89	13,651
Active Participant Plans	160,183	10,115	165,811
<i>Early Intervention (s25)</i>	41,853	2,957	44,810
<i>Permanent Disability (s24)</i>	113,843	2,402	116,245
<i>ECA</i>	4,487	4,756	4,756

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – New South Wales

Exits	Total
Total participant exits	10,712
<i>Early Intervention participants</i>	2,556
<i>Permanent disability participants</i>	8,156

¹⁰⁸ 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.

¹⁰⁹ 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 ¹¹⁰

	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
End of 2021-22 Q4	51,301	13,651	96,103	4,756	165,811

Table F.5 Cumulative numbers of active participants by entry criteria into the Scheme – New South Wales ¹¹¹

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	44,810	116,245	4,756	165,811

¹¹⁰ This table shows the total numbers of active participants at the end of each period.

¹¹¹ Ibid.

Table F.6 Assessment of access by age group – New South Wales

Age Group	Prior Quarters		2021-22 Q4		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	50,627	97%	2,770	96%	53,397	97%
7 to 14	30,464	85%	785	79%	31,249	85%
15 to 18	12,143	89%	223	76%	12,366	89%
19 to 24	10,008	89%	166	68%	10,174	88%
25 to 34	12,674	85%	243	63%	12,917	84%
35 to 44	13,875	81%	317	57%	14,192	80%
45 to 54	17,985	76%	404	52%	18,389	75%
55 to 64	23,335	69%	618	50%	23,953	68%
65+	1,309	53%	23	39%	1,332	53%
Missing	<11		<11		<11	
Total	172,421	84%	5,549	75%	177,970	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	37,815	97%	15,077	97%	505	95%	53,397	97%
7 to 14	21,237	85%	9,560	85%	452	77%	31,249	85%
15 to 18	7,870	90%	4,335	87%	161	80%	12,366	89%
19 to 24	6,261	91%	3,810	85%	103	76%	10,174	88%
25 to 34	7,341	88%	5,445	80%	131	74%	12,917	84%
35 to 44	7,771	85%	6,276	75%	145	62%	14,192	80%
45 to 54	9,814	81%	8,391	69%	184	57%	18,389	75%
55 to 64	12,712	75%	11,007	62%	234	54%	23,953	68%
65+	744	59%	578	47%	<11		1,332	53%
Missing	<11		<11		<11		<11	
Total	111,565	88%	64,479	78%	1,926	73%	177,970	84%

Table F.8 Assessment of access by disability – New South Wales ¹¹²

Disability	Prior Quarters		2021-22 Q4		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	5,178	92%	121	82%	5,299	92%
Autism	54,199	97%	1,439	97%	55,638	97%
Cerebral palsy	5,752	97%	41	85%	5,793	97%
Developmental delay	13,729	96%	1,689	98%	15,418	97%
Global developmental delay	4,061	99%	436	99%	4,497	99%
Hearing impairment	7,953	87%	157	81%	8,110	87%
Intellectual disability	32,360	95%	334	83%	32,694	95%
Multiple sclerosis	2,765	88%	49	82%	2,814	88%
Psychosocial disability	17,477	68%	607	51%	18,084	68%
Spinal cord injury	1,963	94%	32	74%	1,995	94%
Stroke	3,150	86%	102	74%	3,252	86%
Visual impairment	3,317	87%	44	72%	3,361	87%
Other neurological	8,286	77%	219	66%	8,505	77%
Other physical	7,104	42%	117	22%	7,221	42%
Other sensory/speech	1,353	49%	<11		1,362	48%
Other	2,232	40%	153	26%	2,385	39%
Missing	1,542	92%	<11		1,542	92%
Total	172,421	84%	5,549	75%	177,970	84%

Table F.9 Assessment of access by disability and gender – New South Wales ¹¹³

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	3,535	93%	1,734	91%	30	73%	5,299	92%
Autism	41,102	97%	13,684	97%	852	93%	55,638	97%
Cerebral palsy	3,208	97%	2,550	96%	35	97%	5,793	97%
Developmental delay	10,863	97%	4,469	97%	86	93%	15,418	97%
Global developmental delay	3,202	99%	1,270	99%	25	96%	4,497	99%
Hearing impairment	3,952	89%	4,034	85%	124	85%	8,110	87%
Intellectual disability	18,527	95%	13,964	95%	203	85%	32,694	95%
Multiple sclerosis	772	89%	2,017	88%	25	61%	2,814	88%
Psychosocial disability	9,749	73%	8,117	63%	218	54%	18,084	68%
Spinal cord injury	1,419	95%	552	91%	24	89%	1,995	94%
Stroke	1,876	87%	1,347	84%	29	81%	3,252	86%
Visual impairment	1,734	88%	1,593	87%	34	68%	3,361	87%
Other neurological	4,711	78%	3,709	76%	85	70%	8,505	77%
Other physical	3,712	50%	3,427	35%	82	27%	7,221	42%
Other sensory/speech	952	49%	396	46%	14	29%	1,362	48%
Other	1,438	46%	920	31%	27	28%	2,385	39%
Missing	813	91%	696	93%	33	100%	1,542	92%
Total	111,565	88%	64,479	78%	1,926	73%	177,970	84%

¹¹² Down syndrome is included in intellectual disability.

¹¹³ 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 F.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	12,392	8.0%	548	10.2%	12,940	8.0%
Not Aboriginal and Torres Strait Islander	106,147	68.2%	4,151	77.5%	110,298	68.5%
Not Stated	37,157	23.9%	660	12.3%	37,817	23.5%
Total	155,696	100.0%	5,359	100.0%	161,055	100.0%

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

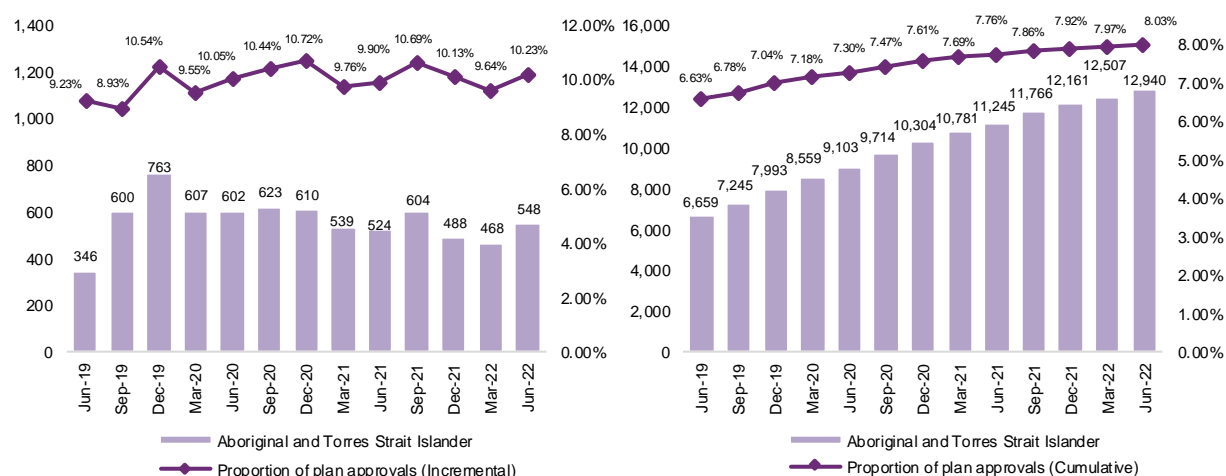


Table F.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales ¹¹⁵

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	16,888	10.8%	693	12.9%	17,581	10.9%
Not culturally and linguistically diverse	138,606	89.0%	4,666	87.1%	143,272	89.0%
Not stated	202	0.1%	<11		202	0.1%
Total	155,696	100.0%	5,359	100.0%	161,055	100.0%

¹¹⁴ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

¹¹⁵ 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 ^{116 117}

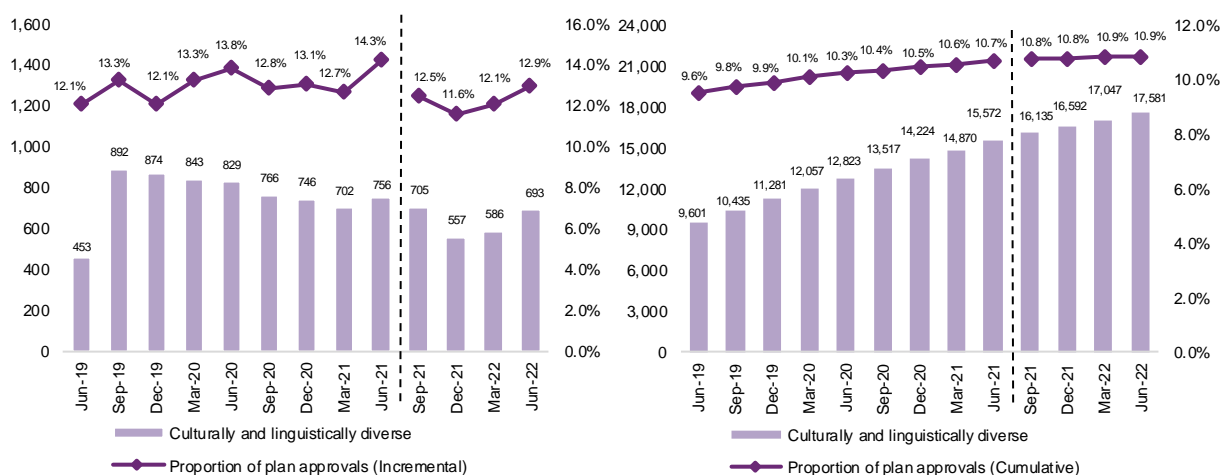
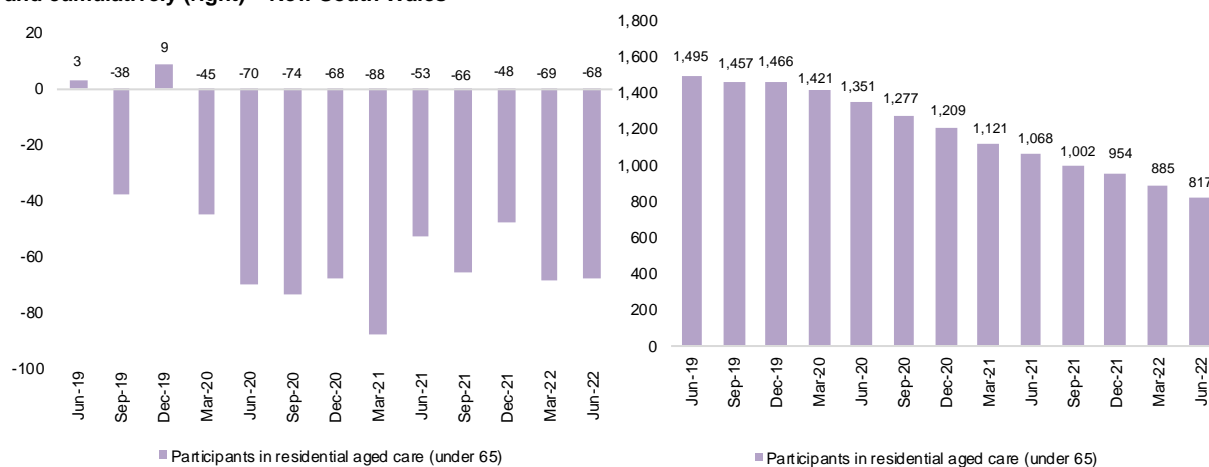


Table F.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – New South Wales ¹¹⁸

	Total
Age group	N
Under 45	20
45 to 54	123
55 to 64	674
Total YPIRAC (under 65)	817

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 ¹¹⁹



¹¹⁶ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

¹¹⁷ 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.

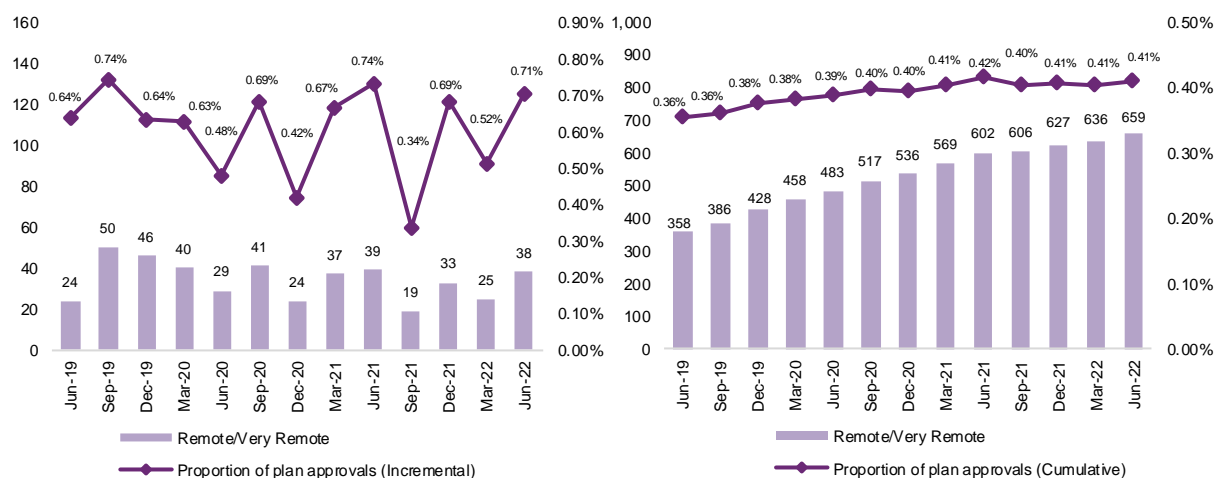
¹¹⁸ There are a further 747 active participants aged 65 years or over who are currently in residential aged care.

¹¹⁹ 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 ^{120 121}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	108,966	70.0%	3,841	71.7%	112,807	70.0%
Population > 50,000	4,519	2.9%	157	2.9%	4,676	2.9%
Population between 15,000 and 50,000	21,329	13.7%	663	12.4%	21,992	13.7%
Population between 5,000 and 15,000	9,450	6.1%	292	5.4%	9,742	6.0%
Population less than 5,000	10,806	6.9%	367	6.8%	11,173	6.9%
Remote	552	0.4%	34	0.6%	586	0.4%
Very Remote	69	0.0%	<11		73	0.0%
Missing	<11		<11		<11	
Total	155,696	100.0%	5,359	100.0%	161,055	100.0%

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales ^{122 123}



¹²⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

¹²¹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

¹²² Ibid.

¹²³ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. 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 ^{124 125 126}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	52,737	34%	1,430	27%	54,167	34%
Intellectual disability	30,233	19%	328	6%	30,561	19%
Psychosocial disability	16,009	10%	596	11%	16,605	10%
Developmental delay	10,791	7%	1,537	29%	12,328	8%
Hearing impairment	7,573	5%	171	3%	7,744	5%
Other neurological	6,441	4%	216	4%	6,657	4%
Other physical	5,588	4%	97	2%	5,685	4%
Cerebral palsy	5,490	4%	45	1%	5,535	3%
Acquired brain injury	4,531	3%	106	2%	4,637	3%
Global developmental delay	3,538	2%	456	9%	3,994	2%
Visual impairment	3,020	2%	53	1%	3,073	2%
Multiple sclerosis	2,579	2%	53	1%	2,632	2%
Stroke	2,715	2%	101	2%	2,816	2%
Spinal cord injury	1,760	1%	30	1%	1,790	1%
Other	1,850	1%	128	2%	1,978	1%
Other sensory/speech	841	1%	12	0%	853	1%
Total	155,696	100%	5,359	100%	161,055	100%

Table F.15 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{127 128}

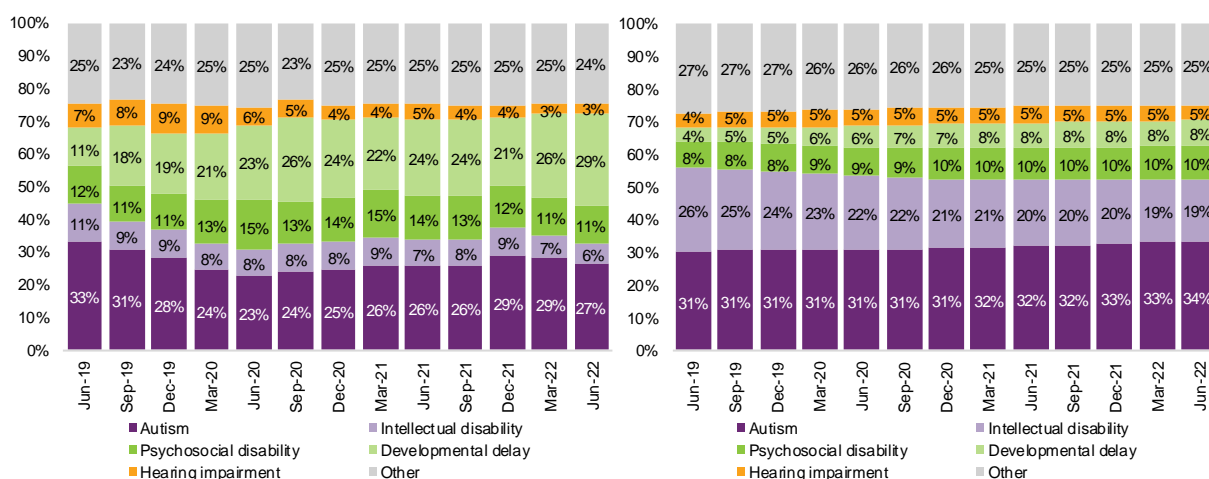
Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	1,012	11%	<11		1,012	11%
Intellectual disability	4,746	50%	<11		4,746	50%
Psychosocial disability	1,443	15%	<11		1,443	15%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	421	4%	<11		421	4%
Other physical	64	1%	<11		64	1%
Cerebral palsy	775	8%	<11		775	8%
Acquired brain injury	603	6%	<11		604	6%
Global developmental delay	<11		<11		<11	
Visual impairment	26	0%	<11		26	0%
Multiple sclerosis	56	1%	<11		56	1%
Stroke	176	2%	<11		177	2%
Spinal cord injury	48	1%	<11		48	1%
Other	77	1%	<11		77	1%
Other sensory/speech	<11		<11		<11	
Total	9,450	100%	<11		9,452	100%

¹²⁴ Table order based on national proportions in Table E.14 (highest to lowest).¹²⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.¹²⁶ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in New South Wales (3,750).¹²⁷ 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.¹²⁸ Down syndrome is included in intellectual disability, representing 7% of participants in SIL (643).

Table F.16 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ¹²⁹

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	51,725	35%	1,430	27%	53,155	35%
Intellectual disability	25,487	17%	328	6%	25,815	17%
Psychosocial disability	14,566	10%	596	11%	15,162	10%
Developmental delay	10,791	7%	1,537	29%	12,328	8%
Hearing impairment	7,570	5%	171	3%	7,741	5%
Other neurological	6,020	4%	216	4%	6,236	4%
Other physical	5,524	4%	97	2%	5,621	4%
Cerebral palsy	4,715	3%	45	1%	4,760	3%
Acquired brain injury	3,928	3%	105	2%	4,033	3%
Global developmental delay	3,538	2%	456	9%	3,994	3%
Visual impairment	2,994	2%	53	1%	3,047	2%
Multiple sclerosis	2,523	2%	53	1%	2,576	2%
Stroke	2,539	2%	100	2%	2,639	2%
Spinal cord injury	1,712	1%	30	1%	1,742	1%
Other	1,773	1%	128	2%	1,901	1%
Other sensory/speech	841	1%	12	0%	853	1%
Total	146,246	100%	5,357	100%	151,603	100%

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ¹³⁰



¹²⁹ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (3,107).

¹³⁰ 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 ¹³¹

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	14,023	9%	1,427	27%	15,450	10%
2 (High Function)	265	0%	<11		273	0%
3 (High Function)	7,450	5%	439	8%	7,889	5%
4 (High Function)	12,317	8%	298	6%	12,615	8%
5 (High Function)	10,715	7%	495	9%	11,210	7%
6 (Moderate Function)	34,331	22%	1,078	20%	35,409	22%
7 (Moderate Function)	9,676	6%	251	5%	9,927	6%
8 (Moderate Function)	8,756	6%	224	4%	8,980	6%
9 (Moderate Function)	827	1%	15	0%	842	1%
10 (Moderate Function)	15,716	10%	395	7%	16,111	10%
11 (Low Function)	5,335	3%	55	1%	5,390	3%
12 (Low Function)	22,524	14%	496	9%	23,020	14%
13 (Low Function)	10,645	7%	163	3%	10,808	7%
14 (Low Function)	3,007	2%	14	0%	3,021	2%
15 (Low Function)	48	0%	<11		49	0%
Missing	61	0%	<11		61	0%
Total	155,696	100%	5,359	100%	161,055	100%

Figure F.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – New South Wales ¹³²

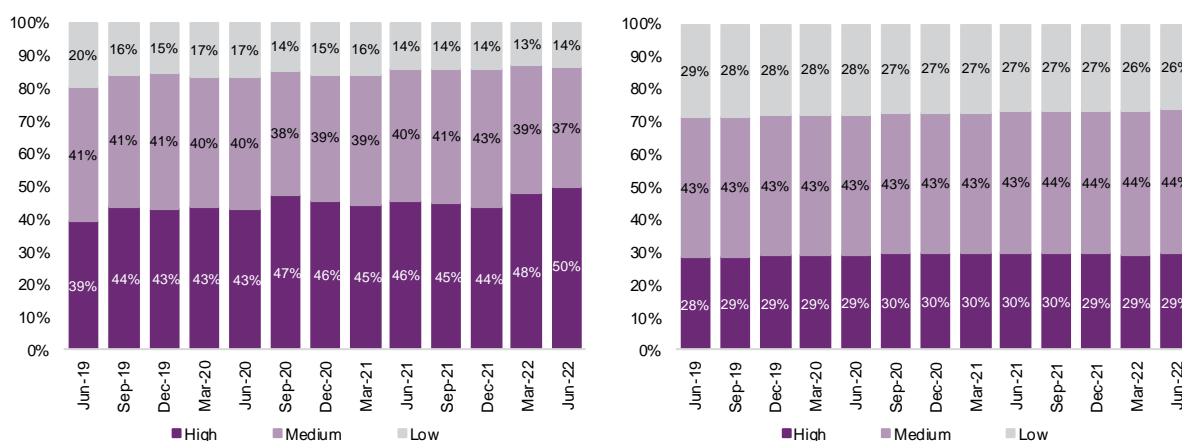


Table F.18 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	22,436	14%	2,635	49%	25,071	16%
7 to 14	40,208	26%	764	14%	40,972	25%
15 to 18	12,453	8%	236	4%	12,689	8%
19 to 24	14,126	9%	155	3%	14,281	9%
25 to 34	14,055	9%	242	5%	14,297	9%
35 to 44	12,247	8%	320	6%	12,567	8%
45 to 54	14,712	9%	398	7%	15,110	9%
55 to 64	18,057	12%	569	11%	18,626	12%
65+	7,402	5%	40	1%	7,442	5%
Total	155,696	100%	5,359	100%	161,055	100%

¹³¹ The distributions are calculated excluding participants with a missing reported level of function.

¹³² 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 ¹³³

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	73	1%	<11		73	1%
19 to 24	749	8%	<11		749	8%
25 to 34	1,395	15%	<11		1,395	15%
35 to 44	1,617	17%	<11		1,617	17%
45 to 54	2,238	24%	<11		2,238	24%
55 to 64	2,458	26%	<11		2,460	26%
65+	917	10%	<11		917	10%
Total	9,450	100%	<11		9,452	100%

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

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	22,436	15%	2,635	49%	25,071	17%
7 to 14	40,205	27%	764	14%	40,969	27%
15 to 18	12,380	8%	236	4%	12,616	8%
19 to 24	13,377	9%	155	3%	13,532	9%
25 to 34	12,660	9%	242	5%	12,902	9%
35 to 44	10,630	7%	320	6%	10,950	7%
45 to 54	12,474	9%	398	7%	12,872	8%
55 to 64	15,599	11%	567	11%	16,166	11%
65+	6,485	4%	40	1%	6,525	4%
Total	146,246	100%	5,357	100%	151,603	100%

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

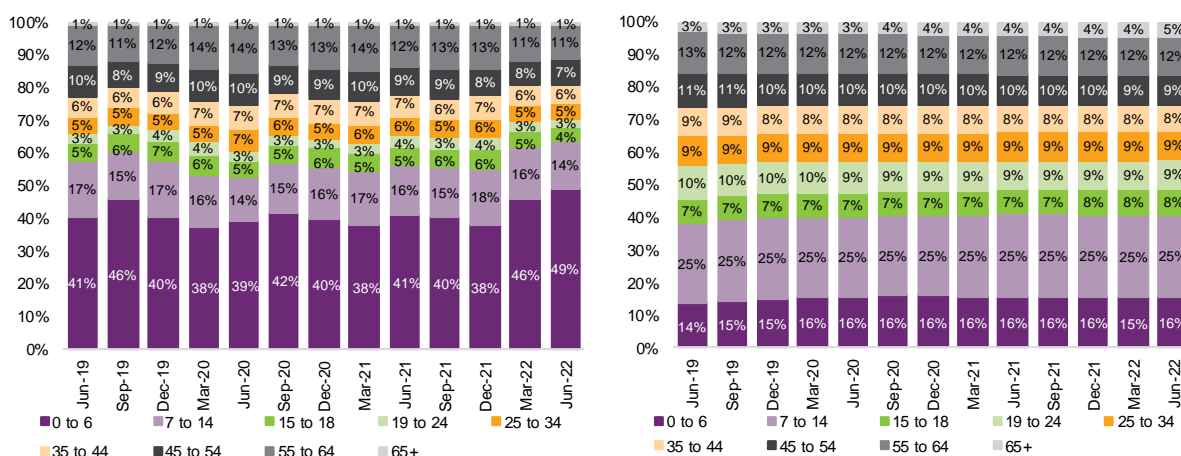


Table F.21 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	97,670	63%	3,411	64%	101,081	63%
Female	56,324	36%	1,880	35%	58,204	36%
Other	1,702	1%	68	1%	1,770	1%
Total	155,696	100%	5,359	100%	161,055	100%

¹³³ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

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

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	5,686	60%	<11		5,687	60%
Female	3,740	40%	<11		3,741	40%
Other	24	0%	<11		24	0%
Total	9,450	100%	<11		9,452	100%

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

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	91,984	63%	3,410	64%	95,394	63%
Female	52,584	36%	1,879	35%	54,463	36%
Other	1,678	1%	68	1%	1,746	1%
Total	146,246	100%	5,357	100%	151,603	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ¹³⁵

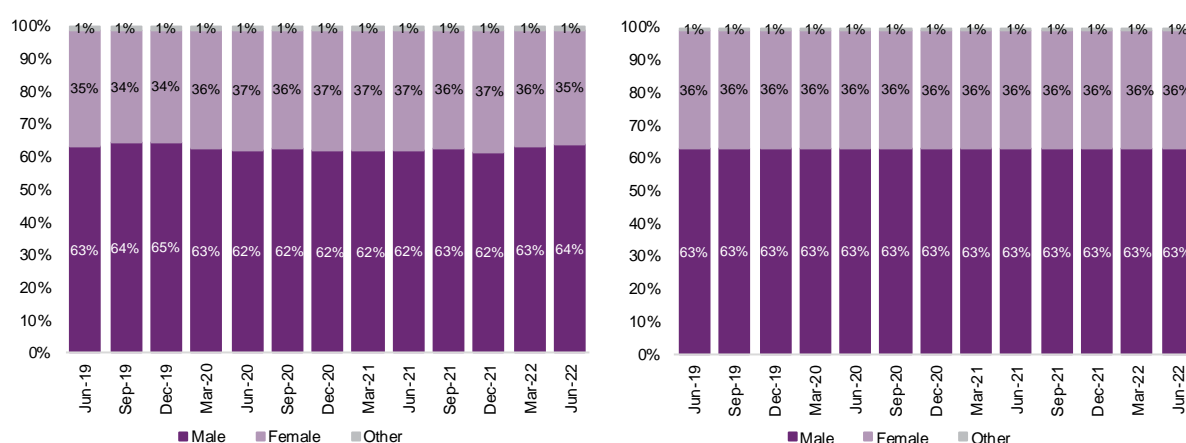


Table F.24 Participation rates by age group and gender at 30 June 2022 – New South Wales ¹³⁶

Age group	Participation Rate		
	Male	Female	Total
0-6	4.7%	2.1%	3.5%
7-14	6.7%	2.9%	5.0%
15-18	4.2%	2.1%	3.2%
19-24	2.8%	1.6%	2.2%
25-44	1.3%	0.9%	1.1%
45-64	1.8%	1.5%	1.7%
Total (aged 0-64)	2.8%	1.6%	2.2%

Table F.25 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales ¹³⁷

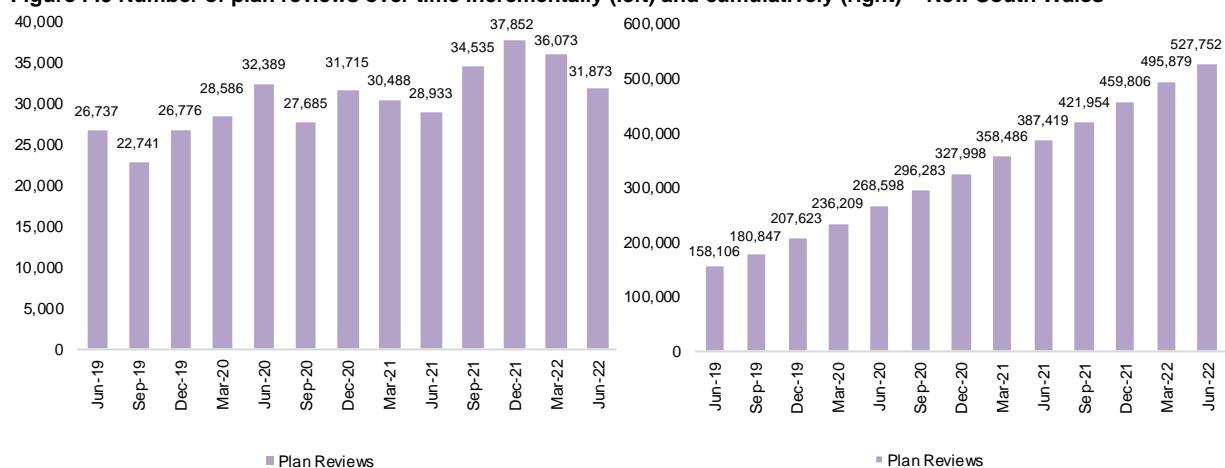
	Prior Quarters	2021-22 Q4	Total
Total plan reviews	495,879	31,873	527,752
Early intervention plans	94,473	8,432	102,905
Permanent disability plans	401,406	23,441	424,847

¹³⁵ Ibid.

¹³⁶ 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.

¹³⁷ 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 F.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – New South Wales



Part Two: Participant experience and outcomes

Table F.26 Number of baseline questionnaires completed by SFOF version – New South Wales ¹³⁸

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	2,812	5,418	5,352	8,186	7,313	7,641	36,722
Participant school to 14	7,420	10,595	4,813	5,639	4,847	4,563	37,877
Participant 15 to 24	5,825	5,827	1,444	2,294	1,847	1,714	18,951
Participant 25 and over	13,810	15,841	5,161	8,306	7,440	6,465	57,023
Total Participant	29,867	37,681	16,770	24,425	21,447	20,383	150,573
Family 0 to 14	9,519	15,580	10,012	13,612	11,956	11,980	72,659
Family 15 to 24	1,360	3,746	1,063	1,599	1,299	1,225	10,292
Family 25 and over	355	4,213	1,654	2,337	1,911	1,753	12,223
Total Family	11,234	23,539	12,729	17,548	15,166	14,958	95,174
Total	41,101	61,220	29,499	41,973	36,613	35,341	245,747

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	68%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		27%		
DL	% who say their child is becoming more independent		38%		
CC	% of children who have a genuine say in decisions about themselves		69%		
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			47%	69%
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%

¹³⁸ 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	59%	63%		
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		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%	31%

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			38%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				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	16%	22%	20%
% receiving Carer Allowance	36%	40%	27%
% working in a paid job	49%	53%	40%
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	85%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	30%	19%
% able to advocate for their child/family member	79%	68%	61%
% 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	78%	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=6,901) - participants who entered from 1 July 2016 and 30 June 2021 – New South Wales¹³⁹

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?	87%
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%

¹³⁹ Results in Tables F.31 to F.34 include participants who entered between 1 July 2016 and 30 June 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=8,557) - participants who entered between 1 July 2016 and 30 June 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?	49%
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?	51%

Table F.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,443) and ‘Participant 25 and over’ (n=12,395) - participants who entered between 1 July 2016 and 30 June 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%	77%
REL	Has the NDIS helped you to meet more people?	47%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	32%
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?	20%	19%
S/CP	Has the NDIS helped you be more involved?	51%	60%

Table F.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,735); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,730) - participants who entered between 1 July 2016 and 30 June 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?	72%	53%
Has the NDIS improved the level of support for your family?	76%	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?	81%	
Has the NDIS improved your health and wellbeing?	54%	37%

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=4,439) - participants who entered between 1 July 2016 and 30 June 2020 – New South Wales ¹⁴⁰

	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?	82%	85%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	68%	73%	+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=7,163) - participants who entered between 1 July 2016 and 30 June 2020 – New South Wales

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	64%	73%	+9%
LL	Has the NDIS improved your child's access to education?	45%	53%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	61%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	52%	+6%

¹⁴⁰ Results in Tables F.35 to F.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,071) and ‘Participant 25 and over’ (n=8,267) - participants who entered between 1 July 2016 and 30 June 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%	69%	76%	+7%
DL	Has the NDIS helped you with daily living activities?	58%	63%	+5%	71%	79%	+8%
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%	32%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	+3%	51%	57%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	37%	+1%	27%	29%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	-1%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	56%	+3%	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=11,661); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,515) - participants who entered between 1 July 2016 and 30 June 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?	66%	71%	+5%	48%	57%	+9%
	Has the NDIS improved the level of support for your family?	71%	76%	+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?	73%	78%	+5%	59%	67%	+8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	+3%			
	Has the NDIS improved your health and wellbeing?	49%	51%	+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=2,999) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales ¹⁴¹

	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%	96%	96%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	88%	+4%
REL	Has the NDIS improved how your child fits into family life?	79%	82%	83%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	65%	69%	70%	+5%

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=7,428) - participants who entered between 1 July 2016 and 30 June 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%	51%	+9%

¹⁴¹ Results in Tables F.39 to F.44 include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,381) - participants who entered between 1 July 2016 and 30 June 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%	70%	+11%
Has the NDIS helped you with daily living activities?	58%	66%	70%	+12%
Has the NDIS helped you to meet more people?	50%	53%	56%	+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%	44%	46%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	36%	+1%
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?	54%	58%	61%	+7%

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=8,149) - participants who entered between 1 July 2016 and 30 June 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%	79%	+11%
Has the NDIS helped you with daily living activities?	71%	79%	83%	+12%
Has the NDIS helped you to meet more people?	52%	59%	63%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	33%	33%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	60%	+9%
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?	59%	67%	69%	+10%

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=8,135) - participants who entered between 1 July 2016 and 30 June 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?	61%	64%	68%	+7%
Has the NDIS improved the level of support for your family?	65%	71%	74%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	68%	74%	76%	+8%
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%	46%	+4%

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=1,728) - participants who entered between 1 July 2016 and 30 June 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?	46%	51%	57%	+11%
Has the NDIS improved the level of support for your family?	61%	66%	72%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	57%	65%	69%	+12%
Has the NDIS improved your health and wellbeing?	33%	34%	37%	+4%

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=1,612) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales

142

	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%	98%	98%	+5%
DL	Has the NDIS improved your child's access to specialist services?	90%	93%	96%	98%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	88%	90%	90%	+5%
REL	Has the NDIS improved how your child fits into family life?	76%	78%	81%	84%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	63%	67%	69%	74%	+11%

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=6,993) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales

	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%	65%	69%	72%	+15%
LL	Has the NDIS improved your child's access to education?	36%	40%	44%	47%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	51%	56%	58%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	48%	50%	+9%

¹⁴² Results in Tables F.45 to F.50 include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,707) - participants who entered between 1 July 2016 and 30 June 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?	59%	66%	69%	71%	+12%
DL	Has the NDIS helped you with daily living activities?	56%	65%	70%	73%	+17%
REL	Has the NDIS helped you to meet more people?	50%	54%	56%	57%	+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%	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?	53%	59%	60%	63%	+10%

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=7,172) - participants who entered between 1 July 2016 and 30 June 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?	66%	74%	77%	80%	+14%
DL	Has the NDIS helped you with daily living activities?	69%	78%	81%	84%	+15%
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%	33%	34%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	57%	61%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	30%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	19%	21%	0%
S/CP	Has the NDIS helped you be more involved?	58%	65%	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=4,543) - participants who entered between 1 July 2016 and 30 June 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?	55%	59%	63%	66%	+11%
Has the NDIS improved the level of support for your family?	58%	65%	67%	72%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	63%	70%	72%	75%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	76%	77%	80%	+11%
Has the NDIS improved your health and wellbeing?	37%	39%	40%	42%	+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=1,148) - participants who entered between 1 July 2016 and 30 June 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?	43%	49%	56%	62%	+19%
Has the NDIS improved the level of support for your family?	58%	68%	71%	73%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	56%	64%	70%	71%	+15%
Has the NDIS improved your health and wellbeing?	32%	32%	35%	39%	+7%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘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=3,311) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales¹⁴³

	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%	67%	69%	+17%
LL	Has the NDIS improved your child's access to education?	34%	37%	38%	39%	42%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	47%	50%	51%	53%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	44%	45%	45%	47%	+7%

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=2,074) - participants who entered between 1 July 2016 and 30 June 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?	60%	64%	66%	67%	70%	+10%
DL	Has the NDIS helped you with daily living activities?	57%	66%	69%	72%	75%	+18%
REL	Has the NDIS helped you to meet more people?	53%	55%	56%	55%	57%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	20%	18%	19%	19%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	46%	48%	50%	+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?	40%	39%	38%	34%	36%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	18%	16%	13%	16%	-5%
S/CP	Has the NDIS helped you be more involved?	55%	59%	61%	60%	64%	+9%

¹⁴³ Results in Tables F.51 to F.55 include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,569) - participants who entered between 1 July 2016 and 30 June 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?	66%	72%	76%	77%	81%	+15%
DL	Has the NDIS helped you with daily living activities?	69%	77%	80%	84%	86%	+17%
REL	Has the NDIS helped you to meet more people?	52%	59%	63%	62%	69%	+17%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	31%	31%	33%	37%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	55%	58%	60%	63%	+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?	24%	22%	21%	21%	23%	-1%
S/CP	Has the NDIS helped you be more involved?	59%	65%	69%	70%	75%	+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=1,518) - participants who entered between 1 July 2016 and 30 June 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%	53%	55%	59%	62%	+15%
Has the NDIS improved the level of support for your family?	54%	64%	64%	68%	68%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	58%	65%	68%	72%	73%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	70%	73%	75%	76%	+13%
Has the NDIS improved your health and wellbeing?	33%	36%	36%	39%	38%	+5%

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=274) - participants who entered between 1 July 2016 and 30 June 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?	48%	44%	54%	57%	62%	+14%
Has the NDIS improved the level of support for your family?	57%	58%	64%	64%	71%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	60%	59%	65%	61%	69%	+9%
Has the NDIS improved your health and wellbeing?	34%	32%	30%	31%	36%	+2%

Table F.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,824), 'participant social and community engagement rate' (n=13,963), 'parent and carer employment rate' (n=15,395) at entry, first and second plan review, and 'participant choice and control' (n=10,257) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – New South Wales¹⁴⁴

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	30%	31%	32%	
Aged 35 to 44 years	29%	29%	29%	
Aged 45 to 54 years	24%	25%	24%	
Aged 55 to 64 years	18%	17%	15%	
Aged 65+ years	13%	12%	10%	
Aged 25 to 64 years	25%	25%	24%	
Aged 15 to 64 years	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%	41%	45%	
Aged 35 to 44 years	32%	37%	40%	
Aged 45 to 54 years	32%	38%	39%	
Aged 55 to 64 years	35%	39%	41%	
Aged 65+ years	35%	37%	39%	
Aged 25+	33%	39%	41%	
Aged 15+	33%	38%	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%	48%	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+		69%	76%	
Aged 15+		67%	73%	

¹⁴⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=12,891), 'participant social and community engagement rate' (n=13,021), 'parent and carer employment rate' (n=9,729) at entry, first, second and third plan review, and 'participant choice and control' (n=10,478) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales ¹⁴⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	9%	13%	15%	21%	24%
Aged 25 to 34 years	31%	32%	25%	31%	
Aged 35 to 44 years	33%	34%	30%	33%	
Aged 45 to 54 years	29%	30%	23%	27%	
Aged 55 to 64 years	20%	19%	16%	17%	
Aged 65+ years	13%	12%	8%	10%	
Aged 25 to 64 years	28%	28%	23%	26%	
Aged 15 to 64 years	22%	24%	21%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	43%	45%	48%
Aged 25 to 34 years	34%	43%	47%	49%	
Aged 35 to 44 years	36%	43%	47%	49%	
Aged 45 to 54 years	34%	40%	44%	45%	
Aged 55 to 64 years	34%	38%	40%	43%	
Aged 65+ years	35%	38%	42%	43%	
Aged 25+	35%	40%	44%	46%	
Aged 15+	34%	40%	44%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	48%	50%	51%	53%	49%
Aged 15+	50%	53%	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%	70%	75%
Aged 25+		68%	75%	79%	
Aged 15+		66%	72%	76%	

¹⁴⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table F.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,519), 'participant social and community engagement rate' (n=11,684), 'parent and carer employment rate' (n=5,794) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=9,945) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales ¹⁴⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	10%	14%	19%	22%	27%	24%
Aged 25 to 34 years	31%	32%	32%	28%	32%	
Aged 35 to 44 years	35%	36%	34%	30%	32%	
Aged 45 to 54 years	34%	34%	33%	27%	30%	
Aged 55 to 64 years	24%	24%	21%	18%	19%	
Aged 65+ years	16%	15%	12%	10%	11%	
Aged 25 to 64 years	31%	31%	30%	26%	28%	
Aged 15 to 64 years	26%	27%	27%	25%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	34%	41%	47%	49%	47%	48%
Aged 25 to 34 years	36%	46%	53%	53%	54%	
Aged 35 to 44 years	38%	42%	47%	49%	51%	
Aged 45 to 54 years	38%	44%	48%	53%	52%	
Aged 55 to 64 years	35%	40%	43%	43%	45%	
Aged 65+ years	35%	41%	43%	44%	45%	
Aged 25+	36%	43%	47%	49%	50%	
Aged 15+	36%	42%	47%	49%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	50%	53%	53%	54%	56%	49%
Aged 15+	51%	55%	55%	56%	54%	
All ages	50%	53%	54%	55%	55%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		59%	66%	69%	71%	75%
Aged 25+		66%	74%	77%	80%	
Aged 15+		64%	71%	74%	77%	

¹⁴⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table F.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,945), 'participant social and community engagement rate' (n=6,123), 'parent and carer employment rate' (n=1,802) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=5,076) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales ¹⁴⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	15%	18%	26%	27%	31%	24%
Aged 25 to 34 years	28%	31%	29%	31%	28%	29%	
Aged 35 to 44 years	35%	36%	33%	33%	29%	32%	
Aged 45 to 54 years	35%	35%	31%	35%	29%	30%	
Aged 55 to 64 years	29%	29%	24%	23%	19%	21%	
Aged 65+ years	20%	19%	14%	15%	10%	12%	
Aged 25 to 64 years	31%	32%	29%	30%	26%	28%	
Aged 15 to 64 years	27%	29%	27%	29%	26%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	31%	36%	42%	45%	48%	48%	48%
Aged 25 to 34 years	33%	41%	48%	53%	54%	55%	
Aged 35 to 44 years	33%	41%	48%	50%	49%	54%	
Aged 45 to 54 years	35%	41%	47%	51%	50%	54%	
Aged 55 to 64 years	36%	39%	45%	46%	47%	49%	
Aged 65+ years	38%	36%	44%	46%	45%	48%	
Aged 25+	35%	40%	47%	50%	50%	52%	
Aged 15+	34%	39%	46%	49%	49%	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	45%	47%	50%	51%	53%	56%	49%
Aged 15+	49%	52%	55%	56%	57%	56%	
All ages	47%	50%	52%	54%	55%	56%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		60%	64%	66%	67%	70%	75%
Aged 25+		66%	72%	76%	77%	81%	
Aged 15+		64%	69%	72%	73%	77%	

¹⁴⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table F.60 Number of active plans by goal type and primary disability – New South Wales ¹⁴⁸

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	1,130	3,501	2,512	860	1,343	3,783	1,849	1,194	4,637
Autism	7,570	47,090	17,071	22,133	24,796	39,170	3,413	9,463	54,167
Cerebral palsy	1,140	4,677	3,026	1,334	1,442	4,084	1,344	1,115	5,535
Developmental delay	907	11,451	4,655	8,559	5,177	8,690	<11	<11	12,328
Down syndrome	701	3,117	1,799	1,056	1,245	3,084	858	1,096	3,750
Global developmental delay	336	3,729	1,634	2,942	1,722	2,899	<11	<11	3,994
Hearing impairment	1,278	6,464	1,545	2,047	1,231	3,899	664	1,914	7,744
Intellectual disability	5,571	21,038	10,551	7,448	9,675	20,703	6,765	9,489	26,811
Multiple sclerosis	609	2,238	1,819	229	413	1,897	910	524	2,632
Psychosocial disability	3,538	12,053	9,740	3,712	4,557	13,703	6,287	5,537	16,605
Spinal cord injury	470	1,542	1,113	206	247	1,340	644	535	1,790
Stroke	684	2,347	1,521	372	523	2,222	1,104	539	2,816
Visual impairment	719	2,707	1,059	761	431	2,287	679	889	3,073
Other neurological	1,399	5,357	3,805	984	1,495	5,199	2,485	1,096	6,657
Other physical	1,197	4,901	3,121	764	720	3,769	1,584	1,254	5,685
Other sensory/speech	107	723	188	336	309	407	17	69	853
Other	394	1,657	960	440	447	1,428	520	395	1,978
Total	27,750	134,592	66,119	54,183	55,773	118,564	29,136	35,118	161,055

¹⁴⁸ 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 ¹⁴⁹

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%	76%	54%	19%	29%	82%	40%	26%
Autism	14%	87%	32%	41%	46%	72%	6%	17%
Cerebral palsy	21%	84%	55%	24%	26%	74%	24%	20%
Developmental delay	7%	93%	38%	69%	42%	70%	n/a	n/a
Down syndrome	19%	83%	48%	28%	33%	82%	23%	29%
Global developmental delay	8%	93%	41%	74%	43%	73%	n/a	n/a
Hearing impairment	17%	83%	20%	26%	16%	50%	9%	25%
Intellectual disability	21%	78%	39%	28%	36%	77%	25%	35%
Multiple sclerosis	23%	85%	69%	9%	16%	72%	35%	20%
Psychosocial disability	21%	73%	59%	22%	27%	83%	38%	33%
Spinal cord injury	26%	86%	62%	12%	14%	75%	36%	30%
Stroke	24%	83%	54%	13%	19%	79%	39%	19%
Visual impairment	23%	88%	34%	25%	14%	74%	22%	29%
Other neurological	21%	80%	57%	15%	22%	78%	37%	16%
Other physical	21%	86%	55%	13%	13%	66%	28%	22%
Other sensory/speech	13%	85%	22%	39%	36%	48%	2%	8%
Other	20%	84%	49%	22%	23%	72%	26%	20%
Total	17%	84%	41%	34%	35%	74%	18%	22%

¹⁴⁹ 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 ¹⁵⁰

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	4,084	19,731	9,701	3,113	4,843	14,505	6,294	3,833	66,104
Autism	32,104	424,794	79,252	110,787	110,343	185,250	13,273	37,334	993,137
Cerebral palsy	5,299	40,372	15,082	6,237	6,351	20,538	5,805	4,653	104,337
Developmental delay	3,512	102,980	20,060	39,081	20,366	36,006	11	30	222,046
Down syndrome	2,969	24,560	8,001	4,885	5,479	14,657	3,310	4,339	68,200
Global developmental delay	1,395	35,152	7,267	13,417	6,757	12,428	31	<11	76,449
Hearing impairment	4,853	42,056	6,187	8,959	4,979	16,149	2,378	6,806	92,367
Intellectual disability	22,233	144,494	45,327	32,820	39,745	93,321	24,935	34,667	437,542
Multiple sclerosis	2,351	14,401	8,101	795	1,490	7,371	3,323	1,866	39,698
Psychosocial disability	11,579	54,361	33,424	11,453	14,095	45,121	18,236	16,174	204,443
Spinal cord injury	2,189	11,055	5,073	777	932	5,917	2,520	2,053	30,516
Stroke	2,724	15,970	6,506	1,455	1,930	9,074	4,153	1,938	43,750
Visual impairment	3,257	20,673	4,631	3,385	1,745	10,612	2,687	3,548	50,538
Other neurological	5,340	35,548	16,372	3,925	5,630	20,669	8,995	3,883	100,362
Other physical	4,812	34,682	13,750	3,084	2,720	15,814	6,025	4,553	85,440
Other sensory/speech	395	5,510	708	1,354	1,116	1,540	45	231	10,899
Other	1,535	11,352	4,131	1,837	1,816	5,714	1,791	1,301	29,477
Total	110,631	1,037,691	283,573	247,364	230,337	514,686	103,812	127,211	2,655,305

¹⁵⁰ Participants have set over eighteen million goals in total across Australia since July 2016. The 2,655,305 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.63 Number of active plans by goal type and age group – New South Wales ¹⁵¹

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	1,898	23,312	10,250	18,179	10,808	18,621	11	<11	25,071
7 to 14	4,557	36,777	11,075	16,305	18,527	25,836	540	474	40,972
15 to 18	2,410	10,581	4,209	3,965	5,479	9,635	911	4,293	12,689
19 to 24	3,253	11,154	5,005	3,930	4,344	10,779	3,322	8,915	14,281
25 to 34	3,460	11,021	6,473	3,332	4,006	11,108	4,584	6,897	14,297
35 to 44	2,951	9,724	6,571	2,457	3,402	9,848	4,292	5,137	12,567
45 to 54	3,399	11,671	8,166	2,702	3,815	11,970	5,422	4,900	15,110
55 to 64	4,158	14,641	10,270	2,536	3,989	14,890	7,007	3,700	18,626
65+	1,664	5,711	4,100	777	1,403	5,877	3,047	800	7,442
Total	27,750	134,592	66,119	54,183	55,773	118,564	29,136	35,118	161,055

Table F.64 Percentage of active plans by goal type and age group – New South Wales ¹⁵²

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	8%	93%	41%	73%	43%	74%	0%	n/a
7 to 14	11%	90%	27%	40%	45%	63%	1%	1%
15 to 18	19%	83%	33%	31%	43%	76%	7%	34%
19 to 24	23%	78%	35%	28%	30%	75%	23%	62%
25 to 34	24%	77%	45%	23%	28%	78%	32%	48%
35 to 44	23%	77%	52%	20%	27%	78%	34%	41%
45 to 54	22%	77%	54%	18%	25%	79%	36%	32%
55 to 64	22%	79%	55%	14%	21%	80%	38%	20%
65+	22%	77%	55%	10%	19%	79%	41%	11%
Total	17%	84%	41%	34%	35%	74%	18%	22%

¹⁵¹ 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.

¹⁵² 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 F.65 Number of goals in active plans by goal type and age group – New South Wales ¹⁵³

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	7,642	216,912	46,991	86,462	44,206	80,772	38	<11	483,031
7 to 14	19,217	361,901	52,213	83,896	83,539	123,040	1,902	1,862	727,570
15 to 18	10,348	77,398	18,893	17,522	23,087	44,858	3,662	17,262	213,030
19 to 24	13,434	74,295	21,405	16,633	17,671	49,088	12,429	34,418	239,373
25 to 34	13,823	66,685	26,071	12,931	15,508	47,565	16,363	24,392	223,338
35 to 44	11,630	55,654	26,708	8,716	12,676	39,914	15,003	17,508	187,809
45 to 54	12,559	66,025	33,291	9,722	14,146	47,795	19,075	16,486	219,099
55 to 64	15,668	85,307	41,441	8,701	14,318	58,415	24,559	12,442	260,851
65+	6,310	33,514	16,560	2,781	5,186	23,239	10,781	2,833	101,204
Total	110,631	1,037,691	283,573	247,364	230,337	514,686	103,812	127,211	2,655,305

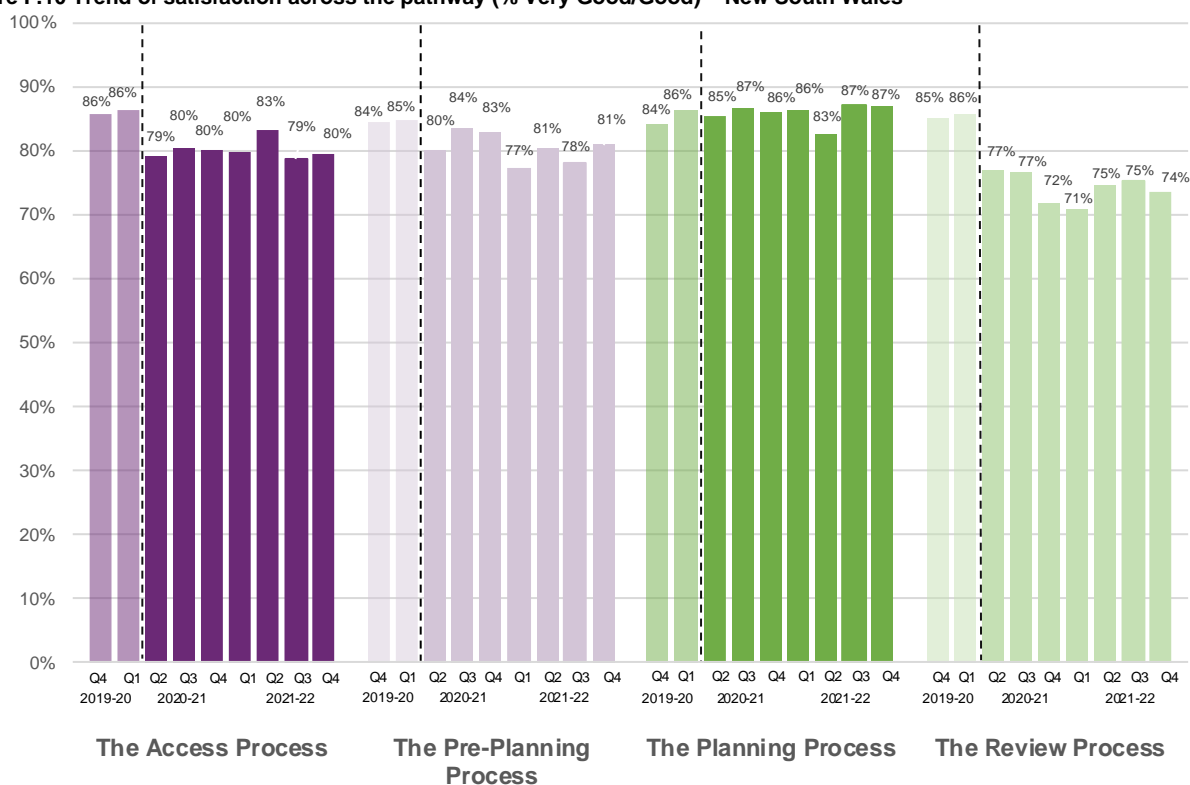
¹⁵³ Participants have set over eighteen million goals in total across Australia since July 2016. The 2,655,305 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

Table F.66 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ¹⁵⁴

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 1,575	n = 280
Are you happy with how coming into the NDIS has gone?	86%	85%
Was the person from the NDIS respectful?	98%	98%
Do you understand what will happen next with your plan?	81%	80%
% of participants rating their overall experience as Very Good or Good.	80%	80%
Pre-planning	n = 1,483	n = 210
Did the person from the NDIS understand how your disability affects your life?	86%	91%
Did you understand why you needed to give the information you did?	96%	93%
Were decisions about your plan clearly explained?	82%	80%
Are you clear on what happens next with your plan?	69%	69%
Do you know where to go for more help with your plan?	75%	77%
% of participants rating their overall experience as Very Good or Good.	80%	81%
Planning	n = 7,451	n = 1,032
Did the person from the NDIS understand how your disability affects your life?	91%	93%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	89%	91%
Are you clear on what happens next with your plan?	84%	86%
Do you know where to go for more help with your plan?	89%	89%
% of participants rating their overall experience as Very Good or Good.	86%	87%
Plan review	n = 22,377	n = 3,394
Did the person from the NDIS understand how your disability affects your life?	80%	80%
Did you feel prepared for your plan review?	86%	86%
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%	74%

¹⁵⁴ 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 ^{155 156}



¹⁵⁵ 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.

¹⁵⁶ Participant satisfaction results for prior quarters have been restated using data as at 30 June 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table F.67 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table F.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 ^{157 158}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	55	<11	60	53
Complaint about LAC Partner	422	45	467	423
Complaints about service providers	2,226	121	2,347	1,872
Complaints about the Agency	30,458	1,681	32,139	17,434
Critical/ Reportable Incident	2,717	464	3,181	2,489
Unclassified	1,520	<11	1,523	1,332
Total	37,398	2,319	39,717	20,808
% of the number of active participants	6.9%	5.8%	6.8%	

¹⁵⁷ Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

¹⁵⁸ % 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.

Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales

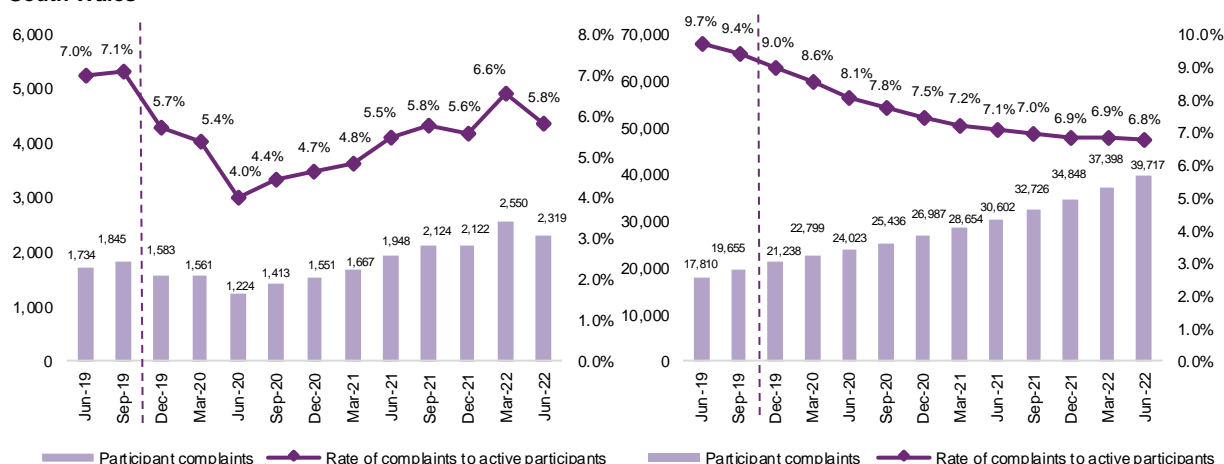


Table F.68 Participant complaints by type – New South Wales

Complaints by source, subject and type		Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request							
Complaints about the Agency							
Individual needs	2,388	(8%)	<11		2,389	(7%)	
Information unclear	740	(2%)	<11		740	(2%)	
NDIA Access	461	(2%)	52	(3%)	513	(2%)	
NDIA Engagement	14	(0%)	<11		16	(0%)	
NDIA Finance	1,285	(4%)	208	(12%)	1,493	(5%)	
NDIA Fraud and Compliance	68	(0%)	<11		77	(0%)	
NDIA Plan	4,510	(15%)	652	(39%)	5,162	(16%)	
NDIA Process	1,381	(5%)	189	(11%)	1,570	(5%)	
NDIA Resources	144	(0%)	11	(1%)	155	(0%)	
NDIA Staff	1,000	(3%)	105	(6%)	1,105	(3%)	
NDIA Timeliness	3,455	(11%)	408	(24%)	3,863	(12%)	
Participation, engagement and inclusion	180	(1%)	<11		180	(1%)	
Provider Portal	43	(0%)	<11		43	(0%)	
Quality & Safeguards Commission	<11		<11		11	(0%)	
Reasonable and necessary supports	2,280	(7%)	<11		2,280	(7%)	
Staff conduct - Agency	681	(2%)	<11		682	(2%)	
The way the NDIA carried out its decision making	1,248	(4%)	<11		1,258	(4%)	
Timeliness	5,956	(20%)	<11		5,956	(19%)	
Other	4,615	(15%)	31	(2%)	4,646	(14%)	
Total	30,458		1,681		32,139		
Complaint about ECA Partner							
ECA Engagement	<11		<11		<11		
ECA Fraud and Compliance	<11		<11		<11		
ECA Plan	<11		<11		<11		
ECA Process	<11		<11		<11		
ECA Resources	<11		<11		<11		
ECA Staff	27	(49%)	<11		30	(50%)	
ECA Timeliness	13	(24%)	<11		14	(23%)	
Other	<11		<11		<11		
Total	55		<11		60		
Complaint about LAC Partner							
LAC Engagement	<11		<11		<11		
LAC Fraud and Compliance	<11		<11		<11		
LAC Plan	77	(18%)	12	(27%)	89	(19%)	
LAC Process	46	(11%)	<11		50	(11%)	
LAC Resources	<11		<11		<11		

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Staff	254	(60%)	27	(60%)	281	(60%)
LAC Timeliness	36	(9%)	<11		38	(8%)
Other	<11		<11		<11	
Total	422		45		467	
<i>Complaints about service providers</i>						
Provider costs.	143	(6%)	<11		143	(6%)
Provider Finance	94	(4%)	<11		103	(4%)
Provider Fraud and Compliance	107	(5%)	12	(10%)	119	(5%)
Provider process	136	(6%)	<11		136	(6%)
Provider Service	472	(21%)	62	(51%)	534	(23%)
Provider Staff	200	(9%)	31	(26%)	231	(10%)
Service Delivery	235	(11%)	<11		235	(10%)
Staff conduct	208	(9%)	<11		210	(9%)
Supports being provided	254	(11%)	<11		255	(11%)
Other	377	(17%)	<11		381	(16%)
Total	2,226		121		2,347	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	862	(32%)	128	(28%)	990	(31%)
Allegations against Informal Supports	474	(17%)	13	(3%)	487	(15%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	424	(16%)	61	(13%)	485	(15%)
Provider reporting	954	(35%)	261	(56%)	1,215	(38%)
Other	<11		<11		<11	
Total	2,717		464		3,181	
<i>Unclassified</i>	1,520		<11		1,523	
Participants total	37,398		2,319		39,717	

Table F.69 AAT Cases by category at 30 June 2022 – New South Wales

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Access	769	24%	66	19%	835	23%
Plan	2,121	66%	251	71%	2,372	67%
Plan Review	176	5%	<11		178	5%
Other	141	4%	33	9%	174	5%
Total cases	3,207	100%	352	100%	3,559	100%
% of the number of active participants	0.59%		0.89%		0.61%	

Figure F.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales

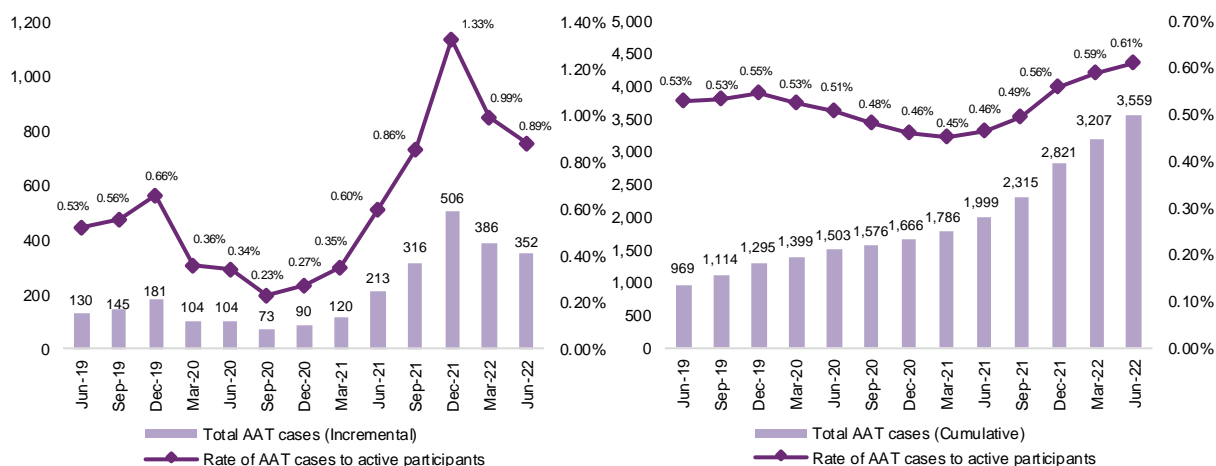


Table F.70 AAT cases by open/closed and decision – New South Wales ^{159 160}

	Number of cases	Number of unique active participants
AAT Cases	3,559	3,237
Open AAT Cases	1,120	1,113
Closed AAT Cases	2,439	2,223
<i>Resolved before hearing</i>	<i>2,352</i>	<i>2,146</i>
<i>Gone to hearing and received a substantive decision</i>	<i>87</i>	<i>77</i>

¹⁵⁹ Of the 87 cases which went to hearing and received a substantive decision: 37 affirmed the Agency's decision, 25 varied the Agency's decision and 25 set aside the Agency's decision.

¹⁶⁰ 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 ^{161 162}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.30	1.30
b) Number of providers delivering new types of supports	697	716
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	90%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	88%	89%
<i>Early Childhood Supports (%)</i>	88%	89%
<i>Assist Personal Activities (%)</i>	89%	90%

Table F.72 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – New South Wales ¹⁶³

Activity	Number of providers
Active for the first time in 2021-22 Q4	231
Active in 2021-22 Q4 and also in previous quarters	4,098
Active in 2021-22 Q4	4,329
Inactive in 2021-22 Q4	5,063
Active ever	9,392

¹⁶¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁶² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁶³ 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 ¹⁶⁴

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	332	6	338	2%
Assistance Animals	135	<5	139	3%
Assistance with daily life tasks in a group or shared living arrangement	1,208	65	1,273	5%
Assistance with travel/transport arrangements	962	24	986	2%
Daily Personal Activities	1,937	98	2,035	5%
Group and Centre Based Activities	1,340	35	1,375	3%
High Intensity Daily Personal Activities	1,302	51	1,353	4%
Household tasks	2,414	79	2,493	3%
Interpreting and translation	247	6	253	2%
Participation in community, social and civic activities	2,146	117	2,263	5%
Assistive Technology				
Assistive equipment for recreation	363	14	377	4%
Assistive products for household tasks	369	11	380	3%
Assistance products for personal care and safety	1,767	46	1,813	3%
Communication and information equipment	761	22	783	3%
Customised Prosthetics	828	27	855	3%
Hearing Equipment	331	10	341	3%
Hearing Services	92	<5	93	1%
Personal Mobility Equipment	1,063	39	1,102	4%
Specialised Hearing Services	131	6	137	5%
Vision Equipment	309	19	328	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,083	111	2,194	5%
Behaviour Support	850	27	877	3%
Community nursing care for high needs	688	35	723	5%
Development of daily living and life skills	1,380	45	1,425	3%
Early Intervention supports for early childhood	1,614	36	1,650	2%
Exercise Physiology and Physical Wellbeing activities	1,092	31	1,123	3%
Innovative Community Participation	490	22	512	4%
Specialised Driving Training	312	7	319	2%
Therapeutic Supports	4,774	80	4,854	2%
Capital services				
Home modification design and construction	658	16	674	2%
Specialist Disability Accommodation	173	6	179	3%
Vehicle Modifications	272	12	284	4%
Choice and control support services				
Management of funding for supports in participants plan	1,029	35	1,064	3%
Support Coordination	496	29	525	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	542	32	574	6%
Specialised Supported Employment	458	19	477	4%
Total	9,161	231	9,392	3%

¹⁶⁴ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table F.74 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2022 – New South Wales ¹⁶⁵

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	59	279	338	17%	83%	100%
Assistance Animals	20	119	139	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	168	1,105	1,273	13%	87%	100%
Assistance with travel/transport arrangements	206	780	986	21%	79%	100%
Daily Personal Activities	265	1,770	2,035	13%	87%	100%
Group and Centre Based Activities	180	1,195	1,375	13%	87%	100%
High Intensity Daily Personal Activities	188	1,165	1,353	14%	86%	100%
Household tasks	747	1,746	2,493	30%	70%	100%
Interpreting and translation	58	195	253	23%	77%	100%
Participation in community, social and civic activities	321	1,942	2,263	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	57	320	377	15%	85%	100%
Assistive products for household tasks	65	315	380	17%	83%	100%
Assistance products for personal care and safety	308	1,505	1,813	17%	83%	100%
Communication and information equipment	161	622	783	21%	79%	100%
Customised Prosthetics	176	679	855	21%	79%	100%
Hearing Equipment	54	287	341	16%	84%	100%
Hearing Services	13	80	93	14%	86%	100%
Personal Mobility Equipment	180	922	1,102	16%	84%	100%
Specialised Hearing Services	24	113	137	18%	82%	100%
Vision Equipment	49	279	328	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	405	1,789	2,194	18%	82%	100%
Behaviour Support	210	667	877	24%	76%	100%
Community nursing care for high needs	116	607	723	16%	84%	100%
Development of daily living and life skills	203	1,222	1,425	14%	86%	100%
Early Intervention supports for early childhood	532	1,118	1,650	32%	68%	100%
Exercise Physiology and Physical Wellbeing activities	280	843	1,123	25%	75%	100%
Innovative Community Participation	135	377	512	26%	74%	100%
Specialised Driving Training	89	230	319	28%	72%	100%
Therapeutic Supports	1,996	2,858	4,854	41%	59%	100%
Capital services						
Home modification design and construction	130	544	674	19%	81%	100%
Specialist Disability Accommodation	7	172	179	4%	96%	100%
Vehicle Modifications	49	235	284	17%	83%	100%
Choice and control support services						
Management of funding for supports in participants plan	186	878	1,064	17%	83%	100%
Support Coordination	80	445	525	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	83	491	574	14%	86%	100%
Specialised Supported Employment	69	408	477	14%	86%	100%
Total	3,322	6,070	9,392	35%	65%	100%

¹⁶⁵ Ibid.

Table F.75 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – New South Wales ¹⁶⁶

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	24	6	30	20%
Assistance Animals	58	<5	62	6%
Assistance with daily life tasks in a group or shared living arrangement	740	65	805	8%
Assistance with travel/transport arrangements	180	24	204	12%
Daily Personal Activities	1,178	98	1,276	8%
Group and Centre Based Activities	709	35	744	5%
High Intensity Daily Personal Activities	642	51	693	7%
Household tasks	1,087	79	1,166	7%
Interpreting and translation	69	6	75	8%
Participation in community, social and civic activities	1,340	117	1,457	8%
Assistive Technology				
Assistive equipment for recreation	47	14	61	23%
Assistive products for household tasks	54	11	65	17%
Assistance products for personal care and safety	800	46	846	5%
Communication and information equipment	304	22	326	7%
Customised Prosthetics	305	27	332	8%
Hearing Equipment	104	10	114	9%
Hearing Services	19	<5	20	5%
Personal Mobility Equipment	421	39	460	8%
Specialised Hearing Services	20	6	26	23%
Vision Equipment	112	19	131	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,253	111	1,364	8%
Behaviour Support	420	27	447	6%
Community nursing care for high needs	292	35	327	11%
Development of daily living and life skills	581	45	626	7%
Early Intervention supports for early childhood	620	36	656	5%
Exercise Physiology and Physical Wellbeing activities	500	31	531	6%
Innovative Community Participation	115	22	137	16%
Specialised Driving Training	87	7	94	7%
Therapeutic Supports	1,905	80	1,985	4%
Capital services				
Home modification design and construction	201	16	217	7%
Specialist Disability Accommodation	135	6	141	4%
Vehicle Modifications	52	12	64	19%
Choice and control support services				
Management of funding for supports in participants plan	637	35	672	5%
Support Coordination	175	29	204	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	248	32	280	11%
Specialised Supported Employment	308	19	327	6%
Total	4,098	231	4,329	5%

¹⁶⁶ Ibid.

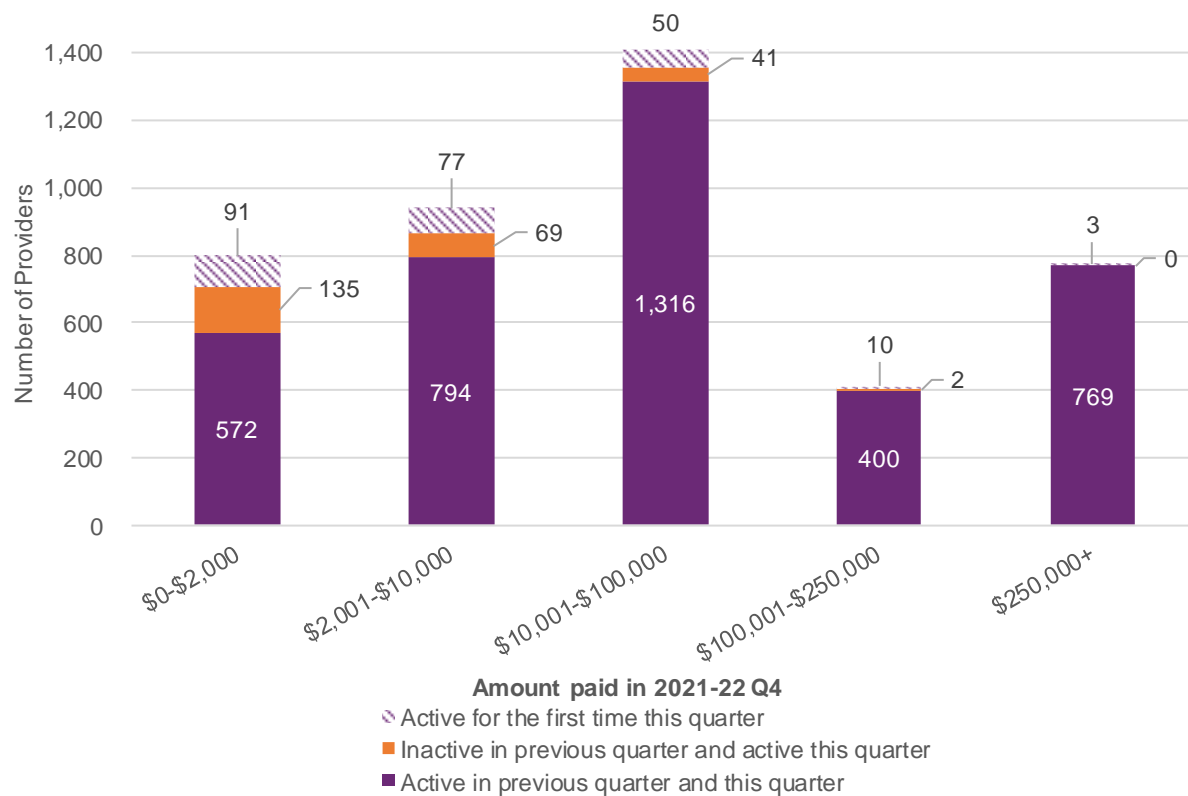
Table F.76 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – New South Wales¹⁶⁷

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	28	30		93%	100%
Assistance Animals	6	56	62	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	79	726	805	10%	90%	100%
Assistance with travel/transport arrangements	29	175	204	14%	86%	100%
Daily Personal Activities	151	1,125	1,276	12%	88%	100%
Group and Centre Based Activities	92	652	744	12%	88%	100%
High Intensity Daily Personal Activities	80	613	693	12%	88%	100%
Household tasks	245	921	1,166	21%	79%	100%
Interpreting and translation	14	61	75	19%	81%	100%
Participation in community, social and civic activities	184	1,273	1,457	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	6	55	61	10%	90%	100%
Assistive products for household tasks	11	54	65	17%	83%	100%
Assistance products for personal care and safety	114	732	846	13%	87%	100%
Communication and information equipment	52	274	326	16%	84%	100%
Customised Prosthetics	51	281	332	15%	85%	100%
Hearing Equipment	16	98	114	14%	86%	100%
Hearing Services	<5	18	20		90%	100%
Personal Mobility Equipment	64	396	460	14%	86%	100%
Specialised Hearing Services	<5	24	26		92%	100%
Vision Equipment	16	115	131	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	233	1,131	1,364	17%	83%	100%
Behaviour Support	79	368	447	18%	82%	100%
Community nursing care for high needs	48	279	327	15%	85%	100%
Development of daily living and life skills	91	535	626	15%	85%	100%
Early Intervention supports for early childhood	112	544	656	17%	83%	100%
Exercise Physiology and Physical Wellbeing activities	106	425	531	20%	80%	100%
Innovative Community Participation	27	110	137	20%	80%	100%
Specialised Driving Training	22	72	94	23%	77%	100%
Therapeutic Supports	606	1,379	1,985	31%	69%	100%
Capital services						
Home modification design and construction	29	188	217	13%	87%	100%
Specialist Disability Accommodation	<5	138	141		98%	100%
Vehicle Modifications	10	54	64	16%	84%	100%
Choice and control support services						
Management of funding for supports in participants plan	114	558	672	17%	83%	100%
Support Coordination	29	175	204	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	33	247	280	12%	88%	100%
Specialised Supported Employment	45	282	327	14%	86%	100%

¹⁶⁷ Ibid.

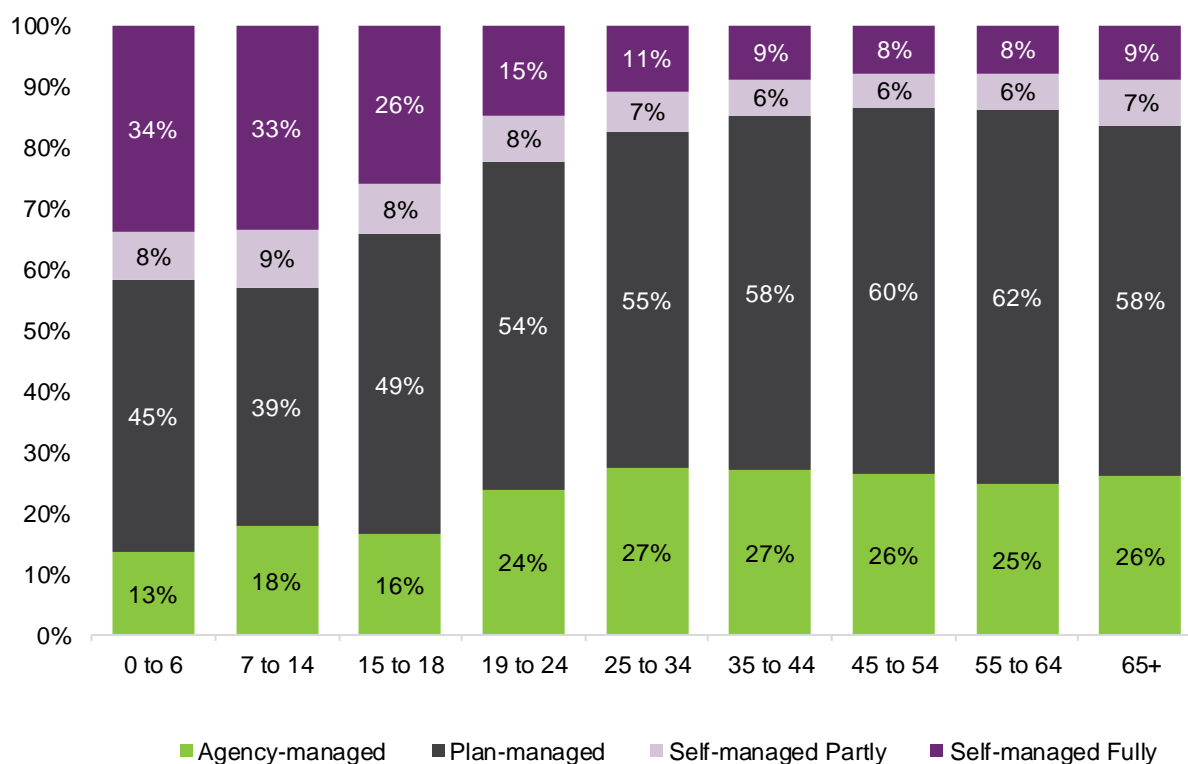
Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Total	1,065	3,264	4,329	25%	75%	100%

Figure F.13 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – New South Wales ¹⁶⁸



¹⁶⁸ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure F.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – New South Wales ^{169 170}



¹⁶⁹ For the total number of active participants in each age group, see Table F.18.

¹⁷⁰ 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 30 June 2022 – New South Wales ^{171 172}

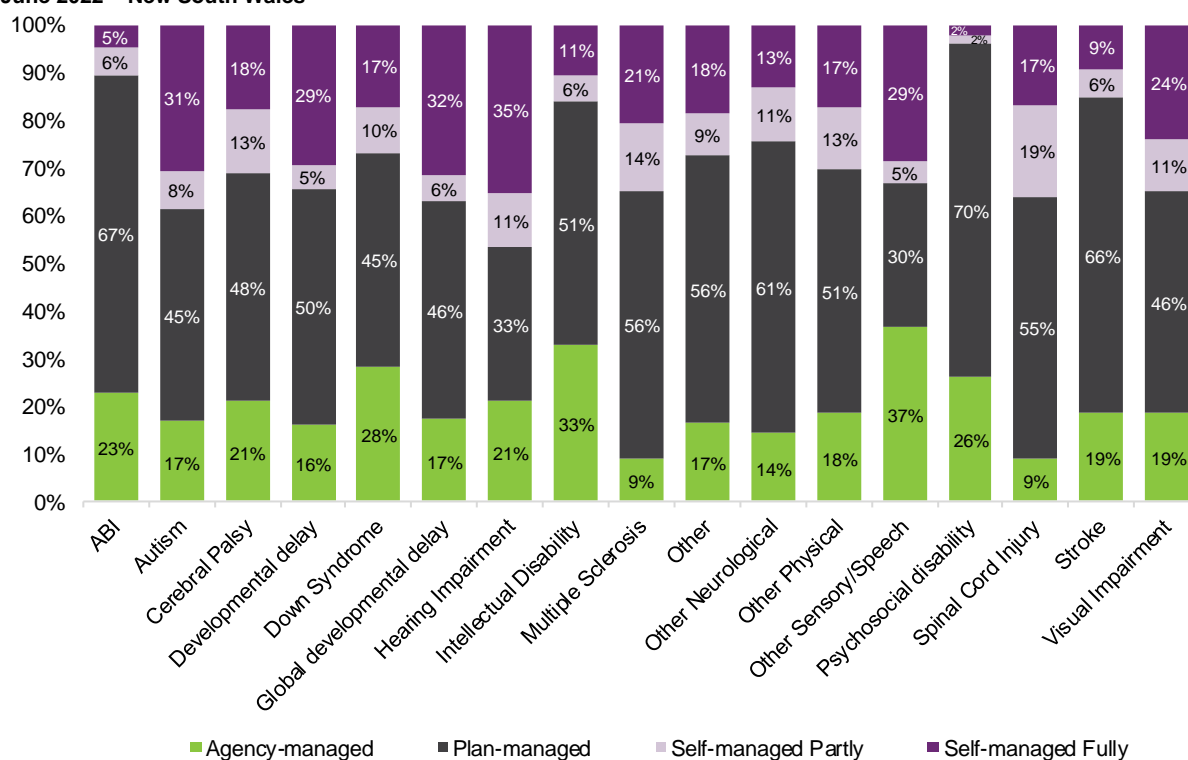


Table F.77 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ¹⁷³

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	21%	20%	21%
Self-managed partly	8%	8%	8%
Plan-managed	49%	54%	51%
Agency-managed	22%	18%	21%
Total	100%	100%	100%

¹⁷¹ For the total number of active participants in each primary disability group, see Table F.14.

¹⁷² 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.

¹⁷³ Ibid.

Figure F.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹⁷⁴

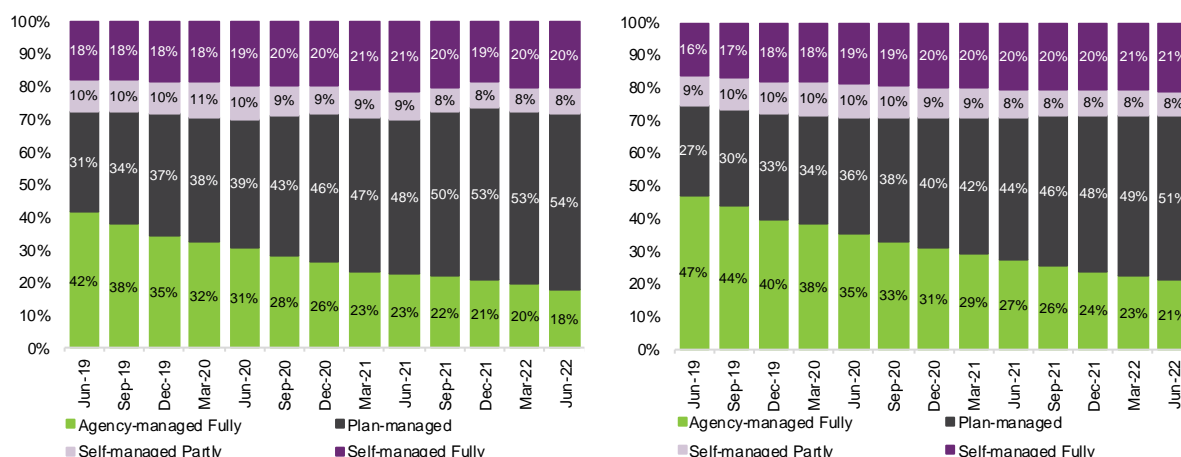


Table F.78 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales

	Prior Quarters	2021-22 Q4	Total
Self-managed	11%	12%	11%
Plan-managed	33%	49%	35%
Agency-managed	56%	39%	55%
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

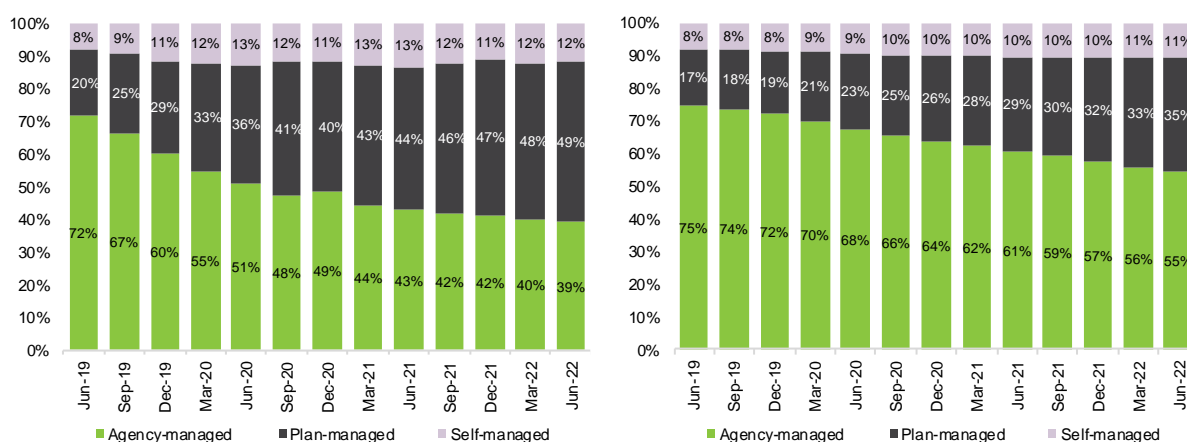


Table F.79 Distribution of active participants by support coordination and quarter of plan approval – New South Wales

	Prior Quarters	2021-22 Q4	Total
Support coordination	41%	45%	42%

¹⁷⁴ 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.80 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹⁷⁵

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	95,564	69%	3,225	68%	98,789	69%
30 to 59 days	16,785	12%	604	13%	17,389	12%
60 to 89 days	7,393	5%	327	7%	7,720	5%
Activated within 90 days	119,742	87%	4,156	87%	123,898	87%
90 to 119 days	4,121	3%	171	4%	4,292	3%
120 days and over	11,636	8%	173	4%	11,809	8%
Activated after 90 days	15,757	11%	344	7%	16,101	11%
No payments	2,114	2%	265	6%	2,379	2%
Total plans approved	137,613	100%	4,765	100%	142,378	100%

¹⁷⁵ Plans approved after the end of 2021-22 Q2 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 30 June 2022 – New South Wales ¹⁷⁶

	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	10,407	10,844	96%
Not Aboriginal and Torres Strait Islander	91,941	94,215	98%
Not Stated	34,721	35,556	98%
Total	137,069	140,615	97%
by Culturally and Linguistically Diverse status			
CALD	14,729	15,073	98%
Not CALD	122,144	125,340	97%
Not Stated	196	202	97%
Total	137,069	140,615	97%
by Remoteness			
Major Cities	96,128	98,518	98%
Regional	40,408	41,543	97%
Remote	530	550	96%
Missing	<11	<11	
Total	137,069	140,615	97%
by Primary Disability type			
Autism	47,407	48,324	98%
Intellectual disability (including Down syndrome)	28,425	29,069	98%
Psychosocial disability	13,827	14,141	98%
Developmental delay (including global developmental delay)	9,663	9,978	97%
Other	37,747	39,103	97%
Total	137,069	140,615	97%
by Gender			
Male	85,961	88,249	97%
Female	49,643	50,869	98%
Other	1,465	1,497	98%
Total	137,069	140,615	97%
by Age Group			
0-6	16,034	16,342	98%
7-14	36,795	37,711	98%
15-18	11,168	11,541	97%
19-24	12,905	13,558	95%
25-34	12,783	13,245	97%
35-44	11,053	11,298	98%
45-54	13,230	13,489	98%
55-64	16,044	16,270	99%
65+	7,057	7,161	99%
Total	137,069	140,615	97%

¹⁷⁶ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table F.82 Distribution of plans by utilisation – New South Wales ^{177 178}

Plan utilisation	Total
0 to 50%	27%
50% to 75%	23%
> 75%	50%
Total	100%

Table F.83 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹⁷⁹

	Prior Quarters	2021-22 Q4	Total
Daily Activities	12%	12%	12%
Health & Wellbeing	73%	75%	73%
Lifelong Learning	28%	31%	29%
Other	20%	23%	21%
Non-categorised	12%	9%	12%
Any mainstream service	96%	96%	96%

¹⁷⁷ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁷⁸ 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.

¹⁷⁹ 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
Total Committed	50.6	185.0	352.8	1,773.6	4,291.4	5,931.4	8,081.0	10,221.1	11,247.1

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – New South Wales

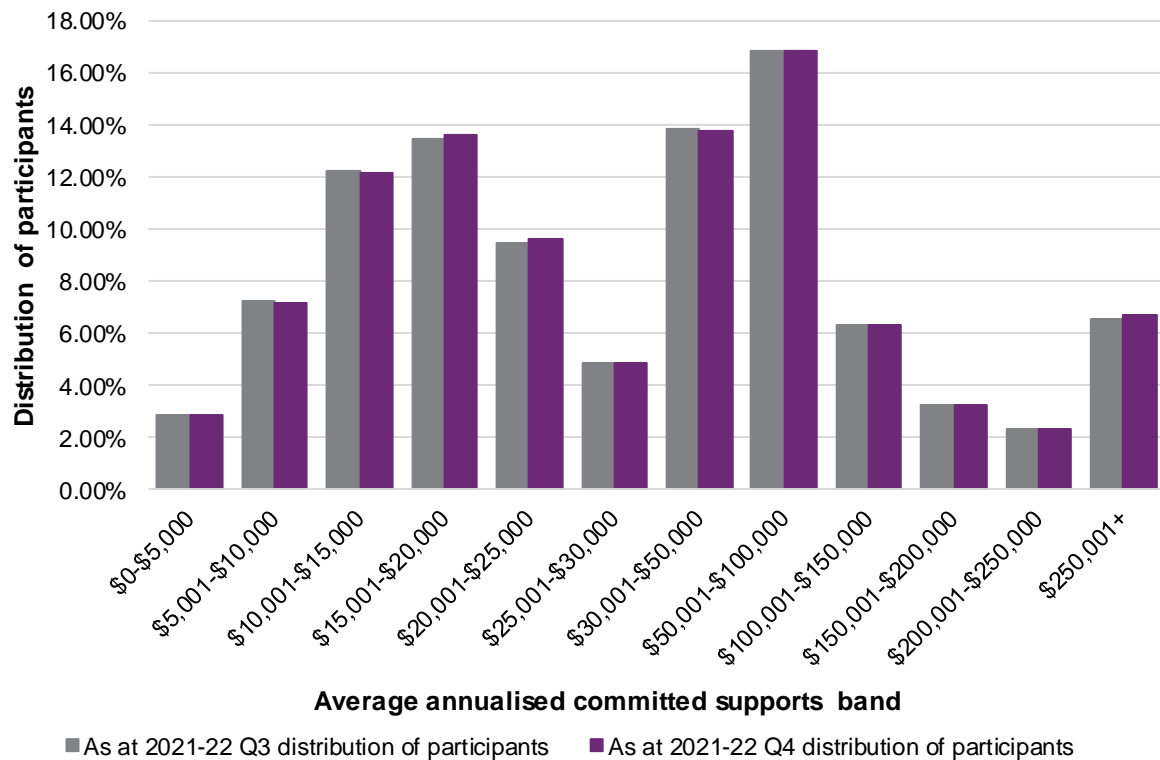
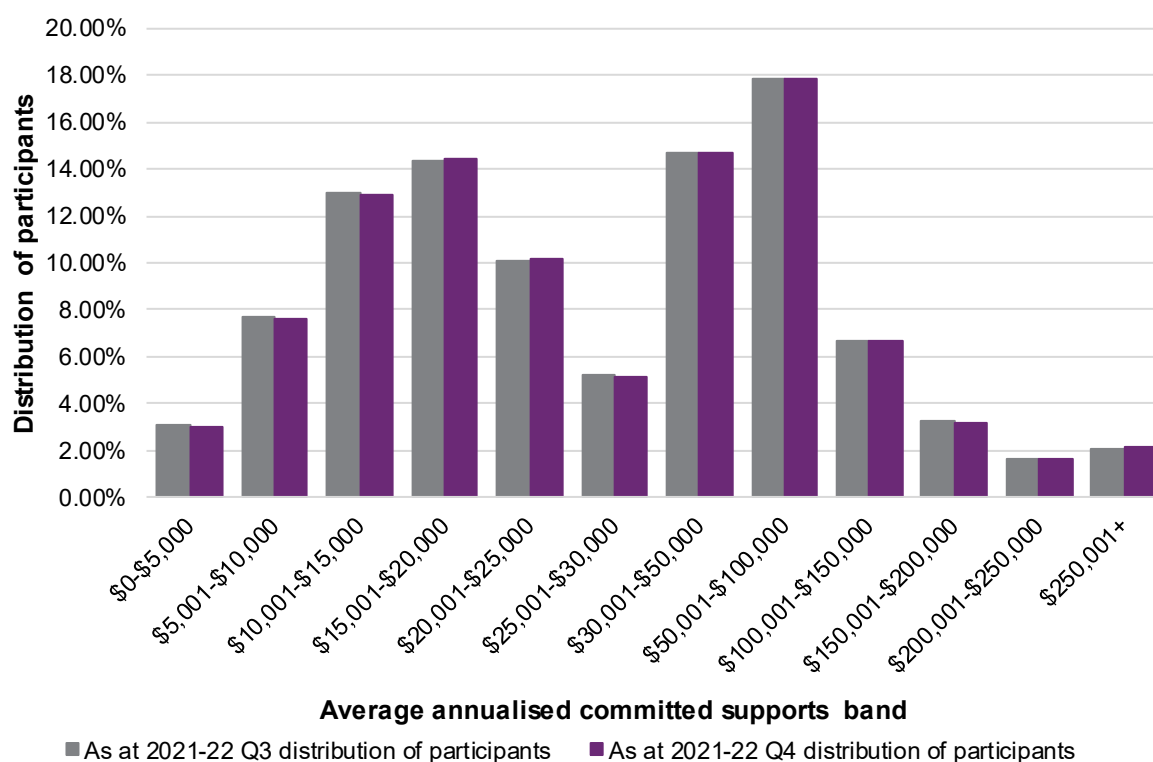


Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – New South Wales



Note: In Figures F.20 to F.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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.20 Average annualised committed supports and average payments by age group as at 30 June 2022 – New South Wales



Figure F.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – New South Wales

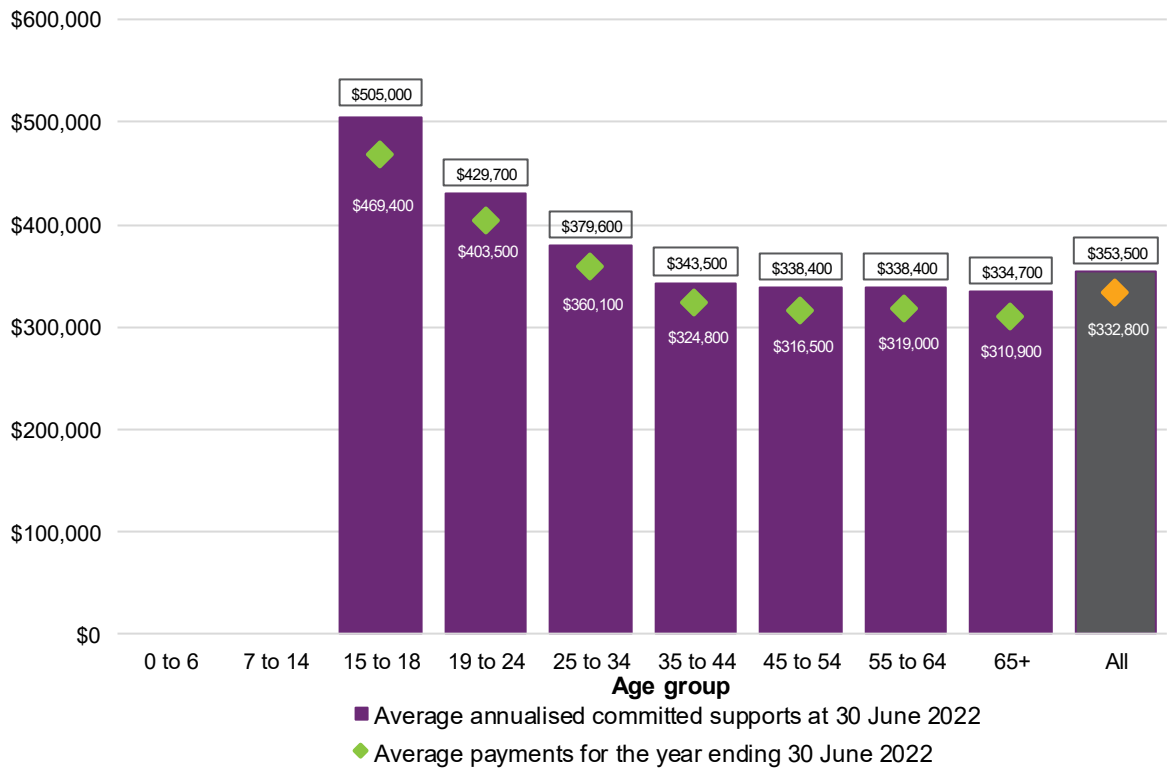


Figure F.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – New South Wales

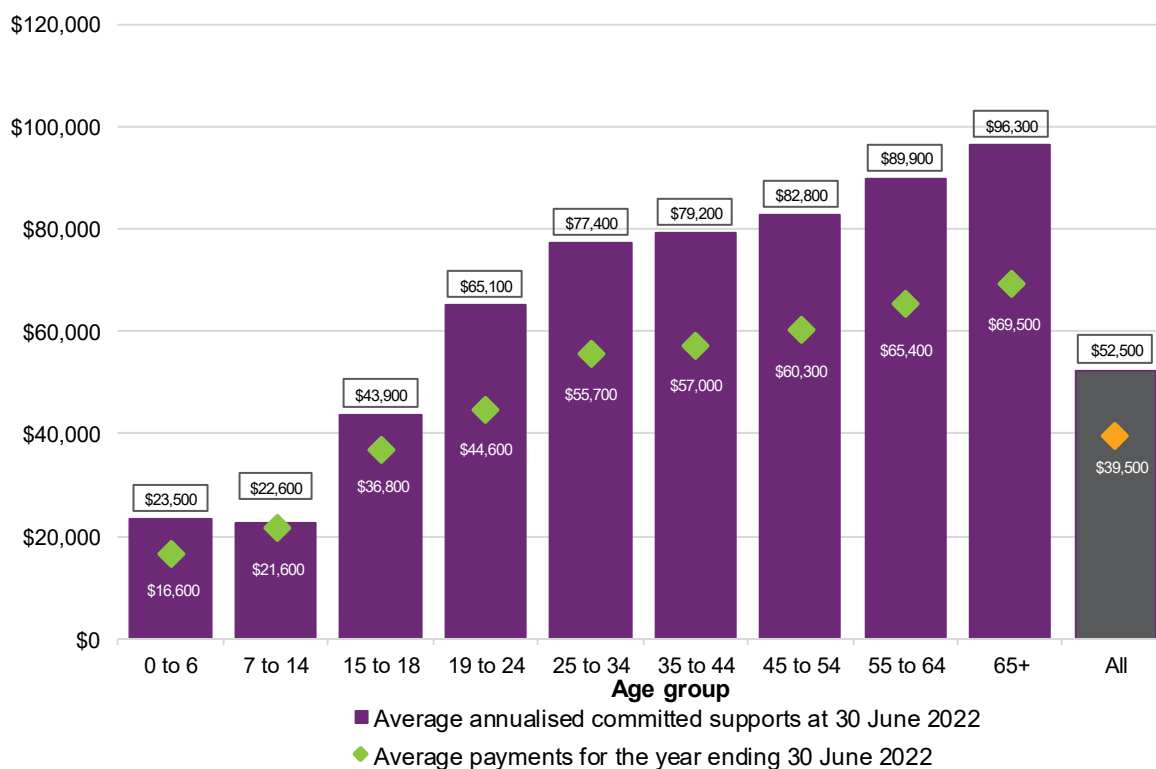


Figure F.23 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – New South Wales

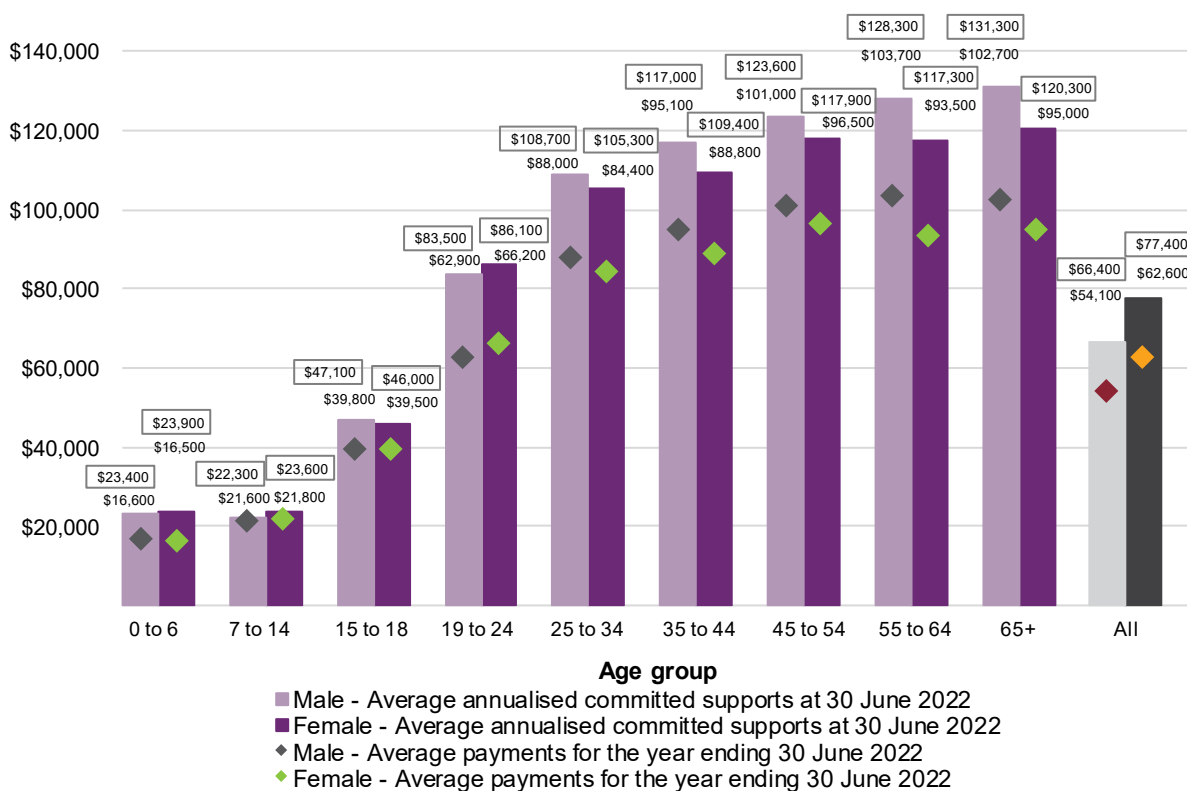


Figure F.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – New South Wales

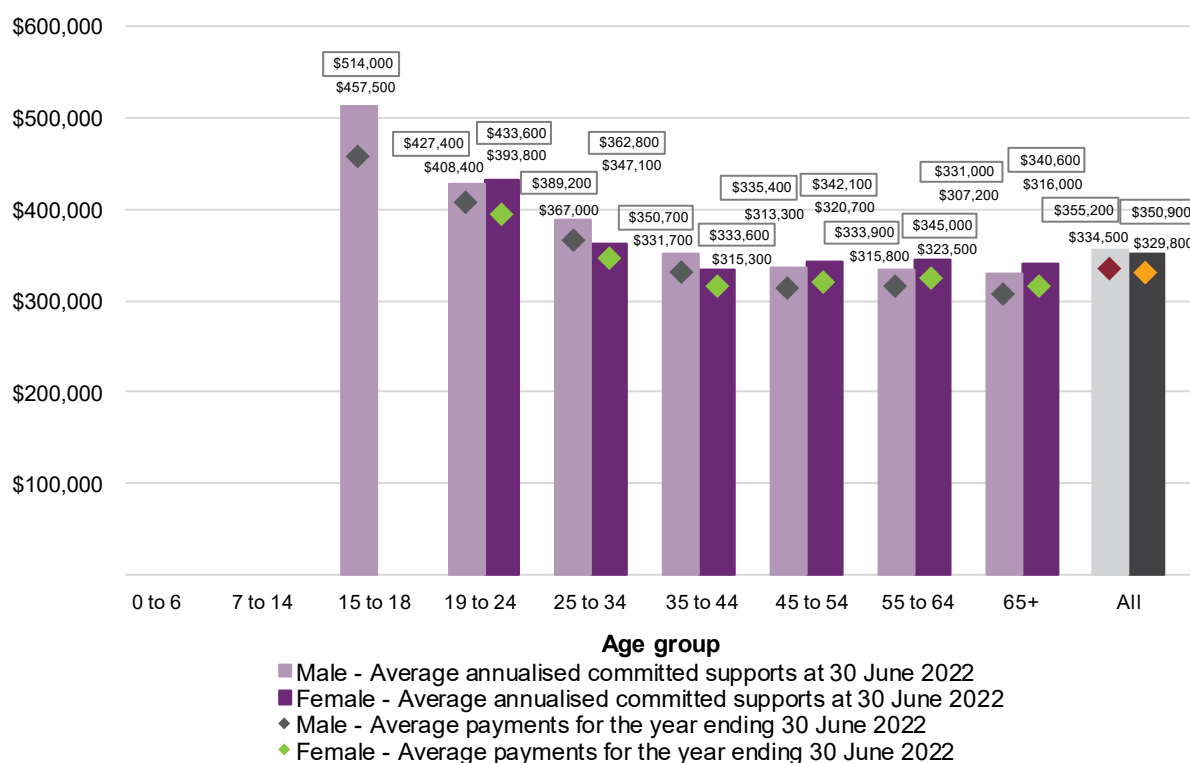


Figure F.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – New South Wales

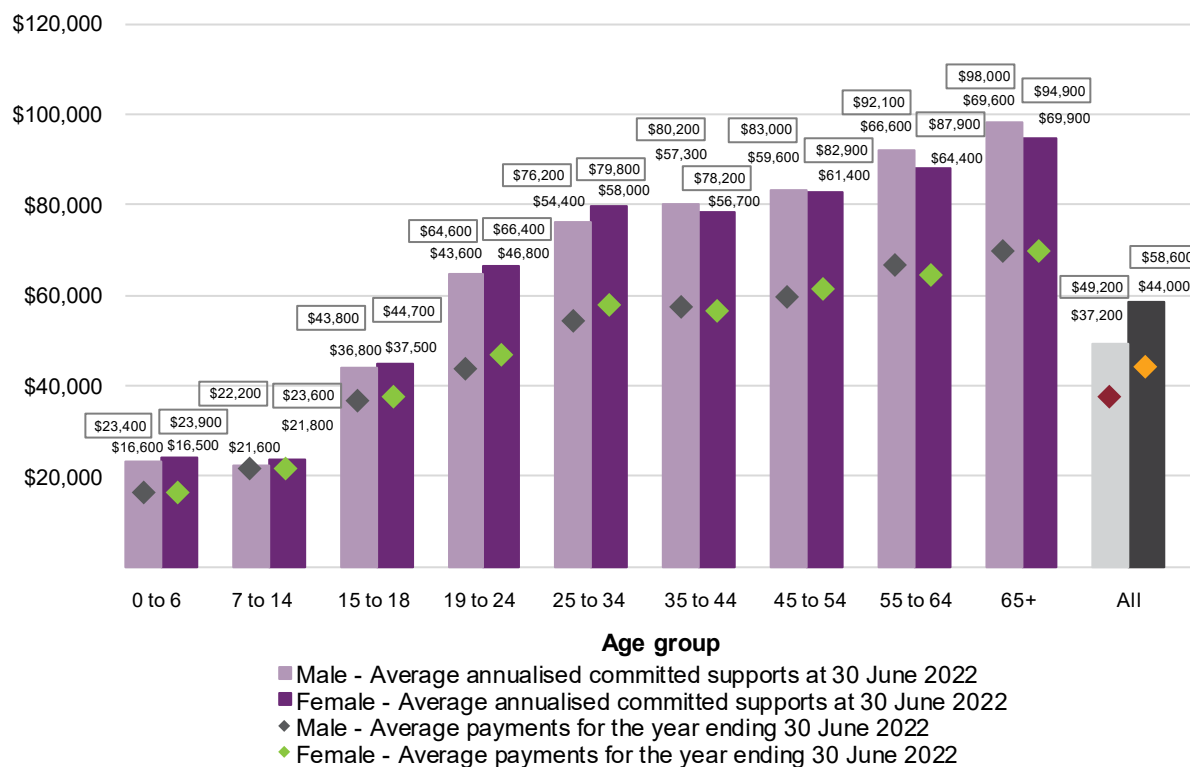


Figure F.26 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – New South Wales

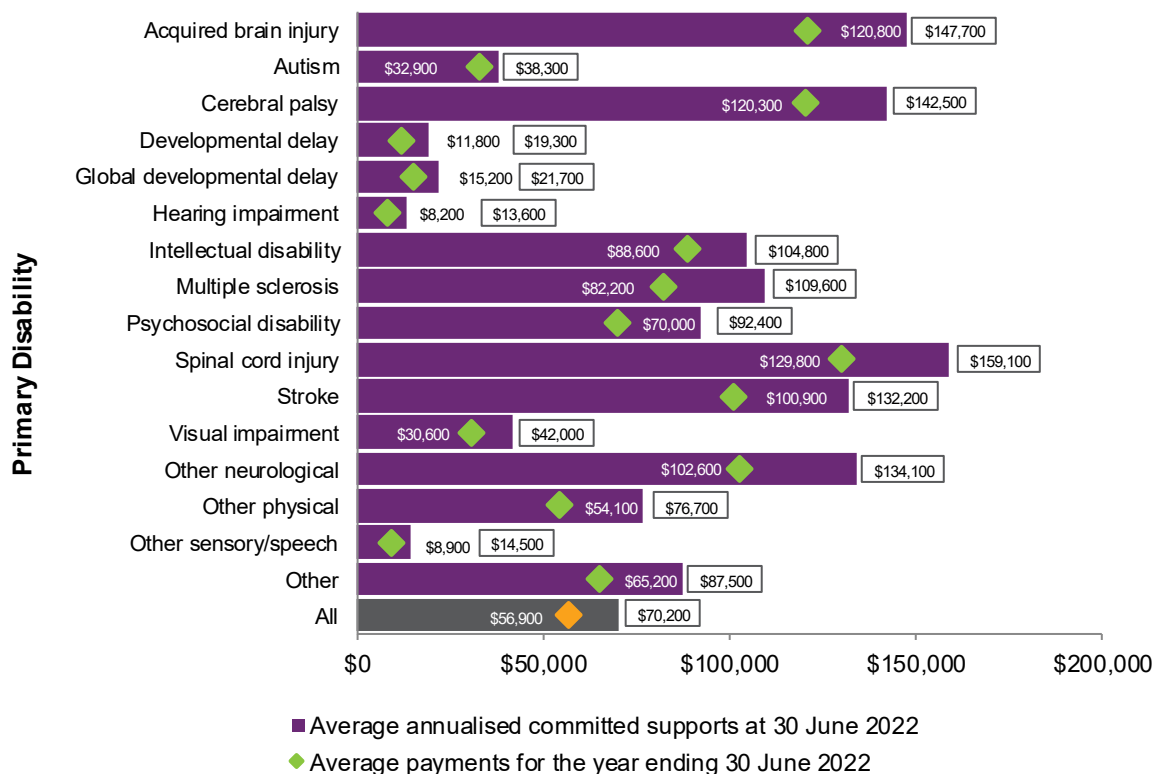


Figure F.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – New South Wales

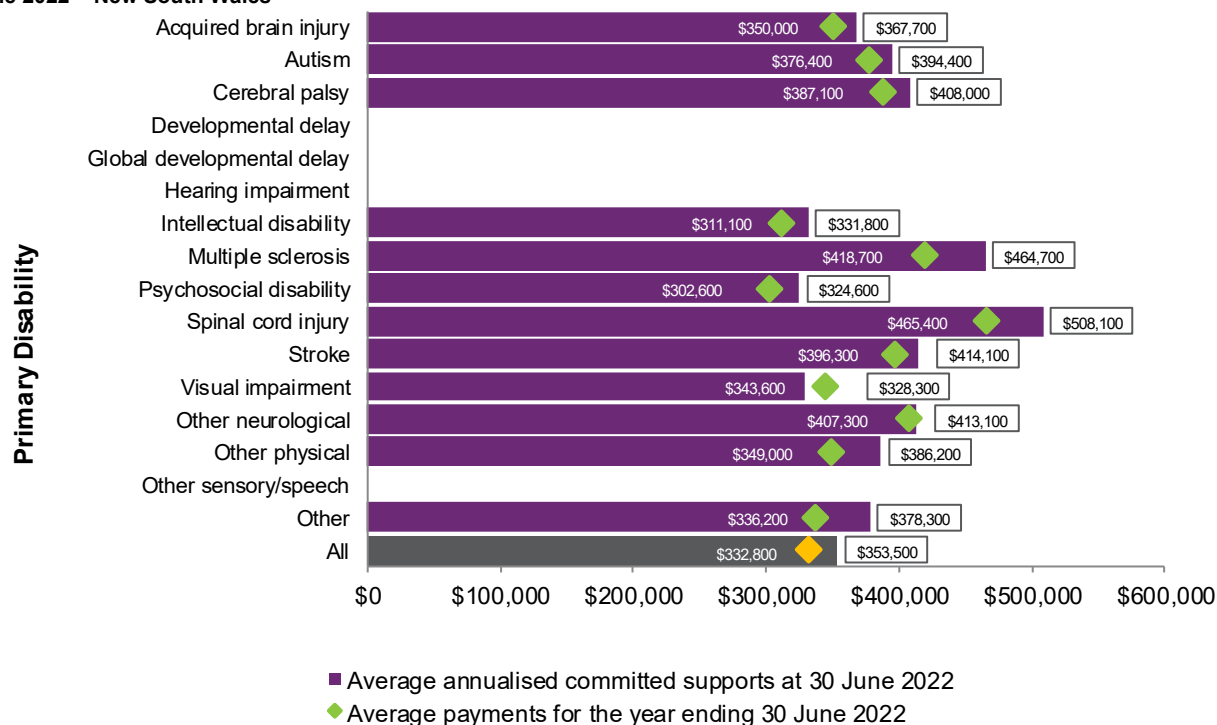


Figure F.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – New South Wales

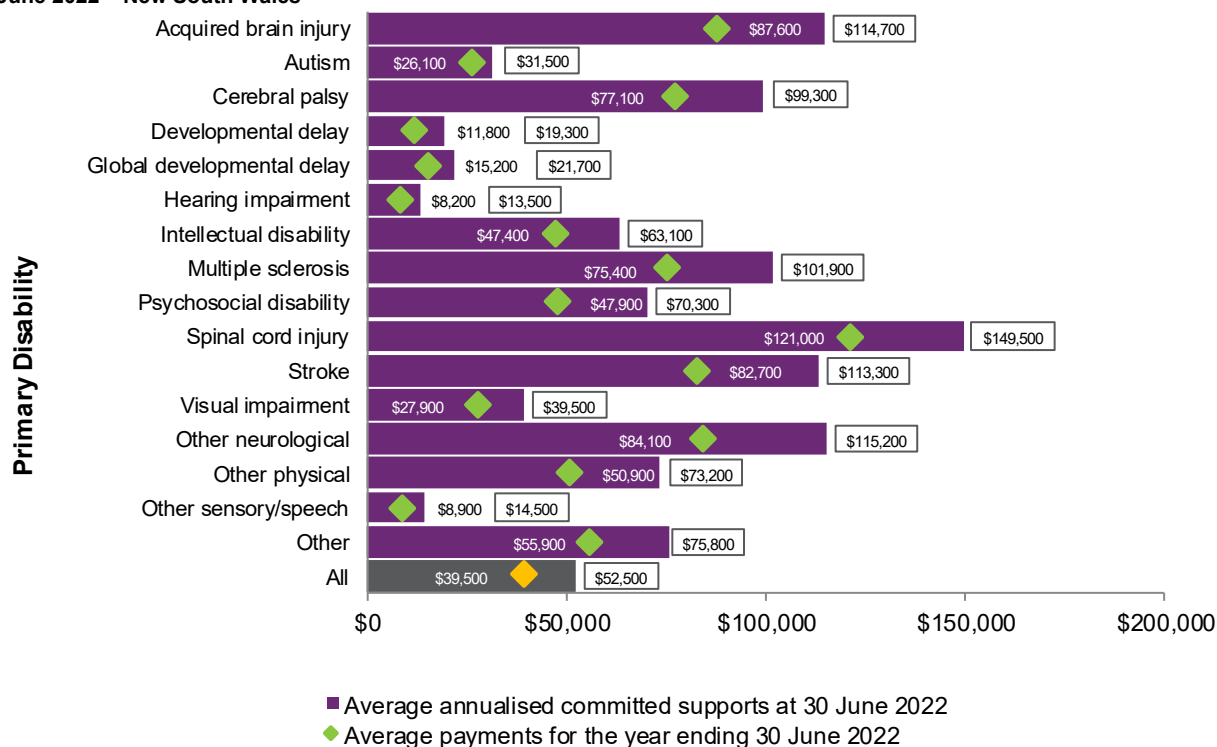


Figure F.29 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – New South Wales

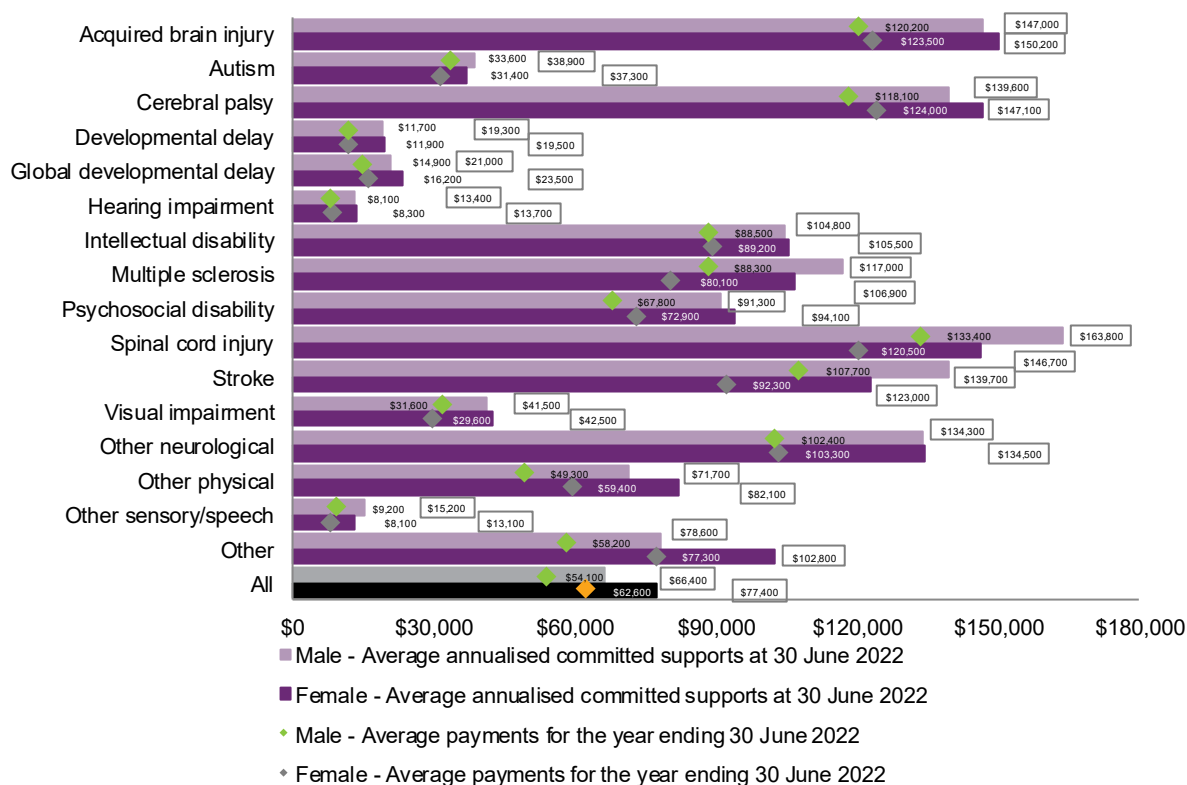


Figure F.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – New South Wales

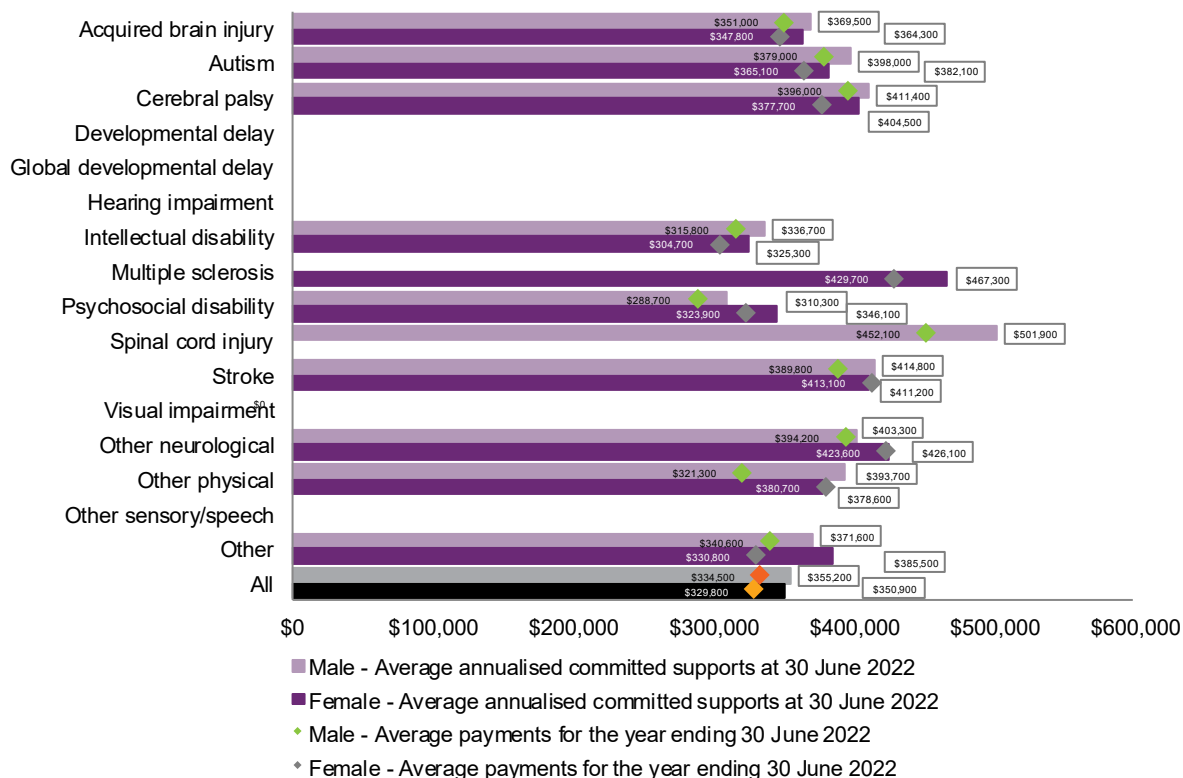


Figure F.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – New South Wales

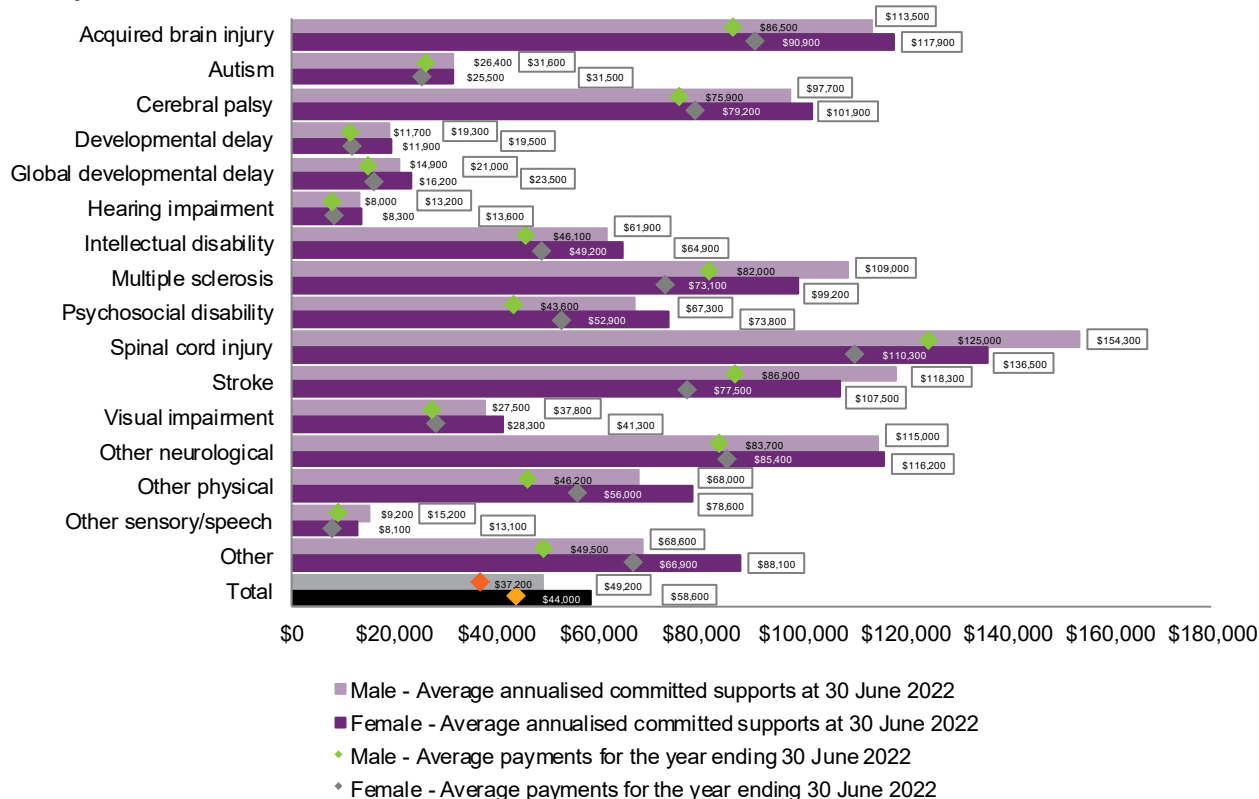


Figure F.32 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – New South Wales

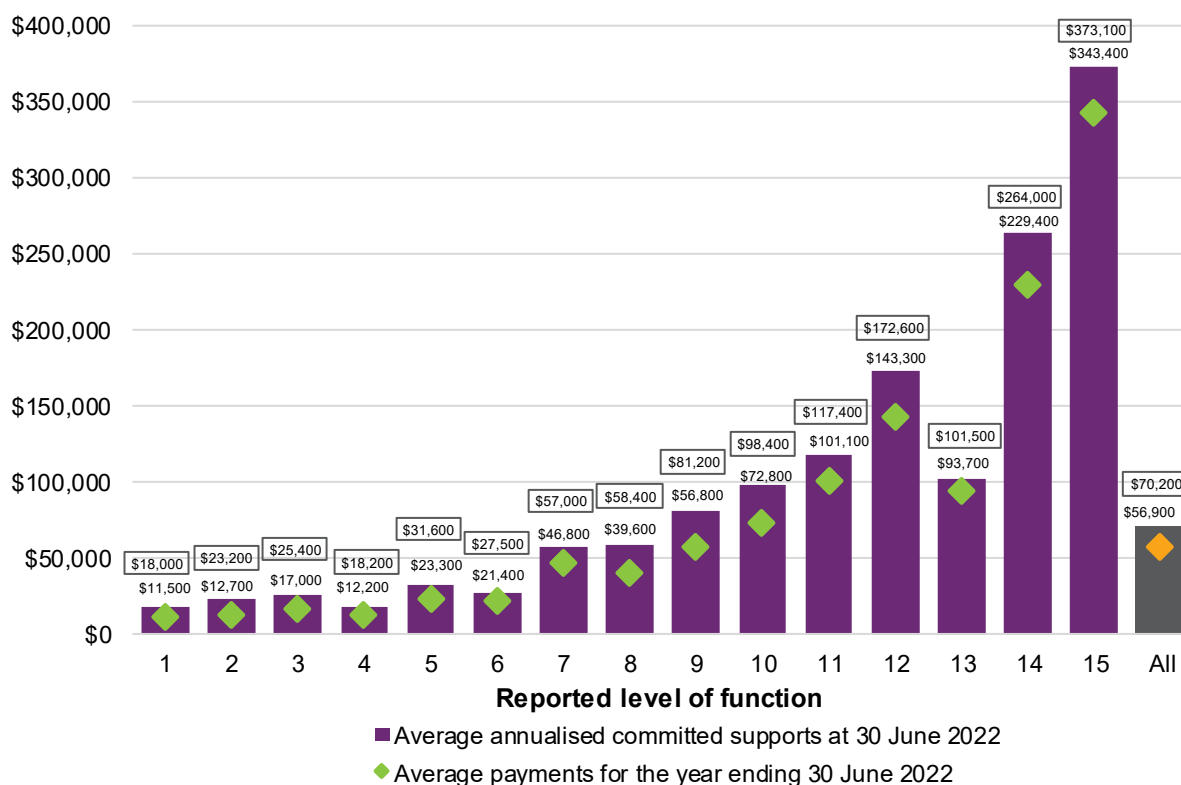


Figure F.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – New South Wales

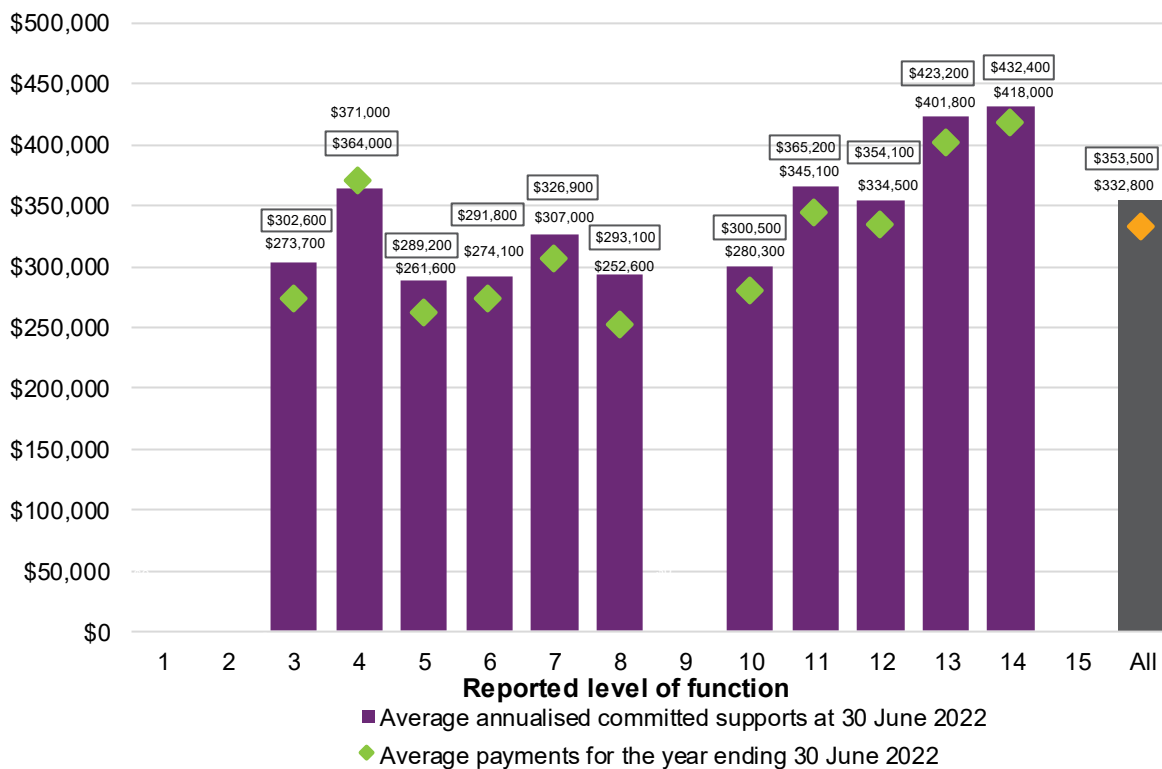


Figure F.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – New South Wales

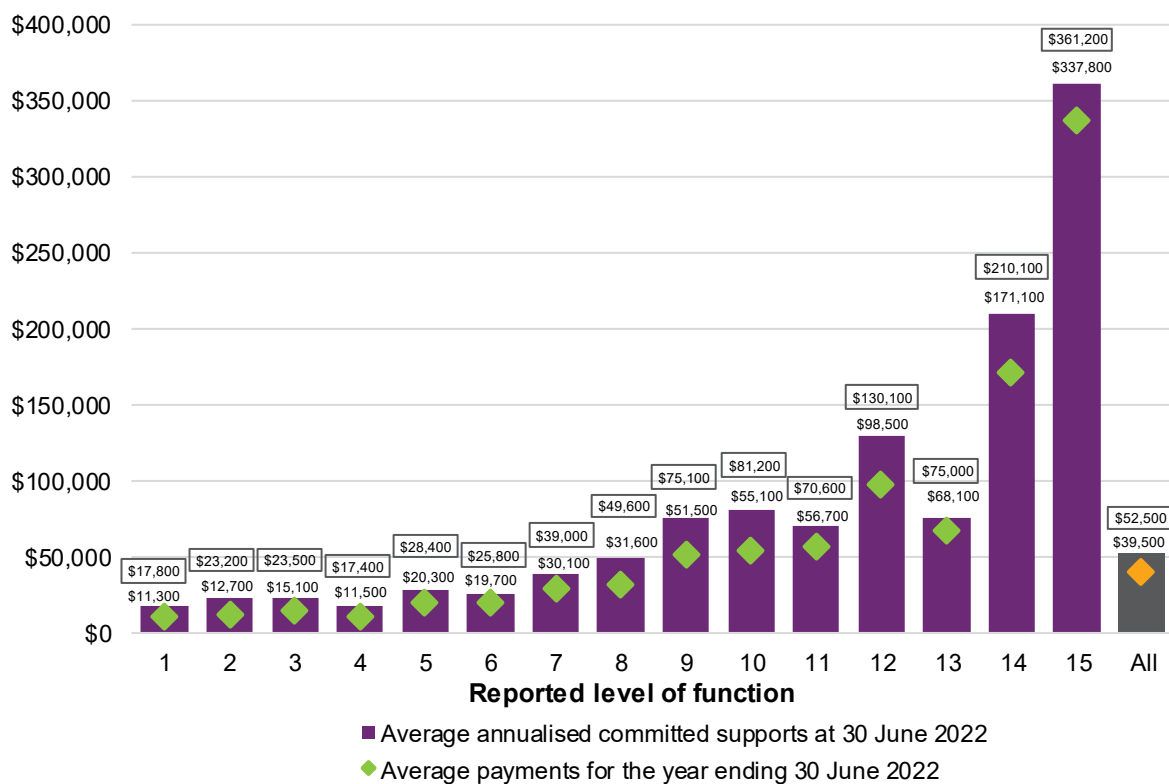
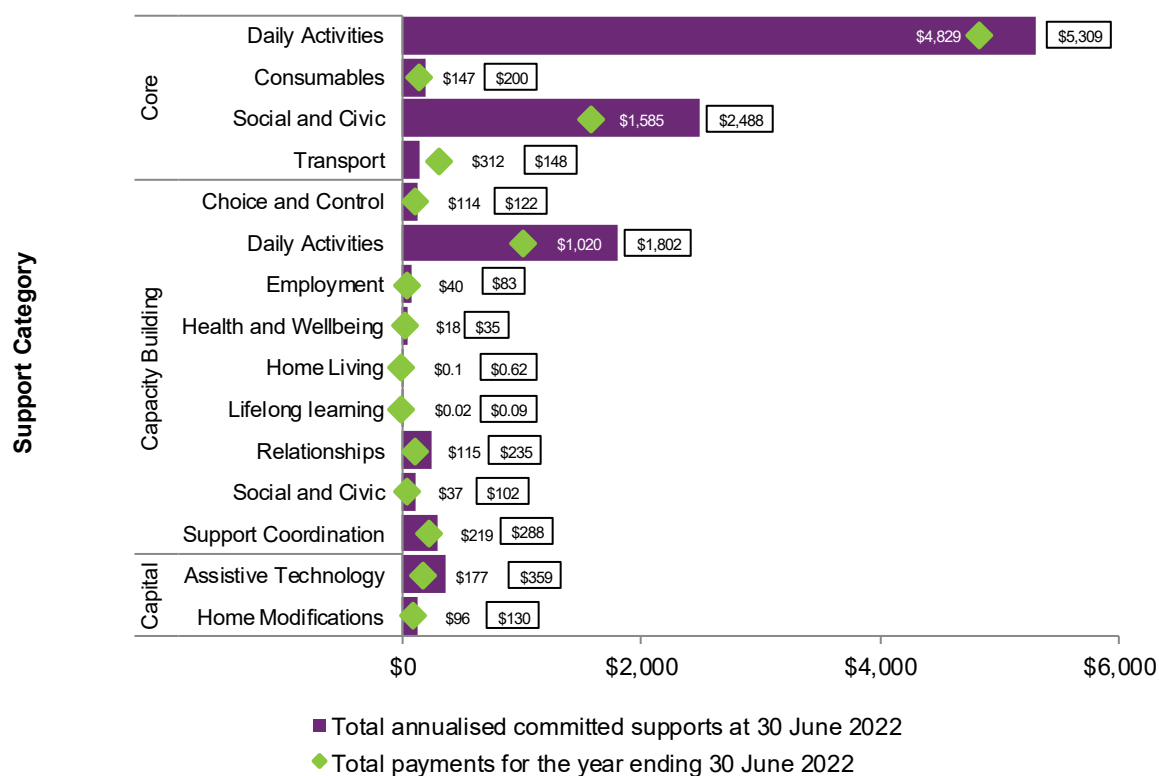


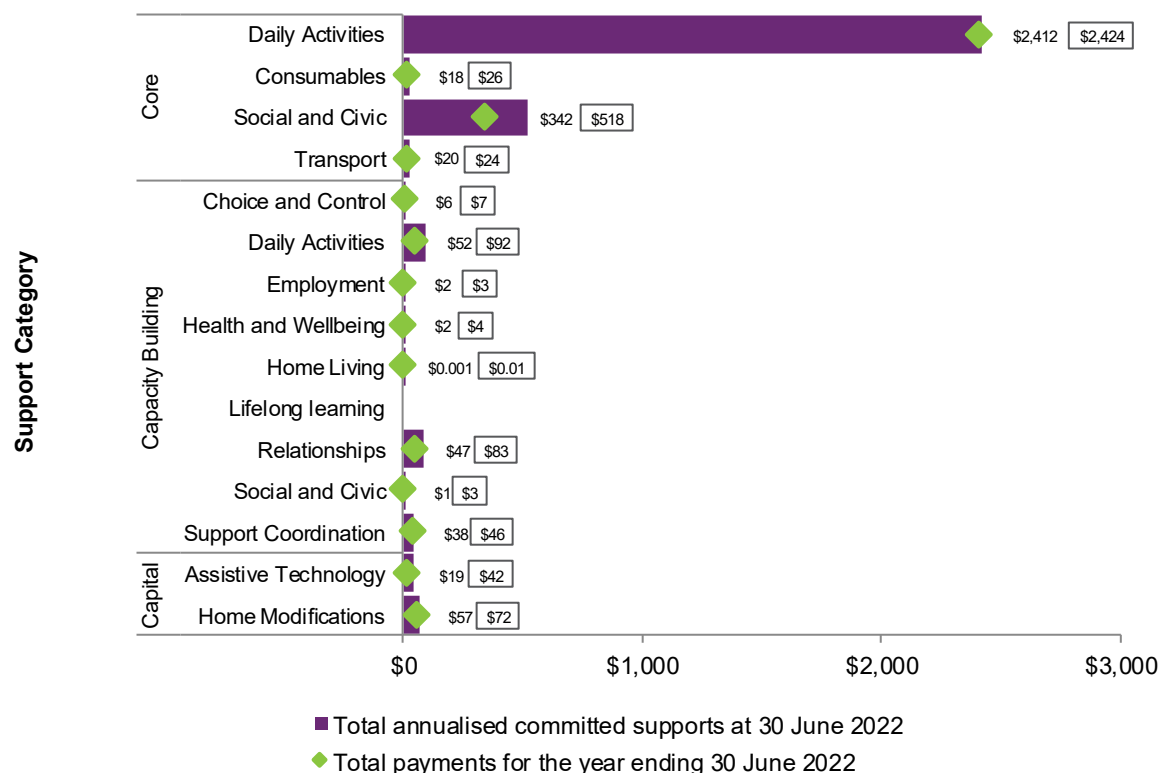
Figure F.35 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – New South Wales ^{180 181}



¹⁸⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

¹⁸¹ Total payments for home modifications in New South Wales were \$96.4m. Of which, \$69.6m (72%) has been paid for specialised disability accommodation (SDA) supports, and \$26.8m (28%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.5m processed off-system in New South Wales in June 2022. Total annualised committed supports for home modifications in New South Wales were \$129.9m. Of which, \$92.2m (71%) has been allocated for specialised disability accommodation (SDA) supports, and \$37.7m (29%) has been allocated for non-SDA supports.

Figure F.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2022 (\$m) – New South Wales ^{182 183}



¹⁸² Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

¹⁸³ Total payments for home modifications in New South Wales were \$57.5m. Of which, \$57.3m (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.3%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.2m processed off-system in New South Wales in June 2022. Total annualised committed supports for home modifications in New South Wales were \$71.6m. Of which, \$71.0m (99.1%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6m (0.9%) 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 30 June 2022 (\$m) – New South Wales ^{184 185}

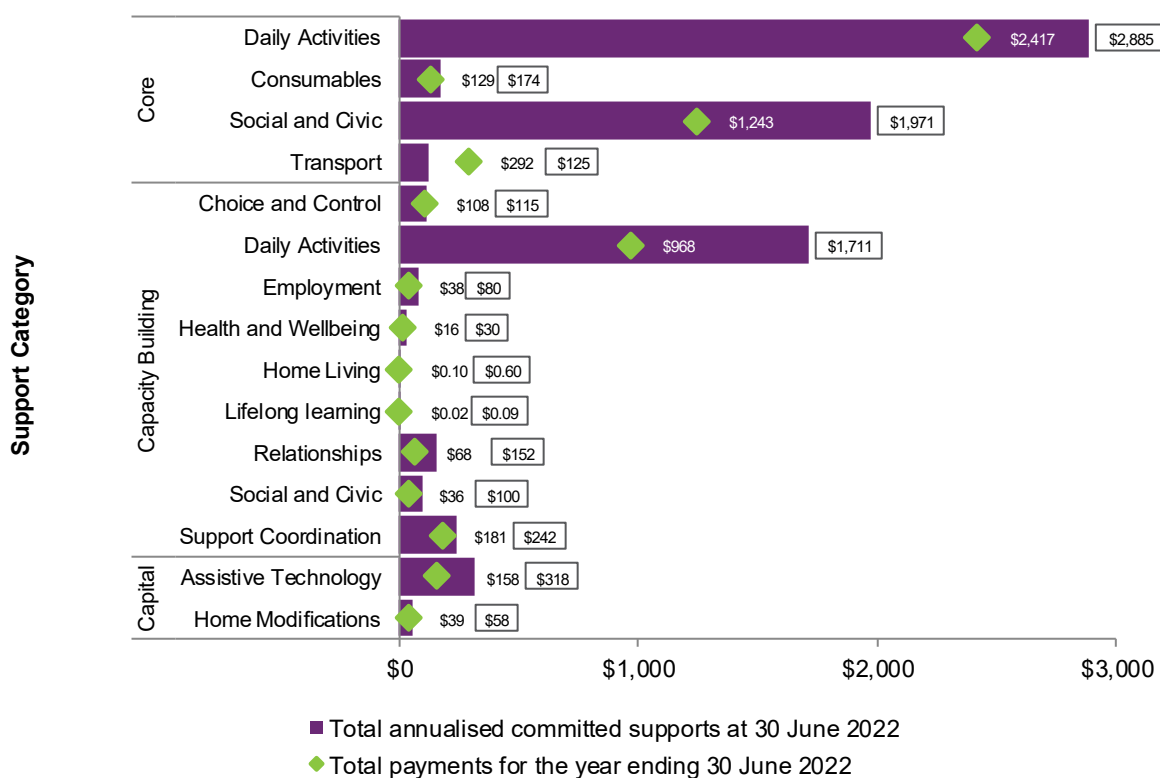


Table F.85 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ¹⁸⁶

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	50.6	185.0	352.8	1,773.6	4,291.4	5,931.4	8,081.0	10,221.1	11,247.1
Total Paid	37.4	141.8	260.4	1,212.5	3,113.4	4,492.3	6,009.4	7,743.8	8,544.5
% utilised to date	74%	77%	74%	68%	73%	76%	74%	76%	76%

¹⁸⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

¹⁸⁵ Total payments for home modifications in New South Wales were \$39m. Of which, \$12.3m (32%) has been paid for specialised disability accommodation (SDA) supports, and \$26.7m (68%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in New South Wales in June 2022. Total annualised committed supports for home modifications in New South Wales were \$58.3m. Of which, \$21.2m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$37.1m (64%) has been allocated for non-SDA supports.

¹⁸⁶ 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 March 2022 and 30 June 2022 – New South Wales

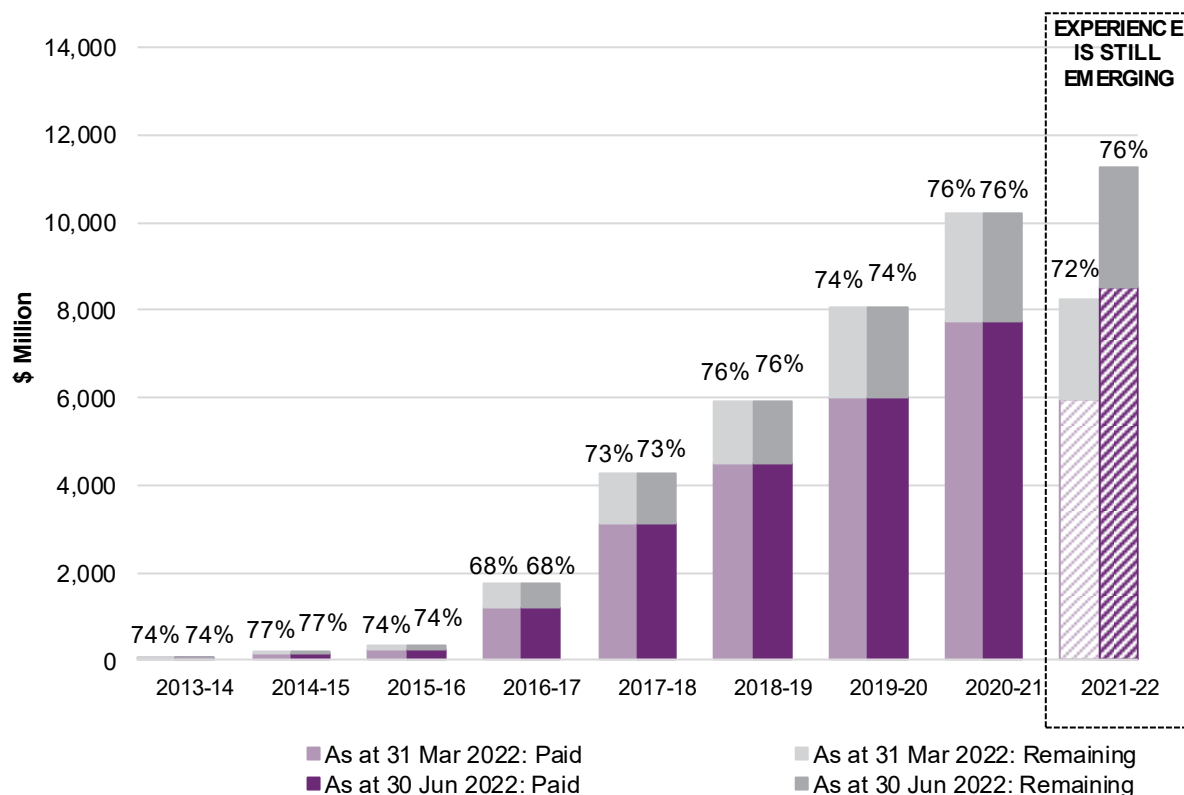
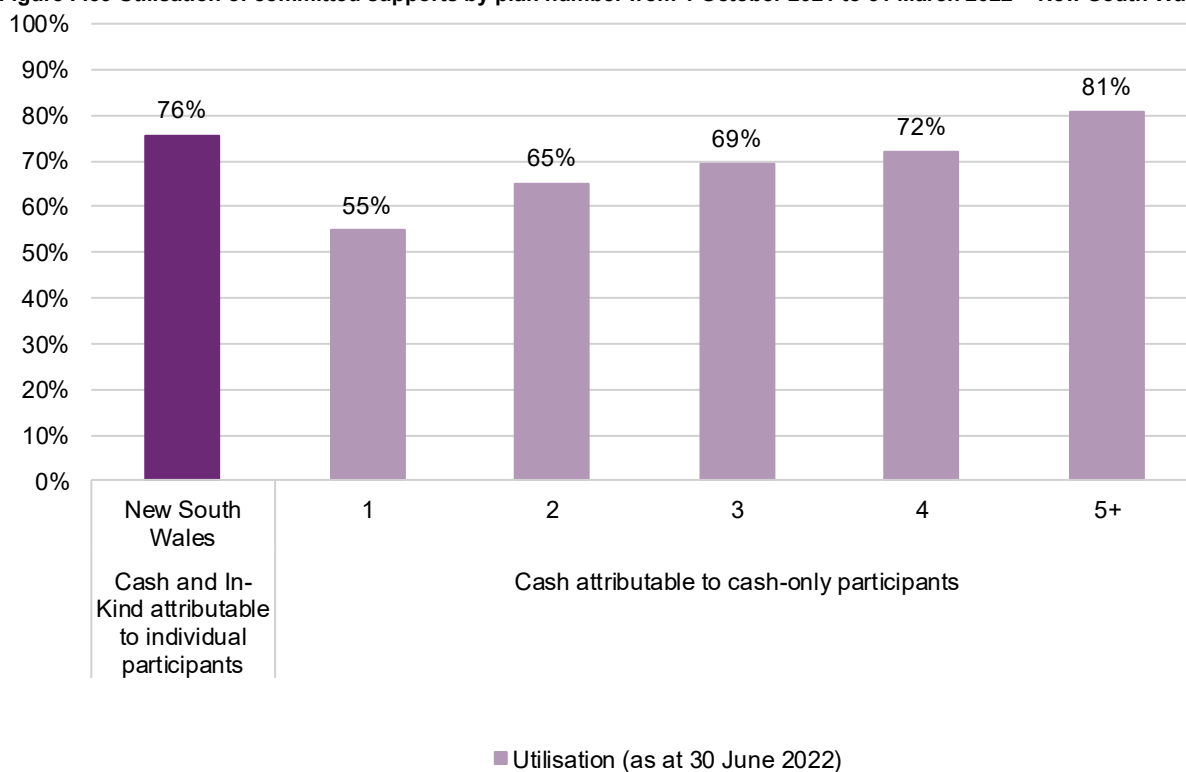


Figure F.39 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – New South Wales ¹⁸⁷



¹⁸⁷ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure F.40 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – New South Wales ¹⁸⁸

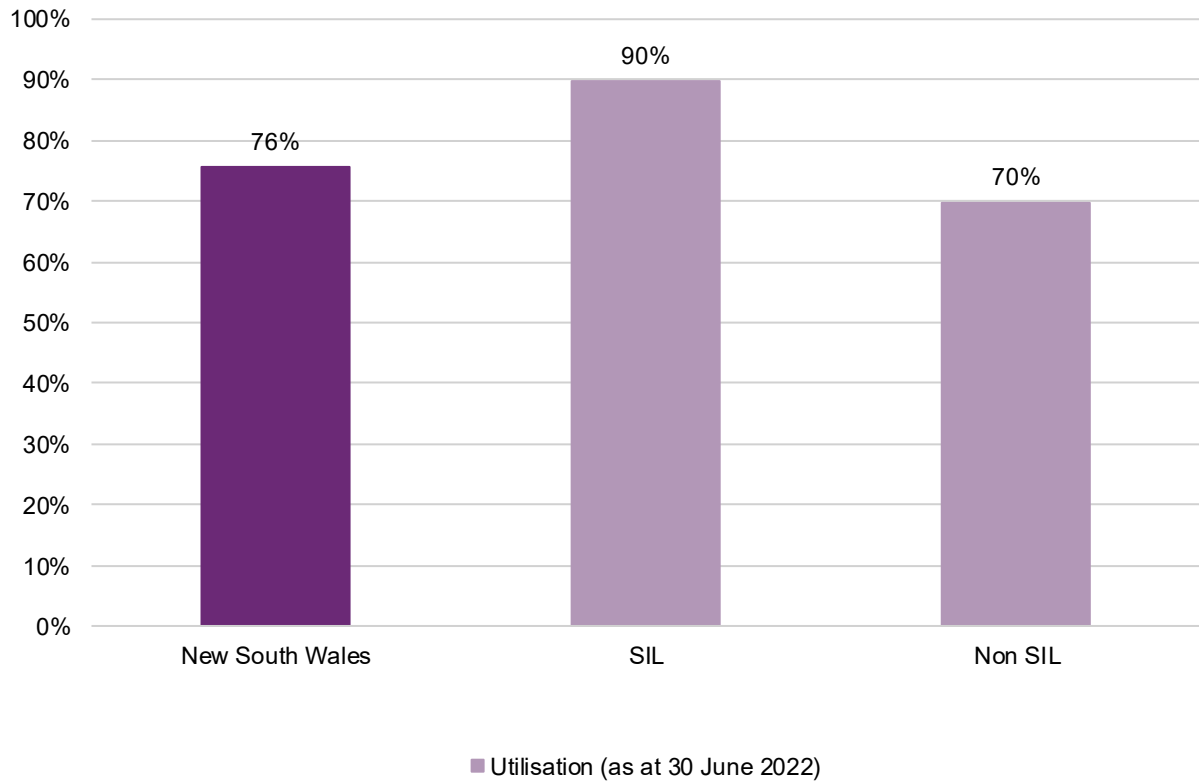
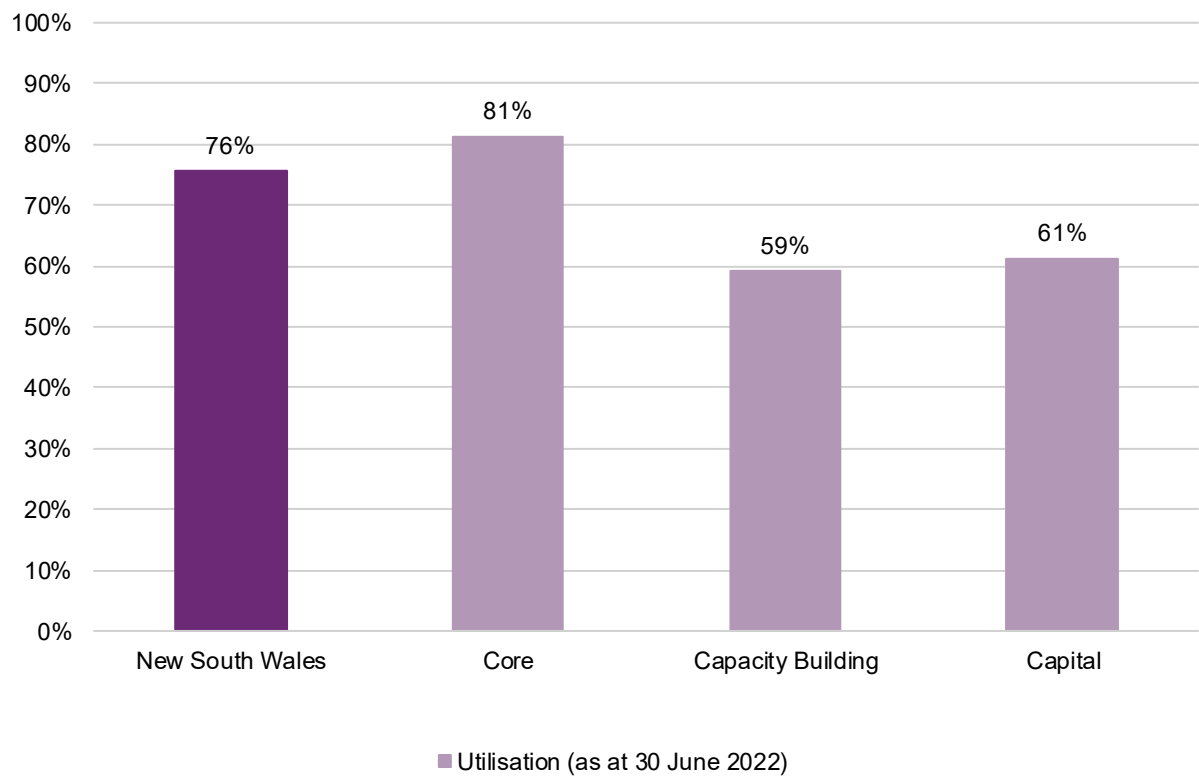


Figure F.41 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – New South Wales ¹⁸⁹



¹⁸⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

¹⁸⁹ Ibid.

Figure F.42 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – New South Wales ¹⁹⁰

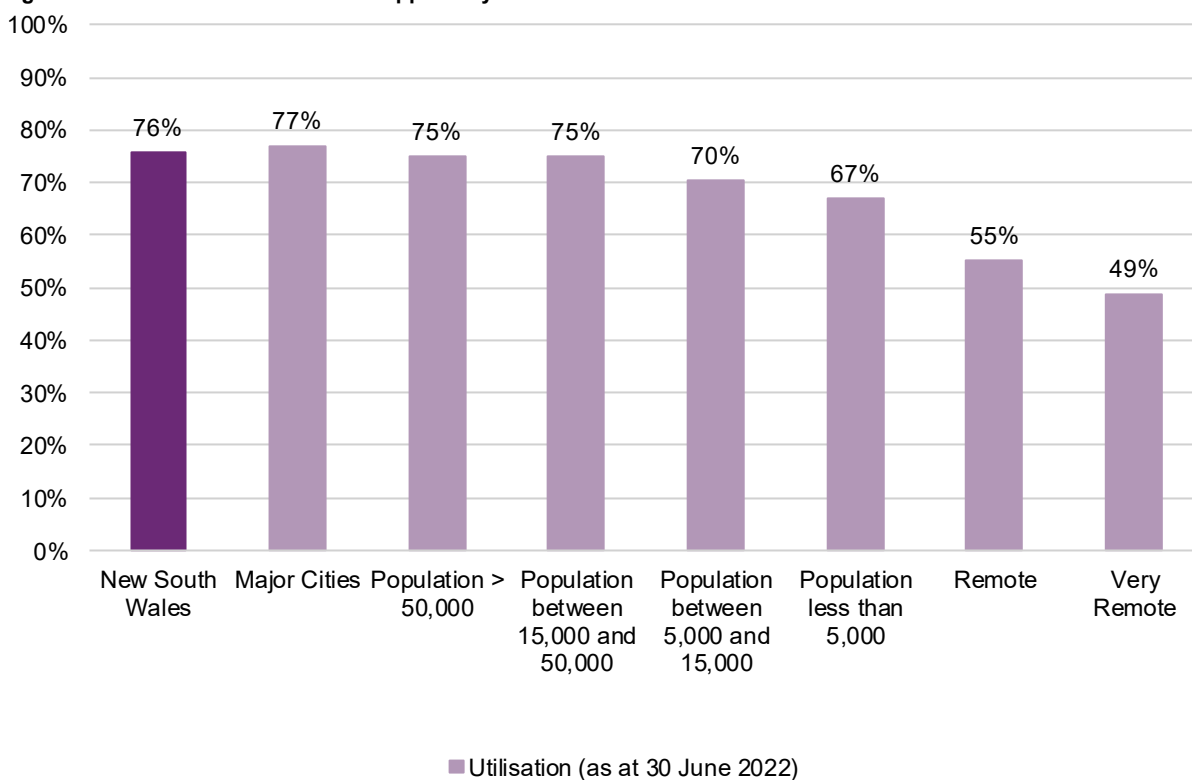


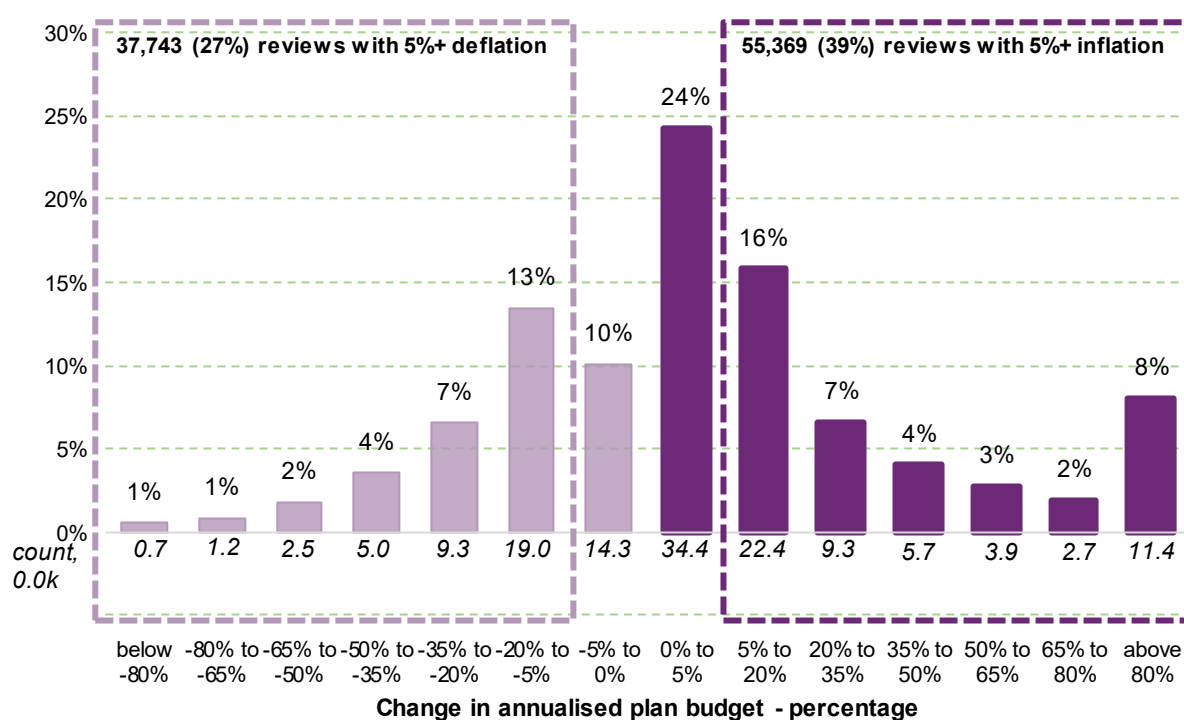
Table F.86 Inflation quarterly trends by type of inflation as at 30 June 2022 - New South Wales ¹⁹¹

	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	8.6%	7.3%	2.7%	3.8%	5.0%	5.8%	4.9%	7.4%
Interplan Inflation	10.4%	6.8%	2.3%	-1.1%	1.0%	3.9%	2.0%	4.7%
Total Inflation	18.9%	14.1%	5.0%	2.7%	6.0%	9.7%	6.9%	12.1%

¹⁹⁰ Ibid.

¹⁹¹ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure F.43 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – New South Wales ¹⁹²



¹⁹² Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ¹⁹³

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Victoria	136,908	5,332	142,240	3,222	145,462

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria ¹⁹⁴

	Prior Quarters	2021-22 Q4	Total
Access decisions	174,405	7,112	181,517
Active Eligible	140,529	5,359	145,888
<i>New</i>	71,260	5,089	76,349
<i>State</i>	59,295	195	59,490
<i>Commonwealth</i>	9,974	75	10,049
Active Participant Plans (excl ECA)	136,908	5,332	142,240
<i>New</i>	68,628	5,036	73,664
<i>State</i>	58,380	222	58,602
<i>Commonwealth</i>	9,900	74	9,974
Active Participant Plans	139,838	8,554	145,462
<i>Early Intervention (s25)</i>	35,304	2,973	38,277
<i>Permanent Disability (s24)</i>	101,604	2,359	103,963
<i>ECA</i>	2,930	3,222	3,222

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – Victoria

Exits	Total
Total participant exits	7,998
<i>Early Intervention participants</i>	1,677
<i>Permanent disability participants</i>	6,321

¹⁹³ 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.

¹⁹⁴ 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 ¹⁹⁵

	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
End of 2021-22 Q4	58,602	9,974	73,664	3,222	145,462

Table G.5 Cumulative numbers of active participants by entry criteria into the Scheme – Victoria ¹⁹⁶

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	38,277	103,963	3,222	145,462

¹⁹⁵ This table shows the total numbers of active participants at the end of each period.¹⁹⁶ Ibid.

Table G.6 Assessment of access by age group – Victoria

Age Group	Prior Quarters		2021-22 Q4		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	45,146	98%	2,631	97%	47,777	98%
7 to 14	27,165	90%	831	84%	27,996	89%
15 to 18	8,711	91%	253	80%	8,964	91%
19 to 24	8,335	88%	169	72%	8,504	88%
25 to 34	12,127	87%	305	63%	12,432	86%
35 to 44	13,177	83%	321	57%	13,498	82%
45 to 54	16,691	78%	353	49%	17,044	77%
55 to 64	18,681	72%	516	48%	19,197	71%
65+	1,111	59%	15	39%	1,126	59%
Missing	<11		<11		<11	
Total	151,144	87%	5,394	76%	156,538	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	33,091	98%	13,970	98%	716	97%	47,777	98%
7 to 14	18,429	89%	9,101	90%	466	84%	27,996	89%
15 to 18	5,585	92%	3,226	89%	153	84%	8,964	91%
19 to 24	5,006	90%	3,394	85%	104	73%	8,504	88%
25 to 34	6,798	89%	5,475	82%	159	79%	12,432	86%
35 to 44	6,860	86%	6,523	78%	115	66%	13,498	82%
45 to 54	8,304	82%	8,584	74%	156	63%	17,044	77%
55 to 64	9,550	76%	9,490	66%	157	54%	19,197	71%
65+	598	65%	520	53%	<11		1,126	59%
Missing	<11		<11		<11		<11	
Total	94,221	90%	60,283	82%	2,034	80%	156,538	86%

Table G.8 Assessment of access by disability – Victoria ¹⁹⁷

Disability	Prior Quarters		2021-22 Q4		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	4,721	92%	137	77%	4,858	92%
Autism	44,867	97%	1,362	96%	46,229	97%
Cerebral palsy	4,246	97%	44	88%	4,290	96%
Developmental delay	17,850	98%	2,058	99%	19,908	98%
Global developmental delay	2,437	99%	189	99%	2,626	99%
Hearing impairment	6,316	89%	180	87%	6,496	89%
Intellectual disability	27,114	96%	296	83%	27,410	96%
Multiple sclerosis	3,069	90%	84	84%	3,153	90%
Psychosocial disability	19,642	76%	538	51%	20,180	75%
Spinal cord injury	1,025	94%	32	80%	1,057	93%
Stroke	1,979	85%	60	67%	2,039	84%
Visual impairment	3,076	91%	38	58%	3,114	91%
Other neurological	6,222	82%	143	64%	6,365	81%
Other physical	5,129	42%	104	21%	5,233	41%
Other sensory/speech	713	53%	16	40%	729	53%
Other	1,515	38%	113	22%	1,628	37%
Missing	1,223	98%	<11		1,223	98%
Total	151,144	87%	5,394	76%	156,538	86%

¹⁹⁷ Down syndrome is included in intellectual disability.

Table G.9 Assessment of access by disability and gender – Victoria ¹⁹⁸

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	3,217	92%	1,600	91%	41	91%	4,858	92%
Autism	32,375	97%	12,970	97%	884	93%	46,229	97%
Cerebral palsy	2,321	97%	1,928	96%	41	89%	4,290	96%
Developmental delay	13,855	98%	5,739	98%	314	98%	19,908	98%
Global developmental delay	1,824	99%	769	99%	33	97%	2,626	99%
Hearing impairment	3,076	90%	3,318	88%	102	86%	6,496	89%
Intellectual disability	15,968	96%	11,290	95%	152	91%	27,410	96%
Multiple sclerosis	782	91%	2,345	90%	26	76%	3,153	90%
Psychosocial disability	9,420	78%	10,538	73%	222	60%	20,180	75%
Spinal cord injury	701	94%	336	91%	20	95%	1,057	93%
Stroke	1,182	85%	840	83%	17	71%	2,039	84%
Visual impairment	1,564	91%	1,523	90%	27	84%	3,114	91%
Other neurological	3,360	82%	2,946	80%	59	67%	6,365	81%
Other physical	2,426	48%	2,750	37%	57	31%	5,233	41%
Other sensory/speech	514	55%	209	48%	<11		729	53%
Other	957	44%	644	30%	27	33%	1,628	37%
Missing	679	99%	538	98%	<11		1,223	98%
Total	94,221	90%	60,283	82%	2,034	80%	156,538	86%

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

Table G.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	4,286	3.1%	232	4.4%	4,518	3.2%
Not Aboriginal and Torres Strait Islander	108,838	79.5%	4,351	81.6%	113,189	79.6%
Not Stated	23,784	17.4%	749	14.0%	24,533	17.2%
Total	136,908	100.0%	5,332	100.0%	142,240	100.0%

¹⁹⁸ Ibid.

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria ¹⁹⁹

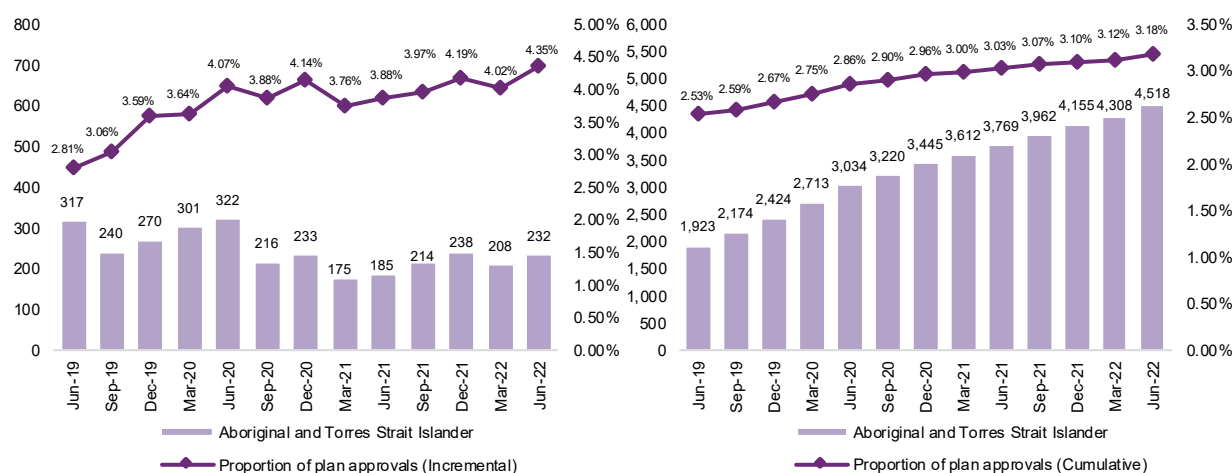
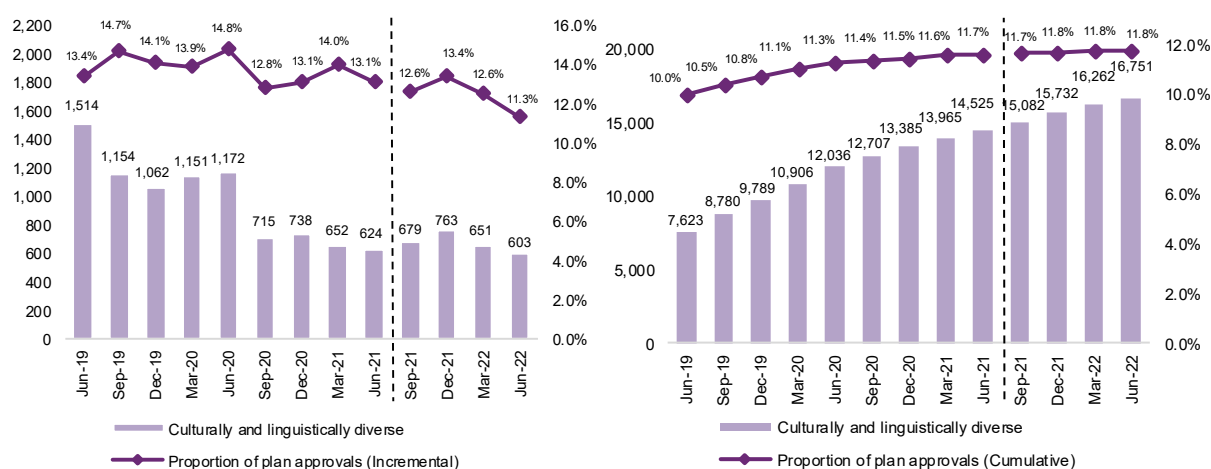


Table G.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ²⁰⁰

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	16,148	11.8%	603	11.3%	16,751	11.8%
Not culturally and linguistically diverse	120,719	88.2%	4,729	88.7%	125,448	88.2%
Not stated	41	0.0%	<11		41	0.0%
Total	136,908	100.0%	5,332	100.0%	142,240	100.0%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria ^{201 202}



¹⁹⁹ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

²⁰⁰ 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.

²⁰¹ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

²⁰² 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 G.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – Victoria ²⁰³

	Total
Age group	N
Under 45	28
45 to 54	142
55 to 64	637
Total YPIRAC (under 65)	807

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 ²⁰⁴

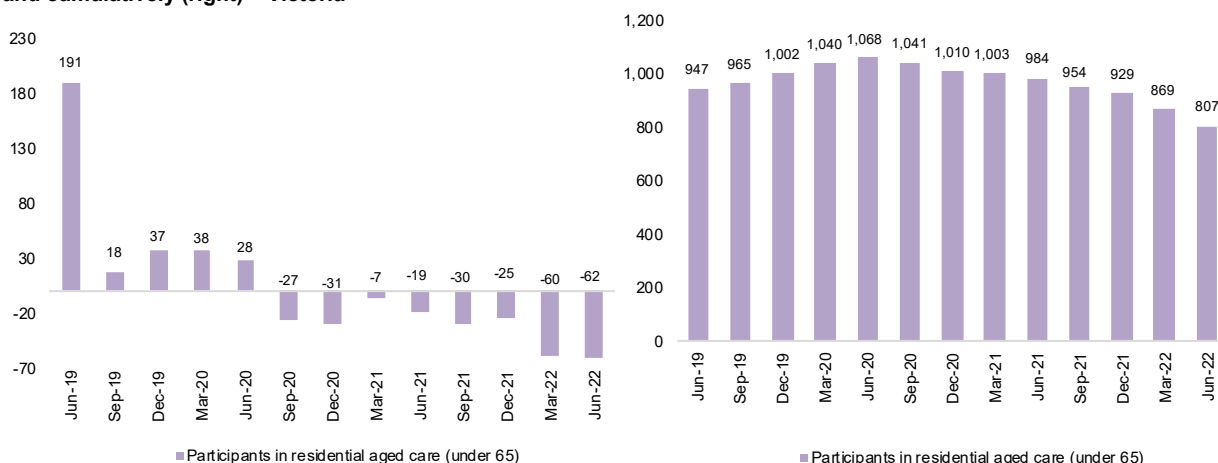


Table G.13 Participant profile per quarter by remoteness – Victoria ^{205 206}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	99,345	72.6%	3,986	74.8%	103,331	72.6%
Population > 50,000	12,753	9.3%	450	8.4%	13,203	9.3%
Population between 15,000 and 50,000	8,975	6.6%	339	6.4%	9,314	6.5%
Population between 5,000 and 15,000	7,673	5.6%	239	4.5%	7,912	5.6%
Population less than 5,000	8,108	5.9%	316	5.9%	8,424	5.9%
Remote	53	0.0%	<11		54	0.0%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	136,908	100.0%	5,332	100.0%	142,240	100.0%

²⁰³ There are a further 524 active participants aged 65 years or over who are currently in residential aged care.

²⁰⁴ 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.

²⁰⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁰⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria ^{207 208 209}

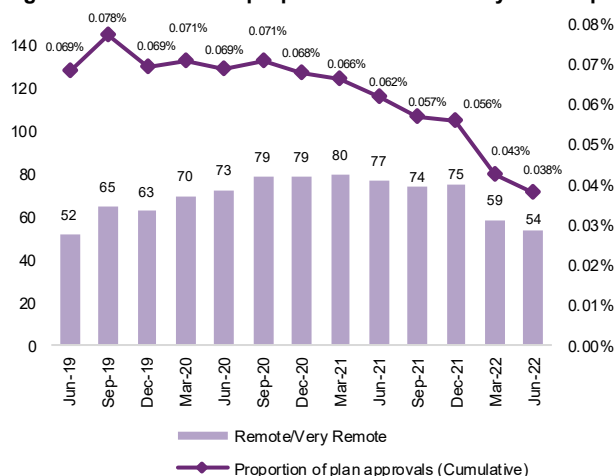


Table G.14 Participant profile per quarter by primary disability group – Victoria ^{210 211 212}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	43,797	32%	1,383	26%	45,180	32%
Intellectual disability	25,545	19%	338	6%	25,883	18%
Psychosocial disability	17,800	13%	564	11%	18,364	13%
Developmental delay	14,328	10%	1,897	36%	16,225	11%
Hearing impairment	6,006	4%	173	3%	6,179	4%
Other neurological	4,942	4%	156	3%	5,098	4%
Other physical	4,207	3%	114	2%	4,321	3%
Cerebral palsy	4,068	3%	37	1%	4,105	3%
Acquired brain injury	4,111	3%	170	3%	4,281	3%
Global developmental delay	2,077	2%	173	3%	2,250	2%
Visual impairment	2,756	2%	43	1%	2,799	2%
Multiple sclerosis	2,870	2%	84	2%	2,954	2%
Stroke	1,720	1%	71	1%	1,791	1%
Spinal cord injury	911	1%	32	1%	943	1%
Other	1,279	1%	87	2%	1,366	1%
Other sensory/speech	491	0%	<11		501	0%
Total	136,908	100%	5,332	100%	142,240	100%

²⁰⁷ Ibid.

²⁰⁸ 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.

²⁰⁹ There are insufficient numbers to show the incremental count of remote/very remote participants in Victoria over time.

²¹⁰ Table order based on national proportions in Table E.14 (highest to lowest).

²¹¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²¹² Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Victoria (2,834).

Table G.15 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{213 214}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	621	11%	<11		621	11%
Intellectual disability	3,253	58%	<11		3,253	58%
Psychosocial disability	332	6%	<11		332	6%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	175	3%	<11		175	3%
Other physical	34	1%	<11		34	1%
Cerebral palsy	600	11%	<11		600	11%
Acquired brain injury	351	6%	<11		351	6%
Global developmental delay	<11		<11		<11	
Visual impairment	14	0%	<11		14	0%
Multiple sclerosis	89	2%	<11		89	2%
Stroke	59	1%	<11		59	1%
Spinal cord injury	27	0%	<11		27	0%
Other	12	0%	<11		12	0%
Other sensory/speech	<11		<11		<11	
Total	5,573	100%	<11		5,574	100%

Table G.16 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ²¹⁵

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	43,176	33%	1,383	26%	44,559	33%
Intellectual disability	22,292	17%	338	6%	22,630	17%
Psychosocial disability	17,468	13%	564	11%	18,032	13%
Developmental delay	14,327	11%	1,897	36%	16,224	12%
Hearing impairment	6,001	5%	173	3%	6,174	5%
Other neurological	4,767	4%	156	3%	4,923	4%
Other physical	4,173	3%	114	2%	4,287	3%
Cerebral palsy	3,468	3%	37	1%	3,505	3%
Acquired brain injury	3,760	3%	170	3%	3,930	3%
Global developmental delay	2,077	2%	172	3%	2,249	2%
Visual impairment	2,742	2%	43	1%	2,785	2%
Multiple sclerosis	2,781	2%	84	2%	2,865	2%
Stroke	1,661	1%	71	1%	1,732	1%
Spinal cord injury	884	1%	32	1%	916	1%
Other	1,267	1%	87	2%	1,354	1%
Other sensory/speech	491	0%	<11		501	0%
Total	131,335	100%	5,331	100%	136,666	100%

²¹³ 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.

²¹⁴ Down syndrome is included in intellectual disability, representing 9% of participants in SIL (514).

²¹⁵ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,320).

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ²¹⁶

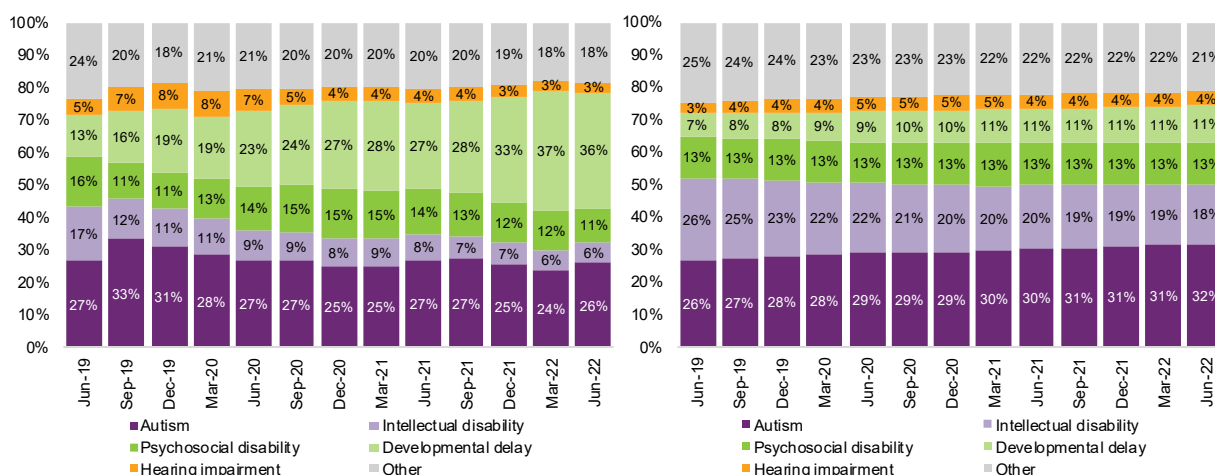
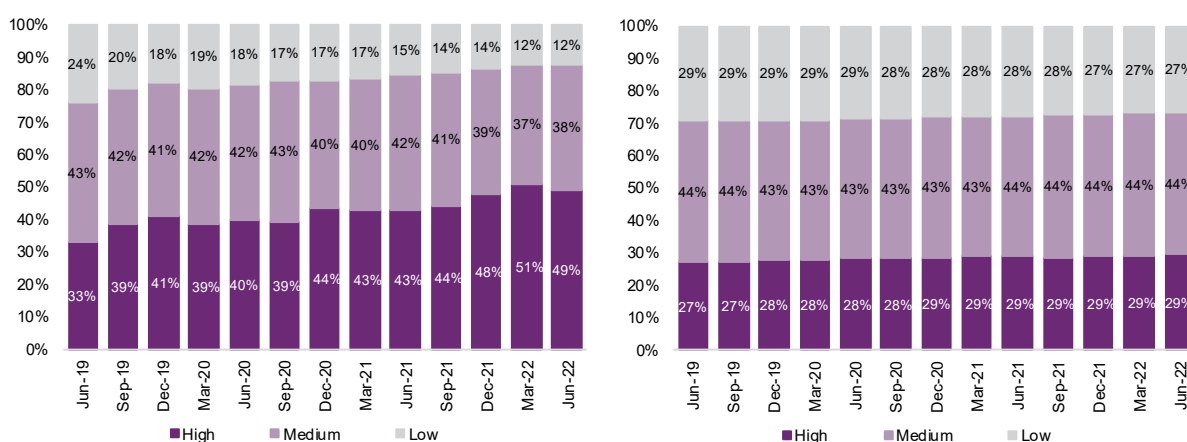


Table G.17 Participant profile per quarter by reported level of function – Victoria ²¹⁷

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	13,560	10%	1,389	26%	14,949	11%
2 (High Function)	359	0%	16	0%	375	0%
3 (High Function)	6,817	5%	461	9%	7,278	5%
4 (High Function)	7,576	6%	215	4%	7,791	5%
5 (High Function)	10,783	8%	545	10%	11,328	8%
6 (Moderate Function)	28,639	21%	1,106	21%	29,745	21%
7 (Moderate Function)	7,987	6%	236	4%	8,223	6%
8 (Moderate Function)	8,315	6%	255	5%	8,570	6%
9 (Moderate Function)	641	0%	29	1%	670	0%
10 (Moderate Function)	15,062	11%	425	8%	15,487	11%
11 (Low Function)	4,458	3%	49	1%	4,507	3%
12 (Low Function)	21,861	16%	465	9%	22,326	16%
13 (Low Function)	8,605	6%	130	2%	8,735	6%
14 (Low Function)	2,122	2%	11	0%	2,133	2%
15 (Low Function)	56	0%	<11		56	0%
Missing	67		<11		67	
Total	136,908	100%	5,332	100%	142,240	100%

Figure G.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Victoria ²¹⁸



²¹⁶ 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.

²¹⁷ The distributions are calculated excluding participants with a missing reported level of function.

²¹⁸ 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.18 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	21,559	16%	2,425	45%	23,984	17%
7 to 14	36,059	26%	834	16%	36,893	26%
15 to 18	10,293	8%	304	6%	10,597	7%
19 to 24	10,176	7%	164	3%	10,340	7%
25 to 34	12,073	9%	327	6%	12,400	9%
35 to 44	11,721	9%	337	6%	12,058	8%
45 to 54	13,963	10%	383	7%	14,346	10%
55 to 64	15,596	11%	528	10%	16,124	11%
65+	5,468	4%	30	1%	5,498	4%
Total	136,908	100%	5,332	100%	142,240	100%

Table G.19 Participant profile per quarter (participants in SIL) by age group – Victoria ²¹⁹

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	26	0%	<11		26	0%
19 to 24	306	5%	<11		306	5%
25 to 34	794	14%	<11		794	14%
35 to 44	1,014	18%	<11		1,014	18%
45 to 54	1,413	25%	<11		1,413	25%
55 to 64	1,554	28%	<11		1,554	28%
65+	461	8%	<11		461	8%
Total	5,573	100%	<11		5,574	100%

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

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	21,558	16%	2,424	45%	23,982	18%
7 to 14	36,055	27%	834	16%	36,889	27%
15 to 18	10,267	8%	304	6%	10,571	8%
19 to 24	9,870	8%	164	3%	10,034	7%
25 to 34	11,279	9%	327	6%	11,606	8%
35 to 44	10,707	8%	337	6%	11,044	8%
45 to 54	12,550	10%	383	7%	12,933	9%
55 to 64	14,042	11%	528	10%	14,570	11%
65+	5,007	4%	30	1%	5,037	4%
Total	131,335	100%	5,331	100%	136,666	100%

²¹⁹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria ²²⁰

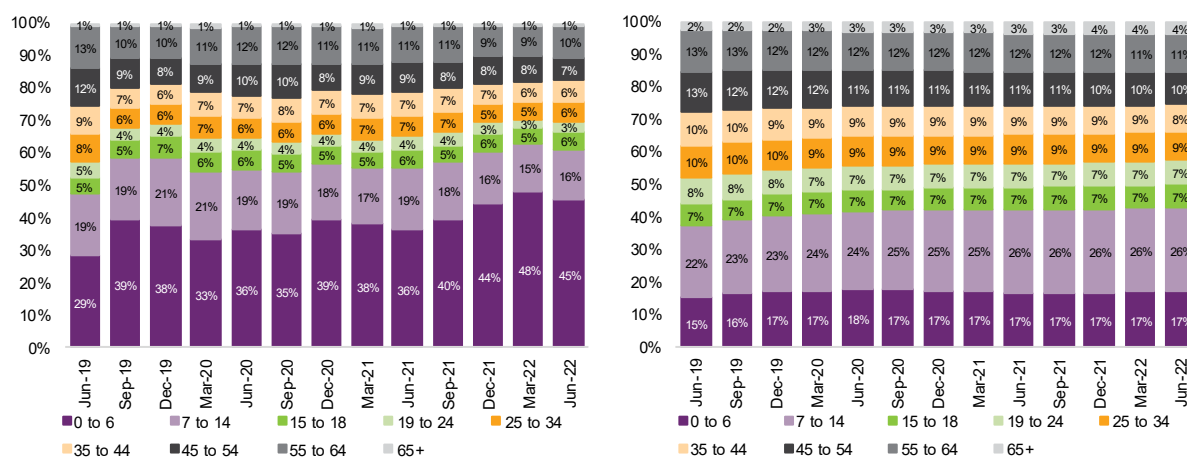


Table G.21 Participant profile per quarter by gender – Victoria

	Prior Quarters		2021-22 Q4		Total	
Gender	N	%	N	%	N	%
Male	82,393	60%	3,167	59%	85,560	60%
Female	52,755	39%	2,035	38%	54,790	39%
Other	1,760	1%	130	2%	1,890	1%
Total	136,908	100%	5,332	100%	142,240	100%

Table G.22 Participant profile per quarter (participants in SIL) by gender – Victoria

	Prior Quarters		2021-22 Q4		Total	
Gender	N	%	N	%	N	%
Male	3,289	59%	<11		3,290	59%
Female	2,268	41%	<11		2,268	41%
Other	16	0%	<11		16	0%
Total	5,573	100%	<11		5,574	100%

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

	Prior Quarters		2021-22 Q4		Total	
Gender	N	%	N	%	N	%
Male	79,104	60%	3,166	59%	82,270	60%
Female	50,487	38%	2,035	38%	52,522	38%
Other	1,744	1%	130	2%	1,874	1%
Total	131,335	100%	5,331	100%	136,666	100%

²²⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ²²¹

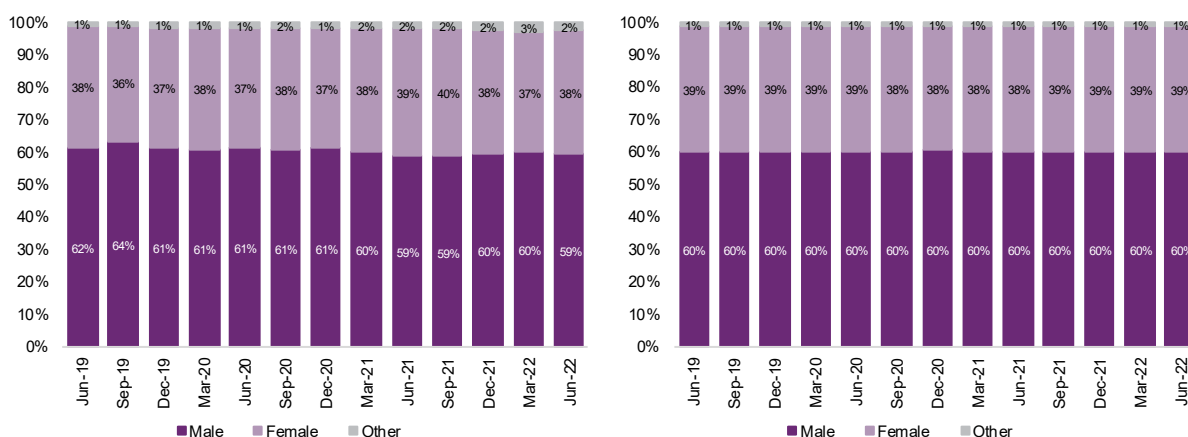


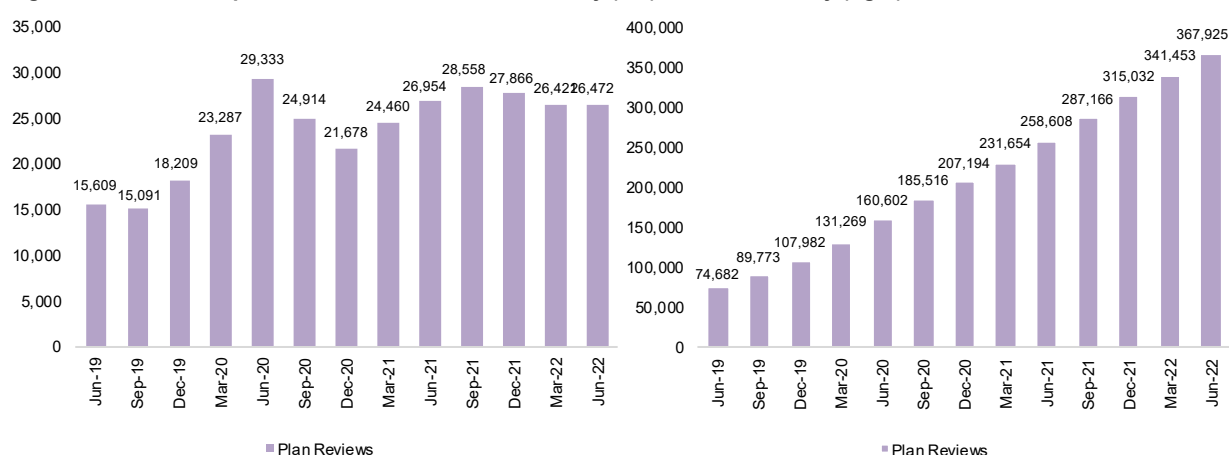
Table G.24 Participation rates by age group and gender at 30 June 2022 – Victoria ²²²

Age group	Participation Rate		
	Male	Female	Total
0-6	5.4%	2.5%	4.0%
7-14	7.3%	3.4%	5.5%
15-18	4.2%	2.3%	3.4%
19-24	2.2%	1.4%	1.9%
25-44	1.3%	1.0%	1.2%
45-64	1.9%	1.8%	1.9%
Total (aged 0-64)	2.8%	1.8%	2.3%

Table G.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria ²²³

	Prior Quarters	2021-22 Q4	Total
Total plan reviews	341,453	26,472	367,925
<i>Early intervention plans</i>	56,999	5,437	62,436
<i>Permanent disability plans</i>	284,454	21,035	305,489

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



²²¹ Ibid.

²²² 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.

²²³ 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 ²²⁴

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,758	3,084	4,712	8,196	6,398	8,196	32,344
Participant school to 14	1,905	5,069	10,169	8,500	4,815	4,865	35,323
Participant 15 to 24	1,219	3,201	4,539	2,931	1,787	1,771	15,448
Participant 25 and over	4,245	10,244	15,534	9,613	6,834	6,472	52,942
Total Participant	9,127	21,598	34,954	29,240	19,834	21,304	136,057
Family 0 to 14	3,494	7,890	14,332	16,272	11,019	12,850	65,857
Family 15 to 24	309	2,393	3,282	1,954	1,200	1,236	10,374
Family 25 and over	121	3,449	4,652	2,506	1,519	1,475	13,722
Total Family	3,924	13,732	22,266	20,732	13,738	15,561	89,953
Total	13,051	35,330	57,220	49,972	33,572	36,865	226,010

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		72%		
CC	% who are happy with the level of independence/control they have now			27%	
CC	% who choose who supports them			38%	62%
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			19%	26%
CC	% who want more choice and control in their life			81%	79%

²²⁴ 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	45%			
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			43%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				50%
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%	24%	21%
% receiving Carer Allowance	33%	42%	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	44%	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	87%	92%	90%
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	76%	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=5,450) - participants who entered between 1 July 2016 and 30 June 2021 – Victoria ²²⁵

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL Has the NDIS improved how your child fits into family life?	78%
S/CP Has the NDIS improved how your child fits into community life?	63%

²²⁵ Results in Tables G.31 to G.34 include participants who entered between 1 July 2016 and 30 June 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=9,763) - participants who entered between 1 July 2016 and 30 June 2021 – Victoria

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	62%
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?	52%
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=3,764) and ‘Participant 25 and over’ (n=14,701) - participants who entered between 1 July 2016 and 30 June 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%	73%
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?	46%	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?	17%	17%
S/CP	Has the NDIS helped you be more involved?	51%	58%

Table G.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,039); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,054) - participants who entered between 1 July 2016 and 30 June 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=2,787) - participants who entered between 1 July 2016 and 30 June 2020 – Victoria ²²⁶

	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?	81%	86%	+5%
REL	Has the NDIS improved how your child fits into family life?	76%	83%	+7%
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=7,842) - participants who entered between 1 July 2016 and 30 June 2020 – Victoria

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	70%	+9%
LL	Has the NDIS improved your child's access to education?	43%	48%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	57%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	52%	+6%

²²⁶ Results in Tables G.35 to G.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,167) and ‘Participant 25 and over’ (n=9,359) - participants who entered between 1 July 2016 and 30 June 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?	59%	67%	+8%	66%	76%	+10%
DL	Has the NDIS helped you with daily living activities?	59%	68%	+9%	70%	79%	+9%
REL	Has the NDIS helped you to meet more people?	43%	49%	+6%	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%	47%	+5%	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%	56%	+6%	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=8,204); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,453) - participants who entered between 1 July 2016 and 30 June 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%	73%	+7%	52%	64%	+12%
	Has the NDIS improved the level of support for your family?	70%	77%	+7%	60%	75%	+15%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	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%	49%	+5%	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=1,940) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria ²²⁷

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	95%	92%	+1%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	92%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	90%	86%	+2%
REL	Has the NDIS improved how your child fits into family life?	75%	81%	81%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	64%	68%	71%	+7%

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=5,932) - participants who entered between 1 July 2016 and 30 June 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?	60%	68%	73%	+13%
LL	Has the NDIS improved your child's access to education?	39%	44%	48%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	54%	58%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	50%	53%	+7%

²²⁷ Results in Tables G.39 to G.44 include participants who had their first plan approved between 1 July 2016 and 30 June 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=2,866) - participants who entered between 1 July 2016 and 30 June 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?	57%	65%	70%	+13%
Has the NDIS helped you with daily living activities?	59%	68%	74%	+15%
Has the NDIS helped you to meet more people?	45%	51%	53%	+8%
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?	42%	48%	52%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	39%	40%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	15%	0%
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=7,855) - participants who entered between 1 July 2016 and 30 June 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%	72%	78%	+14%
Has the NDIS helped you with daily living activities?	68%	76%	82%	+14%
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?	27%	29%	31%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	58%	+12%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	30%	33%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	17%	0%
Has the NDIS helped you be more involved?	54%	62%	67%	+13%

Table G.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,893) - participants who entered between 1 July 2016 and 30 June 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?	62%	68%	72%	+10%
Has the NDIS improved the level of support for your family?	68%	74%	78%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	70%	74%	77%	+7%
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?	41%	44%	47%	+6%

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=1,582) - participants who entered between 1 July 2016 and 30 June 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?	59%	71%	77%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	55%	66%	70%	+15%
Has the NDIS improved your health and wellbeing?	33%	36%	42%	+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=1,080) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria ²²⁸

	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%	94%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	90%	95%	94%	95%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	89%	87%	83%	0%
REL	Has the NDIS improved how your child fits into family life?	71%	79%	80%	83%	+12%
S/CP	Has the NDIS improved how your child fits into community life?	58%	64%	63%	70%	+12%

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=2,597) - participants who entered between 1 July 2016 and 30 June 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?	58%	67%	72%	74%	+16%
LL	Has the NDIS improved your child's access to education?	35%	39%	45%	46%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	53%	58%	60%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	50%	53%	56%	+12%

²²⁸ Results in Tables G.45 to G.50 include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,350) - participants who entered between 1 July 2016 and 30 June 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%	71%	+17%
DL	Has the NDIS helped you with daily living activities?	55%	66%	70%	75%	+20%
REL	Has the NDIS helped you to meet more people?	46%	51%	51%	55%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	17%	17%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	44%	48%	51%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	38%	36%	39%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	11%	13%	-2%
S/CP	Has the NDIS helped you be more involved?	52%	59%	63%	65%	+13%

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=3,425) - participants who entered between 1 July 2016 and 30 June 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?	63%	72%	76%	80%	+17%
DL	Has the NDIS helped you with daily living activities?	68%	77%	83%	85%	+17%
REL	Has the NDIS helped you to meet more people?	48%	55%	58%	62%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	28%	31%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	56%	59%	+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?	31%	33%	34%	36%	+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%	64%	67%	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=1,922) - participants who entered between 1 July 2016 and 30 June 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?	57%	62%	66%	71%	+14%
Has the NDIS improved the level of support for your family?	65%	70%	75%	76%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	68%	72%	77%	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?	38%	39%	43%	44%	+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=602) - participants who entered between 1 July 2016 and 30 June 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?	45%	54%	58%	66%	+21%
Has the NDIS improved the level of support for your family?	58%	69%	71%	78%	+20%
Has the NDIS helped you to access services, programs and activities in the community?	58%	68%	72%	72%	+14%
Has the NDIS improved your health and wellbeing?	30%	32%	35%	41%	+11%

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=750) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria ²²⁹

	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%	66%	71%	75%	76%	+21%
LL	Has the NDIS improved your child's access to education?	32%	34%	36%	40%	43%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	46%	50%	54%	54%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	46%	47%	49%	49%	+6%

Table G.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=380) - participants who entered between 1 July 2016 and 30 June 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?	57%	62%	64%	63%	70%	+13%
DL	Has the NDIS helped you with daily living activities?	61%	66%	71%	71%	80%	+19%
REL	Has the NDIS helped you to meet more people?	51%	49%	52%	51%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	16%	15%	14%	18%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	44%	41%	42%	50%	+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%	36%	37%	33%	39%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	11%	12%	10%	13%	-1%
S/CP	Has the NDIS helped you be more involved?	51%	53%	57%	57%	65%	+14%

²²⁹ Results in Tables G.51 to G.55 include participants who had their first plan approved between 1 July 2016 and 30 June 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=917) - participants who entered between 1 July 2016 and 30 June 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?	63%	70%	73%	80%	80%	+17%
DL	Has the NDIS helped you with daily living activities?	69%	77%	81%	85%	86%	+17%
REL	Has the NDIS helped you to meet more people?	48%	52%	56%	62%	63%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	23%	23%	28%	28%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	49%	51%	58%	59%	+14%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	33%	37%	36%	39%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	15%	13%	16%	+1%
S/CP	Has the NDIS helped you be more involved?	55%	59%	64%	71%	71%	+16%

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=513) - participants who entered between 1 July 2016 and 30 June 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?	58%	63%	63%	70%	71%	+13%
	Has the NDIS improved the level of support for your family?	64%	73%	66%	73%	74%	+10%
	Has the NDIS improved your access to services, programs and activities in the community?	64%	72%	69%	79%	74%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	80%	79%	80%	79%	+7%
	Has the NDIS improved your health and wellbeing?	35%	37%	37%	38%	41%	+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=56) - participants who entered between 1 July 2016 and 30 June 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?	42%	51%	49%	67%	72%	+30%
Has the NDIS improved the level of support for your family?	56%	62%	64%	74%	79%	+23%
Has the NDIS helped you to access services, programs and activities in the community?	69%	58%	66%	79%	76%	+7%
Has the NDIS improved your health and wellbeing?	24%	26%	39%	39%	42%	+18%

Table G.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,277), 'participant social and community engagement rate' (n=15,335), 'parent and carer employment rate' (n=13,542) at entry, first and second plan review, and 'participant choice and control' (n=11,507) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – Victoria²³⁰

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%	21%	23%	
Aged 45 to 54 years	20%	18%	19%	
Aged 55 to 64 years	15%	14%	13%	
Aged 65+ years	8%	7%	5%	
Aged 25 to 64 years	20%	18%	20%	
Aged 15 to 64 years	18%	17%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	36%	37%	48%
Aged 25 to 34 years	33%	38%	38%	
Aged 35 to 44 years	34%	36%	37%	
Aged 45 to 54 years	32%	36%	36%	
Aged 55 to 64 years	34%	37%	38%	
Aged 65+ years	39%	40%	39%	
Aged 25+	34%	37%	37%	
Aged 15+	33%	37%	37%	
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%	46%	46%	
All ages	45%	46%	48%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		59%	67%	75%
Aged 25+		66%	76%	
Aged 15+		64%	73%	

²³⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=11,451), 'participant social and community engagement rate' (n=11,518), 'parent and carer employment rate' (n=7,140) at entry, first, second and third plan review, and 'participant choice and control' (n=9,915) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – Victoria ²³¹

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%	25%	22%	26%	
Aged 35 to 44 years	27%	27%	23%	27%	
Aged 45 to 54 years	24%	25%	20%	22%	
Aged 55 to 64 years	19%	18%	15%	15%	
Aged 65+ years	11%	11%	10%	9%	
Aged 25 to 64 years	24%	24%	20%	22%	
Aged 15 to 64 years	21%	21%	19%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	32%	38%	40%	39%	48%
Aged 25 to 34 years	36%	42%	45%	44%	
Aged 35 to 44 years	38%	42%	44%	44%	
Aged 45 to 54 years	35%	38%	39%	39%	
Aged 55 to 64 years	37%	40%	41%	41%	
Aged 65+ years	38%	45%	44%	46%	
Aged 25+	37%	41%	42%	42%	
Aged 15+	36%	40%	42%	42%	
Parent and carer employment rate		Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	46%	49%	49%	52%	49%
Aged 15+	48%	50%	51%	48%	
All ages	47%	49%	50%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		57%	65%	70%	75%
Aged 25+		64%	72%	78%	
Aged 15+		62%	70%	76%	

²³¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table G.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,004), 'participant social and community engagement rate' (n=5,042), 'parent and carer employment rate' (n=2,655) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=4,329) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – Victoria²³²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	11%	15%	17%	20%	22%	24%
Aged 25 to 34 years	27%	27%	28%	23%	28%	
Aged 35 to 44 years	31%	30%	33%	25%	30%	
Aged 45 to 54 years	29%	30%	28%	20%	26%	
Aged 55 to 64 years	22%	22%	19%	16%	17%	
Aged 65+ years	13%	14%	12%	11%	10%	
Aged 25 to 64 years	27%	27%	27%	21%	25%	
Aged 15 to 64 years	24%	25%	25%	21%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	34%	37%	41%	40%	42%	48%
Aged 25 to 34 years	37%	43%	46%	46%	45%	
Aged 35 to 44 years	39%	41%	43%	45%	46%	
Aged 45 to 54 years	35%	37%	40%	39%	41%	
Aged 55 to 64 years	37%	40%	42%	43%	41%	
Aged 65+ years	36%	44%	46%	48%	48%	
Aged 25+	37%	41%	43%	43%	44%	
Aged 15+	36%	40%	43%	43%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	44%	49%	48%	50%	52%	49%
Aged 15+	47%	51%	50%	50%	47%	
All ages	45%	50%	49%	50%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		54%	63%	66%	71%	75%
Aged 25+		63%	72%	76%	80%	
Aged 15+		61%	70%	73%	77%	

²³² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table G.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,366), 'participant social and community engagement rate' (n=1,394), 'parent and carer employment rate' (n=572), at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=1,145) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Victoria ²³³

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	11%	12%	19%	20%	15%	20%	24%
Aged 25 to 34 years	18%	25%	27%	27%	22%	25%	
Aged 35 to 44 years	27%	26%	24%	27%	24%	28%	
Aged 45 to 54 years	25%	26%	25%	25%	27%	21%	
Aged 55 to 64 years	24%	22%	21%	19%	15%	18%	
Aged 65+ years	14%	13%	12%	12%	6%	13%	
Aged 25 to 64 years	23%	25%	24%	24%	22%	23%	
Aged 15 to 64 years	22%	23%	24%	24%	21%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	28%	33%	40%	38%	39%	36%	48%
Aged 25 to 34 years	34%	40%	44%	48%	48%	41%	
Aged 35 to 44 years	33%	41%	40%	40%	40%	39%	
Aged 45 to 54 years	33%	39%	38%	44%	44%	42%	
Aged 55 to 64 years	36%	36%	38%	44%	37%	41%	
Aged 65+ years	43%	47%	52%	47%	52%	48%	
Aged 25+	35%	40%	41%	44%	43%	41%	
Aged 15+	34%	39%	41%	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	42%	44%	47%	55%	45%	52%	49%
Aged 15+	41%	48%	54%	46%	45%	56%	
All ages	41%	45%	49%	52%	45%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		57%	62%	64%	63%	70%	75%
Aged 25+		63%	70%	73%	80%	80%	
Aged 15+		61%	67%	70%	73%	77%	

²³³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table G.60 Number of active plans by goal type and primary disability – Victoria ²³⁴

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	1,069	2,975	2,475	827	1,136	3,491	1,909	1,134	4,281
Autism	7,645	39,272	16,816	18,262	21,847	30,390	3,161	5,854	45,180
Cerebral palsy	1,015	3,281	2,363	1,025	1,142	3,085	1,295	679	4,105
Developmental delay	873	15,182	6,111	10,005	6,550	10,349	38	<11	16,225
Down syndrome	616	2,176	1,410	796	883	2,309	923	603	2,834
Global developmental delay	137	2,134	875	1,417	891	1,446	12	<11	2,250
Hearing impairment	1,144	4,847	1,451	1,798	1,183	3,146	800	1,341	6,179
Intellectual disability	5,317	17,309	9,659	6,801	7,824	17,715	6,946	7,323	23,049
Multiple sclerosis	796	2,235	2,152	264	481	2,101	1,137	815	2,954
Psychosocial disability	4,313	12,649	12,243	4,308	4,238	14,786	6,463	6,425	18,364
Spinal cord injury	323	712	596	133	136	709	378	299	943
Stroke	532	1,414	1,062	215	357	1,391	657	398	1,791
Visual impairment	754	2,309	1,116	695	352	2,006	609	888	2,799
Other neurological	1,276	3,901	3,046	810	1,154	3,848	1,889	839	5,098
Other physical	1,143	3,499	2,495	606	590	2,876	1,170	946	4,321
Other sensory/speech	68	411	126	210	173	219	16	30	501
Other	305	1,088	707	281	322	947	388	262	1,366
Total	27,326	115,394	64,703	48,453	49,259	100,814	27,791	27,840	142,240

²³⁴ 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.61 Percentage of active plans by goal type and primary disability – Victoria ²³⁵

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%	58%	19%	27%	82%	45%	26%
Autism	17%	87%	37%	40%	48%	67%	7%	13%
Cerebral palsy	25%	80%	58%	25%	28%	75%	32%	17%
Developmental delay	5%	94%	38%	62%	40%	64%	0%	n/a
Down syndrome	22%	77%	50%	28%	31%	81%	33%	21%
Global developmental delay	6%	95%	39%	63%	40%	64%	1%	n/a
Hearing impairment	19%	78%	23%	29%	19%	51%	13%	22%
Intellectual disability	23%	75%	42%	30%	34%	77%	30%	32%
Multiple sclerosis	27%	76%	73%	9%	16%	71%	38%	28%
Psychosocial disability	23%	69%	67%	23%	23%	81%	35%	35%
Spinal cord injury	34%	76%	63%	14%	14%	75%	40%	32%
Stroke	30%	79%	59%	12%	20%	78%	37%	22%
Visual impairment	27%	82%	40%	25%	13%	72%	22%	32%
Other neurological	25%	77%	60%	16%	23%	75%	37%	16%
Other physical	26%	81%	58%	14%	14%	67%	27%	22%
Other sensory/speech	14%	82%	25%	42%	35%	44%	3%	6%
Other	22%	80%	52%	21%	24%	69%	28%	19%
Total	19%	81%	45%	34%	35%	71%	20%	20%

²³⁵ 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 ²³⁶

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	3,588	13,402	8,582	2,782	3,727	12,417	5,924	3,170	53,592
Autism	33,826	338,734	77,091	91,028	99,352	135,594	12,008	22,970	810,603
Cerebral palsy	4,757	25,161	11,081	4,756	4,960	15,046	5,193	2,772	73,726
Developmental delay	2,714	125,321	24,634	40,918	23,563	38,567	121	13	255,851
Down syndrome	2,671	15,300	5,893	3,565	3,862	11,199	3,498	2,327	48,315
Global developmental delay	445	19,344	3,714	6,114	3,339	5,812	40	<11	38,808
Hearing impairment	4,661	28,679	5,819	7,454	4,521	12,776	2,681	4,693	71,284
Intellectual disability	21,455	109,628	38,943	29,339	31,233	76,980	24,164	26,734	358,476
Multiple sclerosis	2,931	11,354	9,165	885	1,613	7,901	4,010	2,725	40,584
Psychosocial disability	14,919	51,733	42,943	13,594	12,919	48,715	18,775	19,097	222,695
Spinal cord injury	1,251	3,419	2,372	435	486	2,767	1,374	936	13,040
Stroke	2,143	7,965	4,248	802	1,268	5,515	2,406	1,436	25,783
Visual impairment	3,060	14,317	4,556	2,963	1,358	8,629	2,389	3,305	40,577
Other neurological	5,103	22,935	12,240	3,513	4,236	15,339	6,529	2,949	72,844
Other physical	4,786	21,435	10,793	2,421	2,212	11,885	4,392	3,428	61,352
Other sensory/speech	290	3,569	510	1,022	629	916	70	108	7,114
Other	1,222	7,095	2,901	1,318	1,348	3,807	1,351	943	19,985
Total	109,822	819,391	265,485	212,909	200,626	413,865	94,925	97,606	2,214,629

²³⁶ Participants have set over eighteen million goals in total across Australia since July 2016. The 2,214,629 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.63 Number of active plans by goal type and age group – Victoria ²³⁷

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	1,251	22,551	9,479	15,147	9,797	15,923	64	<11	23,984
7 to 14	4,878	33,056	12,089	14,671	17,874	21,824	668	249	36,893
15 to 18	2,571	8,739	4,133	3,899	4,812	8,008	837	2,579	10,597
19 to 24	2,996	7,955	4,127	3,427	3,031	7,690	2,664	5,611	10,340
25 to 34	3,426	8,986	6,212	3,201	3,101	9,356	4,687	5,876	12,400
35 to 44	3,063	8,613	7,004	2,545	3,068	9,312	4,639	4,988	12,058
45 to 54	3,557	10,248	8,674	2,595	3,279	11,293	5,487	4,666	14,346
55 to 64	4,090	11,452	9,678	2,326	3,282	12,956	6,482	3,243	16,124
65+	1,494	3,794	3,307	642	1,015	4,452	2,263	627	5,498
Total	27,326	115,394	64,703	48,453	49,259	100,814	27,791	27,840	142,240

Table G.64 Percentage of active plans by goal type and age group – Victoria ²³⁸

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%	40%	63%	41%	66%	0%	n/a
7 to 14	13%	90%	33%	40%	48%	59%	2%	1%
15 to 18	24%	82%	39%	37%	45%	76%	8%	24%
19 to 24	29%	77%	40%	33%	29%	74%	26%	54%
25 to 34	28%	72%	50%	26%	25%	75%	38%	47%
35 to 44	25%	71%	58%	21%	25%	77%	38%	41%
45 to 54	25%	71%	60%	18%	23%	79%	38%	33%
55 to 64	25%	71%	60%	14%	20%	80%	40%	20%
65+	27%	69%	60%	12%	18%	81%	41%	11%
Total	19%	81%	45%	34%	35%	71%	20%	20%

²³⁷ 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.

²³⁸ 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 G.65 Number of goals in active plans by goal type and age group – Victoria ²³⁹

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	4,080	193,687	40,404	65,204	36,575	62,137	218	<11	402,311
7 to 14	21,952	316,387	56,498	76,383	83,174	99,327	2,477	962	657,160
15 to 18	11,540	56,545	17,580	17,263	20,544	35,216	3,078	9,915	171,681
19 to 24	13,125	45,591	17,491	14,289	12,525	33,674	9,921	21,783	168,399
25 to 34	13,770	44,938	24,404	11,702	11,428	37,824	16,170	20,656	180,892
35 to 44	11,592	41,509	26,857	9,054	10,794	36,072	15,827	16,686	168,391
45 to 54	13,051	48,578	32,710	8,800	11,271	42,562	18,133	15,075	190,180
55 to 64	15,202	53,860	36,561	7,886	10,854	49,440	21,517	10,487	205,807
65+	5,510	18,296	12,980	2,328	3,461	17,613	7,584	2,036	69,808
Total	109,822	819,391	265,485	212,909	200,626	413,865	94,925	97,606	2,214,629

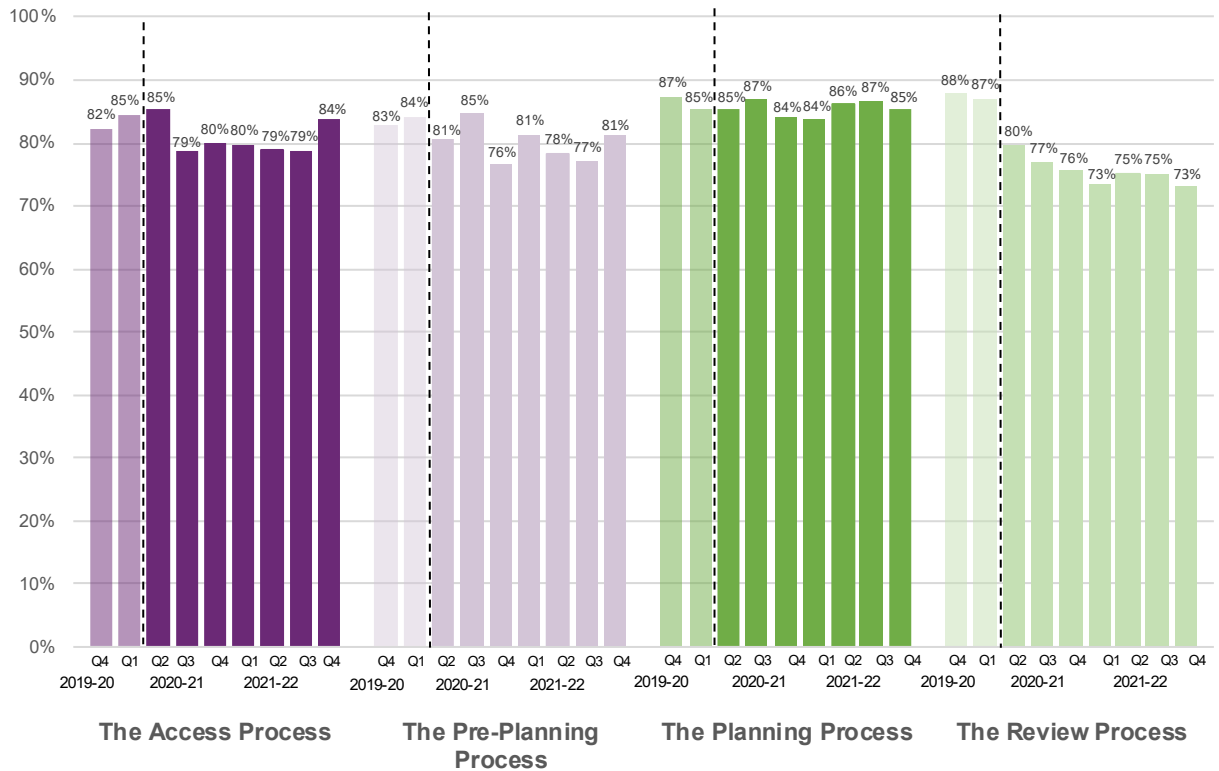
Table G.66 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria ²⁴⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 1,547	n = 274
Are you happy with how coming into the NDIS has gone?	86%	89%
Was the person from the NDIS respectful?	97%	98%
Do you understand what will happen next with your plan?	77%	76%
% of participants rating their overall experience as Very Good or Good.	80%	84%
Pre-planning	n = 1,440	n = 204
Did the person from the NDIS understand how your disability affects your life?	87%	87%
Did you understand why you needed to give the information you did?	96%	92%
Were decisions about your plan clearly explained?	79%	81%
Are you clear on what happens next with your plan?	68%	68%
Do you know where to go for more help with your plan?	74%	74%
% of participants rating their overall experience as Very Good or Good.	80%	81%
Planning	n = 6,603	n = 1,026
Did the person from the NDIS understand how your disability affects your life?	92%	93%
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?	84%	84%
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%	85%
Plan review	n = 15,573	n = 2,386
Did the person from the NDIS understand how your disability affects your life?	82%	78%
Did you feel prepared for your plan review?	87%	85%
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%	73%

²³⁹ Participants have set over eighteen million goals in total across Australia since July 2016. The 2,214,629 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

²⁴⁰ 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 ²⁴¹ ²⁴²



²⁴¹ 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.

²⁴² Participant satisfaction results for prior quarters have been restated using data as at 30 June 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.67 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table G.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 ^{243 244}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	112	<11	119	113
Complaint about LAC Partner	372	36	408	373
Complaints about service providers	1,573	132	1,705	1,400
Complaints about the Agency	23,719	1,590	25,309	13,793
Critical/ Reportable Incident	2,842	542	3,384	2,650
Unclassified	638	<11	640	593
Total	29,256	2,309	31,565	16,867
% of the number of active participants	7.4%	6.6%	7.3%	

²⁴³ Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

²⁴⁴ % 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.

Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria

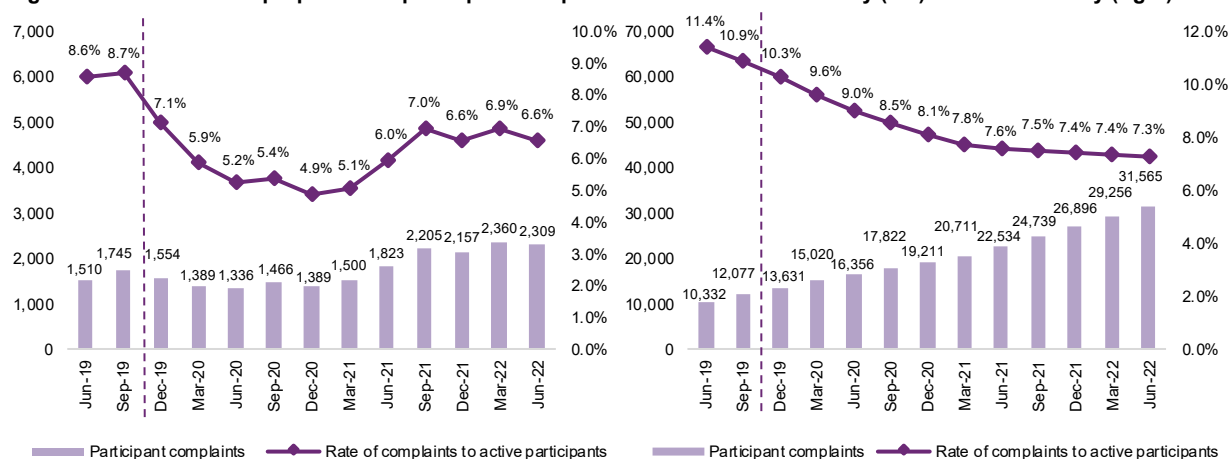


Table G.68 Participant complaints by type – Victoria

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	1,125	(5%)	<11		1,125	(4%)
Information unclear	478	(2%)	<11		478	(2%)
NDIA Access	454	(2%)	66	(4%)	520	(2%)
NDIA Engagement	12	(0%)	<11		15	(0%)
NDIA Finance	1,310	(6%)	207	(13%)	1,517	(6%)
NDIA Fraud and Compliance	59	(0%)	17	(1%)	76	(0%)
NDIA Plan	3,878	(16%)	634	(40%)	4,512	(18%)
NDIA Process	1,324	(6%)	158	(10%)	1,482	(6%)
NDIA Resources	106	(0%)	20	(1%)	126	(0%)
NDIA Staff	999	(4%)	107	(7%)	1,106	(4%)
NDIA Timeliness	3,520	(15%)	337	(21%)	3,857	(15%)
Participation, engagement and inclusion	98	(0%)	<11		98	(0%)
Provider Portal	28	(0%)	<11		28	(0%)
Quality & Safeguards Commission	11	(0%)	<11		14	(0%)
Reasonable and necessary supports	1,559	(7%)	<11		1,560	(6%)
Staff conduct - Agency	439	(2%)	<11		439	(2%)
The way the NDIA carried out its decision making	745	(3%)	<11		755	(3%)
Timeliness	4,476	(19%)	<11		4,480	(18%)
Other	3,098	(13%)	23	(1%)	3,121	(12%)
Total	23,719		1,590		25,309	
Complaint about ECA Partner						
ECA Engagement	<11		<11		<11	
ECA Fraud and Compliance	<11		<11		<11	
ECA Plan	<11		<11		11	(9%)
ECA Process	<11		<11		<11	
ECA Resources	<11		<11		<11	
ECA Staff	27	(24%)	<11		30	(25%)
ECA Timeliness	68	(61%)	<11		69	(58%)
Other	<11		<11		<11	
Total	112		<11		119	
Complaint about LAC Partner						
LAC Engagement	<11		<11		<11	
LAC Fraud and Compliance	<11		<11		<11	

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Plan	58	(16%)	<11		64	(16%)
LAC Process	42	(11%)	<11		46	(11%)
LAC Resources	<11		<11		<11	
LAC Staff	234	(63%)	24	(67%)	258	(63%)
LAC Timeliness	34	(9%)	<11		36	(9%)
Other	<11		<11		<11	
Total	372		36		408	
<i>Complaints about service providers</i>						
Provider costs.	49	(3%)	<11		49	(3%)
Provider Finance	59	(4%)	<11		66	(4%)
Provider Fraud and Compliance	111	(7%)	13	(10%)	124	(7%)
Provider process	84	(5%)	<11		87	(5%)
Provider Service	505	(32%)	72	(55%)	577	(34%)
Provider Staff	205	(13%)	28	(21%)	233	(14%)
Service Delivery	118	(8%)	<11		119	(7%)
Staff conduct	114	(7%)	<11		114	(7%)
Supports being provided	125	(8%)	<11		128	(8%)
Other	203	(13%)	<11		208	(12%)
Total	1,573		132		1,705	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	730	(26%)	147	(27%)	877	(26%)
Allegations against Informal Supports	363	(13%)	12	(2%)	375	(11%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	579	(20%)	110	(20%)	689	(20%)
Provider reporting	1,165	(41%)	273	(50%)	1,438	(42%)
Other	<11		<11		<11	
Total	2,842		542		3,384	
<i>Unclassified</i>	638		<11		640	
Participants total	29,256		2,309		31,565	

Table G.69 AAT Cases by category at 30 June 2022 – Victoria

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Access	543	20%	67	21%	610	20%
Plan	1,866	70%	224	69%	2,090	70%
Plan Review	88	3%	<11		88	3%
Other	157	6%	35	11%	192	6%
Total cases	2,654	100%	326	100%	2,980	100%
% of the number of active participants	0.67%		0.93%		0.69%	

Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

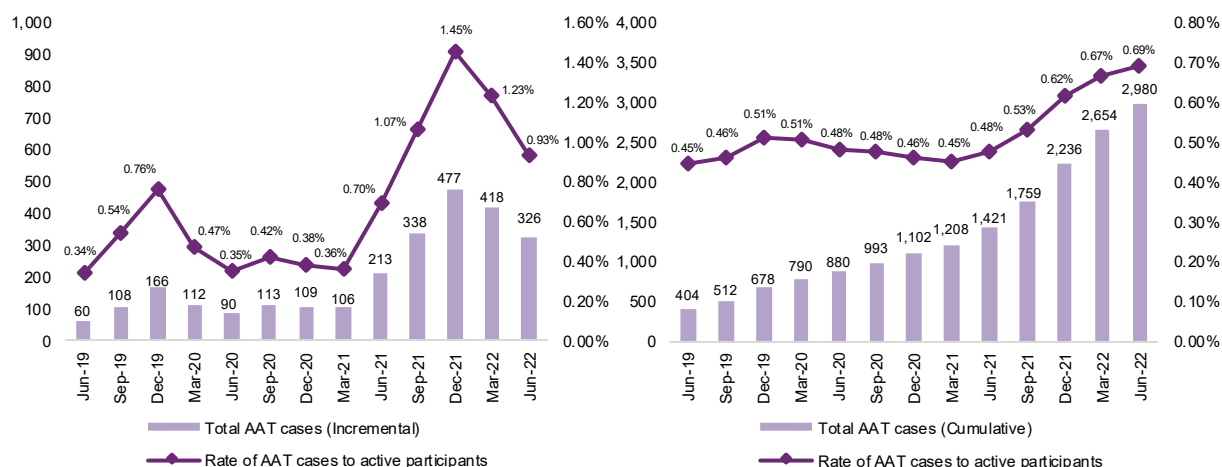


Table G.70 AAT cases by open/closed and decision – Victoria ²⁴⁵ ²⁴⁶

	Number of cases	Number of unique active participants
AAT Cases	2,980	2,723
Open AAT Cases	1,171	1,163
Closed AAT Cases	1,809	1,657
<i>Resolved before hearing</i>	<i>1,754</i>	<i>1,610</i>
<i>Gone to hearing and received a substantive decision</i>	<i>55</i>	<i>47</i>

²⁴⁵ Of the 55 cases which went to hearing and received a substantive decision: 17 affirmed the Agency's decision, 12 varied the Agency's decision and 26 set aside the Agency's decision.

²⁴⁶ 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 ^{247 248}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.12	1.11
b) Number of providers delivering new types of supports	469	475
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	93%	92%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	94%	94%
<i>Early Childhood Supports (%)</i>	91%	91%
<i>Assist Personal Activities (%)</i>	95%	95%

Table G.72 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – Victoria ²⁴⁹

Activity	Number of providers
Active for the first time in 2021-22 Q4	141
Active in 2021-22 Q4 and also in previous quarters	2,543
Active in 2021-22 Q4	2,684
Inactive in 2021-22 Q4	4,084
Active ever	6,768

²⁴⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁴⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁴⁹ 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 ²⁵⁰

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	180	6	186	3%
Assistance Animals	82	<5	86	5%
Assistance with daily life tasks in a group or shared living arrangement	676	48	724	7%
Assistance with travel/transport arrangements	752	19	771	3%
Daily Personal Activities	1,307	65	1,372	5%
Group and Centre Based Activities	818	29	847	4%
High Intensity Daily Personal Activities	833	31	864	4%
Household tasks	1,605	32	1,637	2%
Interpreting and translation	174	7	181	4%
Participation in community, social and civic activities	1,419	57	1,476	4%
Assistive Technology				
Assistive equipment for recreation	192	7	199	4%
Assistive products for household tasks	200	11	211	6%
Assistance products for personal care and safety	1,176	26	1,202	2%
Communication and information equipment	464	23	487	5%
Customised Prosthetics	470	22	492	5%
Hearing Equipment	212	12	224	6%
Hearing Services	62	6	68	10%
Personal Mobility Equipment	644	21	665	3%
Specialised Hearing Services	93	8	101	9%
Vision Equipment	178	12	190	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,516	88	1,604	6%
Behaviour Support	521	26	547	5%
Community nursing care for high needs	463	20	483	4%
Development of daily living and life skills	849	23	872	3%
Early Intervention supports for early childhood	985	21	1,006	2%
Exercise Physiology and Physical Wellbeing activities	492	26	518	5%
Innovative Community Participation	281	10	291	4%
Specialised Driving Training	172	8	180	5%
Therapeutic Supports	3,324	50	3,374	2%
Capital services				
Home modification design and construction	379	10	389	3%
Specialist Disability Accommodation	110	<5	112	2%
Vehicle Modifications	154	13	167	8%
Choice and control support services				
Management of funding for supports in participants plan	697	22	719	3%
Support Coordination	381	20	401	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	280	14	294	5%
Specialised Supported Employment	283	17	300	6%
Total	6,627	141	6,768	2%

²⁵⁰ 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 30 June 2022 – Victoria ²⁵¹

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	36	150	186	19%	81%	100%
Assistance Animals	16	70	86	19%	81%	100%
Assistance with daily life tasks in a group or shared living arrangement	88	636	724	12%	88%	100%
Assistance with travel/transport arrangements	132	639	771	17%	83%	100%
Daily Personal Activities	160	1,212	1,372	12%	88%	100%
Group and Centre Based Activities	97	750	847	11%	89%	100%
High Intensity Daily Personal Activities	106	758	864	12%	88%	100%
Household tasks	484	1,153	1,637	30%	70%	100%
Interpreting and translation	30	151	181	17%	83%	100%
Participation in community, social and civic activities	177	1,299	1,476	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	22	177	199	11%	89%	100%
Assistive products for household tasks	32	179	211	15%	85%	100%
Assistance products for personal care and safety	176	1,026	1,202	15%	85%	100%
Communication and information equipment	108	379	487	22%	78%	100%
Customised Prosthetics	77	415	492	16%	84%	100%
Hearing Equipment	35	189	224	16%	84%	100%
Hearing Services	10	58	68	15%	85%	100%
Personal Mobility Equipment	99	566	665	15%	85%	100%
Specialised Hearing Services	15	86	101	15%	85%	100%
Vision Equipment	31	159	190	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	266	1,338	1,604	17%	83%	100%
Behaviour Support	115	432	547	21%	79%	100%
Community nursing care for high needs	75	408	483	16%	84%	100%
Development of daily living and life skills	116	756	872	13%	87%	100%
Early Intervention supports for early childhood	318	688	1,006	32%	68%	100%
Exercise Physiology and Physical Wellbeing activities	111	407	518	21%	79%	100%
Innovative Community Participation	70	221	291	24%	76%	100%
Specialised Driving Training	49	131	180	27%	73%	100%
Therapeutic Supports	1,384	1,990	3,374	41%	59%	100%
Capital services						
Home modification design and construction	75	314	389	19%	81%	100%
Specialist Disability Accommodation	<5	108	112		96%	100%
Vehicle Modifications	21	146	167	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	134	585	719	19%	81%	100%
Support Coordination	61	340	401	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	36	258	294	12%	88%	100%
Specialised Supported Employment	43	257	300	14%	86%	100%
Total	2,266	4,502	6,768	33%	67%	100%

²⁵¹ Ibid.

Table G.75 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – Victoria

252

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	23	6	29	21%
Assistance Animals	46	<5	50	
Assistance with daily life tasks in a group or shared living arrangement	398	48	446	11%
Assistance with travel/transport arrangements	239	19	258	7%
Daily Personal Activities	694	65	759	9%
Group and Centre Based Activities	400	29	429	7%
High Intensity Daily Personal Activities	377	31	408	8%
Household tasks	642	32	674	5%
Interpreting and translation	64	7	71	10%
Participation in community, social and civic activities	778	57	835	7%
Assistive Technology				
Assistive equipment for recreation	44	7	51	14%
Assistive products for household tasks	36	11	47	23%
Assistance products for personal care and safety	490	26	516	5%
Communication and information equipment	213	23	236	10%
Customised Prosthetics	192	22	214	10%
Hearing Equipment	70	12	82	15%
Hearing Services	17	6	23	26%
Personal Mobility Equipment	264	21	285	7%
Specialised Hearing Services	35	8	43	19%
Vision Equipment	70	12	82	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	899	88	987	9%
Behaviour Support	280	26	306	8%
Community nursing care for high needs	199	20	219	9%
Development of daily living and life skills	323	23	346	7%
Early Intervention supports for early childhood	378	21	399	5%
Exercise Physiology and Physical Wellbeing activities	217	26	243	11%
Innovative Community Participation	71	10	81	12%
Specialised Driving Training	67	8	75	11%
Therapeutic Supports	1,063	50	1,113	4%
Capital services				
Home modification design and construction	126	10	136	7%
Specialist Disability Accommodation	75	<5	77	
Vehicle Modifications	50	13	63	21%
Choice and control support services				
Management of funding for supports in participants plan	455	22	477	5%
Support Coordination	190	20	210	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	140	14	154	9%
Specialised Supported Employment	184	17	201	8%
Total	2,543	141	2,684	5%

²⁵² Ibid.

Table G.76 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – Victoria ²⁵³

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	26	29		90%	100%
Assistance Animals	9	41	50	18%	82%	100%
Assistance with daily life tasks in a group or shared living arrangement	51	395	446	11%	89%	100%
Assistance with travel/transport arrangements	42	216	258	16%	84%	100%
Daily Personal Activities	96	663	759	13%	87%	100%
Group and Centre Based Activities	57	372	429	13%	87%	100%
High Intensity Daily Personal Activities	59	349	408	14%	86%	100%
Household tasks	155	519	674	23%	77%	100%
Interpreting and translation	8	63	71	11%	89%	100%
Participation in community, social and civic activities	106	729	835	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	<5	48	51		94%	100%
Assistive products for household tasks	8	39	47	17%	83%	100%
Assistance products for personal care and safety	75	441	516	15%	85%	100%
Communication and information equipment	51	185	236	22%	78%	100%
Customised Prosthetics	35	179	214	16%	84%	100%
Hearing Equipment	15	67	82	18%	82%	100%
Hearing Services	<5	20	23		87%	100%
Personal Mobility Equipment	44	241	285	15%	85%	100%
Specialised Hearing Services	<5	42	43		98%	100%
Vision Equipment	13	69	82	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	165	822	987	17%	83%	100%
Behaviour Support	47	259	306	15%	85%	100%
Community nursing care for high needs	29	190	219	13%	87%	100%
Development of daily living and life skills	45	301	346	13%	87%	100%
Early Intervention supports for early childhood	72	327	399	18%	82%	100%
Exercise Physiology and Physical Wellbeing activities	41	202	243	17%	83%	100%
Innovative Community Participation	14	67	81	17%	83%	100%
Specialised Driving Training	16	59	75	21%	79%	100%
Therapeutic Supports	305	808	1,113	27%	73%	100%
Capital services						
Home modification design and construction	23	113	136	17%	83%	100%
Specialist Disability Accommodation	<5	74	77		96%	100%
Vehicle Modifications	6	57	63	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	97	380	477	20%	80%	100%
Support Coordination	34	176	210	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	21	133	154	14%	86%	100%
Specialised Supported Employment	31	170	201	15%	85%	100%
Total	581	2,103	2,684	22%	78%	100%

²⁵³ Ibid.

Figure G.13 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – Victoria ²⁵⁴

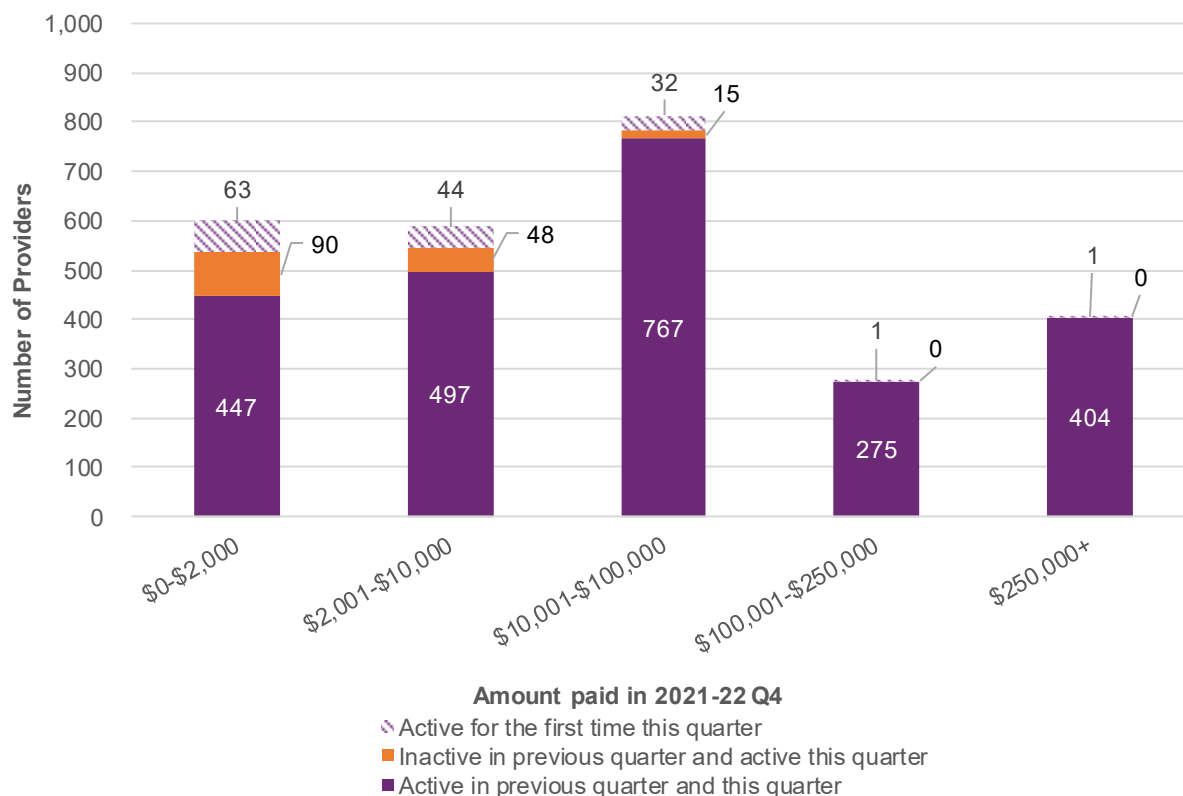
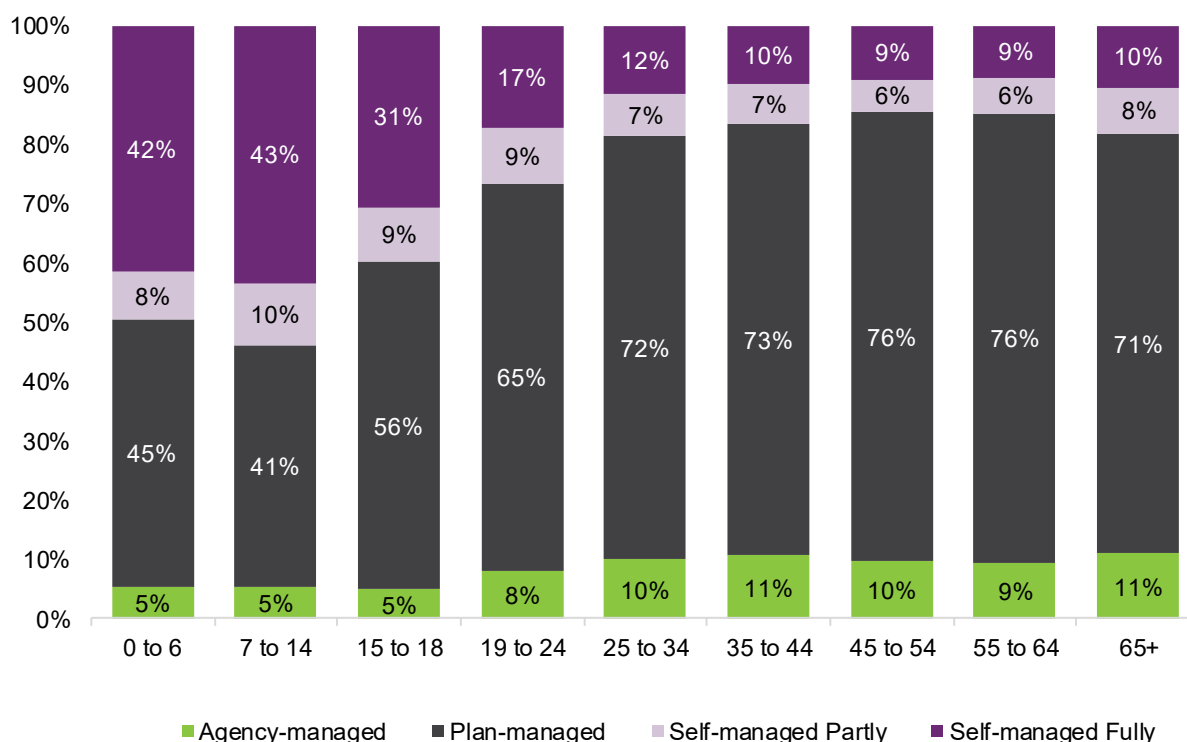


Figure G.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – Victoria ^{255 256}



²⁵⁴ 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.

²⁵⁵ For the total number of active participants in each age group, see Table G.18.

²⁵⁶ 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 30 June 2022 – Victoria ^{257 258}

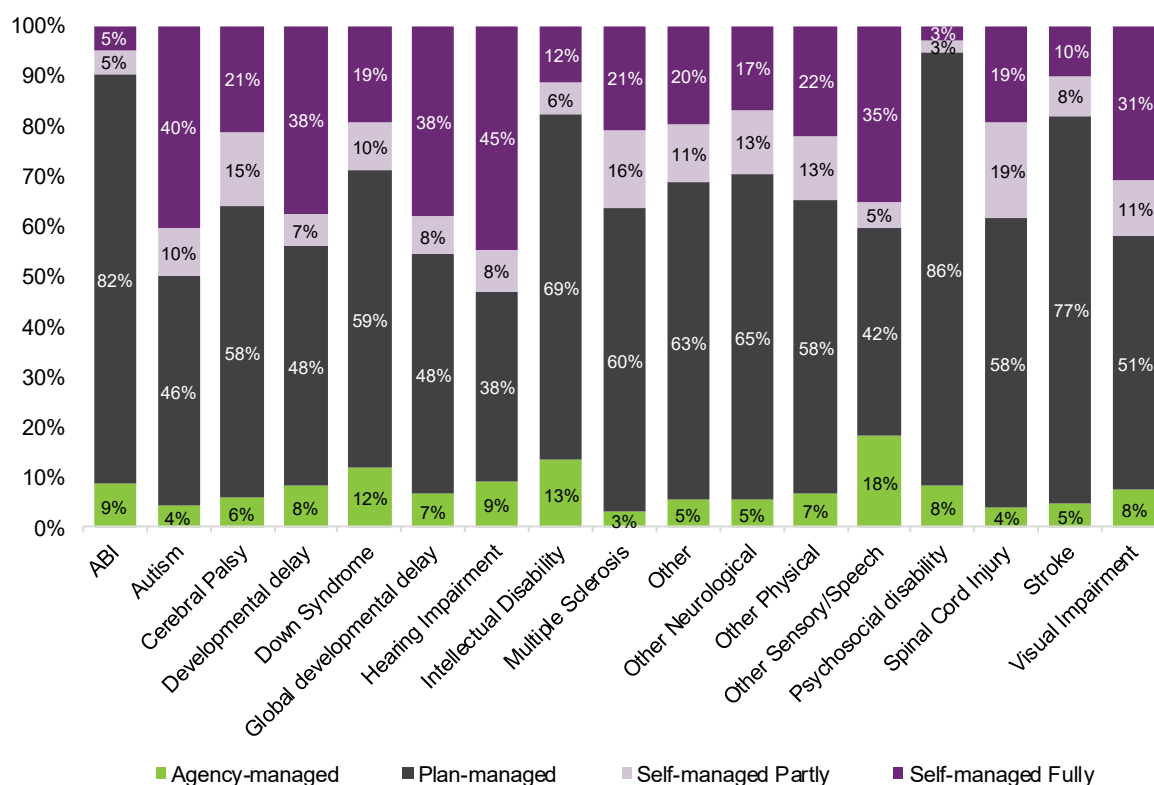


Table G.77 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria ²⁵⁹

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	27%	22%	26%
Self-managed partly	8%	8%	8%
Plan-managed	57%	65%	58%
Agency-managed	8%	6%	7%
Total	100%	100%	100%

²⁵⁷ For the total number of active participants in each primary disability group, see Table G.14.

²⁵⁸ 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.

²⁵⁹ Ibid.

Figure G.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria ²⁶⁰

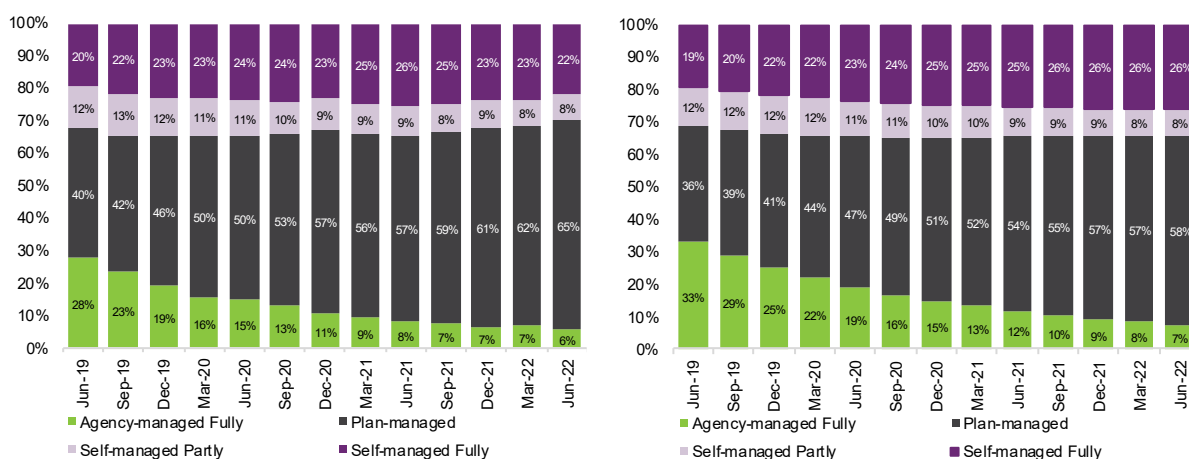


Table G.78 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria

	Prior Quarters	2021-22 Q4	Total
Self-managed	15%	13%	15%
Plan-managed	48%	59%	50%
Agency-managed	36%	28%	35%
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

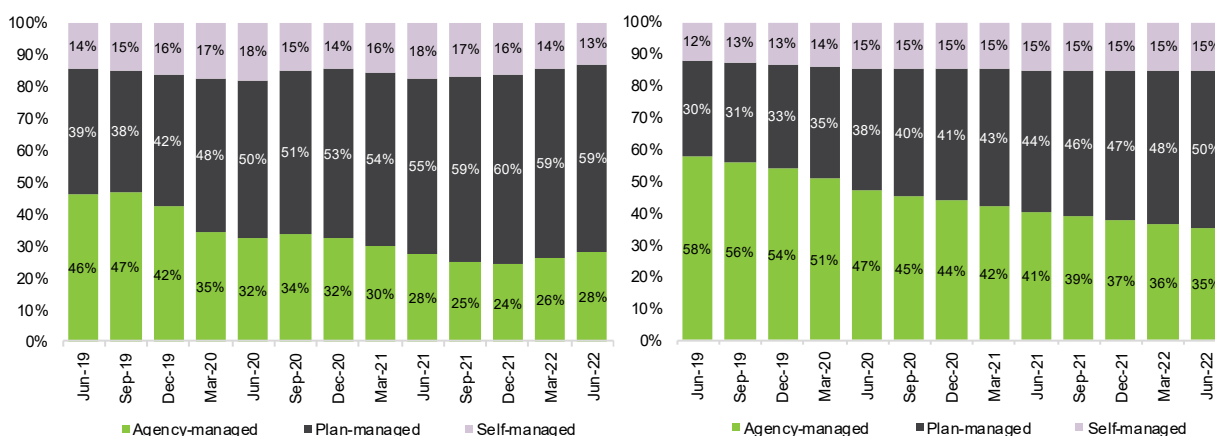


Table G.79 Distribution of active participants by support coordination and quarter of plan approval – Victoria

	Prior Quarters	2021-22 Q4	Total
Support coordination	43%	56%	46%

²⁶⁰ 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 ²⁶¹

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	82,145	68%	3,426	61%	85,571	67%
30 to 59 days	14,790	12%	822	15%	15,612	12%
60 to 89 days	6,717	6%	419	7%	7,136	6%
Activated within 90 days	103,652	85%	4,667	83%	108,319	85%
90 to 119 days	3,816	3%	233	4%	4,049	3%
120 days and over	11,297	9%	277	5%	11,574	9%
Activated after 90 days	15,113	12%	510	9%	15,623	12%
No payments	2,652	2%	459	8%	3,111	2%
Total plans approved	121,417	100%	5,636	100%	127,053	100%

²⁶¹ Plans approved after the end of 2021-22 Q2 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 30 June 2022 – Victoria ²⁶²

	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	3,443	3,639	95%
Not Aboriginal and Torres Strait Islander	92,322	95,583	97%
Not Stated	20,924	21,611	97%
Total	116,689	120,833	97%
by Culturally and Linguistically Diverse status			
CALD	13,560	14,076	96%
Not CALD	103,089	106,716	97%
Not Stated	40	41	98%
Total	116,689	120,833	97%
by Remoteness			
Major Cities	84,090	87,040	97%
Regional	32,548	33,740	96%
Remote	50	52	96%
Missing	<11	<11	
Total	116,689	120,833	97%
by Primary Disability type			
Autism	38,543	39,519	98%
Intellectual disability (including Down syndrome)	23,802	24,436	97%
Psychosocial disability	15,288	15,812	97%
Developmental delay (including global developmental delay)	9,898	10,672	93%
Other	29,158	30,394	96%
Total	116,689	120,833	97%
by Gender			
Male	70,191	72,827	96%
Female	45,155	46,610	97%
Other	1,343	1,396	96%
Total	116,689	120,833	97%
by Age Group			
0-6	13,933	14,605	95%
7-14	32,116	33,413	96%
15-18	9,014	9,407	96%
19-24	9,139	9,606	95%
25-34	10,726	11,131	96%
35-44	10,386	10,651	98%
45-54	12,406	12,701	98%
55-64	13,842	14,100	98%
65+	5,127	5,219	98%
Total	116,689	120,833	97%

²⁶² The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table G.82 Distribution of plans by utilisation – Victoria ^{263 264}

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 ²⁶⁵

	Prior Quarters	2021-22 Q4	Total
Daily Activities	15%	15%	15%
Health & Wellbeing	58%	61%	59%
Lifelong Learning	23%	23%	23%
Other	18%	20%	18%
Non-categorised	21%	18%	20%
Any mainstream service	95%	95%	95%

²⁶³ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²⁶⁴ 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.

²⁶⁵ 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
Total Committed	53.8	162.3	204.3	497.9	1,440.4	3,459.7	6,035.1	7,929.8	8,962.7

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Victoria

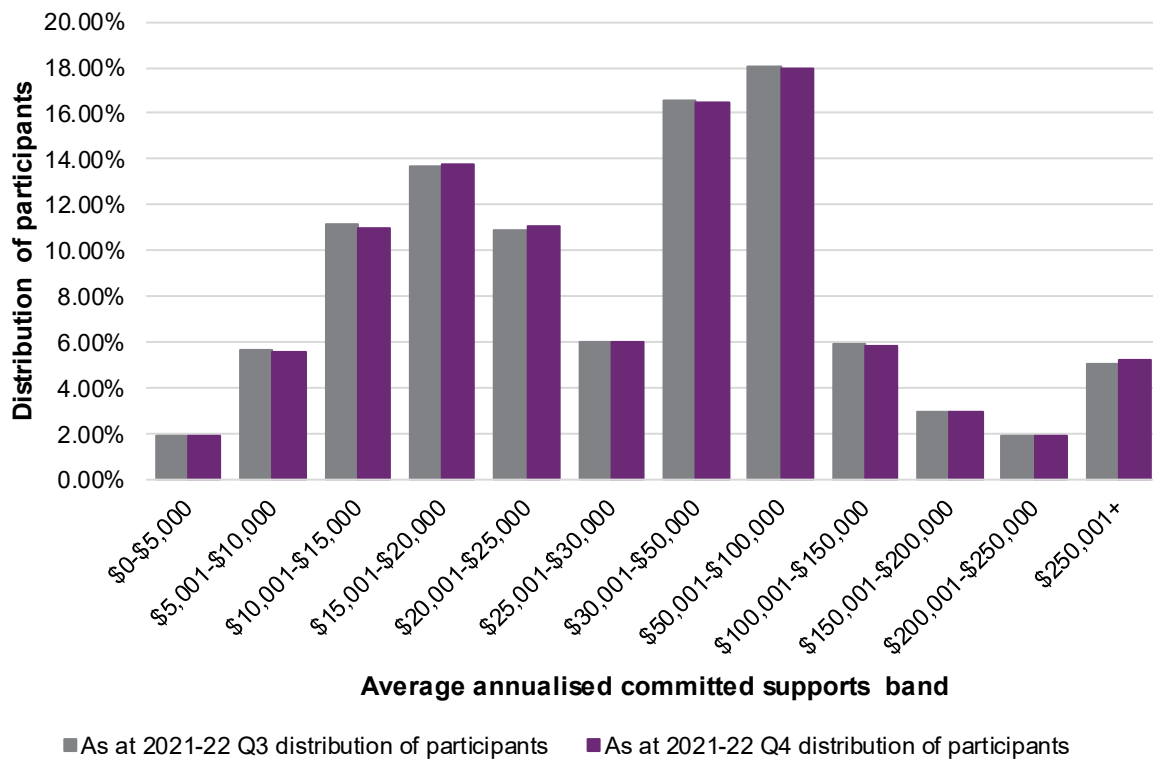
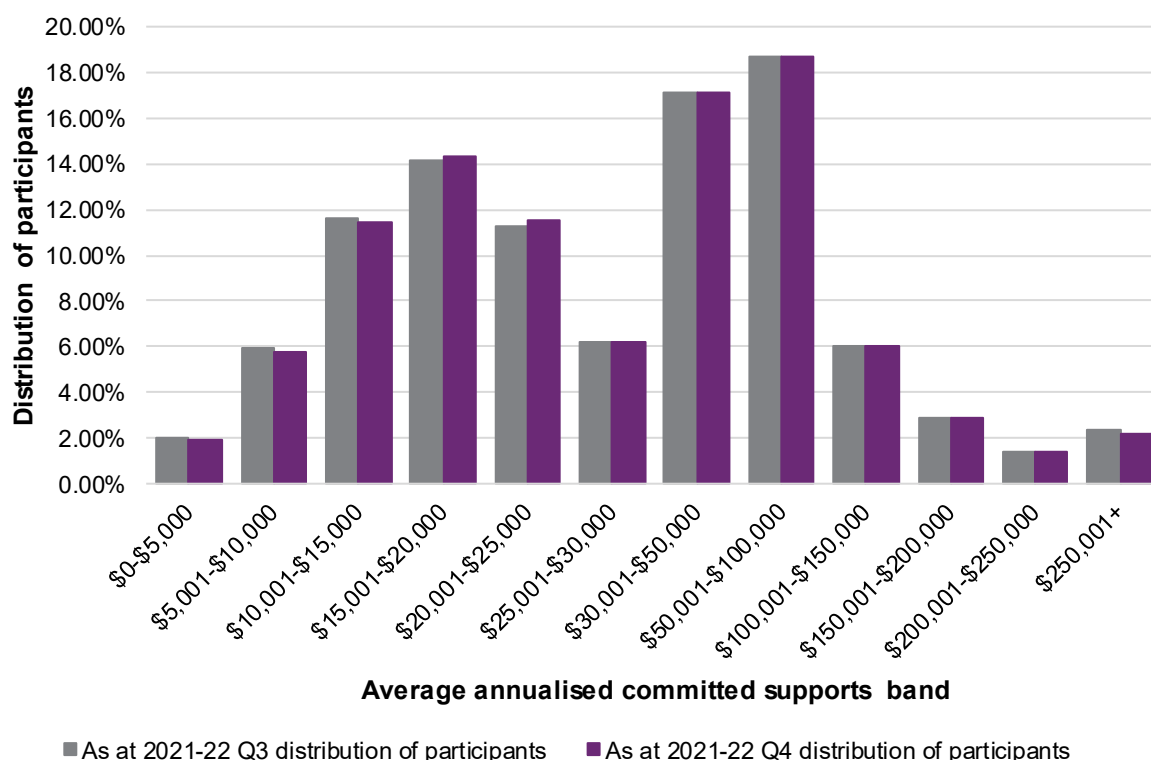


Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Victoria



Note: In Figures G.20 to G.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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.20 Average annualised committed supports and average payments by age group as at 30 June 2022 – Victoria

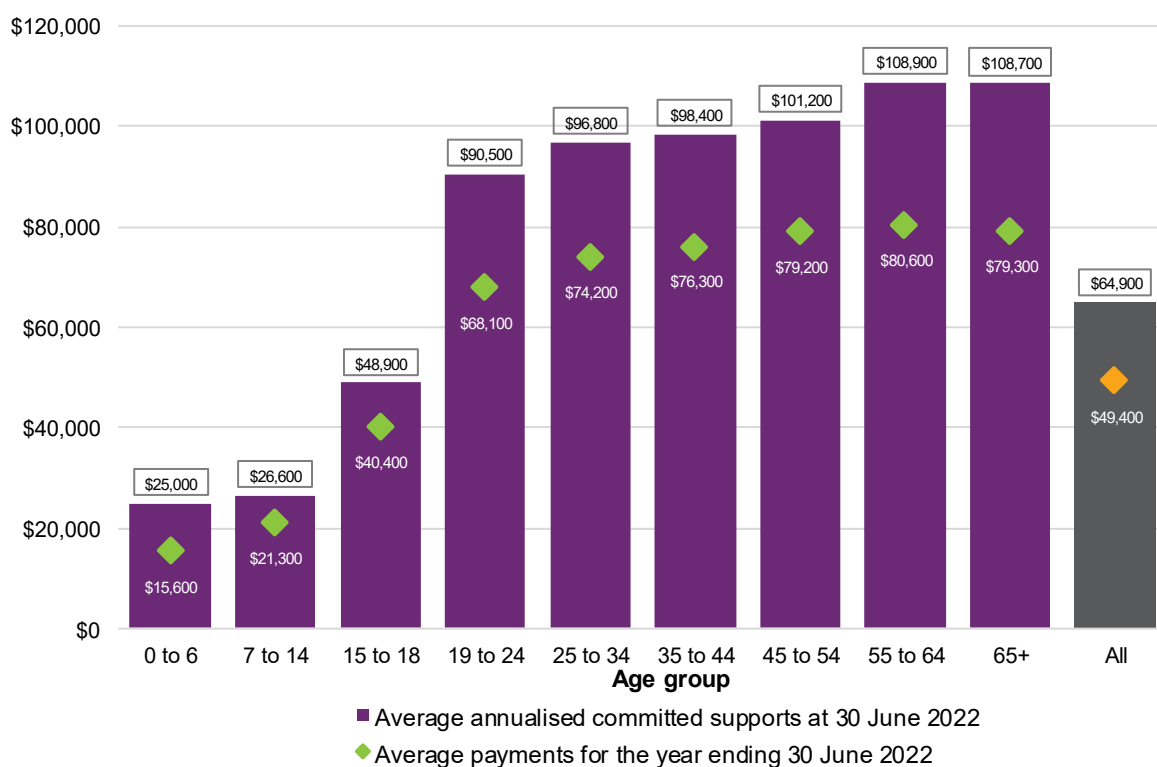


Figure G.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – Victoria

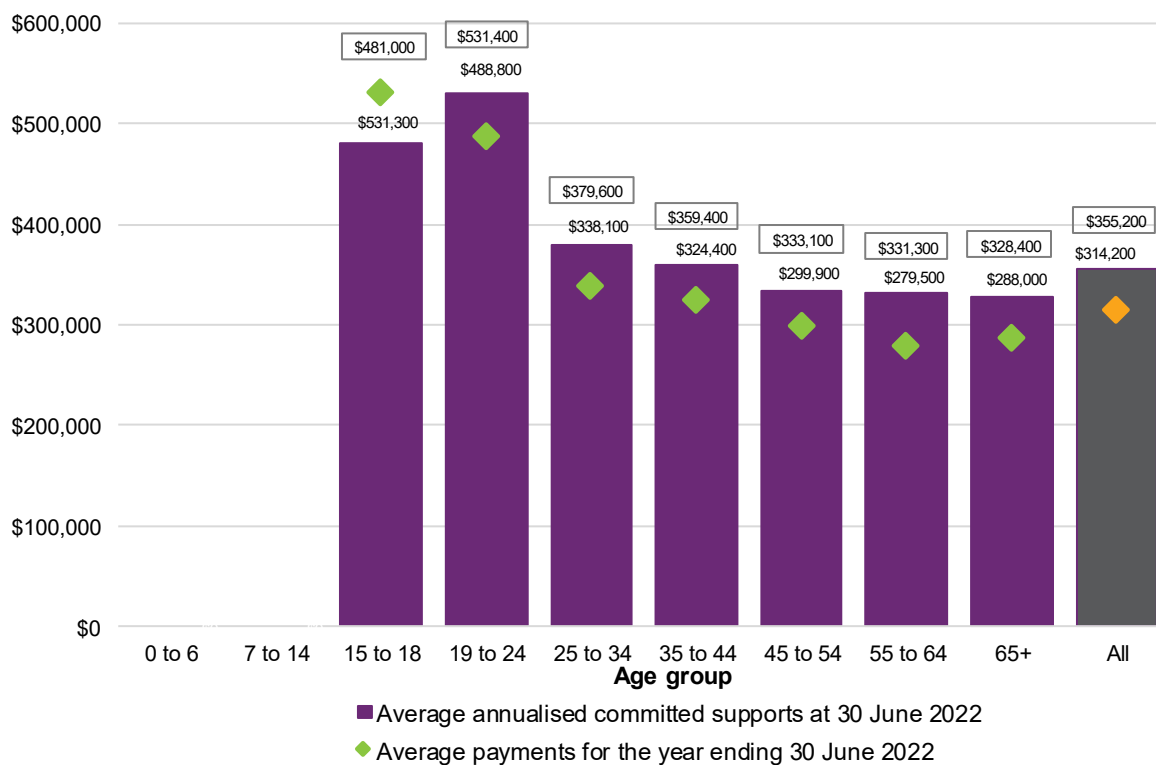


Figure G.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – Victoria

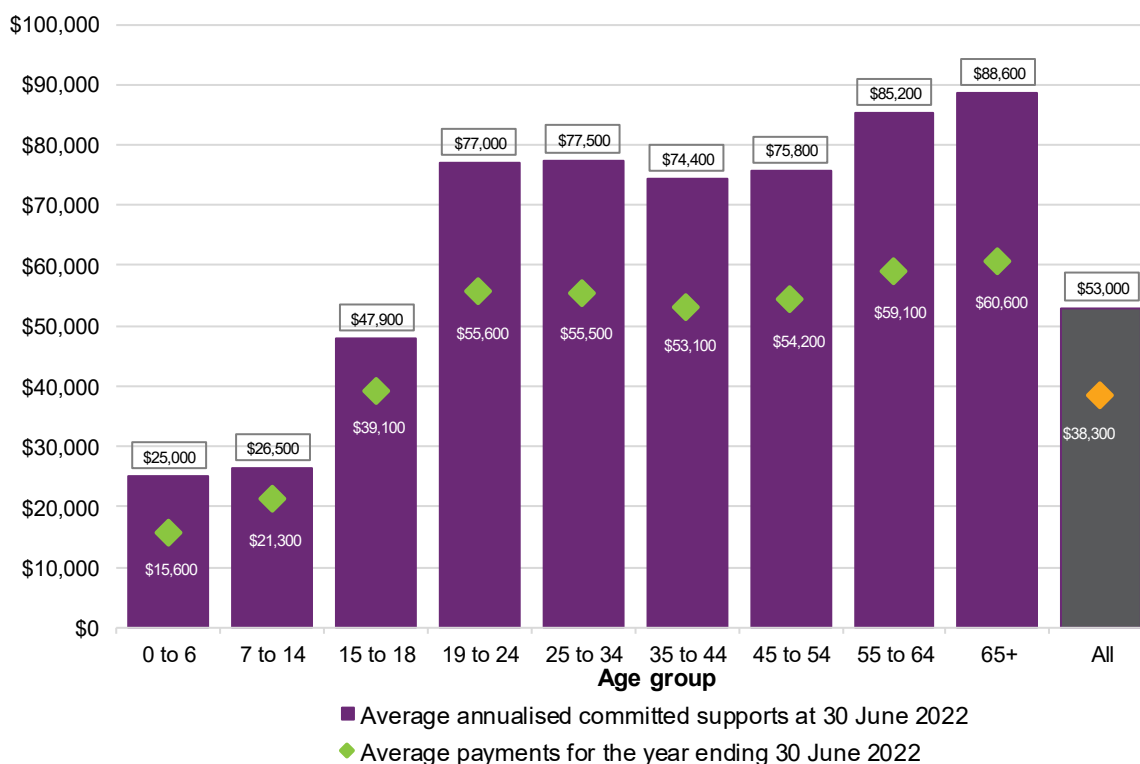


Figure G.23 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – Victoria

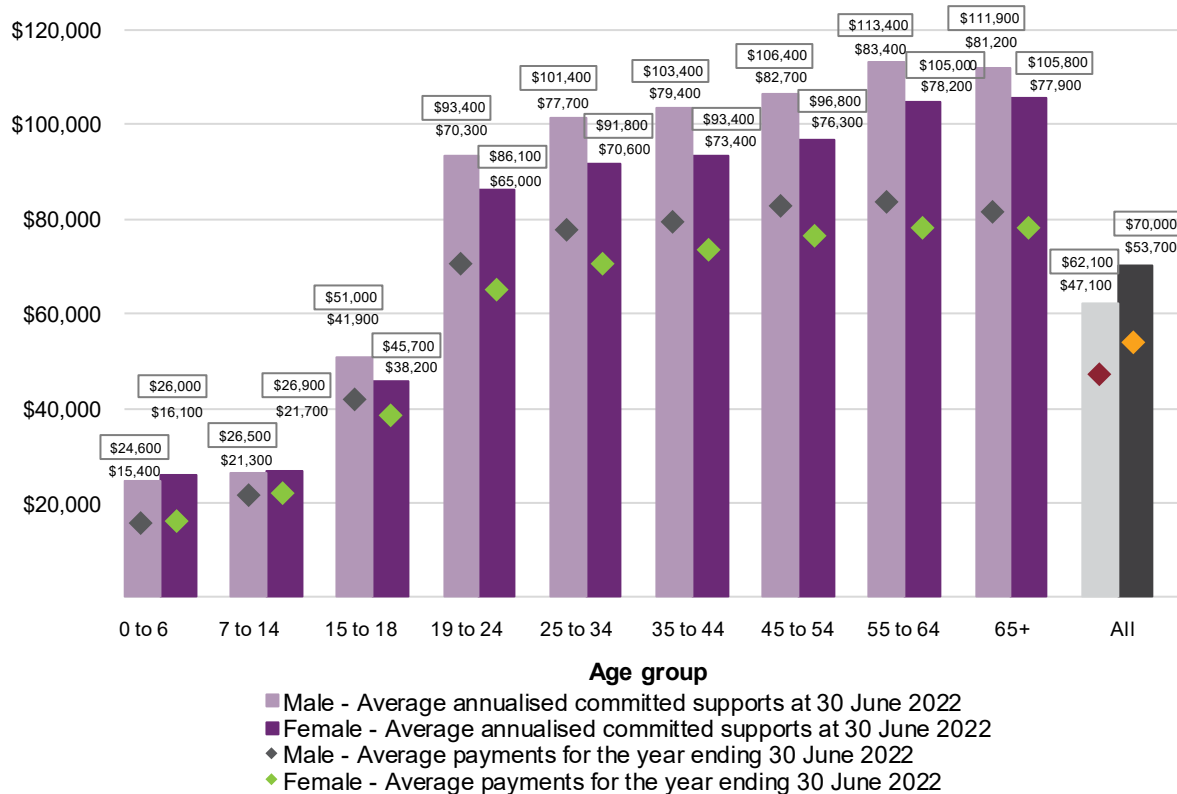


Figure G.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – Victoria

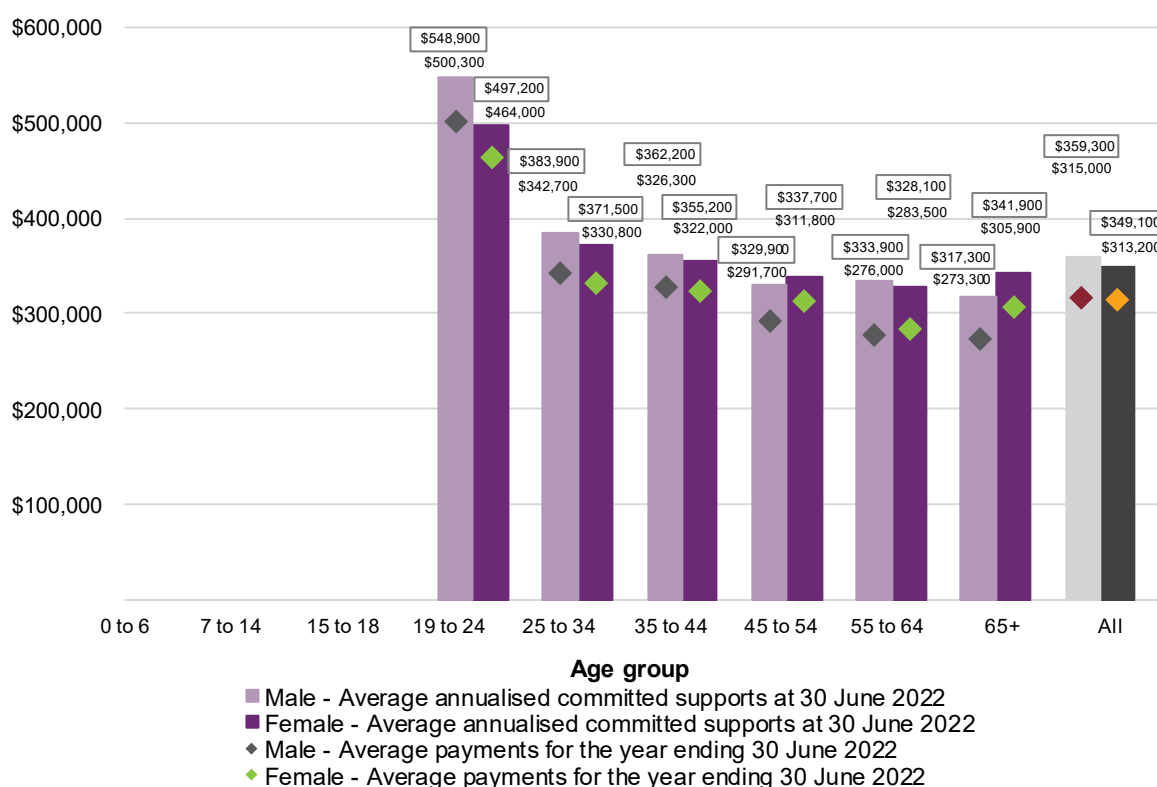


Figure G.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – Victoria

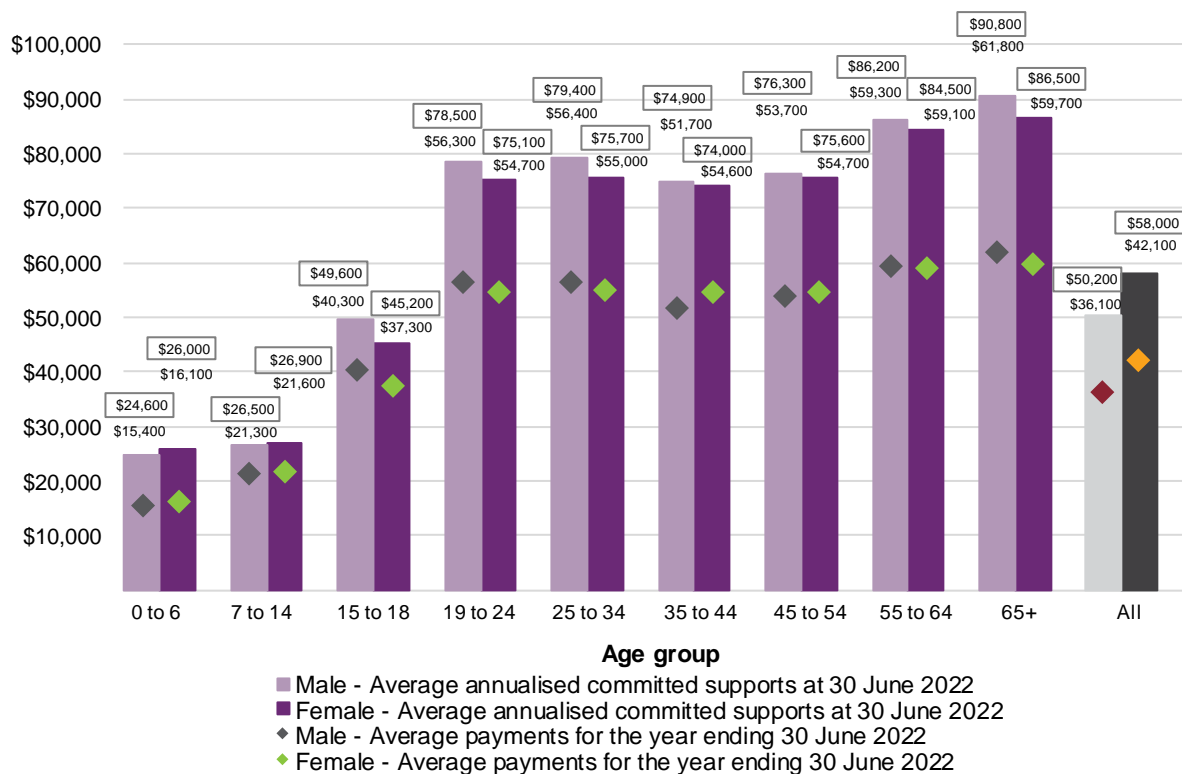


Figure G.26 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – Victoria

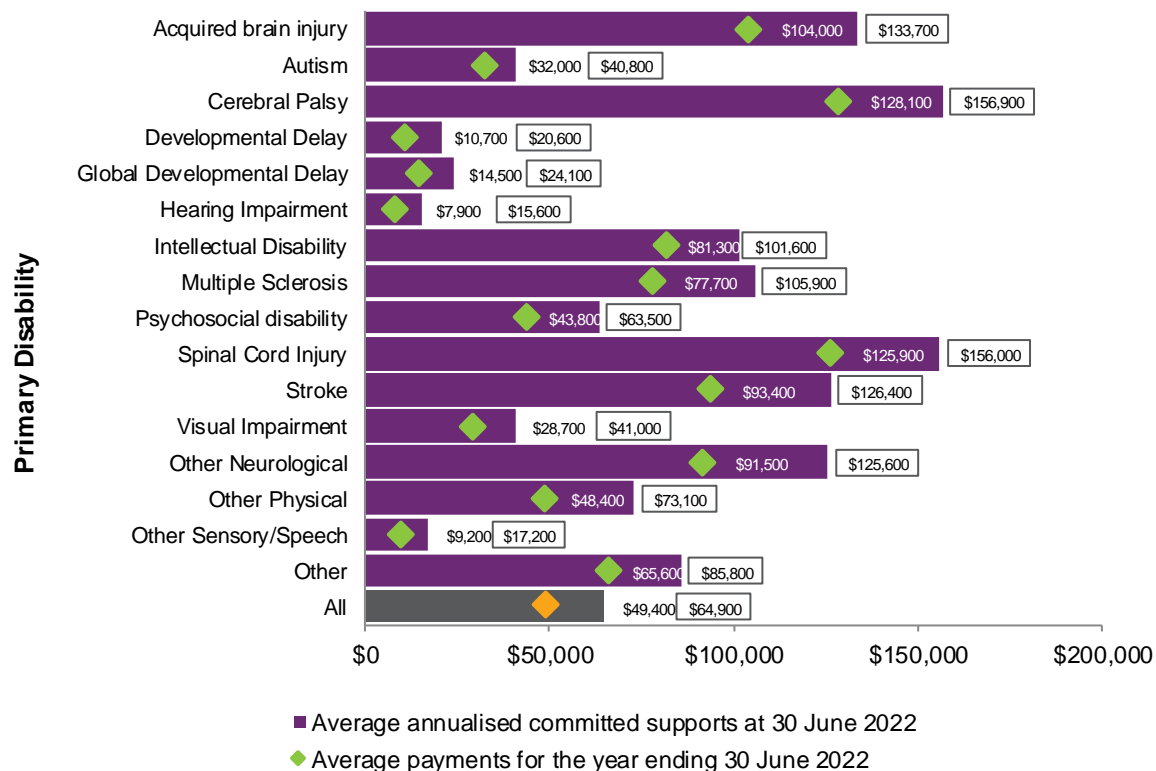


Figure G.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – Victoria

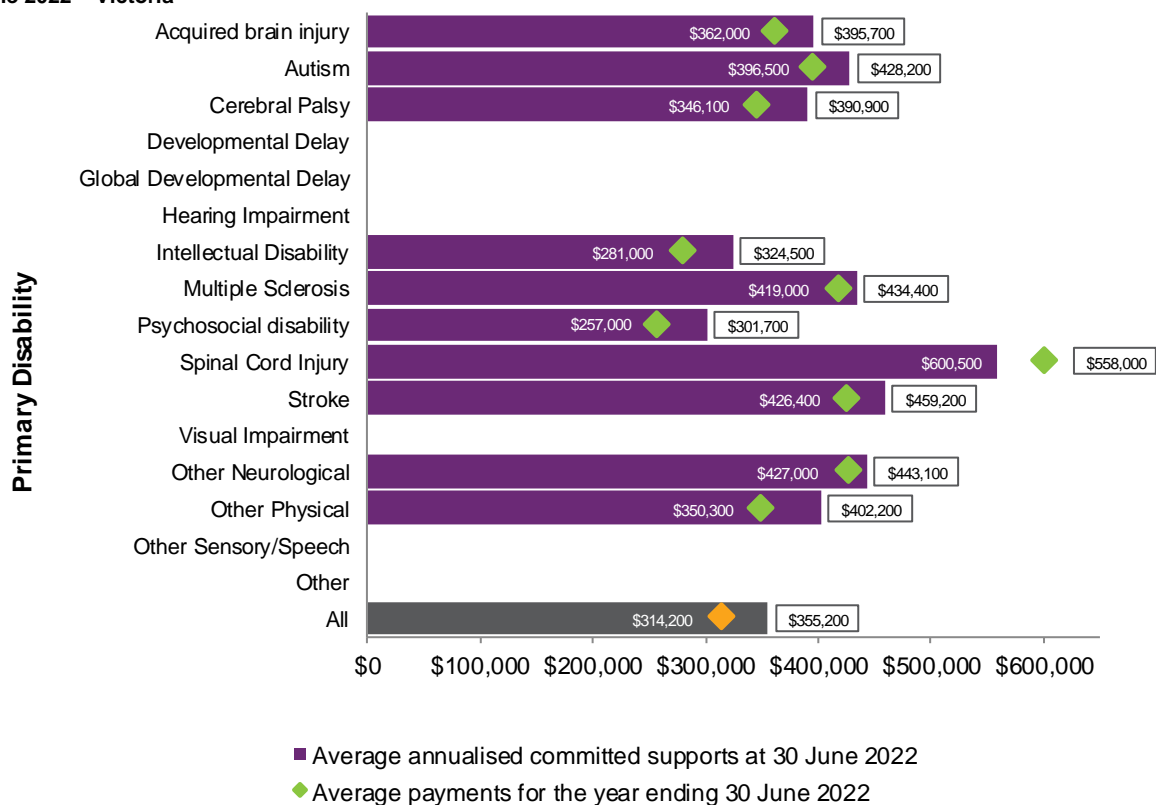


Figure G.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – Victoria

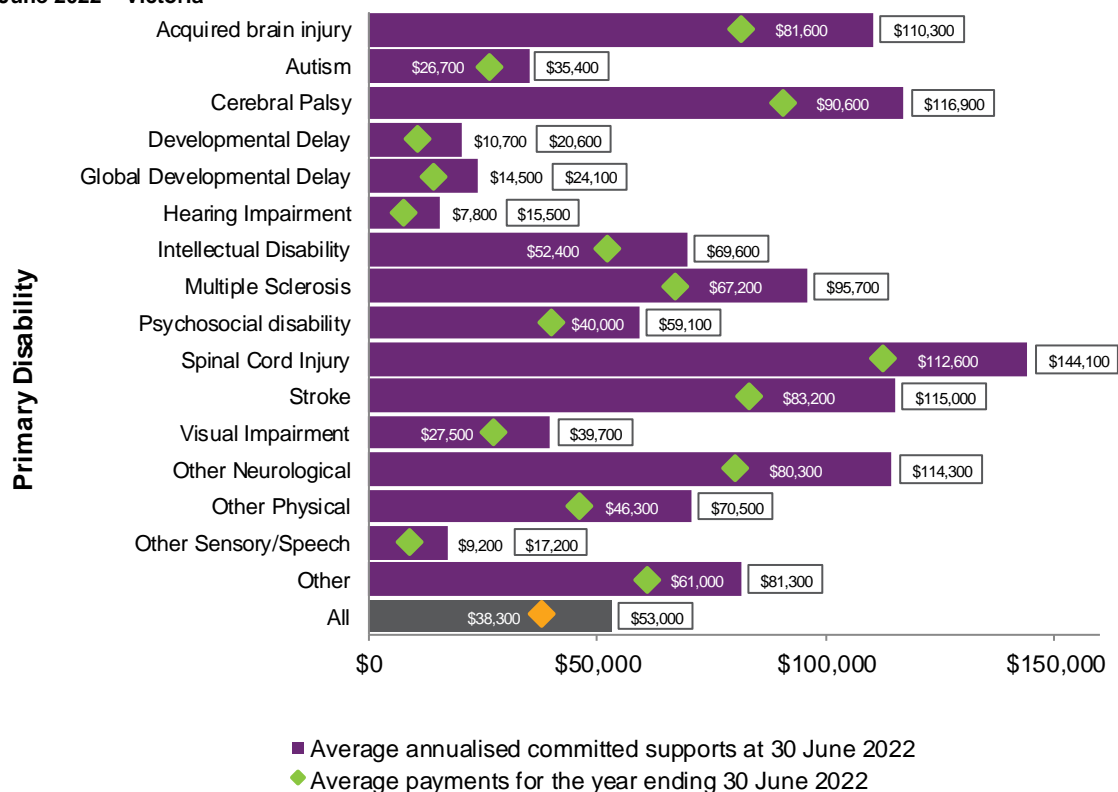


Figure G.29 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – Victoria

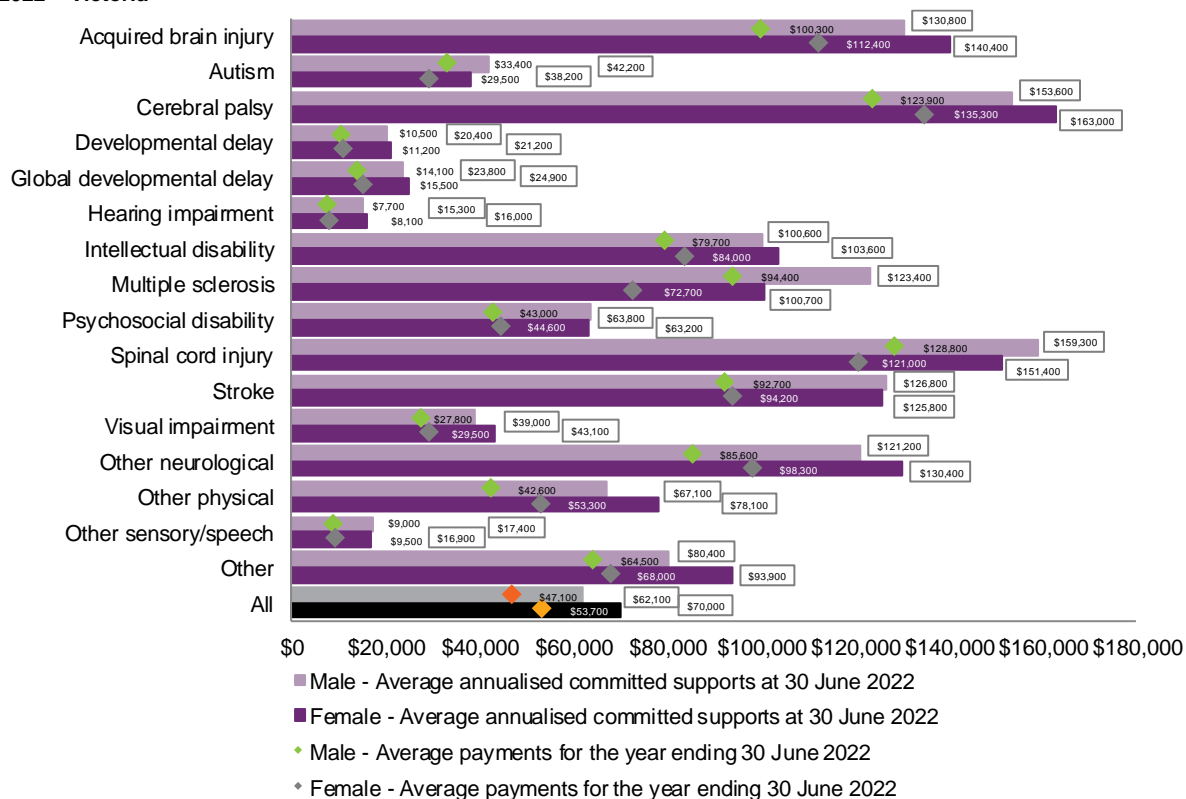


Figure G.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – Victoria

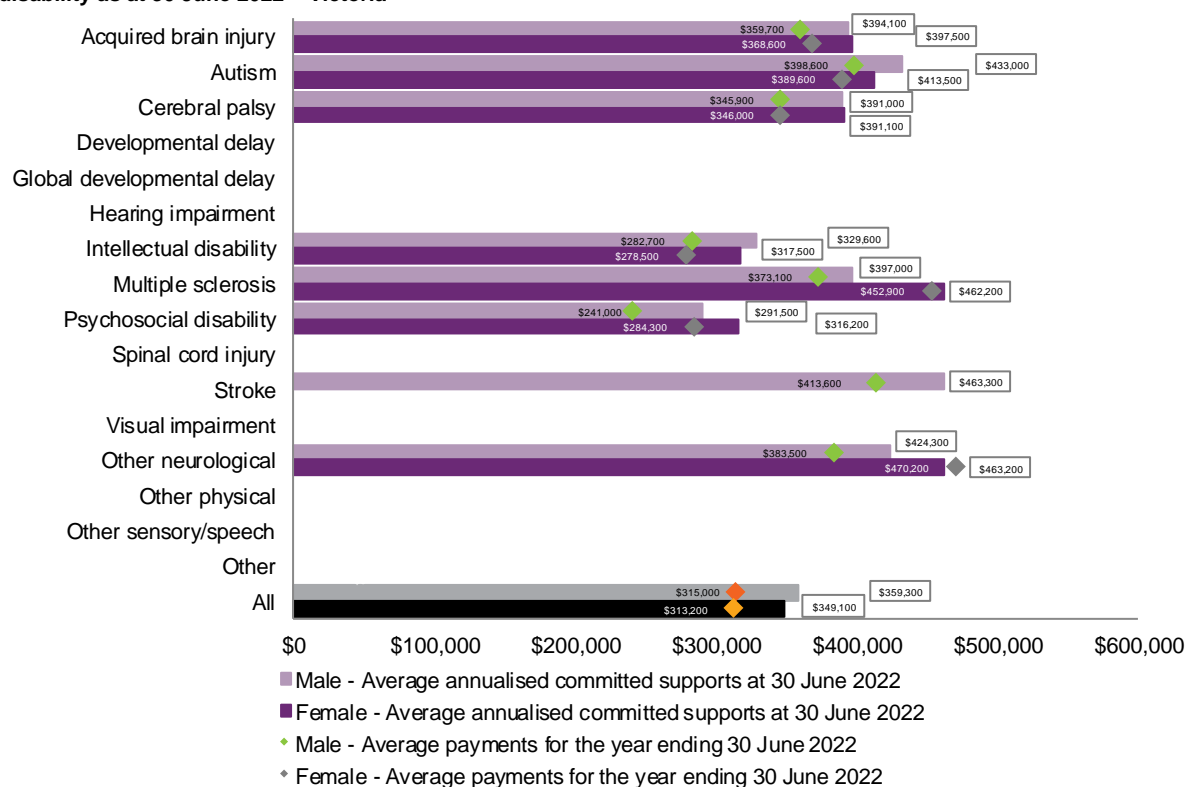


Figure G.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – Victoria

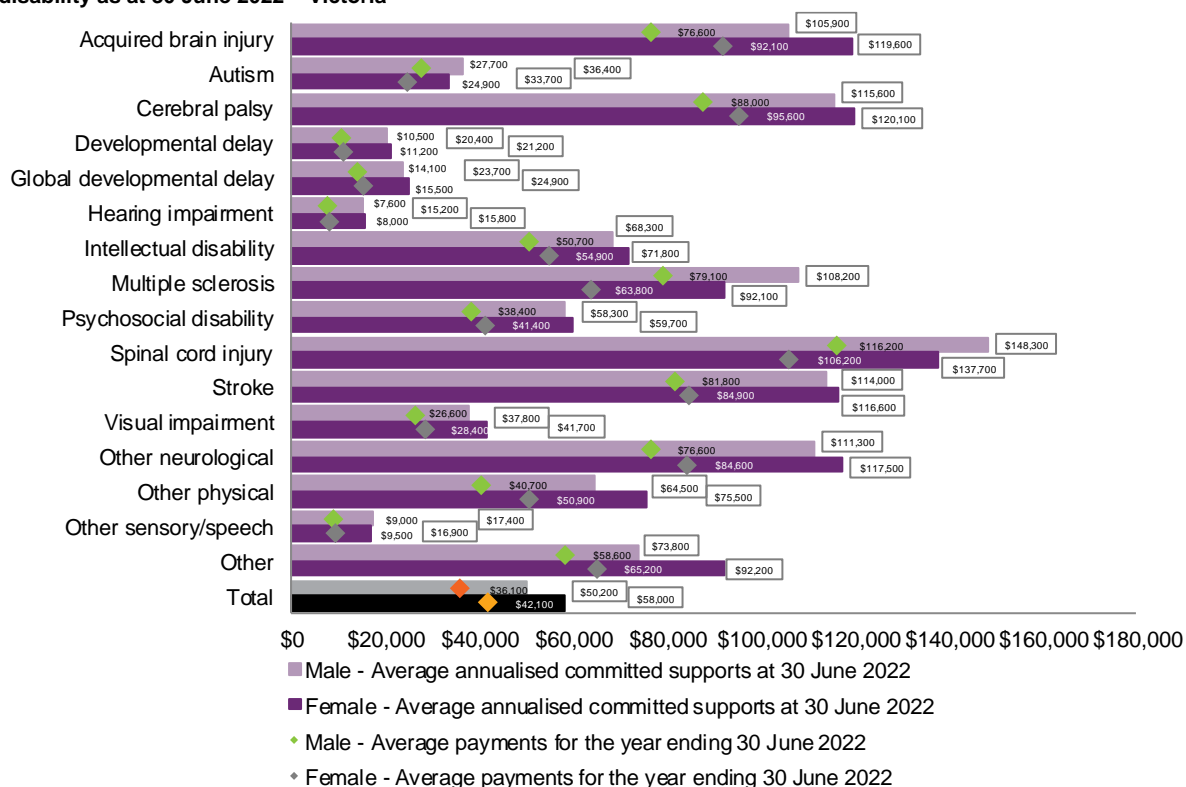


Figure G.32 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – Victoria

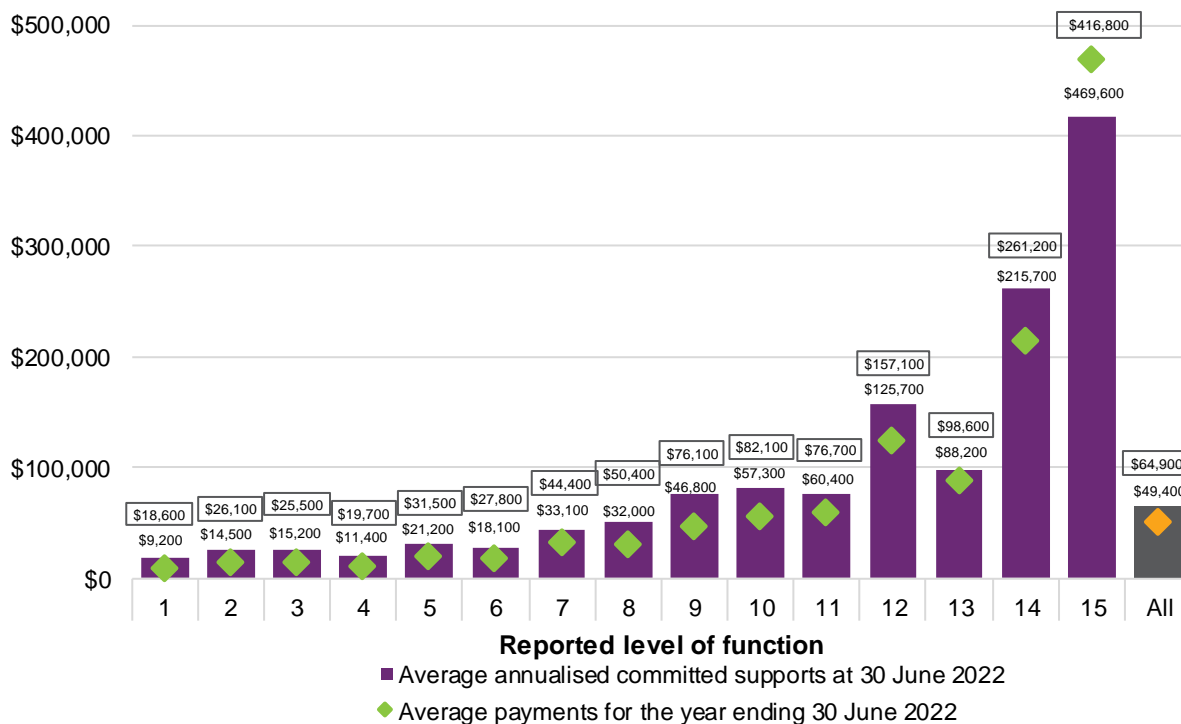


Figure G.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – Victoria

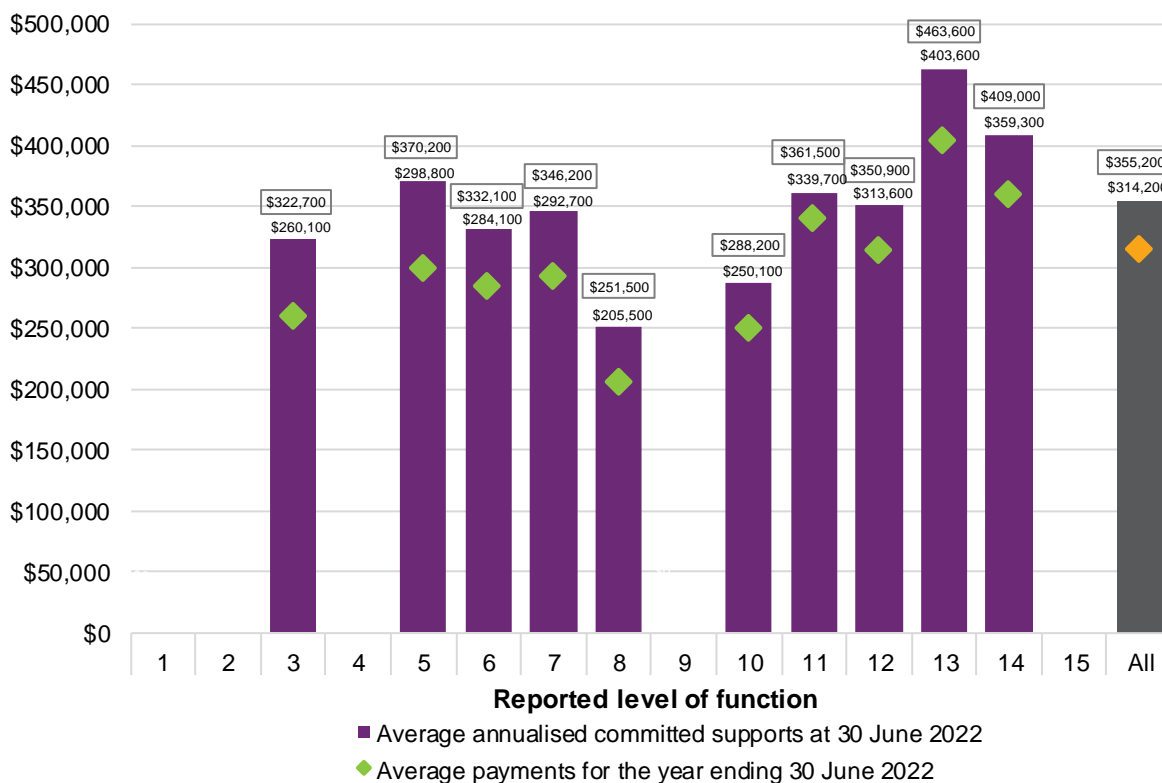


Figure G.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – Victoria

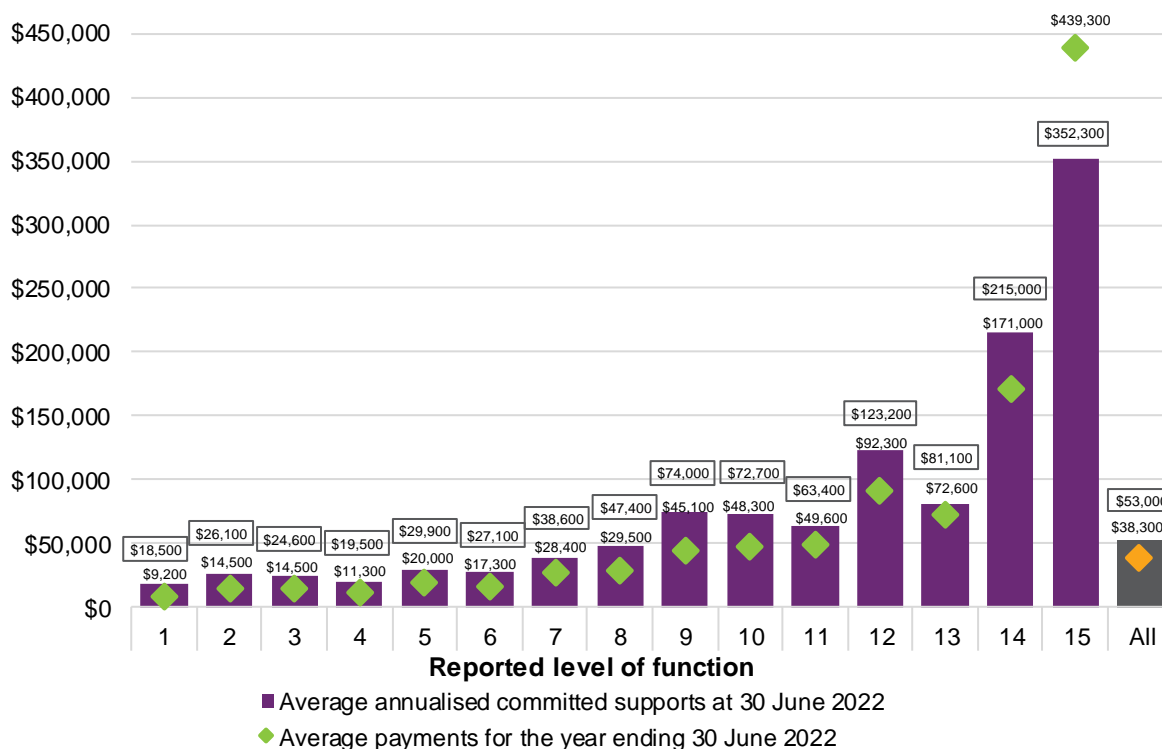
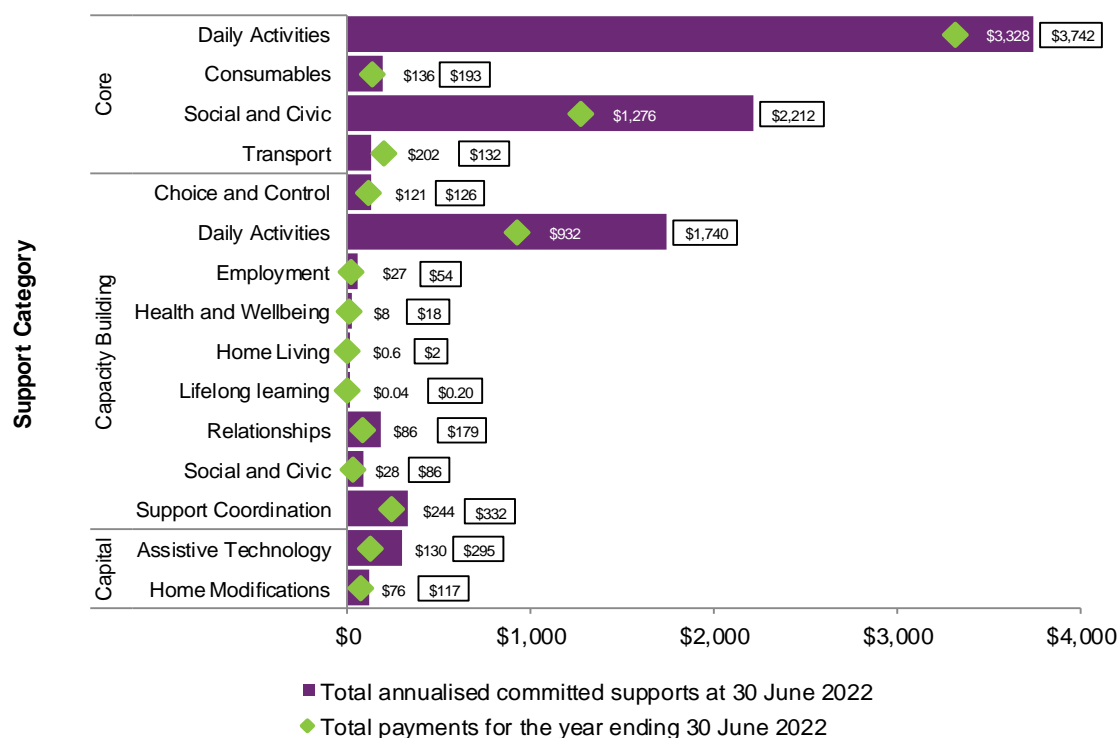


Figure G.35 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – Victoria ²⁶⁶

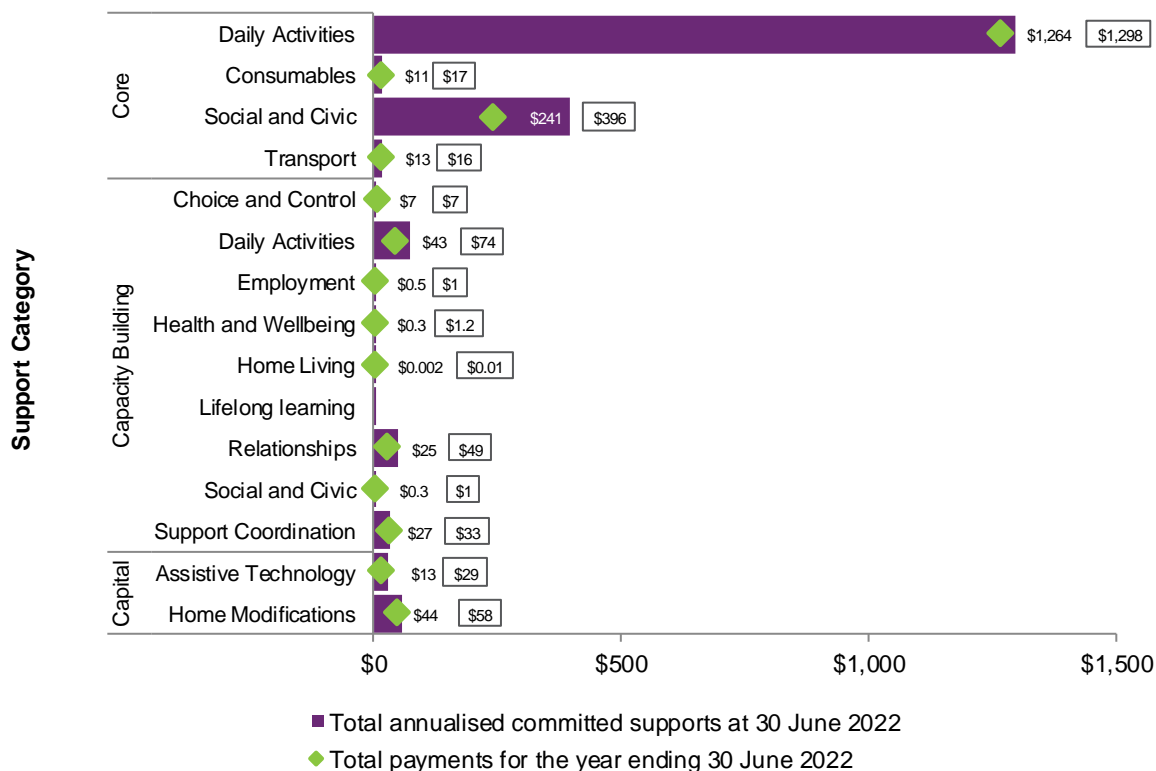
267



²⁶⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

²⁶⁷ Total payments for home modifications in Victoria were \$76.1m. Of which, \$51.7m (68%) has been paid for specialised disability accommodation (SDA) supports, and \$24.4m (32%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.7m processed off-system in Victoria in June 2022. Total annualised committed supports for home modifications in Victoria were \$116.6m. Of which, \$75m (64%) has been allocated for specialised disability accommodation (SDA) supports, and \$41.6m (36%) 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 30 June 2022 (\$m) – Victoria ^{268 269}



²⁶⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

²⁶⁹ Total payments for home modifications in Victoria were \$44.4m. Of which, \$44.2m (99.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.4%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.6m processed off-system in Victoria in June 2022. Total annualised committed supports for home modifications in Victoria were \$57.6m. Of which, \$56.8m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.8m (1%) 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 30 June 2022 (\$m) – Victoria ^{270 271}

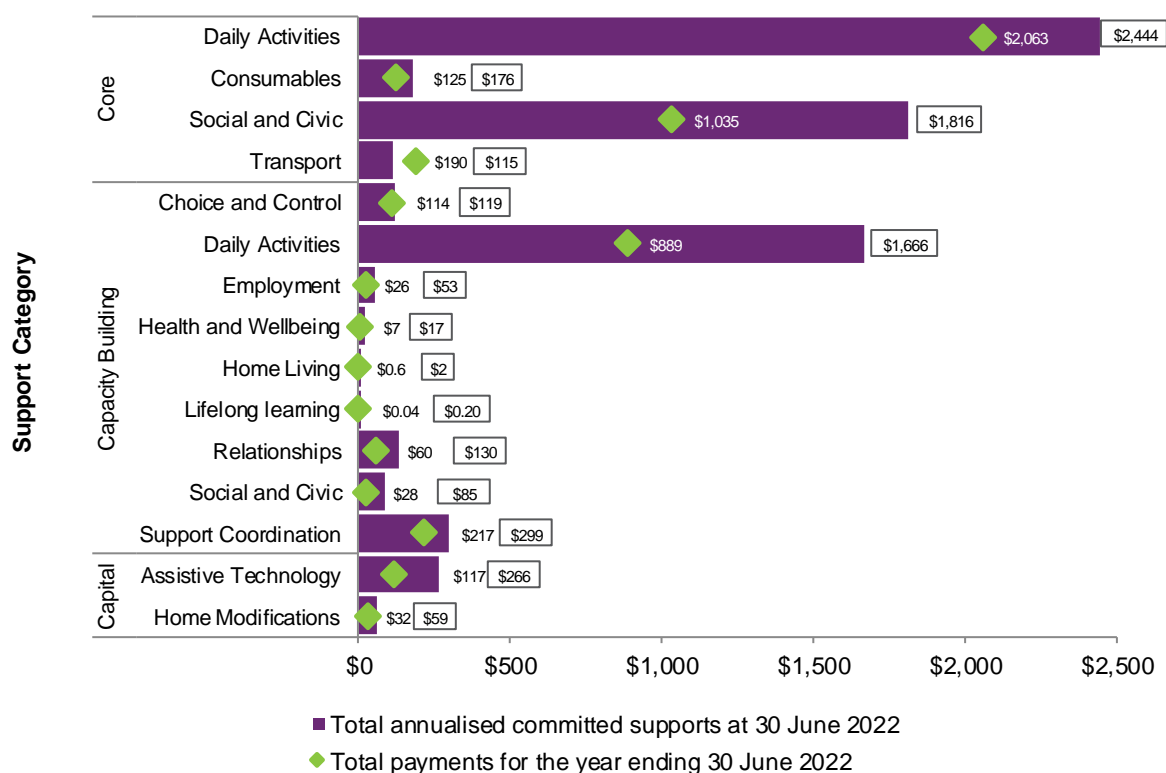


Table G.85 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ²⁷²

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	53.8	162.3	204.3	497.9	1,440.4	3,459.7	6,035.1	7,929.8	8,962.7
Total Paid	32.3	127.8	161.0	338.7	957.5	2,370.4	4,132.8	5,452.5	6,379.3
% utilised to date	60%	79%	79%	68%	66%	69%	68%	69%	71%

²⁷⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

²⁷¹ Total payments for home modifications in Victoria were \$31.8m. Of which, \$7.5m (24%) has been paid for specialised disability accommodation (SDA) supports, and \$24.3m (76%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in Victoria in June 2022. Total annualised committed supports for home modifications in Victoria were \$59m. Of which, \$18.2m (31%) has been allocated for specialised disability accommodation (SDA) supports, and \$40.8m (69%) has been allocated for non-SDA supports.

²⁷² 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 March 2022 and 30 June 2022 – Victoria

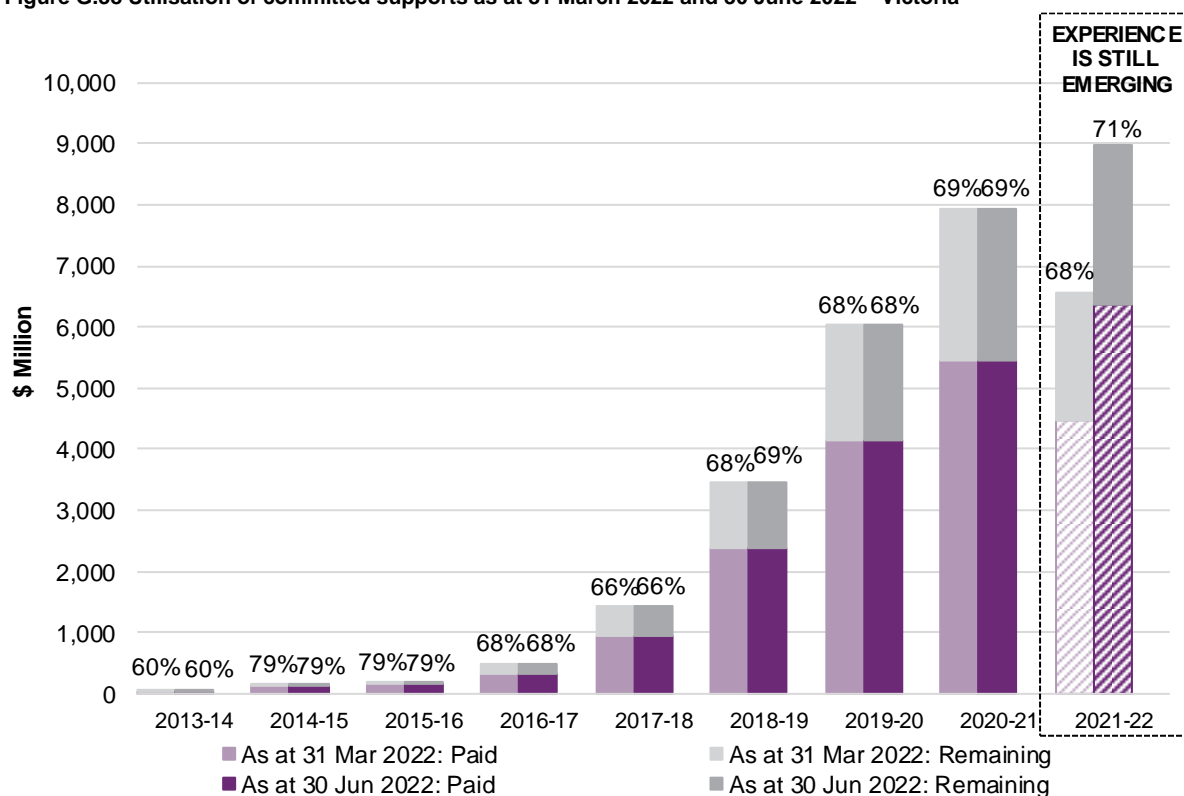
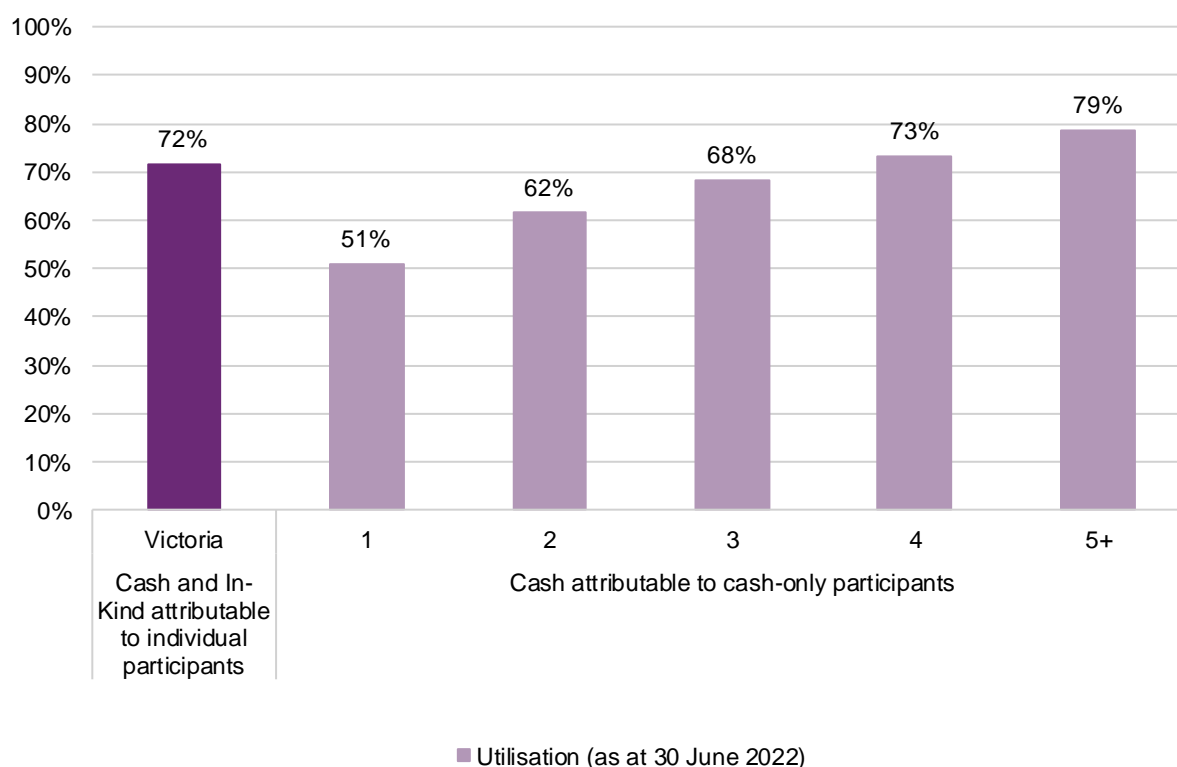


Figure G.39 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – Victoria ²⁷³



²⁷³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure G.40 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – Victoria ²⁷⁴

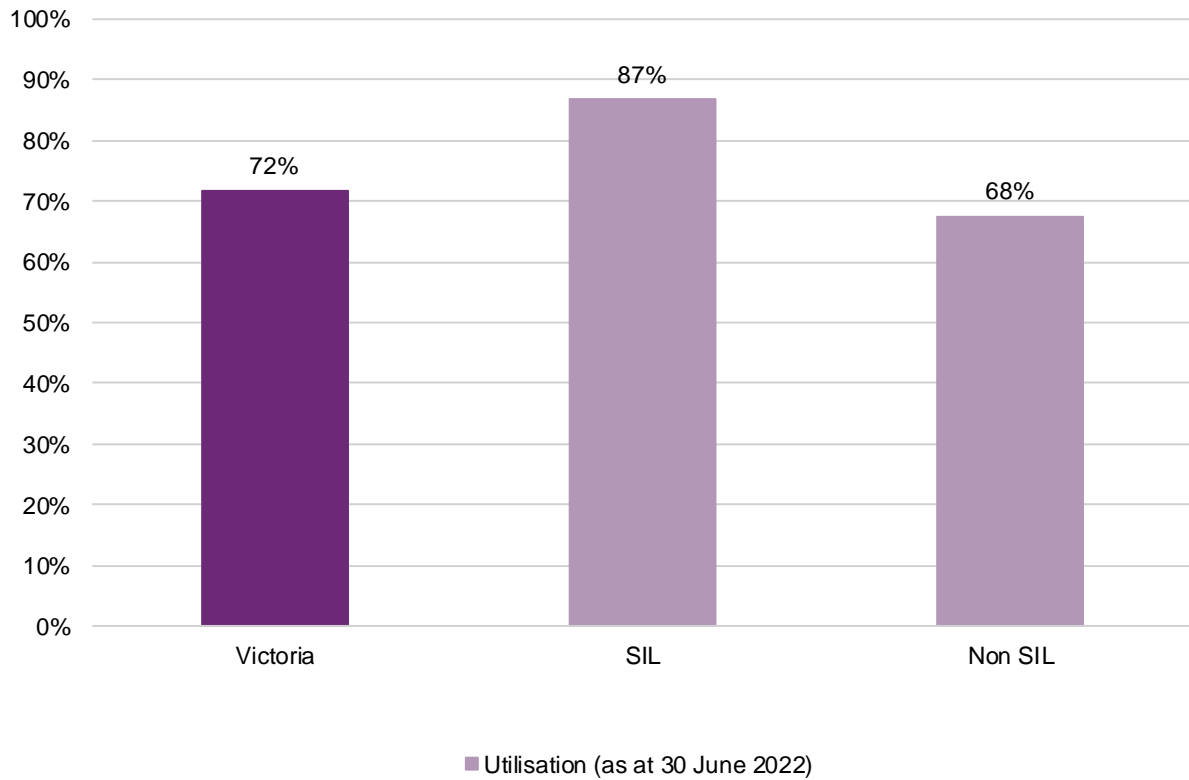
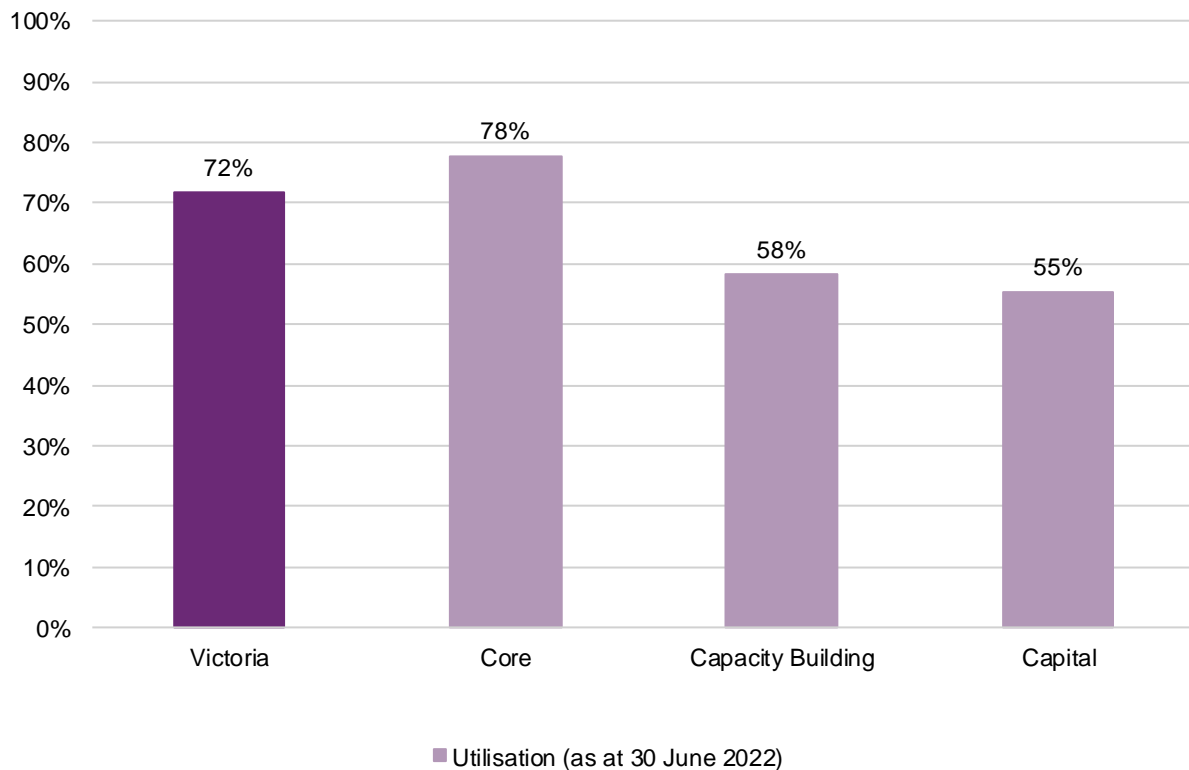


Figure G.41 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – Victoria ²⁷⁵



²⁷⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

²⁷⁵ Ibid.

Figure G.42 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – Victoria ^{276 277}

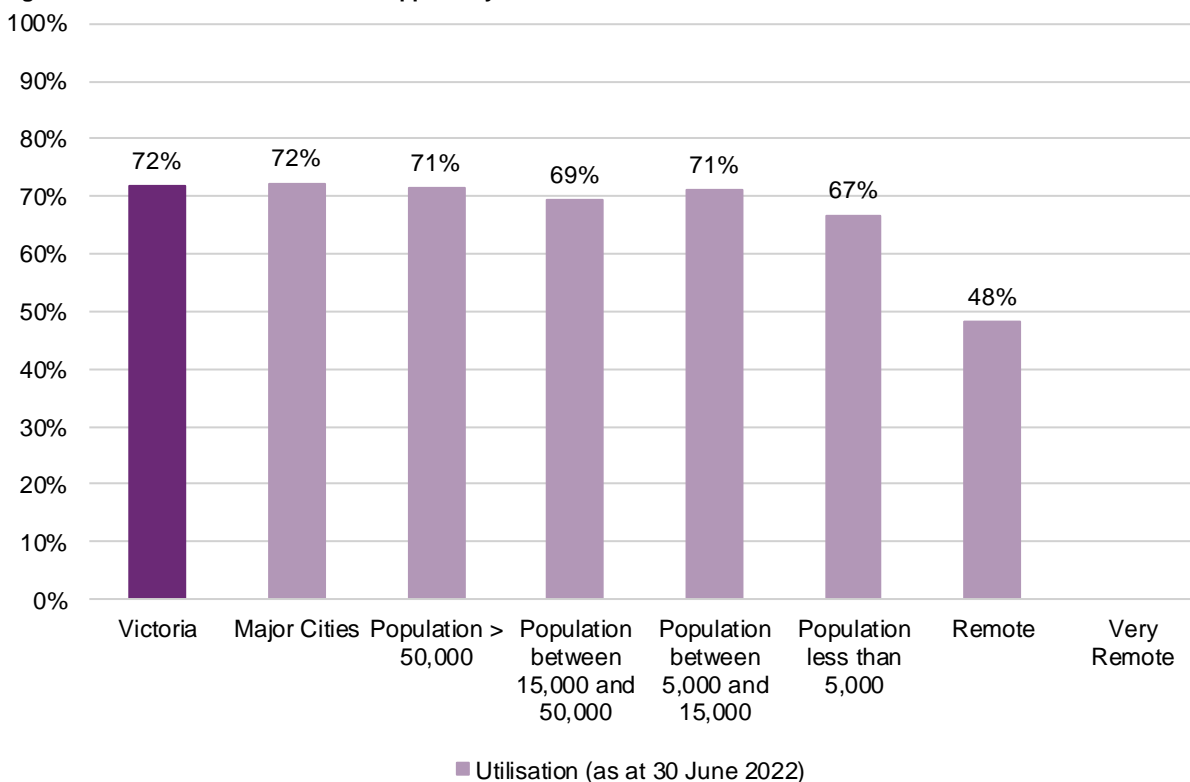


Table G.86 Inflation quarterly trends by type of inflation as at 30 June 2022 - Victoria ²⁷⁸

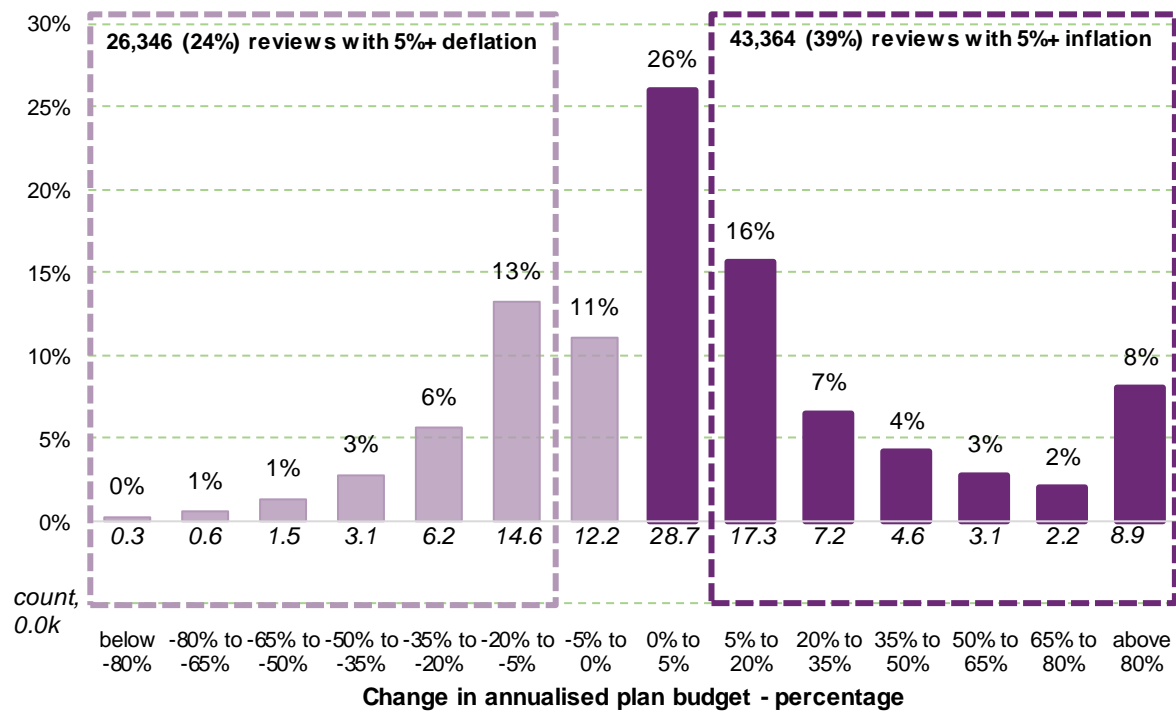
	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	8.4%	8.1%	-1.2%	4.5%	5.8%	6.6%	7.0%	9.4%
Interplan Inflation	12.6%	5.2%	5.5%	2.8%	3.1%	2.8%	2.0%	3.3%
Total Inflation	20.9%	13.4%	4.3%	7.2%	8.9%	9.3%	9.0%	12.7%

²⁷⁶ Ibid.

²⁷⁷ Utilisation is not shown if there is insufficient data in the group.

²⁷⁸ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure G.43 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – Victoria ²⁷⁹



²⁷⁹ Ibid.
June 2022 | NDIS Quarterly Report to disability ministers

Appendix H:

Queensland

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland ²⁸⁰

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Queensland	107,159	4,678	111,837	3,814	115,651

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland ²⁸¹

	Prior Quarters	2021-22 Q4	Total
Access decisions	137,187	5,993	143,180
Active Eligible	109,747	4,644	114,391
<i>New</i>	66,280	4,430	70,710
<i>State</i>	33,536	122	33,658
<i>Commonwealth</i>	9,931	92	10,023
Active Participant Plans (excl ECA)	107,159	4,678	111,837
<i>New</i>	63,924	4,456	68,380
<i>State</i>	33,392	126	33,518
<i>Commonwealth</i>	9,843	96	9,939
Active Participant Plans	110,527	8,492	115,651
<i>Early Intervention (s25)</i>	28,578	2,416	30,994
<i>Permanent Disability (s24)</i>	78,581	2,262	80,843
<i>ECA</i>	3,368	3,814	3,814

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – Queensland

Exits	Total
Total participant exits	5,369
<i>Early Intervention participants</i>	1,702
<i>Permanent disability participants</i>	3,667

²⁸⁰ 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.

²⁸¹ 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 ²⁸²

	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
End of 2021-22 Q4	33,518	9,939	68,380	3,814	115,651

Table H.5 Cumulative numbers of active participants by entry criteria into the Scheme – Queensland ²⁸³

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	30,994	80,843	3,814	115,651

²⁸² This table shows the total numbers of active participants at the end of each period.

²⁸³ Ibid.

Table H.6 Assessment of access by age group – Queensland

Age Group	Prior Quarters		2021-22 Q4		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	31,739	98%	1,926	98%	33,665	98%
7 to 14	24,455	90%	918	87%	25,373	90%
15 to 18	7,857	91%	302	83%	8,159	90%
19 to 24	6,677	89%	191	77%	6,868	89%
25 to 34	8,768	86%	300	73%	9,068	85%
35 to 44	9,351	80%	243	64%	9,594	80%
45 to 54	12,115	76%	323	54%	12,438	75%
55 to 64	15,079	68%	446	48%	15,525	67%
65+	871	58%	16	35%	887	58%
Missing	<11		<11		<11	
Total	116,912	85%	4,665	78%	121,577	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	23,287	98%	10,226	98%	152	94%	33,665	98%
7 to 14	16,833	90%	8,268	90%	272	80%	25,373	90%
15 to 18	5,061	91%	2,967	89%	131	89%	8,159	90%
19 to 24	4,139	91%	2,645	87%	84	75%	6,868	89%
25 to 34	5,031	89%	3,917	82%	120	75%	9,068	85%
35 to 44	5,117	84%	4,404	76%	73	59%	9,594	80%
45 to 54	6,411	81%	5,928	70%	99	57%	12,438	75%
55 to 64	8,110	74%	7,285	62%	130	45%	15,525	67%
65+	477	64%	405	52%	<11		887	58%
Missing	<11		<11		<11		<11	
Total	74,466	89%	46,045	80%	1,066	70%	121,577	85%

Table H.8 Assessment of access by disability – Queensland ²⁸⁴

Disability	Prior Quarters		2021-22 Q4		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	3,999	93%	115	85%	4,114	92%
Autism	39,528	96%	1,555	98%	41,083	96%
Cerebral palsy	3,772	96%	32	76%	3,804	96%
Developmental delay	11,523	98%	1,348	98%	12,871	98%
Global developmental delay	2,256	98%	185	98%	2,441	98%
Hearing impairment	5,879	89%	134	87%	6,013	89%
Intellectual disability	18,287	95%	343	89%	18,630	95%
Multiple sclerosis	1,641	88%	39	81%	1,680	88%
Psychosocial disability	11,077	72%	393	52%	11,470	71%
Spinal cord injury	1,562	93%	24	86%	1,586	93%
Stroke	1,944	85%	72	73%	2,016	84%
Visual impairment	1,792	85%	39	60%	1,831	85%
Other neurological	5,244	79%	166	69%	5,410	78%
Other physical	5,343	45%	94	24%	5,437	44%
Other sensory/speech	365	36%	<11		374	37%
Other	1,573	41%	117	25%	1,690	39%
Missing	1,127	99%	<11		1,127	99%
Total	116,912	85%	4,665	78%	121,577	85%

Table H.9 Assessment of access by disability and gender – Queensland ²⁸⁵

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	2,717	93%	1,375	91%	22	81%	4,114	92%
Autism	28,890	96%	11,688	96%	505	92%	41,083	96%
Cerebral palsy	2,134	96%	1,656	95%	14	82%	3,804	96%
Developmental delay	9,049	98%	3,781	98%	41	95%	12,871	98%
Global developmental delay	1,638	98%	790	99%	13	100%	2,441	98%
Hearing impairment	2,891	90%	3,066	89%	56	79%	6,013	89%
Intellectual disability	10,102	95%	8,453	95%	75	77%	18,630	95%
Multiple sclerosis	390	88%	1,277	88%	13	87%	1,680	88%
Psychosocial disability	5,800	76%	5,498	66%	172	60%	11,470	71%
Spinal cord injury	1,132	94%	445	92%	<11		1,586	93%
Stroke	1,119	85%	882	84%	15	65%	2,016	84%
Visual impairment	941	86%	884	83%	<11		1,831	85%
Other neurological	2,957	80%	2,409	76%	44	61%	5,410	78%
Other physical	2,859	53%	2,528	37%	50	25%	5,437	44%
Other sensory/speech	277	39%	95	32%	<11		374	37%
Other	949	46%	720	33%	21	30%	1,690	39%
Missing	621	99%	498	99%	<11		1,127	99%
Total	74,466	89%	46,045	80%	1,066	70%	121,577	85%

²⁸⁴ Down syndrome is included in intellectual disability.

²⁸⁵ 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 H.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	10,355	9.7%	554	11.8%	10,909	9.8%
Not Aboriginal and Torres Strait Islander	84,587	78.9%	3,695	79.0%	88,282	78.9%
Not Stated	12,217	11.4%	429	9.2%	12,646	11.3%
Total	107,159	100.0%	4,678	100.0%	111,837	100.0%

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland²⁸⁶

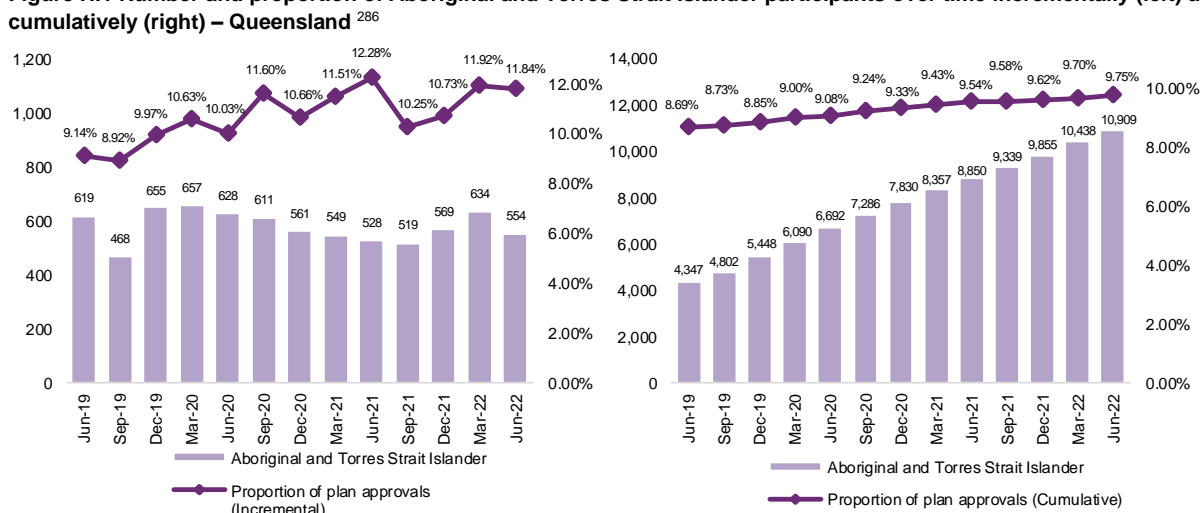


Table H.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland²⁸⁷

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	5,815	5.4%	245	5.2%	6,060	5.4%
Not culturally and linguistically diverse	101,312	94.5%	4,433	94.8%	105,745	94.6%
Not stated	32	0.0%	<11		32	0.0%
Total	107,159	100.0%	4,678	100.0%	111,837	100.0%

²⁸⁶ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

²⁸⁷ 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 H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland^{288 289}

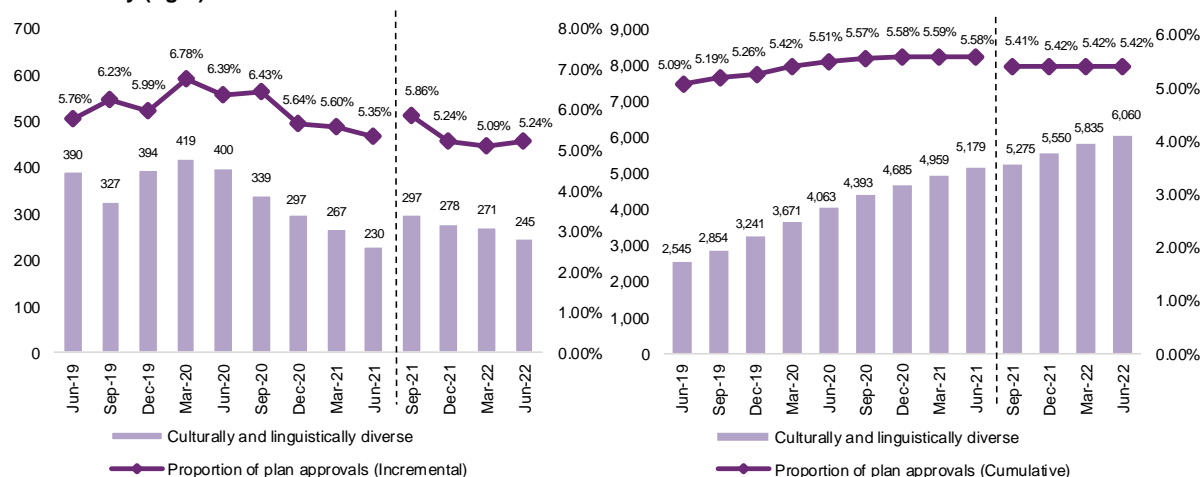
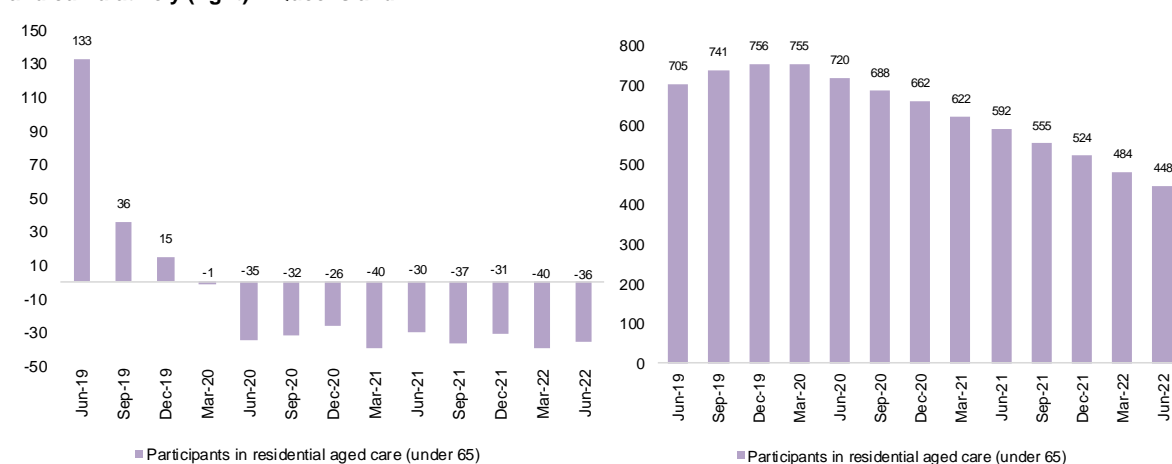


Table H.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – Queensland²⁹⁰

	Total
Age group	N
Under 45	<11
45 to 54	63
55 to 64	377
Total YPIRAC (under 65)	448

Figure H.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland²⁹¹



²⁸⁸ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

²⁸⁹ 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.

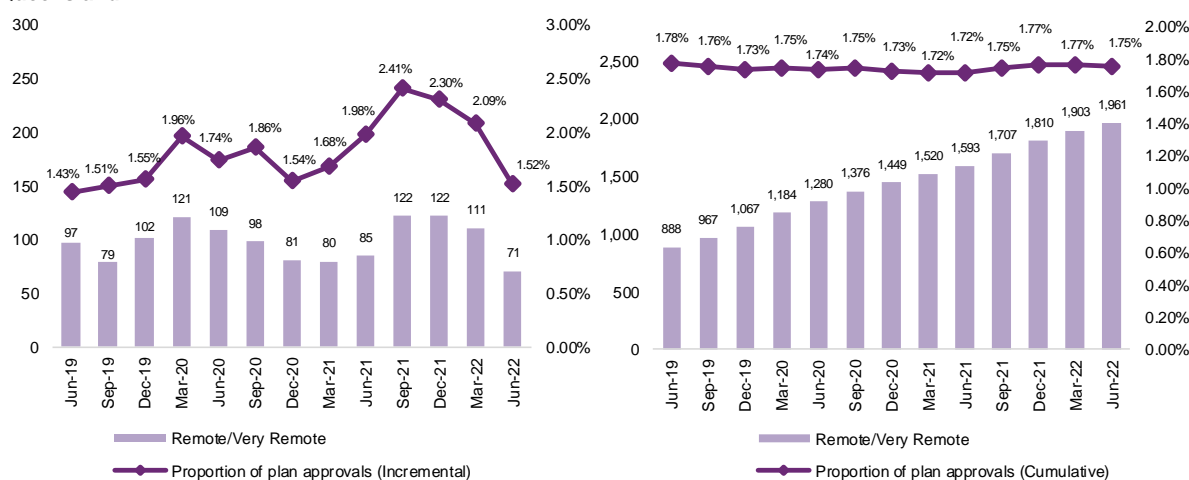
²⁹⁰ There are a further 391 active participants aged 65 years or over who are currently in residential aged care.

²⁹¹ 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 ^{292 293}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	64,629	60.3%	2,864	61.2%	67,493	60.4%
Population > 50,000	24,867	23.2%	1,053	22.5%	25,920	23.2%
Population between 15,000 and 50,000	4,120	3.8%	175	3.7%	4,295	3.8%
Population between 5,000 and 15,000	4,533	4.2%	208	4.4%	4,741	4.2%
Population less than 5,000	7,116	6.6%	307	6.6%	7,423	6.6%
Remote	981	0.9%	36	0.8%	1,017	0.9%
Very Remote	909	0.8%	35	0.7%	944	0.8%
Missing	<11		<11		<11	
Total	107,159	100.0%	4,678	100.0%	111,837	100.0%

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland ^{294 295}



²⁹² The distributions are calculated excluding active participants with a missing remoteness classification.

²⁹³ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

²⁹⁴ Ibid.

²⁹⁵ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

Table H.14 Participant profile per quarter by primary disability group – Queensland ^{296 297 298}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	38,415	36%	1,541	33%	39,956	36%
Intellectual disability	17,404	16%	322	7%	17,726	16%
Psychosocial disability	10,322	10%	419	9%	10,741	10%
Developmental delay	9,297	9%	1,378	29%	10,675	10%
Hearing impairment	5,619	5%	154	3%	5,773	5%
Other neurological	4,325	4%	156	3%	4,481	4%
Other physical	4,589	4%	87	2%	4,676	4%
Cerebral palsy	3,625	3%	35	1%	3,660	3%
Acquired brain injury	3,594	3%	101	2%	3,695	3%
Global developmental delay	2,027	2%	175	4%	2,202	2%
Visual impairment	1,673	2%	39	1%	1,712	2%
Multiple sclerosis	1,553	1%	47	1%	1,600	1%
Stroke	1,717	2%	79	2%	1,796	2%
Spinal cord injury	1,437	1%	29	1%	1,466	1%
Other	1,315	1%	113	2%	1,428	1%
Other sensory/speech	247	0%	<11		250	0%
Total	107,159	100%	4,678	100%	111,837	100%

Table H.15 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{299 300}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	573	11%	<11		573	11%
Intellectual disability	2,524	49%	<11		2,524	49%
Psychosocial disability	464	9%	<11		464	9%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	325	6%	<11		325	6%
Other physical	55	1%	<11		55	1%
Cerebral palsy	451	9%	<11		451	9%
Acquired brain injury	484	9%	<11		484	9%
Global developmental delay	<11		<11		<11	
Visual impairment	19	0%	<11		19	0%
Multiple sclerosis	55	1%	<11		55	1%
Stroke	138	3%	<11		139	3%
Spinal cord injury	34	1%	<11		34	1%
Other	53	1%	<11		54	1%
Other sensory/speech	<11		<11		<11	
Total	5,179	100%	<11		5,181	100%

²⁹⁶ Table order based on national proportions in Table E.14 (highest to lowest).

²⁹⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁹⁸ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Queensland (2,439).

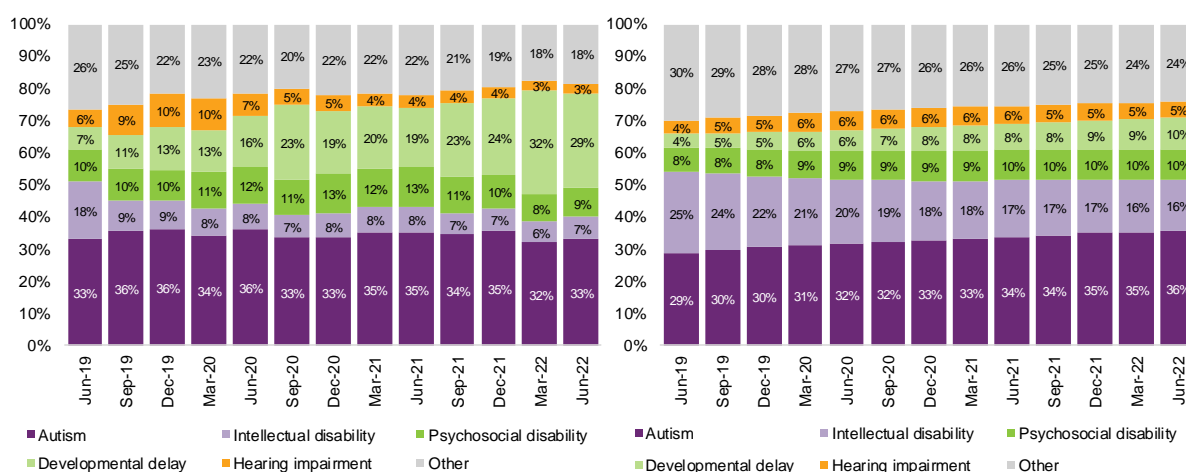
²⁹⁹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³⁰⁰ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (404).

Table H.16 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ³⁰¹

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	37,842	37%	1,541	33%	39,383	37%
Intellectual disability	14,880	15%	322	7%	15,202	14%
Psychosocial disability	9,858	10%	419	9%	10,277	10%
Developmental delay	9,297	9%	1,378	29%	10,675	10%
Hearing impairment	5,616	6%	154	3%	5,770	5%
Other neurological	4,000	4%	156	3%	4,156	4%
Other physical	4,534	4%	87	2%	4,621	4%
Cerebral palsy	3,174	3%	35	1%	3,209	3%
Acquired brain injury	3,110	3%	101	2%	3,211	3%
Global developmental delay	2,027	2%	175	4%	2,202	2%
Visual impairment	1,654	2%	39	1%	1,693	2%
Multiple sclerosis	1,498	1%	47	1%	1,545	1%
Stroke	1,579	2%	78	2%	1,657	2%
Spinal cord injury	1,403	1%	29	1%	1,432	1%
Other	1,262	1%	112	2%	1,374	1%
Other sensory/speech	246	0%	<11		249	0%
Total	101,980	100%	4,676	100%	106,656	100%

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ³⁰²



³⁰¹ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,035).

³⁰² 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 ³⁰³

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	11,563	11%	1,244	27%	12,807	11%
2 (High Function)	123	0%	11	0%	134	0%
3 (High Function)	5,266	5%	329	7%	5,595	5%
4 (High Function)	6,882	6%	306	7%	7,188	6%
5 (High Function)	5,993	6%	356	8%	6,349	6%
6 (Moderate Function)	28,090	26%	1,253	27%	29,343	26%
7 (Moderate Function)	4,819	4%	177	4%	4,996	4%
8 (Moderate Function)	7,629	7%	236	5%	7,865	7%
9 (Moderate Function)	622	1%	25	1%	647	1%
10 (Moderate Function)	12,193	11%	317	7%	12,510	11%
11 (Low Function)	3,120	3%	43	1%	3,163	3%
12 (Low Function)	12,122	11%	286	6%	12,408	11%
13 (Low Function)	6,554	6%	85	2%	6,639	6%
14 (Low Function)	2,136	2%	<11		2,145	2%
15 (Low Function)	38	0%	<11		39	0%
Missing	<11		<11		<11	
Total	107,159	100%	4,678	100%	111,837	100%

Figure H.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Queensland ³⁰⁴

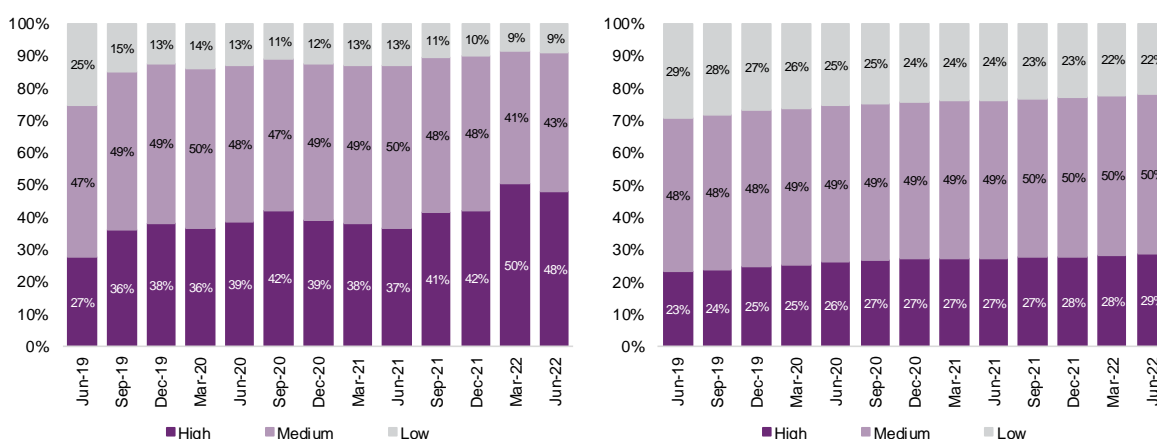


Table H.18 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	16,322	15%	1,924	41%	18,246	16%
7 to 14	29,021	27%	921	20%	29,942	27%
15 to 18	9,097	8%	316	7%	9,413	8%
19 to 24	8,389	8%	196	4%	8,585	8%
25 to 34	9,166	9%	276	6%	9,442	8%
35 to 44	8,593	8%	278	6%	8,871	8%
45 to 54	10,194	10%	314	7%	10,508	9%
55 to 64	12,232	11%	410	9%	12,642	11%
65+	4,145	4%	43	1%	4,188	4%
Total	107,159	100%	4,678	100%	111,837	100%

³⁰³ The distributions are calculated excluding participants with a missing reported level of function.

³⁰⁴ 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 ³⁰⁵

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	39	1%	<11		39	1%
19 to 24	456	9%	<11		457	9%
25 to 34	896	17%	<11		896	17%
35 to 44	937	18%	<11		937	18%
45 to 54	1,170	23%	<11		1,170	23%
55 to 64	1,328	26%	<11		1,329	26%
65+	352	7%	<11		352	7%
Total	5,179	100%	<11		5,181	100%

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

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	16,322	16%	1,924	41%	18,246	17%
7 to 14	29,020	28%	921	20%	29,941	28%
15 to 18	9,058	9%	316	7%	9,374	9%
19 to 24	7,933	8%	195	4%	8,128	8%
25 to 34	8,270	8%	276	6%	8,546	8%
35 to 44	7,656	8%	278	6%	7,934	7%
45 to 54	9,024	9%	314	7%	9,338	9%
55 to 64	10,904	11%	409	9%	11,313	11%
65+	3,793	4%	43	1%	3,836	4%
Total	101,980	100%	4,676	100%	106,656	100%

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ³⁰⁶

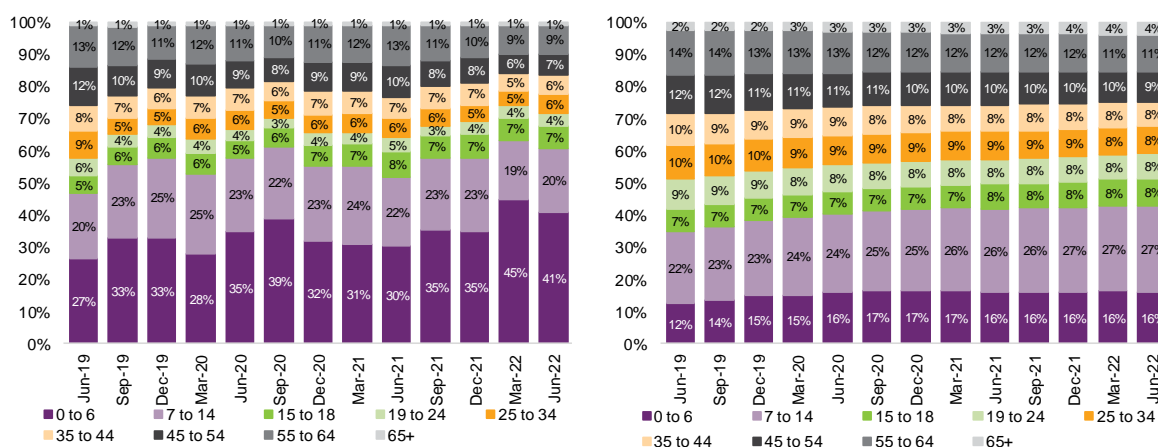


Table H.21 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	65,628	61%	2,843	61%	68,471	61%
Female	40,620	38%	1,780	38%	42,400	38%
Other	911	1%	55	1%	966	1%
Total	107,159	100%	4,678	100%	111,837	100%

³⁰⁵ 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.

³⁰⁶ 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.22 Participant profile per quarter (participants in SIL) by gender – Queensland

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	3,096	60%	<11		3,098	60%
Female	2,074	40%	<11		2,074	40%
Other	<11		<11		<11	
Total	5,179	100%	<11		5,181	100%

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

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	62,532	61%	2,841	61%	65,373	61%
Female	38,546	38%	1,780	38%	40,326	38%
Other	902	1%	55	1%	957	1%
Total	101,980	100%	4,676	100%	106,656	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ³⁰⁷

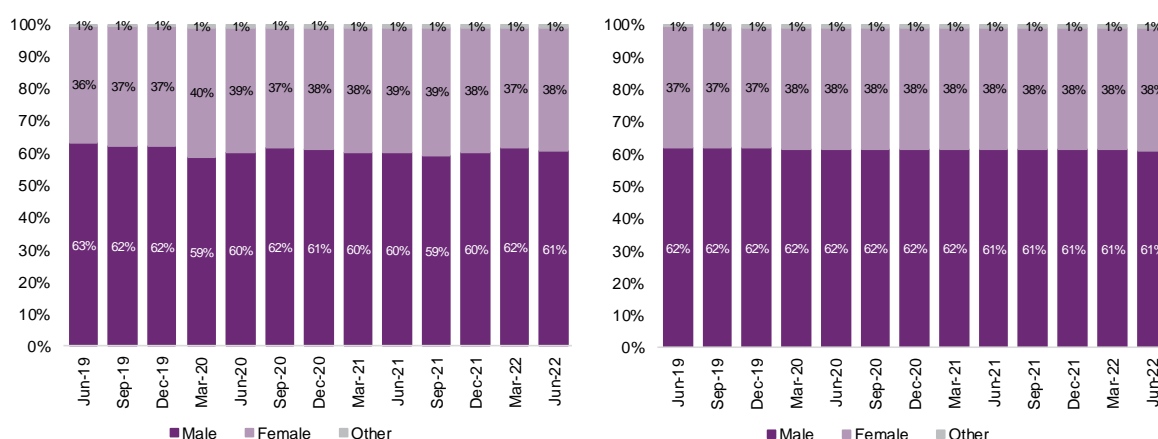


Table H.24 Participation rates by age group at 30 June 2022 – Queensland ³⁰⁸

Age group	Participation Rate		
	Male	Female	Total
0-6	5.26%	2.53%	3.94%
7-14	7.09%	3.40%	5.35%
15-18	4.29%	2.50%	3.47%
19-24	2.58%	1.55%	2.09%
25-44	1.42%	1.06%	1.25%
45-64	1.88%	1.67%	1.79%
Total (aged 0-64)	2.98%	1.80%	2.41%

Table H.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland ³⁰⁹

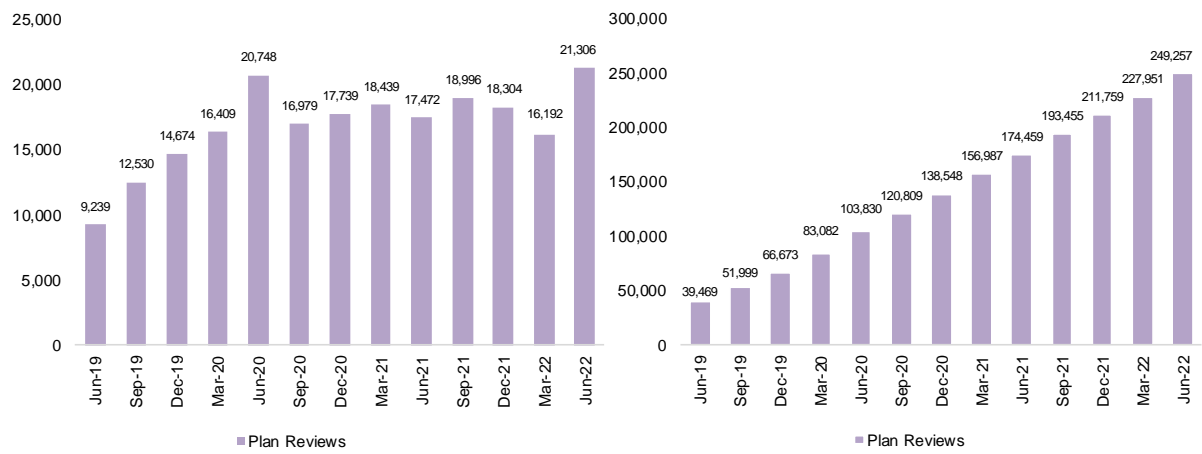
	Prior Quarters	2021-22 Q4	Total
Total plan reviews	227,951	21,306	249,257
Early intervention plans	42,459	4,748	47,207
Permanent disability plans	185,492	16,558	202,050

³⁰⁷ Ibid.

³⁰⁸ 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.

³⁰⁹ 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 H.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Queensland



Part Two: Participant experience and outcomes

Table H.26 Number of baseline questionnaires completed by SFOF version – Queensland ³¹⁰

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	762	1,327	2,984	5,317	4,888	5,999	21,277
Participant school to 14	1,435	2,660	9,016	8,062	6,103	6,356	33,632
Participant 15 to 24	1,081	1,459	5,027	2,308	1,954	2,058	13,887
Participant 25 and over	3,266	3,860	14,804	7,706	6,292	5,805	41,733
Total Participant	6,544	9,306	31,831	23,393	19,237	20,218	110,529
Family 0 to 14	2,046	3,823	11,038	12,813	10,565	12,026	52,311
Family 15 to 24	277	974	3,234	1,530	1,390	1,522	8,927
Family 25 and over	167	1,116	4,098	2,036	1,580	1,640	10,637
Total Family	2,490	5,913	18,370	16,379	13,535	15,188	71,875
Total	9,034	15,219	50,201	39,772	32,772	35,406	182,404

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			30%	
CC	% who choose who supports them			38%	63%
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%	79%

³¹⁰ Baseline outcomes for participants and/or their families and carers were collected for 99.7% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table H.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	62%	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%	33%

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		70%		
HM	% who are happy with their home			78%	67%
HM	% who feel safe or very safe in their home			82%	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			39%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				68%
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	17%	26%	25%
% receiving Carer Allowance	38%	47%	35%
% working in a paid job	46%	51%	38%
Of those in a paid job, % in permanent employment	78%	74%	77%
Of those in a paid job, % working 15 hours or more	82%	85%	85%
% who say they (and their partner) are able to work as much as they want	47%	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	87%	91%	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	46%	43%	45%
% 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			37%
% 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=4,312) - participants who entered between 1 July 2016 and 30 June 2021 – Queensland ³¹¹

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?	69%

³¹¹ Results in Tables H.31 to H.34 include participants who entered between 1 July 2016 and 30 June 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=10,259) - participants who entered between 1 July 2016 and 30 June 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=3,959) and ‘Participant 25 and over’ (n=12,659) - participants who entered between 1 July 2016 and 30 June 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%	81%
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?	64%	69%

Table H.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=14,856); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,962) - participants who entered between 1 July 2016 and 30 June 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?	74%	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?	80%	71%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	
Has the NDIS improved your health and wellbeing?	52%	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=2,123) - participants who entered between 1 July 2016 and 30 June 2020 – Queensland ³¹²

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	94%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	85%	+4%
REL	Has the NDIS improved how your child fits into family life?	80%	83%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	64%	69%	+5%

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=5,688) - participants who entered between 1 July 2016 and 30 June 2020 – Queensland

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	68%	74%	+6%
LL	Has the NDIS improved your child's access to education?	46%	54%	+8%
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?	51%	56%	+5%

³¹² Results in Tables H.35 to H.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=2,263) and ‘Participant 25 and over’ (n=5,972) - participants who entered between 1 July 2016 and 30 June 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?	68%	75%	+7%	75%	83%	+8%
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?	57%	61%	+4%	60%	65%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	26%	+1%	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%	68%	+4%	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=5,436); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,425) - participants who entered between 1 July 2016 and 30 June 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%	74%	+8%	55%	67%	+12%
	Has the NDIS improved the level of support for your family?	72%	79%	+7%	68%	79%	+11%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	82%	+6%	64%	74%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	83%	+5%			
	Has the NDIS improved your health and wellbeing?	45%	51%	+6%	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=966) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland ³¹³

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	94%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	94%	+2%
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?	75%	80%	80%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	59%	67%	68%	+9%

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=2,967) - participants who entered between 1 July 2016 and 30 June 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?	62%	71%	74%	+12%
LL	Has the NDIS improved your child's access to education?	40%	47%	52%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	52%	58%	62%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	54%	+7%

³¹³ Results in Tables H.39 to H.44 include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,902) - participants who entered between 1 July 2016 and 30 June 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%	76%	+9%
Has the NDIS helped you with daily living activities?	69%	72%	78%	+9%
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%	24%	-1%
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?	37%	35%	38%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	14%	15%	-4%
Has the NDIS helped you be more involved?	64%	66%	71%	+7%

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=4,563) - participants who entered between 1 July 2016 and 30 June 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?	36%	38%	41%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	58%	62%	67%	+9%
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?	68%	72%	76%	+8%

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=2,445) - participants who entered between 1 July 2016 and 30 June 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?	62%	62%	71%	+9%
Has the NDIS improved the level of support for your family?	68%	73%	77%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	72%	76%	80%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	78%	81%	+7%
Has the NDIS improved your health and wellbeing?	42%	42%	47%	+5%

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=841) - participants who entered between 1 July 2016 and 30 June 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?	58%	59%	66%	+8%
Has the NDIS improved the level of support for your family?	72%	70%	78%	+6%
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%	40%	47%	+4%

Table H.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=405) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland ³¹⁴

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	91%	96%	95%	93%	+2%
DL	Has the NDIS improved your child's access to specialist services?	90%	92%	95%	93%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	90%	89%	90%	+10%
REL	Has the NDIS improved how your child fits into family life?	73%	81%	85%	83%	+10%
S/CP	Has the NDIS improved how your child fits into community life?	56%	63%	74%	62%	+6%

Table H.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=1,354) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	56%	68%	75%	77%	+21%
LL	Has the NDIS improved your child's access to education?	34%	41%	48%	51%	+17%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	56%	60%	64%	+18%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	49%	53%	57%	+14%

³¹⁴ Results in Tables H.45 to H.50 include participants who had their first plan approved between 1 July 2016 and 30 June 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 15 to 24’ (n=871) - participants who entered between 1 July 2016 and 30 June 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?	66%	68%	69%	74%	+8%
DL	Has the NDIS helped you with daily living activities?	66%	72%	75%	77%	+11%
REL	Has the NDIS helped you to meet more people?	53%	56%	54%	59%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	18%	21%	23%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	46%	48%	53%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	30%	32%	35%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	14%	14%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	60%	62%	65%	69%	+9%

Table H.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=1,853) - participants who entered between 1 July 2016 and 30 June 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?	71%	79%	82%	84%	+13%
DL	Has the NDIS helped you with daily living activities?	78%	85%	87%	90%	+12%
REL	Has the NDIS helped you to meet more people?	59%	65%	69%	71%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	31%	36%	38%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	59%	62%	65%	+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?	31%	31%	33%	34%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	14%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	65%	71%	76%	78%	+13%

Table H.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=842) - participants who entered between 1 July 2016 and 30 June 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?	59%	62%	63%	68%	+9%
Has the NDIS improved the level of support for your family?	64%	70%	80%	76%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	69%	78%	81%	81%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	79%	80%	81%	+9%
Has the NDIS improved your health and wellbeing?	38%	42%	42%	41%	+3%

Table H.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=283) - participants who entered between 1 July 2016 and 30 June 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?	51%	62%	58%	66%	+15%
Has the NDIS improved the level of support for your family?	65%	71%	76%	78%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	61%	68%	66%	76%	+15%
Has the NDIS improved your health and wellbeing?	36%	37%	28%	40%	+4%

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.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=409) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland

315

	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%	64%	66%	67%	71%	+18%
LL	Has the NDIS improved your child's access to education?	30%	33%	35%	42%	46%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	39%	44%	48%	49%	54%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	43%	47%	49%	54%	+9%

Table H.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=272) - participants who entered between 1 July 2016 and 30 June 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?	68%	68%	68%	74%	76%	+8%
DL	Has the NDIS helped you with daily living activities?	73%	72%	77%	79%	80%	+7%
REL	Has the NDIS helped you to meet more people?	53%	58%	54%	59%	59%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	21%	18%	24%	24%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	52%	48%	59%	59%	+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?	39%	40%	37%	37%	37%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	15%	16%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	68%	67%	72%	71%	+7%

³¹⁵ Results in Tables H.51 to H.55 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table H.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=655) - participants who entered between 1 July 2016 and 30 June 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?	70%	76%	80%	84%	85%	+15%
DL	Has the NDIS helped you with daily living activities?	77%	84%	88%	89%	92%	+15%
REL	Has the NDIS helped you to meet more people?	57%	59%	65%	71%	72%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	29%	29%	37%	39%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	61%	66%	69%	70%	+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%	32%	36%	35%	37%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%	19%	19%	21%	+1%
S/CP	Has the NDIS helped you be more involved?	66%	69%	77%	81%	81%	+15%

Table H.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=219) - participants who entered between 1 July 2016 and 30 June 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?	57%	60%	68%	59%	72%	+15%
	Has the NDIS improved the level of support for your family?	63%	63%	69%	71%	71%	+8%
	Has the NDIS improved your access to services, programs and activities in the community?	70%	77%	77%	80%	78%	+8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	76%	77%	84%	76%	+3%
	Has the NDIS improved your health and wellbeing?	35%	35%	36%	38%	38%	+3%

Table H.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=38) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland

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%	54%	57%	48%	62%	+24%
Has the NDIS improved the level of support for your family?	58%	72%	76%	73%	72%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	61%	67%	73%	71%	66%	+5%
Has the NDIS improved your health and wellbeing?	26%	41%	35%	39%	38%	+12%

Table H.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,081), 'participant social and community engagement rate' (n=10,154), 'parent and carer employment rate' (n=8,371) at entry, first and second plan review, and 'participant choice and control' (n=7,568) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – Queensland ³¹⁶

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	13%	16%	19%	24%
Aged 25 to 34 years	22%	21%	22%	
Aged 35 to 44 years	23%	24%	22%	
Aged 45 to 54 years	18%	18%	16%	
Aged 55 to 64 years	15%	14%	13%	
Aged 65+ years	10%	7%	6%	
Aged 25 to 64 years	19%	19%	18%	
Aged 15 to 64 years	18%	18%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	36%	42%	42%	48%
Aged 25 to 34 years	39%	45%	46%	
Aged 35 to 44 years	39%	47%	46%	
Aged 45 to 54 years	37%	43%	44%	
Aged 55 to 64 years	36%	39%	39%	
Aged 65+ years	34%	39%	39%	
Aged 25+	37%	43%	43%	
Aged 15+	37%	42%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	43%	46%	46%	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		68%	75%	75%
Aged 25+		75%	83%	
Aged 15+		73%	80%	

³¹⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a second plan review to date.

Table H.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,276), 'participant social and community engagement rate' (n=7,323), 'parent and carer employment rate' (n=3,654) at entry, first, second and third plan review, and 'participant choice and control' (n=6,033) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – Queensland³¹⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	13%	17%	16%	20%	24%
Aged 25 to 34 years	21%	23%	19%	21%	
Aged 35 to 44 years	22%	22%	19%	21%	
Aged 45 to 54 years	18%	19%	15%	17%	
Aged 55 to 64 years	15%	15%	11%	12%	
Aged 65+ years	10%	10%	6%	6%	
Aged 25 to 64 years	19%	19%	15%	17%	
Aged 15 to 64 years	17%	19%	16%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	39%	46%	46%	47%	48%
Aged 25 to 34 years	42%	48%	47%	48%	
Aged 35 to 44 years	41%	47%	45%	48%	
Aged 45 to 54 years	40%	44%	45%	46%	
Aged 55 to 64 years	38%	43%	42%	44%	
Aged 65+ years	37%	42%	42%	40%	
Aged 25+	40%	45%	44%	46%	
Aged 15+	39%	45%	45%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	41%	43%	44%	48%	49%
Aged 15+	40%	43%	44%	41%	
All ages	41%	43%	44%	45%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		67%	70%	76%	75%
Aged 25+		75%	80%	84%	
Aged 15+		73%	77%	81%	

³¹⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table H.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,851), 'participant social and community engagement rate' (n=2,879), 'parent and carer employment rate' (n=1,150) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=2,536) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – Queensland ³¹⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	15%	20%	20%	23%	27%	24%
Aged 25 to 34 years	26%	26%	25%	19%	24%	
Aged 35 to 44 years	24%	25%	25%	20%	22%	
Aged 45 to 54 years	22%	23%	22%	18%	19%	
Aged 55 to 64 years	15%	14%	12%	14%	13%	
Aged 65+ years	9%	7%	5%	3%	4%	
Aged 25 to 64 years	21%	22%	21%	18%	19%	
Aged 15 to 64 years	20%	22%	21%	19%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	33%	41%	42%	41%	45%	48%
Aged 25 to 34 years	42%	50%	53%	51%	52%	
Aged 35 to 44 years	39%	52%	54%	46%	51%	
Aged 45 to 54 years	43%	47%	53%	57%	53%	
Aged 55 to 64 years	35%	39%	40%	43%	41%	
Aged 65+ years	34%	39%	46%	44%	44%	
Aged 25+	39%	46%	49%	48%	48%	
Aged 15+	38%	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%	45%	46%	49%
Aged 15+	44%	49%	50%	48%	47%	
All ages	41%	45%	46%	46%	46%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		66%	68%	69%	74%	75%
Aged 25+		71%	79%	82%	84%	
Aged 15+		69%	75%	77%	81%	

³¹⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table H.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=983), 'participant social and community engagement rate' (n=1,000), 'parent and carer employment rate' (n=244) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=867) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Queensland ³¹⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	16%	22%	23%	21%	16%	15%	24%
Aged 25 to 34 years	23%	25%	23%	28%	17%	21%	
Aged 35 to 44 years	21%	21%	19%	20%	20%	21%	
Aged 45 to 54 years	26%	28%	23%	29%	23%	23%	
Aged 55 to 64 years	19%	20%	14%	15%	11%	17%	
Aged 65+ years	10%	11%	6%	11%	9%	8%	
Aged 25 to 64 years	22%	23%	20%	23%	17%	21%	
Aged 15 to 64 years	22%	23%	20%	22%	17%	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	33%	38%	40%	45%	40%	40%	48%
Aged 25 to 34 years	37%	42%	49%	53%	54%	48%	
Aged 35 to 44 years	41%	46%	60%	53%	47%	50%	
Aged 45 to 54 years	49%	53%	53%	59%	60%	61%	
Aged 55 to 64 years	38%	45%	52%	43%	45%	48%	
Aged 65+ years	28%	38%	42%	48%	49%	47%	
Aged 25+	40%	46%	52%	51%	51%	51%	
Aged 15+	39%	45%	51%	50%	50%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	36%	35%	42%	45%	54%	48%	49%
Aged 15+	46%	53%	51%	51%	52%	60%	
All ages	41%	43%	46%	47%	53%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		68%	68%	68%	74%	76%	75%
Aged 25+		70%	76%	80%	84%	85%	
Aged 15+		70%	73%	76%	80%	82%	

³¹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table H.60 Number of active plans by goal type and primary disability – Queensland ³²⁰

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	694	2,888	1,849	618	681	2,969	1,232	1,039	3,695
Autism	4,580	35,217	11,139	11,022	11,621	27,314	2,465	6,929	39,956
Cerebral palsy	639	3,143	1,559	691	553	2,592	796	582	3,660
Developmental delay	231	10,098	2,528	5,058	3,000	7,389	<11	<11	10,675
Down syndrome	343	2,104	1,009	477	460	1,873	541	650	2,439
Global developmental delay	46	2,100	513	1,008	657	1,345	<11	<11	2,202
Hearing impairment	802	4,716	944	1,189	650	2,806	405	1,233	5,773
Intellectual disability	2,570	12,428	5,471	3,204	3,553	11,747	3,649	5,068	15,287
Multiple sclerosis	293	1,307	933	142	167	1,144	446	375	1,600
Psychosocial disability	1,845	8,304	5,620	1,991	1,845	8,877	3,201	3,577	10,741
Spinal cord injury	345	1,276	718	142	130	1,010	405	465	1,466
Stroke	357	1,501	870	187	255	1,395	573	342	1,796
Visual impairment	332	1,523	506	323	139	1,254	246	511	1,712
Other neurological	803	3,676	2,257	598	709	3,407	1,323	641	4,481
Other physical	829	4,005	2,114	486	378	2,988	869	984	4,676
Other sensory/speech	32	216	44	66	51	139	<11	34	250
Other	248	1,189	661	247	189	1,045	348	279	1,428
Total	14,989	95,691	38,735	27,449	25,038	79,294	16,514	22,712	111,837

³²⁰ 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.61 Percentage of active plans by goal type and primary disability – Queensland ³²¹

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	19%	78%	50%	17%	18%	80%	33%	28%
Autism	11%	88%	28%	28%	29%	68%	6%	17%
Cerebral palsy	17%	86%	43%	19%	15%	71%	22%	16%
Developmental delay	2%	95%	24%	47%	28%	69%	n/a	n/a
Down syndrome	14%	86%	41%	20%	19%	77%	22%	27%
Global developmental delay	2%	95%	23%	46%	30%	61%	n/a	n/a
Hearing impairment	14%	82%	16%	21%	11%	49%	7%	21%
Intellectual disability	17%	81%	36%	21%	23%	77%	24%	33%
Multiple sclerosis	18%	82%	58%	9%	10%	72%	28%	23%
Psychosocial disability	17%	77%	52%	19%	17%	83%	30%	33%
Spinal cord injury	24%	87%	49%	10%	9%	69%	28%	32%
Stroke	20%	84%	48%	10%	14%	78%	32%	19%
Visual impairment	19%	89%	30%	19%	8%	73%	14%	30%
Other neurological	18%	82%	50%	13%	16%	76%	30%	14%
Other physical	18%	86%	45%	10%	8%	64%	19%	21%
Other sensory/speech	13%	86%	18%	26%	20%	56%	n/a	14%
Other	17%	83%	46%	17%	13%	73%	24%	20%
Total	13%	86%	35%	25%	22%	71%	15%	20%

³²¹ 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.62 Number of goals in active plans by goal type and primary disability – Queensland ³²²

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	2,243	13,193	6,095	2,083	2,301	10,287	3,894	2,957	43,053
Autism	16,300	245,124	41,079	42,677	40,536	99,567	8,346	23,129	516,758
Cerebral palsy	2,408	21,985	6,127	2,765	2,030	10,463	3,098	1,990	50,866
Developmental delay	757	98,860	9,262	17,593	10,052	26,415	24	<11	162,973
Down syndrome	1,214	13,021	3,377	1,845	1,663	6,793	1,743	2,092	31,748
Global developmental delay	167	23,817	2,025	3,940	2,405	5,000	<11	<11	37,354
Hearing impairment	2,317	22,862	2,996	3,885	2,069	8,497	1,151	3,318	47,095
Intellectual disability	8,636	65,473	18,263	11,729	12,130	41,514	11,487	15,781	185,013
Multiple sclerosis	946	6,028	3,216	460	517	3,765	1,430	1,208	17,570
Psychosocial disability	5,598	30,535	17,484	6,274	5,347	27,176	8,850	10,158	111,422
Spinal cord injury	1,343	6,311	2,565	546	455	3,847	1,412	1,580	18,059
Stroke	1,208	7,221	2,999	693	845	4,868	1,885	1,038	20,757
Visual impairment	1,146	7,874	1,714	1,089	492	4,592	843	1,616	19,366
Other neurological	2,725	18,719	8,036	2,038	2,304	12,034	4,239	2,024	52,119
Other physical	2,712	18,753	6,999	1,540	1,226	9,799	2,764	2,886	46,679
Other sensory/speech	103	1,217	130	226	119	444	21	97	2,357
Other	893	6,551	2,363	845	635	3,519	1,109	884	16,799
Total	50,716	607,544	134,730	100,228	85,126	278,580	52,296	70,768	1,379,988

³²² Participants have set over eighteen million goals in total across Australia since July 2016. The 1,379,988 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.63 Number of active plans by goal type and age group – Queensland ³²³

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	373	17,210	4,326	8,553	5,170	12,564	<11	<11	18,246
7 to 14	2,612	27,069	7,368	7,961	8,607	17,982	208	633	29,942
15 to 18	1,644	8,016	2,824	2,307	2,532	7,055	711	3,310	9,413
19 to 24	1,707	6,952	2,840	1,898	1,614	6,345	2,202	4,914	8,585
25 to 34	1,924	7,493	3,917	1,840	1,707	7,101	2,925	4,343	9,442
35 to 44	1,726	7,009	4,235	1,494	1,554	6,857	2,565	3,494	8,871
45 to 54	1,955	8,409	5,143	1,535	1,651	8,252	2,930	3,203	10,508
55 to 64	2,329	10,157	6,057	1,485	1,654	9,925	3,656	2,434	12,642
65+	719	3,376	2,025	376	549	3,213	1,309	379	4,188
Total	14,989	95,691	38,735	27,449	25,038	79,294	16,514	22,712	111,837

Table H.64 Percentage of active plans by goal type and age group – Queensland ³²⁴

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%	24%	47%	28%	69%	n/a	n/a
7 to 14	9%	90%	25%	27%	29%	60%	1%	2%
15 to 18	17%	85%	30%	25%	27%	75%	8%	35%
19 to 24	20%	81%	33%	22%	19%	74%	26%	57%
25 to 34	20%	79%	41%	19%	18%	75%	31%	46%
35 to 44	19%	79%	48%	17%	18%	77%	29%	39%
45 to 54	19%	80%	49%	15%	16%	79%	28%	30%
55 to 64	18%	80%	48%	12%	13%	79%	29%	19%
65+	17%	81%	48%	9%	13%	77%	31%	9%
Total	13%	86%	35%	25%	22%	71%	15%	20%

³²³ 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.

³²⁴ 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 H.65 Number of goals in active plans by goal type and age group – Queensland ³²⁵

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	1,326	182,920	16,961	31,728	18,477	47,551	31	<11	299,000
7 to 14	9,066	195,249	26,903	30,427	29,363	63,472	660	2,086	357,226
15 to 18	5,810	40,627	10,042	8,568	8,584	25,204	2,527	11,210	112,572
19 to 24	5,936	32,280	9,880	6,822	5,578	22,346	7,318	15,633	105,793
25 to 34	6,531	33,322	13,214	6,463	5,745	24,696	9,323	13,354	112,648
35 to 44	5,946	30,624	14,600	5,041	5,290	23,649	8,206	10,720	104,076
45 to 54	6,299	35,212	16,974	5,110	5,262	27,739	8,865	9,576	115,037
55 to 64	7,497	43,357	19,795	4,952	5,149	33,301	11,399	7,092	132,542
65+	2,305	13,953	6,361	1,117	1,678	10,622	3,967	1,091	41,094
Total	50,716	607,544	134,730	100,228	85,126	278,580	52,296	70,768	1,379,988

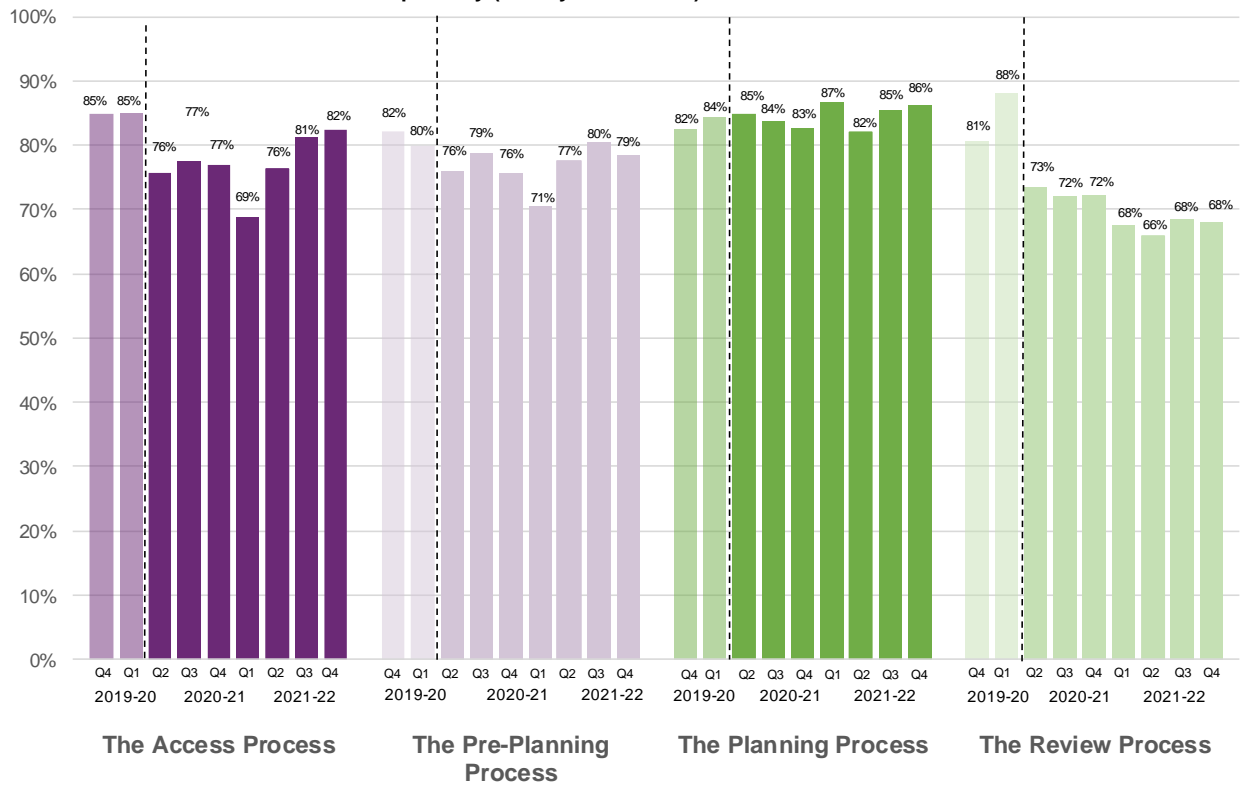
³²⁵ Participants have set over eighteen million goals in total across Australia since July 2016. The 1,379,988 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.66 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland³²⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 1,621	n = 217
Are you happy with how coming into the NDIS has gone?	84%	89%
Was the person from the NDIS respectful?	96%	100%
Do you understand what will happen next with your plan?	74%	75%
% of participants rating their overall experience as Very Good or Good.	76%	82%
Pre-planning	n = 1,266	n = 163
Did the person from the NDIS understand how your disability affects your life?	84%	83%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	75%	79%
Are you clear on what happens next with your plan?	67%	71%
Do you know where to go for more help with your plan?	70%	73%
% of participants rating their overall experience as Very Good or Good.	77%	79%
Planning	n = 5,977	n = 961
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%	88%
Are you clear on what happens next with your plan?	82%	85%
Do you know where to go for more help with your plan?	87%	90%
% of participants rating their overall experience as Very Good or Good.	84%	86%
Plan review	n = 14,039	n = 2,287
Did the person from the NDIS understand how your disability affects your life?	76%	74%
Did you feel prepared for your plan review?	83%	82%
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%

³²⁶ 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 ^{327 328}



³²⁷ 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.

³²⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 June 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table H.67 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table H.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 H.67 Complaints by quarter – Queensland ^{329 330}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	168	17	185	168
Complaint about LAC Partner	388	50	438	397
Complaints about service providers	1,340	107	1,447	1,114
Complaints about the Agency	14,382	1,325	15,707	8,713
Critical/ Reportable Incident	2,041	403	2,444	1,877
Unclassified	231	<11	232	212
Total	18,550	1,903	20,453	11,027
% of the number of active participants	6.9%	6.9%	6.9%	

³²⁹ Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

³³⁰ % 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.

Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland

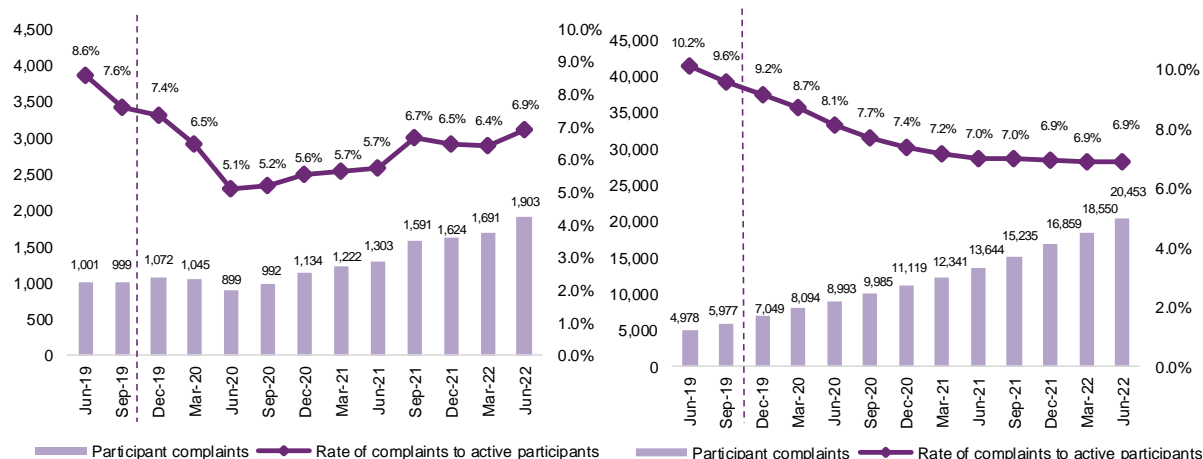


Table H.68 Participant complaints by type – Queensland

Complaints by source, subject and type		Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request							
Complaints about the Agency							
Individual needs	741	(5%)	<11		742	(5%)	
Information unclear	272	(2%)	<11		274	(2%)	
NDIA Access	405	(3%)	61	(5%)	466	(3%)	
NDIA Engagement	<11		<11		<11		
NDIA Finance	781	(5%)	174	(13%)	955	(6%)	
NDIA Fraud and Compliance	38	(0%)	15	(1%)	53	(0%)	
NDIA Plan	3,167	(22%)	556	(42%)	3,723	(24%)	
NDIA Process	1,007	(7%)	129	(10%)	1,136	(7%)	
NDIA Resources	83	(1%)	19	(1%)	102	(1%)	
NDIA Staff	681	(5%)	78	(6%)	759	(5%)	
NDIA Timeliness	2,293	(16%)	272	(21%)	2,565	(16%)	
Participation, engagement and inclusion	74	(1%)	<11		74	(0%)	
Provider Portal	26	(0%)	<11		26	(0%)	
Quality & Safeguards Commission	<11		<11		<11		
Reasonable and necessary supports	748	(5%)	<11		748	(5%)	
Staff conduct - Agency	249	(2%)	<11		250	(2%)	
The way the NDIA carried out its decision making	466	(3%)	<11		469	(3%)	
Timeliness	1,629	(11%)	<11		1,629	(10%)	
Other	1,705	(12%)	13	(1%)	1,718	(11%)	
Total	14,382		1,325		15,707		
Complaint about ECA Partner							
ECA Engagement	<11		<11		<11		
ECA Fraud and Compliance	<11		<11		<11		
ECA Plan	22	(13%)	<11		24	(13%)	
ECA Process	26	(15%)	<11		29	(16%)	
ECA Resources	<11		<11		<11		
ECA Staff	72	(43%)	11	(65%)	83	(45%)	
ECA Timeliness	47	(28%)	<11		48	(26%)	
Other	<11		<11		<11		
Total	168		17		185		
Complaint about LAC Partner							
LAC Engagement	<11		<11		<11		

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Fraud and Compliance	<11		<11		<11	
LAC Plan	68	(18%)	16	(32%)	84	(19%)
LAC Process	43	(11%)	<11		48	(11%)
LAC Resources	<11		<11		<11	
LAC Staff	200	(52%)	21	(42%)	221	(50%)
LAC Timeliness	73	(19%)	<11		81	(18%)
Other	<11		<11		<11	
Total	388		50		438	
<i>Complaints about service providers</i>						
Provider costs.	68	(5%)	<11		68	(5%)
Provider Finance	46	(3%)	<11		54	(4%)
Provider Fraud and Compliance	79	(6%)	11	(10%)	90	(6%)
Provider process	64	(5%)	<11		64	(4%)
Provider Service	400	(30%)	47	(44%)	447	(31%)
Provider Staff	176	(13%)	34	(32%)	210	(15%)
Service Delivery	99	(7%)	<11		100	(7%)
Staff conduct	113	(8%)	<11		114	(8%)
Supports being provided	113	(8%)	<11		115	(8%)
Other	182	(14%)	<11		185	(13%)
Total	1,340		107		1,447	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	521	(26%)	117	(29%)	638	(26%)
Allegations against Informal Supports	298	(15%)	<11		306	(13%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	344	(17%)	51	(13%)	395	(16%)
Provider reporting	875	(43%)	227	(56%)	1,102	(45%)
Other	<11		<11		<11	
Total	2,041		403		2,444	
<i>Unclassified</i>	231		<11		232	
Participants total	18,550		1,903		20,453	

Table H.69 AAT Cases by category at 30 June 2022 – Queensland

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Access	405	20%	54	20%	459	20%
Plan	1,480	72%	188	71%	1,668	72%
Plan Review	60	3%	<11		61	3%
Other	100	5%	23	9%	123	5%
Total cases	2,045	100%	266	100%	2,311	100%
% of the number of active participants	0.76%		0.97%		0.78%	

Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

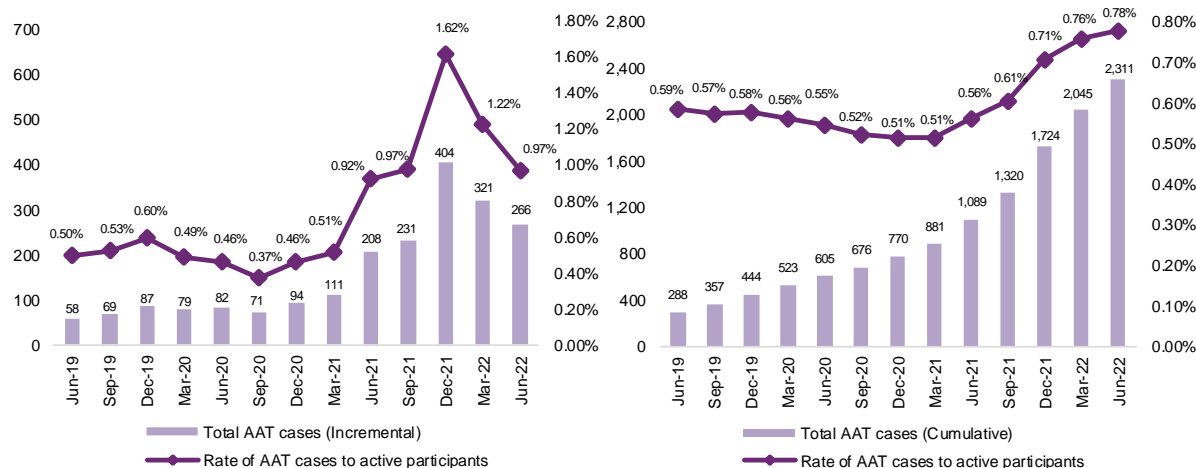


Table H.70 AAT cases by open/closed and decision – Queensland ³³¹ ³³²

	Number of cases	Number of unique active participants
AAT Cases	2,311	2,154
Open AAT Cases	911	906
Closed AAT Cases	1,400	1,310
Resolved before hearing	1,368	1,282
Gone to hearing and received a substantive decision	32	28

³³¹ Of the 32 cases which went to hearing and received a substantive decision: 10 affirmed the Agency's decision, 12 varied the Agency's decision and 10 set aside the Agency's decision.

³³² 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.71 Key markets indicators by quarter – Queensland ^{333 334}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.10	1.10
b) Number of providers delivering new types of supports	481	488
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	83%
<i>Therapeutic Supports (%)</i>	95%	96%
<i>Participate Community (%)</i>	91%	91%
<i>Early Childhood Supports (%)</i>	91%	91%
<i>Assist Personal Activities (%)</i>	91%	92%

Table H.72 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – Queensland

³³⁵

Activity	Number of providers
Active for the first time in 2021-22 Q4	131
Active in 2021-22 Q4 and also in previous quarters	2,632
Active in 2021-22 Q4	2,763
Inactive in 2021-22 Q4	4,345
Active ever	7,108

³³³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³³⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³³⁵ Active providers refer to those who have received payment for support Agency-managed participants.

Table H.73 Cumulative number of providers that have been ever active by registration group – Queensland ³³⁶

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	191	7	198	4%
Assistance Animals	117	<5	121	3%
Assistance with daily life tasks in a group or shared living arrangement	918	56	974	6%
Assistance with travel/transport arrangements	837	31	868	4%
Daily Personal Activities	1,420	58	1,478	4%
Group and Centre Based Activities	933	29	962	3%
High Intensity Daily Personal Activities	925	45	970	5%
Household tasks	1,491	35	1,526	2%
Interpreting and translation	167	5	172	3%
Participation in community, social and civic activities	1,552	56	1,608	4%
Assistive Technology				
Assistive equipment for recreation	240	14	254	6%
Assistive products for household tasks	223	7	230	3%
Assistance products for personal care and safety	1,383	34	1,417	2%
Communication and information equipment	536	20	556	4%
Customised Prosthetics	560	18	578	3%
Hearing Equipment	239	10	249	4%
Hearing Services	80	<5	83	4%
Personal Mobility Equipment	807	28	835	3%
Specialised Hearing Services	116	6	122	5%
Vision Equipment	225	11	236	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,637	64	1,701	4%
Behaviour Support	634	25	659	4%
Community nursing care for high needs	454	24	478	5%
Development of daily living and life skills	876	44	920	5%
Early Intervention supports for early childhood	1,311	26	1,337	2%
Exercise Physiology and Physical Wellbeing activities	726	18	744	2%
Innovative Community Participation	262	9	271	3%
Specialised Driving Training	191	9	200	5%
Therapeutic Supports	3,251	46	3,297	1%
Capital services				
Home modification design and construction	437	8	445	2%
Specialist Disability Accommodation	100	6	106	6%
Vehicle Modifications	213	9	222	4%
Choice and control support services				
Management of funding for supports in participants plan	739	21	760	3%
Support Coordination	377	25	402	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	263	14	277	5%
Specialised Supported Employment	304	16	320	5%
Total	6,977	131	7,108	2%

³³⁶ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table H.74 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2022 – Queensland ³³⁷

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	49	149	198	25%	75%	100%
Assistance Animals	16	105	121	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	123	851	974	13%	87%	100%
Assistance with travel/transport arrangements	126	742	868	15%	85%	100%
Daily Personal Activities	180	1,298	1,478	12%	88%	100%
Group and Centre Based Activities	109	853	962	11%	89%	100%
High Intensity Daily Personal Activities	120	850	970	12%	88%	100%
Household tasks	430	1,096	1,526	28%	72%	100%
Interpreting and translation	38	134	172	22%	78%	100%
Participation in community, social and civic activities	216	1,392	1,608	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	36	218	254	14%	86%	100%
Assistive products for household tasks	29	201	230	13%	87%	100%
Assistance products for personal care and safety	214	1,203	1,417	15%	85%	100%
Communication and information equipment	115	441	556	21%	79%	100%
Customised Prosthetics	103	475	578	18%	82%	100%
Hearing Equipment	41	208	249	16%	84%	100%
Hearing Services	13	70	83	16%	84%	100%
Personal Mobility Equipment	116	719	835	14%	86%	100%
Specialised Hearing Services	19	103	122	16%	84%	100%
Vision Equipment	38	198	236	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	327	1,374	1,701	19%	81%	100%
Behaviour Support	186	473	659	28%	72%	100%
Community nursing care for high needs	71	407	478	15%	85%	100%
Development of daily living and life skills	137	783	920	15%	85%	100%
Early Intervention supports for early childhood	441	896	1,337	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	175	569	744	24%	76%	100%
Innovative Community Participation	73	198	271	27%	73%	100%
Specialised Driving Training	41	159	200	21%	80%	100%
Therapeutic Supports	1,276	2,021	3,297	39%	61%	100%
Capital services						
Home modification design and construction	74	371	445	17%	83%	100%
Specialist Disability Accommodation	<5	102	106		96%	100%
Vehicle Modifications	27	195	222	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	136	624	760	18%	82%	100%
Support Coordination	79	323	402	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	37	240	277	13%	87%	100%
Specialised Supported Employment	46	274	320	14%	86%	100%
Total	2,254	4,854	7,108	32%	68%	100%

³³⁷ Ibid.

Table H.75 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – Queensland ³³⁸

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	23	7	30	23%
Assistance Animals	45	<5	49	8%
Assistance with daily life tasks in a group or shared living arrangement	551	56	607	9%
Assistance with travel/transport arrangements	380	31	411	8%
Daily Personal Activities	749	58	807	7%
Group and Centre Based Activities	440	29	469	6%
High Intensity Daily Personal Activities	398	45	443	10%
Household tasks	588	35	623	6%
Interpreting and translation	78	5	83	6%
Participation in community, social and civic activities	845	56	901	6%
Assistive Technology				
Assistive equipment for recreation	33	14	47	30%
Assistive products for household tasks	34	7	41	17%
Assistance products for personal care and safety	579	34	613	6%
Communication and information equipment	222	20	242	8%
Customised Prosthetics	236	18	254	7%
Hearing Equipment	103	10	113	9%
Hearing Services	14	<5	17	18%
Personal Mobility Equipment	317	28	345	8%
Specialised Hearing Services	30	6	36	17%
Vision Equipment	91	11	102	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	839	64	903	7%
Behaviour Support	233	25	258	10%
Community nursing care for high needs	218	24	242	10%
Development of daily living and life skills	312	44	356	12%
Early Intervention supports for early childhood	421	26	447	6%
Exercise Physiology and Physical Wellbeing activities	349	18	367	5%
Innovative Community Participation	57	9	66	14%
Specialised Driving Training	52	9	61	15%
Therapeutic Supports	1,133	46	1,179	4%
Capital services				
Home modification design and construction	123	8	131	6%
Specialist Disability Accommodation	70	6	76	8%
Vehicle Modifications	49	9	58	16%
Choice and control support services				
Management of funding for supports in participants plan	489	21	510	4%
Support Coordination	143	25	168	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	120	14	134	10%
Specialised Supported Employment	170	16	186	9%
Total	2,632	131	2,763	5%

³³⁸ Ibid.

Table H.76 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – Queensland ³³⁹

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	29	30		97%	100%
Assistance Animals	5	44	49	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	57	550	607	9%	91%	100%
Assistance with travel/transport arrangements	39	372	411	9%	91%	100%
Daily Personal Activities	90	717	807	11%	89%	100%
Group and Centre Based Activities	55	414	469	12%	88%	100%
High Intensity Daily Personal Activities	48	395	443	11%	89%	100%
Household tasks	143	480	623	23%	77%	100%
Interpreting and translation	18	65	83	22%	78%	100%
Participation in community, social and civic activities	107	794	901	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	<5	43	47		91%	100%
Assistive products for household tasks	5	36	41	12%	88%	100%
Assistance products for personal care and safety	79	534	613	13%	87%	100%
Communication and information equipment	42	200	242	17%	83%	100%
Customised Prosthetics	43	211	254	17%	83%	100%
Hearing Equipment	20	93	113	18%	82%	100%
Hearing Services	<5	15	17		88%	100%
Personal Mobility Equipment	51	294	345	15%	85%	100%
Specialised Hearing Services	<5	33	36		92%	100%
Vision Equipment	14	88	102	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	154	749	903	17%	83%	100%
Behaviour Support	60	198	258	23%	77%	100%
Community nursing care for high needs	30	212	242	12%	88%	100%
Development of daily living and life skills	52	304	356	15%	85%	100%
Early Intervention supports for early childhood	81	366	447	18%	82%	100%
Exercise Physiology and Physical Wellbeing activities	68	299	367	19%	81%	100%
Innovative Community Participation	14	52	66	21%	79%	100%
Specialised Driving Training	12	49	61	20%	80%	100%
Therapeutic Supports	321	858	1,179	27%	73%	100%
Capital services						
Home modification design and construction	17	114	131	13%	87%	100%
Specialist Disability Accommodation	<5	74	76		97%	100%
Vehicle Modifications	6	52	58	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	97	413	510	19%	81%	100%
Support Coordination	32	136	168	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	17	117	134	13%	87%	100%
Specialised Supported Employment	30	156	186	16%	84%	100%
Total	616	2,147	2,763	22%	78%	100%

³³⁹ Ibid.

Figure H.13 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – Queensland ³⁴⁰

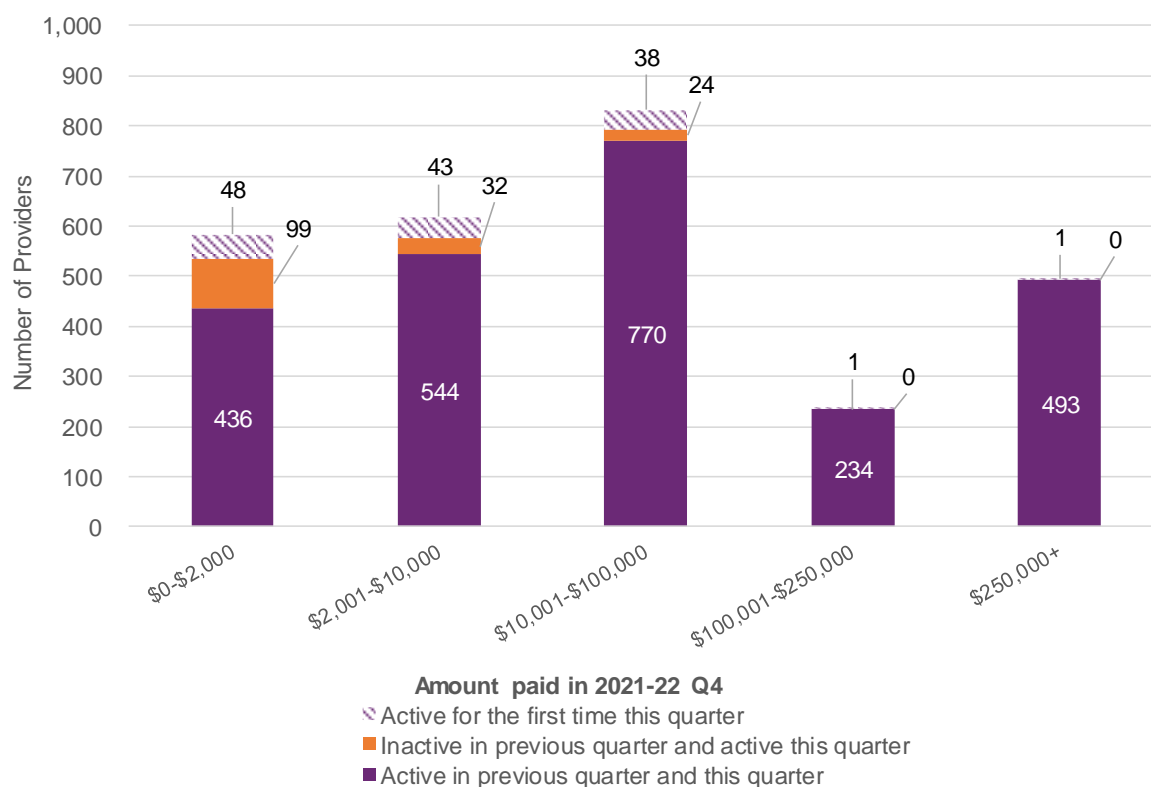
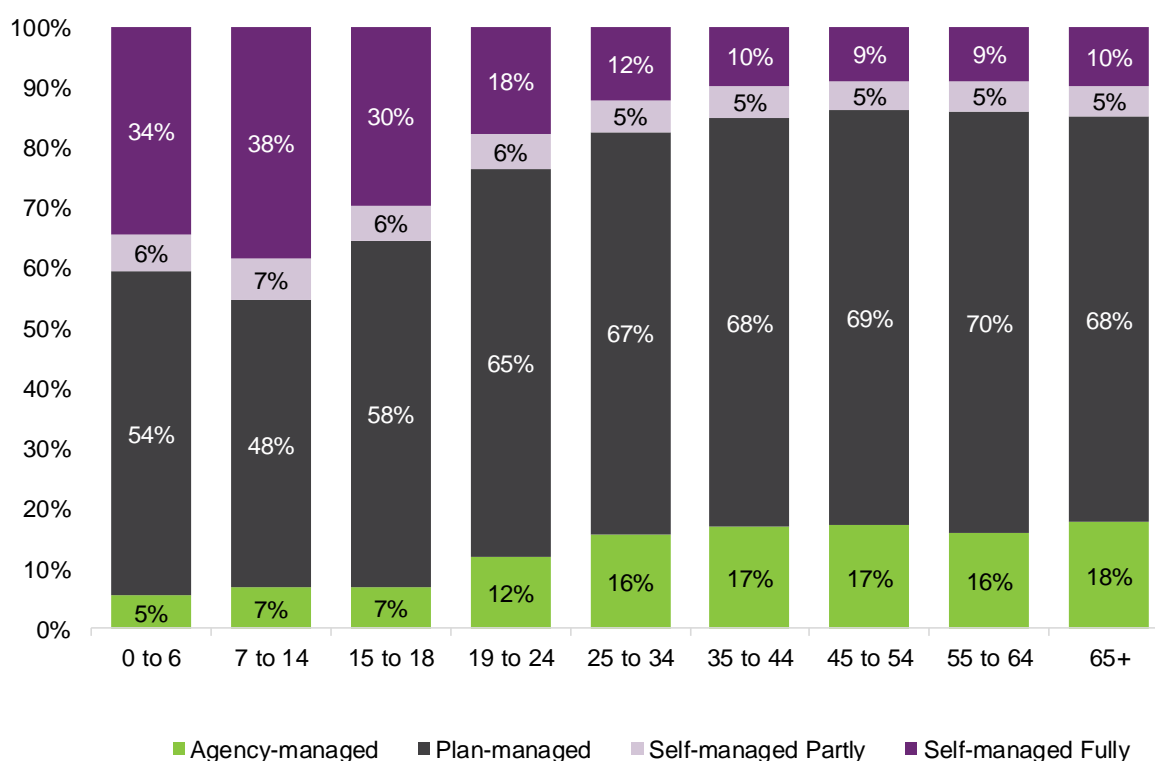


Figure H.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – Queensland ^{341 342}



³⁴⁰ 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.

³⁴¹ For the total number of active participants in each age group, see Table H.18.

³⁴² 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 30 June 2022 – Queensland ^{343 344}

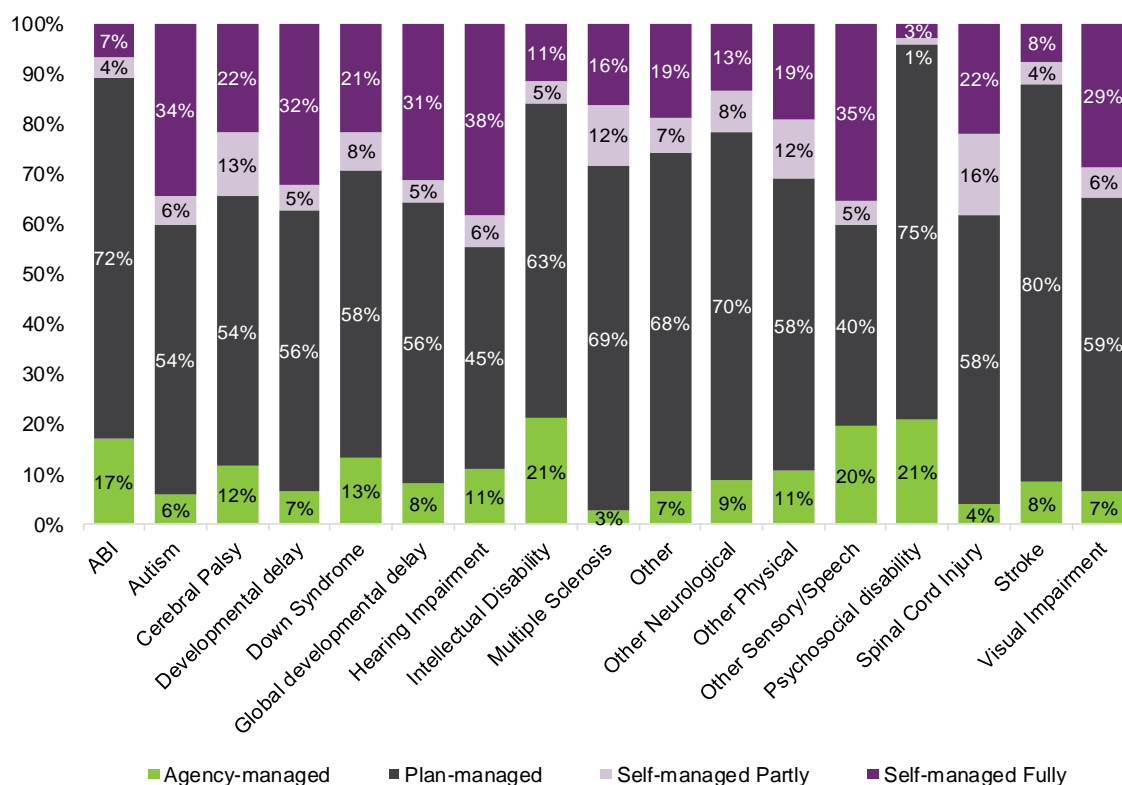


Table H.77 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ³⁴⁵

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	25%	19%	24%
Self-managed partly	6%	5%	6%
Plan-managed	58%	65%	59%
Agency-managed	11%	10%	11%
Total	100%	100%	100%

³⁴³ For the total number of active participants in each primary disability group, see Table H.14.

³⁴⁴ 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.

³⁴⁵ Ibid.

Figure H.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ³⁴⁶

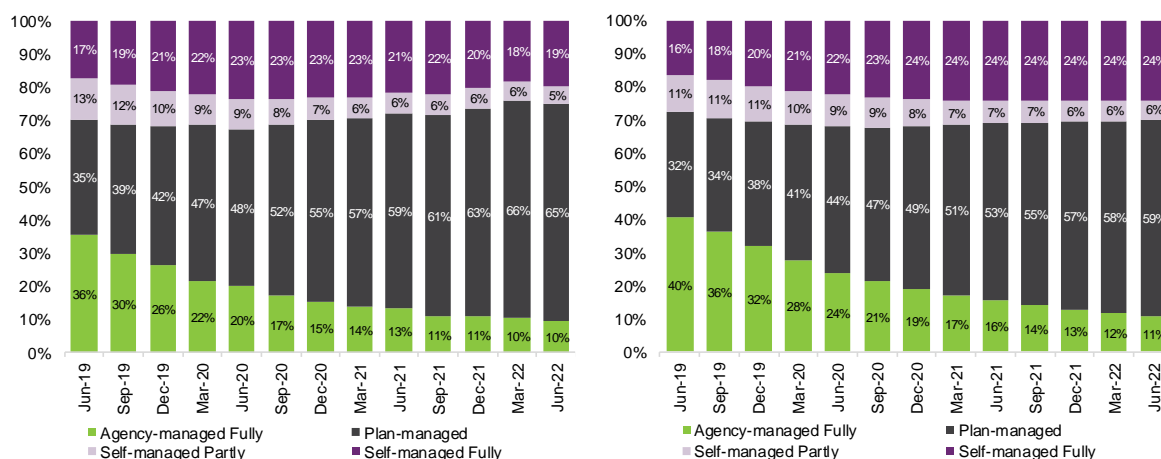


Table H.78 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland

	Prior Quarters	2021-22 Q4	Total
Self-managed	13%	11%	13%
Plan-managed	44%	58%	46%
Agency-managed	42%	31%	41%
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

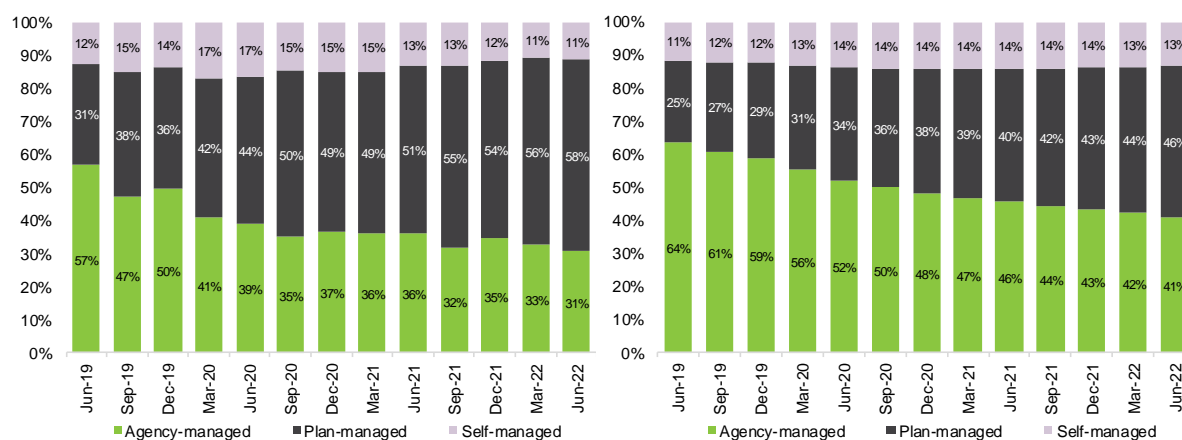


Table H.79 Distribution of active participants by support coordination and quarter of plan approval – Queensland

	Prior Quarters	2021-22 Q4	Total
Support coordination	39%	51%	42%

³⁴⁶ 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.80 Duration to plan activation by quarter of initial plan approval for active participants – Queensland ³⁴⁷

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	66,373	69%	3,294	62%	69,667	69%
30 to 59 days	11,399	12%	775	15%	12,174	12%
60 to 89 days	5,114	5%	363	7%	5,477	5%
Activated within 90 days	82,886	87%	4,432	84%	87,318	86%
90 to 119 days	2,977	3%	187	4%	3,164	3%
120 days and over	7,940	8%	232	4%	8,172	8%
Activated after 90 days	10,917	11%	419	8%	11,336	11%
No payments	1,975	2%	442	8%	2,417	2%
Total plans approved	95,778	100%	5,293	100%	101,071	100%

³⁴⁷ Plans approved after the end of 2021-22 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.81 Proportion of participants who have activated within 12 months at 30 June 2022 – Queensland ³⁴⁸

	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	8,257	8,646	96%
Not Aboriginal and Torres Strait Islander	70,267	72,204	97%
Not Stated	10,369	10,729	97%
Total	88,893	91,579	97%
by Culturally and Linguistically Diverse status			
CALD	4,834	4,975	97%
Not CALD	84,030	86,572	97%
Not Stated	29	32	91%
Total	88,893	91,579	97%
by Remoteness			
Major Cities	53,353	54,806	97%
Regional	34,072	35,230	97%
Remote	1,464	1,539	95%
Missing	<11	<11	
Total	88,893	91,579	97%
by Primary Disability type			
Autism	32,076	32,945	97%
Intellectual disability (including Down syndrome)	16,030	16,329	98%
Psychosocial disability	8,620	8,766	98%
Developmental delay (including global developmental delay)	6,362	6,778	94%
Other	25,805	26,761	96%
Total	88,893	91,579	97%
by Gender			
Male	54,438	56,194	97%
Female	33,767	34,669	97%
Other	688	716	96%
Total	88,893	91,579	97%
by Age Group			
0-6	10,066	10,502	96%
7-14	24,743	25,647	96%
15-18	7,528	7,898	95%
19-24	7,468	7,793	96%
25-34	8,136	8,371	97%
35-44	7,508	7,614	99%
45-54	8,936	9,074	98%
55-64	10,643	10,766	99%
65+	3,865	3,914	99%
Total	88,893	91,579	97%

³⁴⁸ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table H.82 Distribution of plans by utilisation – Queensland ^{349 350}

Plan utilisation	%
0 to 50%	34%
50% to 75%	26%
> 75%	40%
Total	100%

Table H.83 Proportion of active participants with approved plans accessing mainstream supports – Queensland ³⁵¹

	Prior Quarters	2021-22 Q4	Total
Daily Activities	17%	17%	17%
Health & Wellbeing	62%	65%	62%
Lifelong Learning	23%	21%	23%
Other	17%	18%	18%
Non-categorised	20%	16%	19%
Any mainstream service	95%	94%	95%

³⁴⁹ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁵⁰ 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.

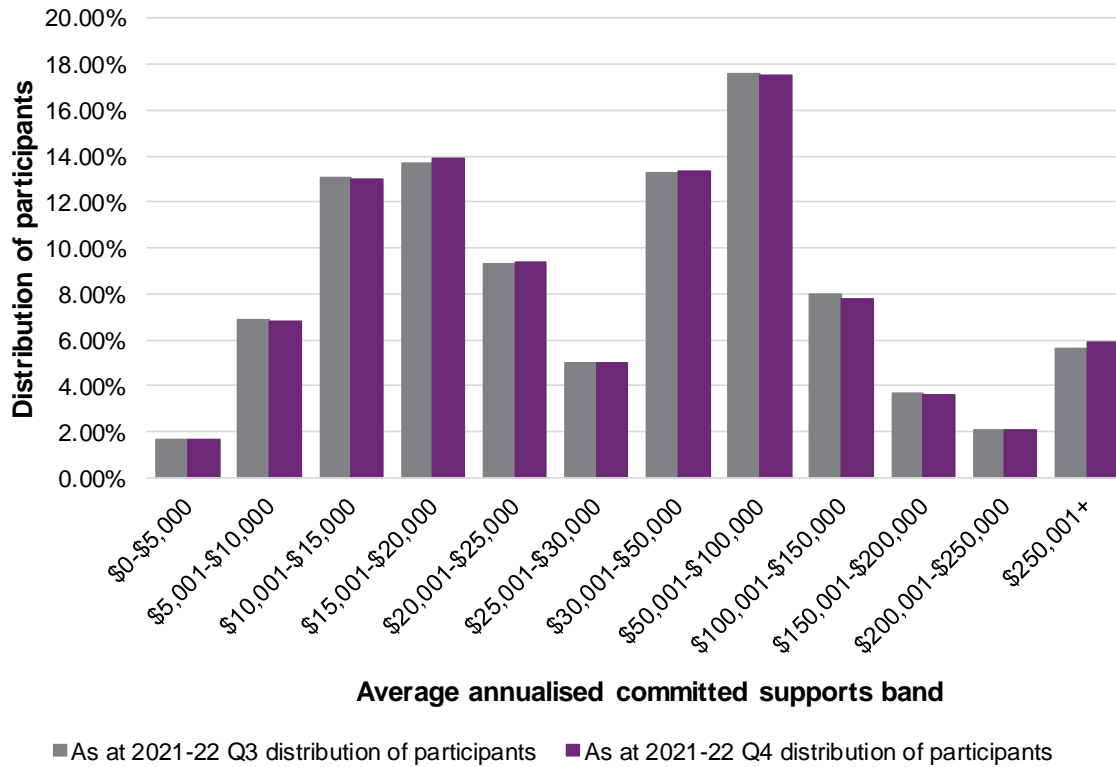
³⁵¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table H.84 Committed supports by financial year (\$m) – Queensland ³⁵²

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	1.2	4.2	11.9	225.3	852.9	2,508.8	5,123.1	6,776.9	7,605.0

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Queensland



³⁵² 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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Queensland

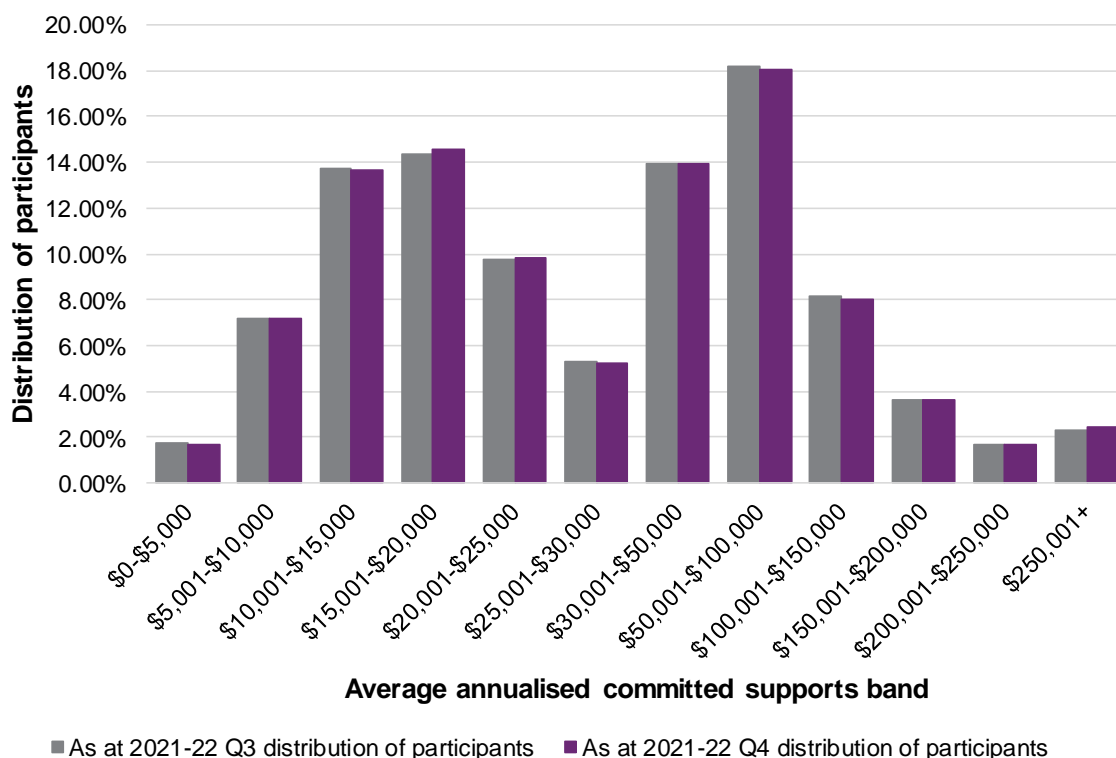


Figure H.20 Average annualised committed supports and average payments by age group as at 30 June 2022 – Queensland

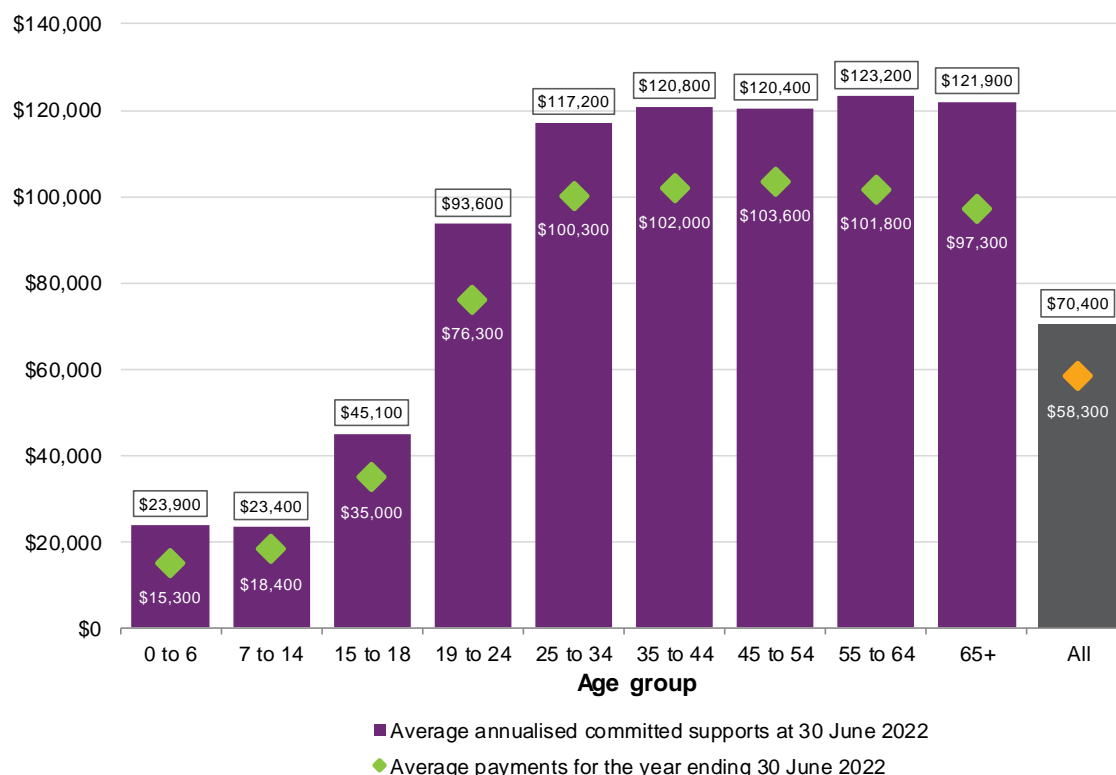


Figure H.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – Queensland

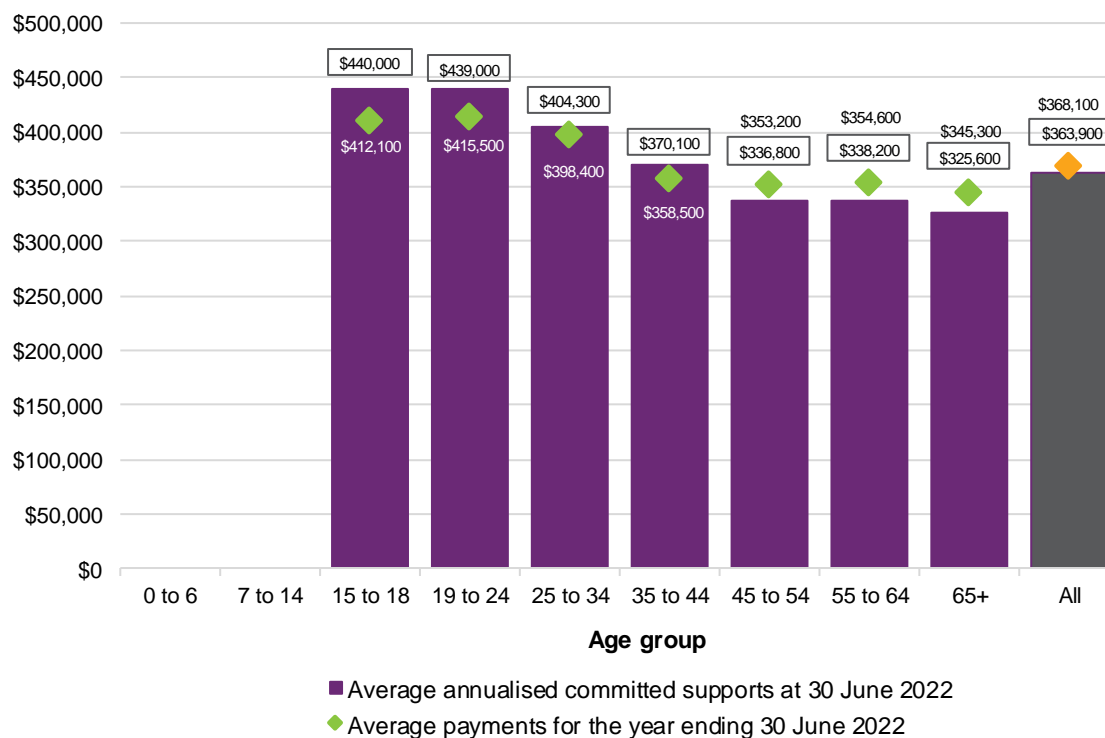


Figure H.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – Queensland

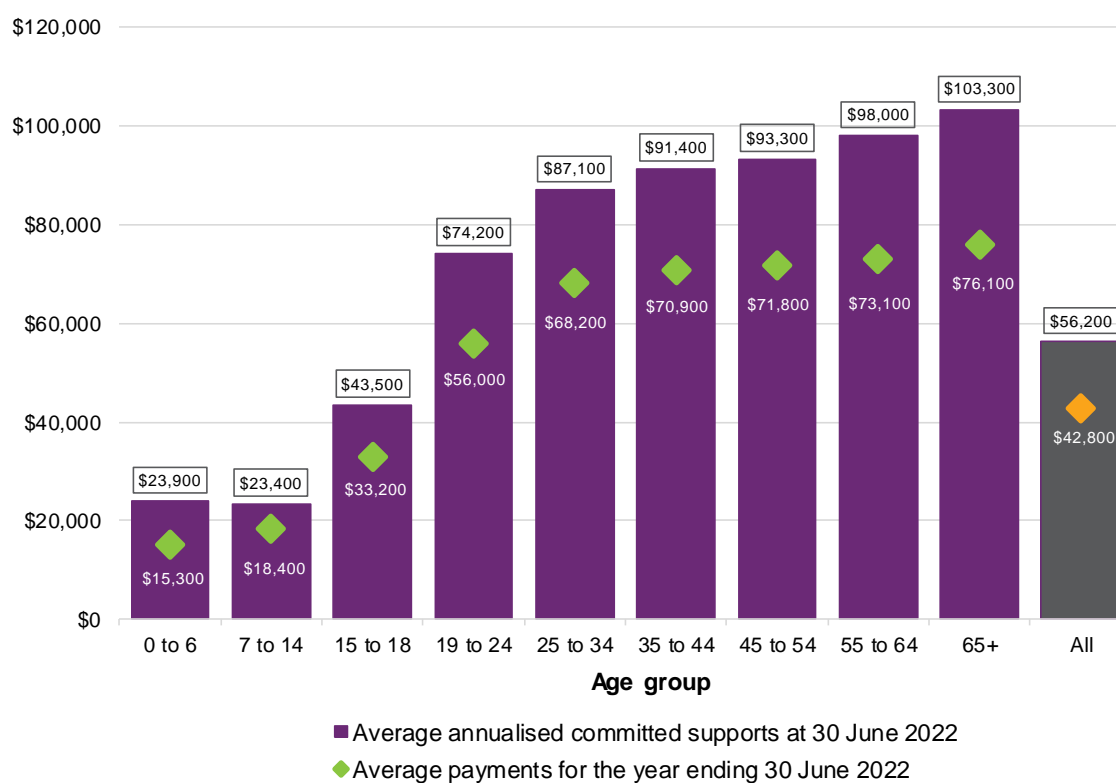


Figure H.23 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – Queensland

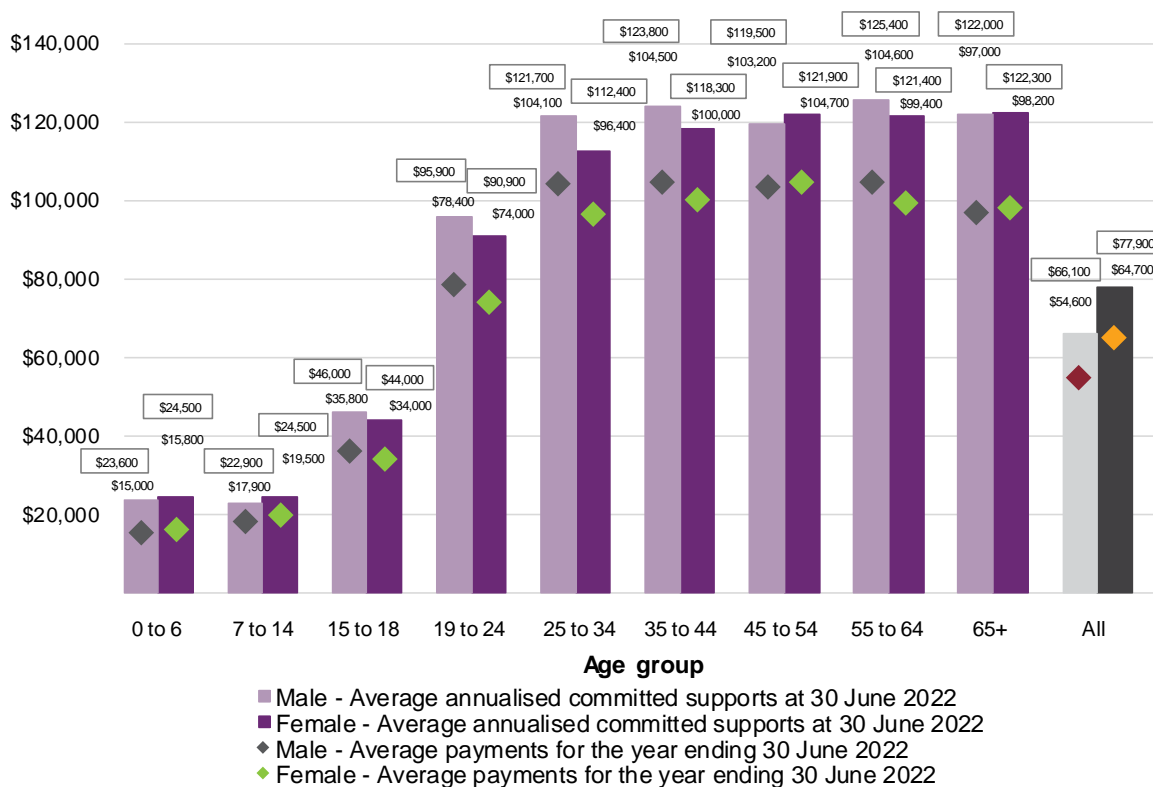


Figure H.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – Queensland

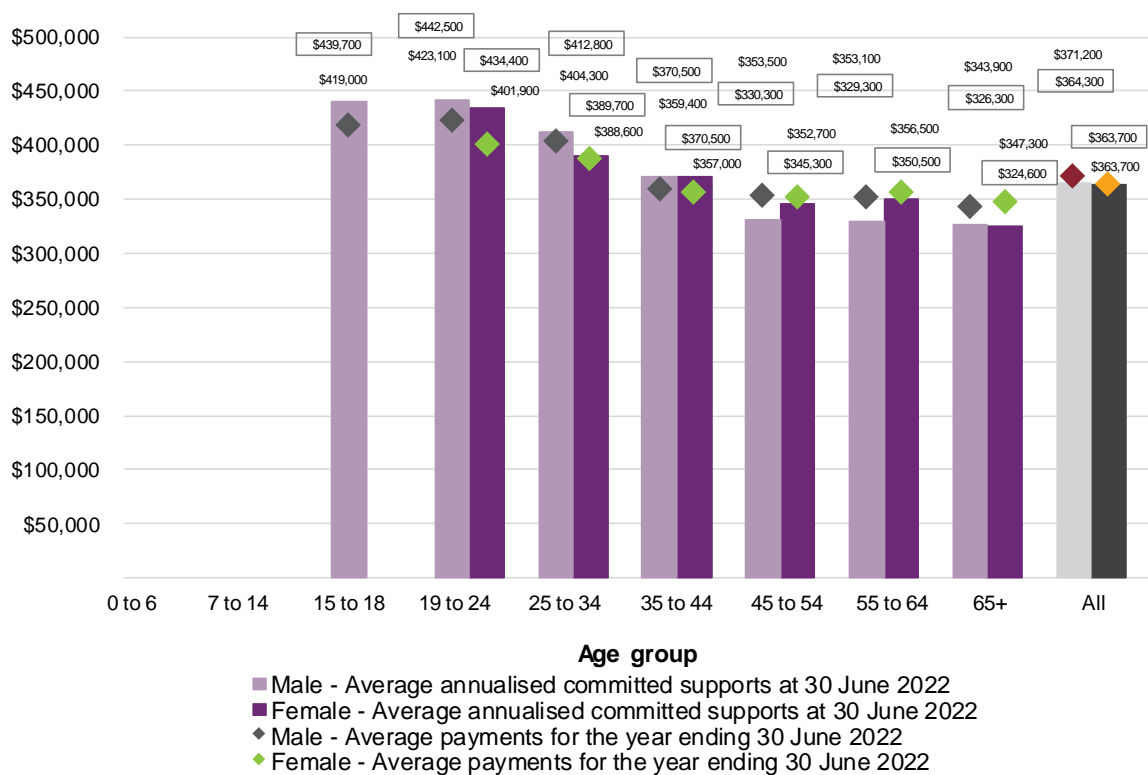


Figure H.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – Queensland

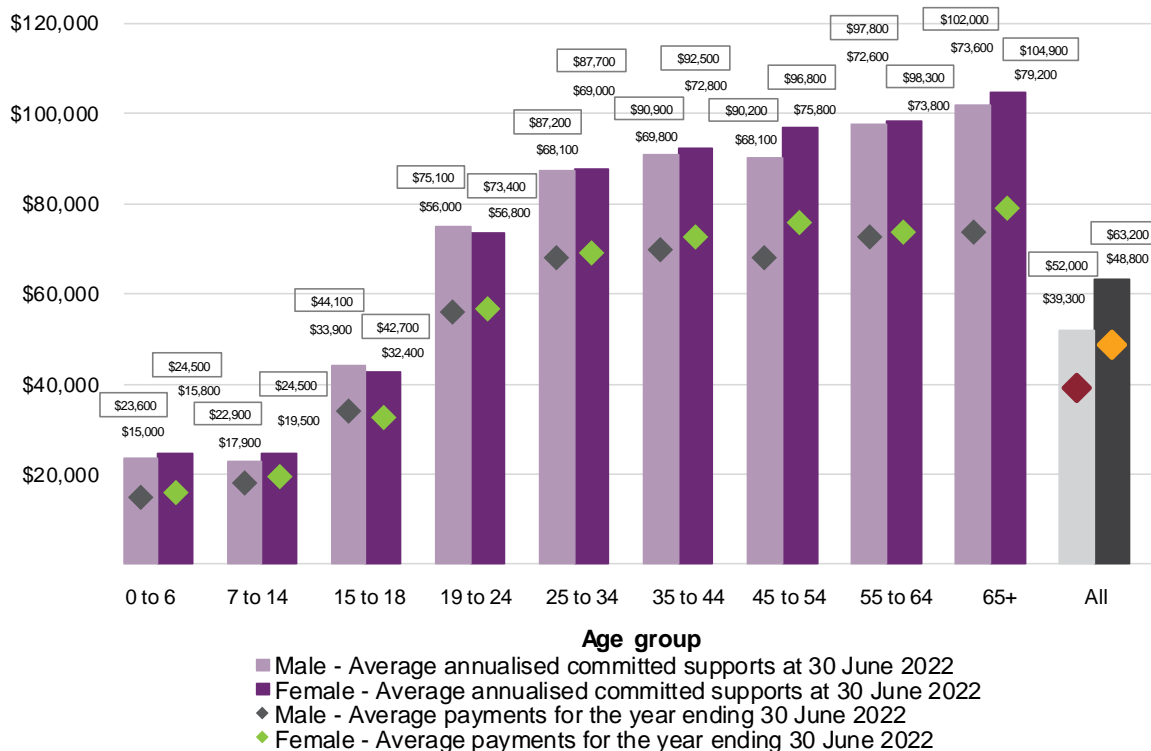


Figure H.26 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – Queensland

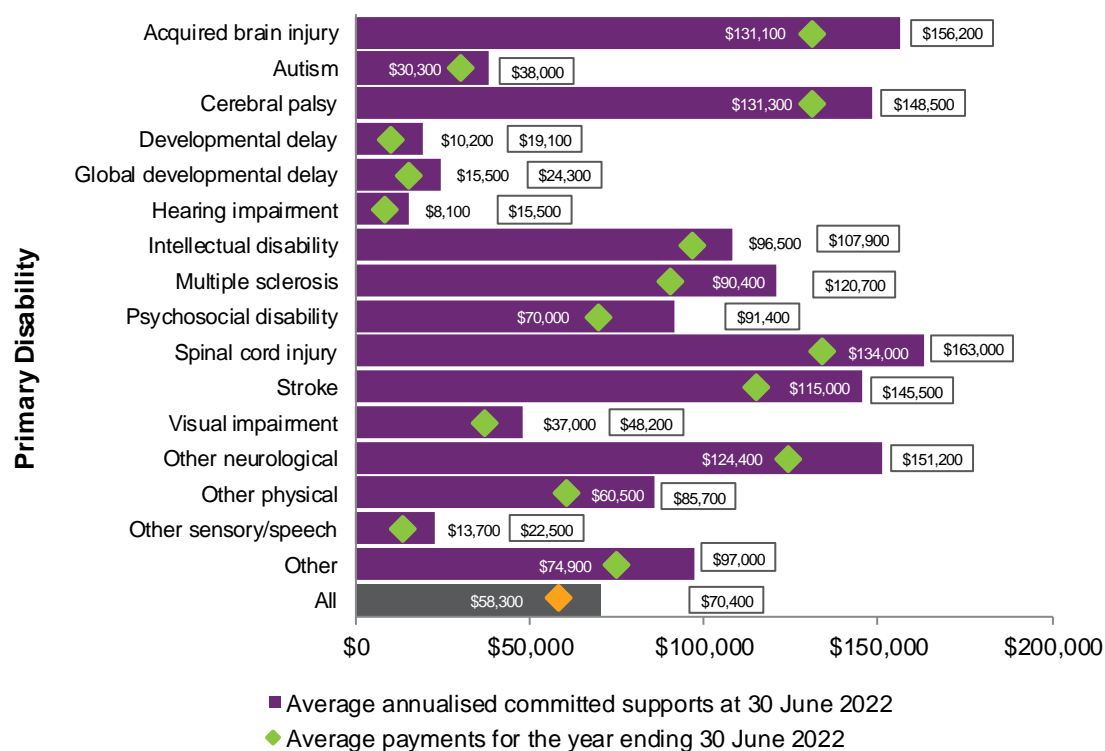


Figure H.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – Queensland

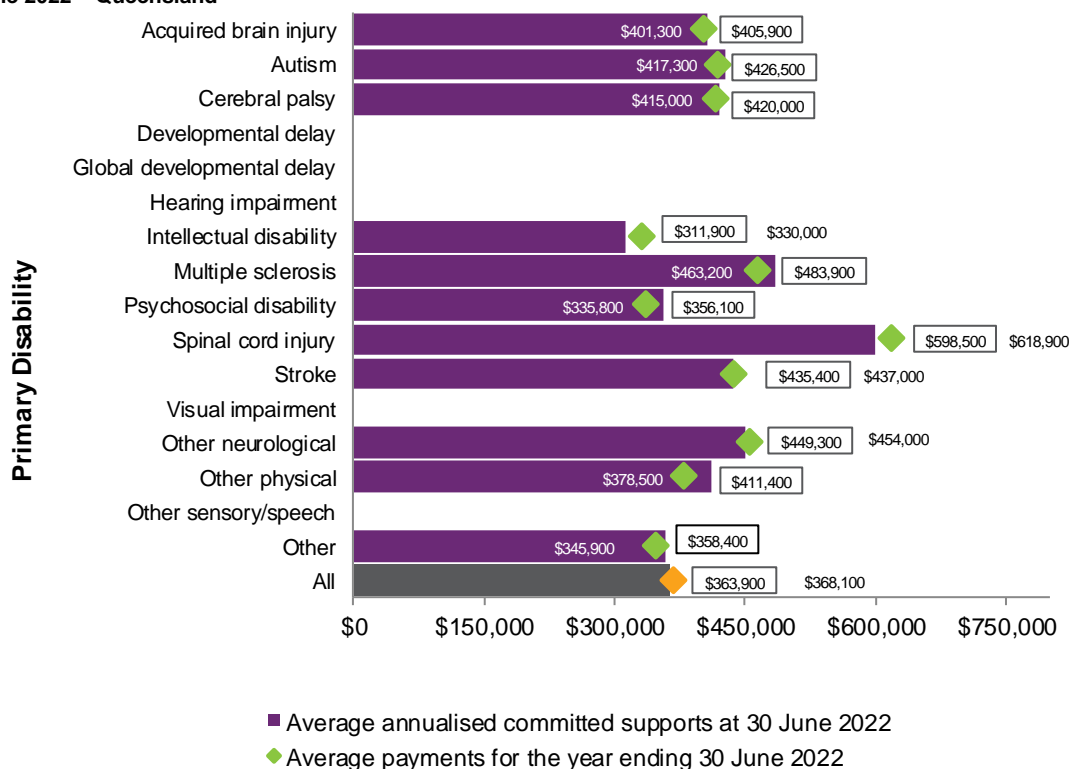


Figure H.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – Queensland

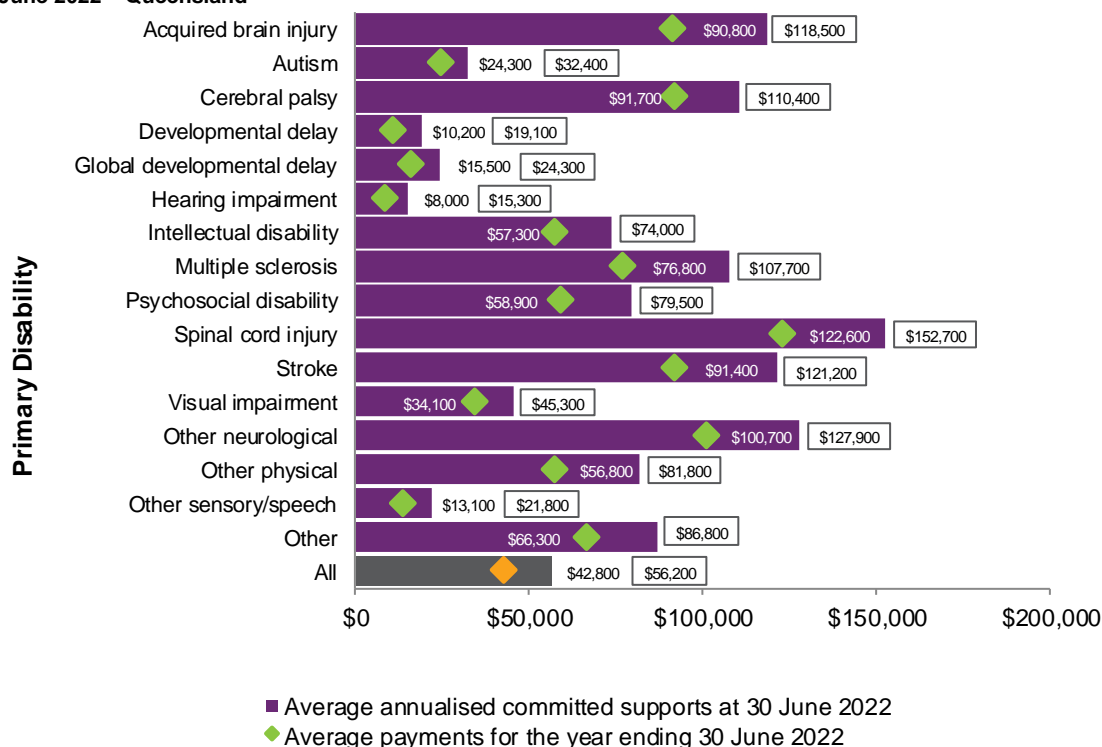


Figure H.29 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – Queensland

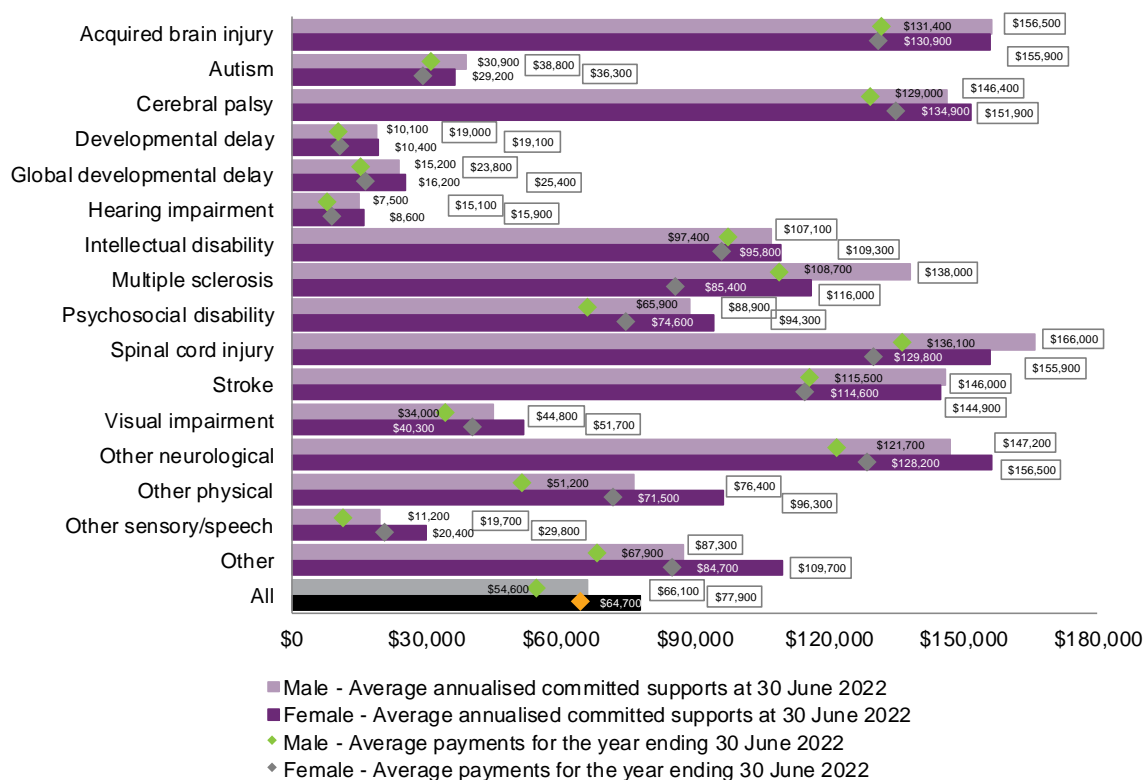


Figure H.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – Queensland

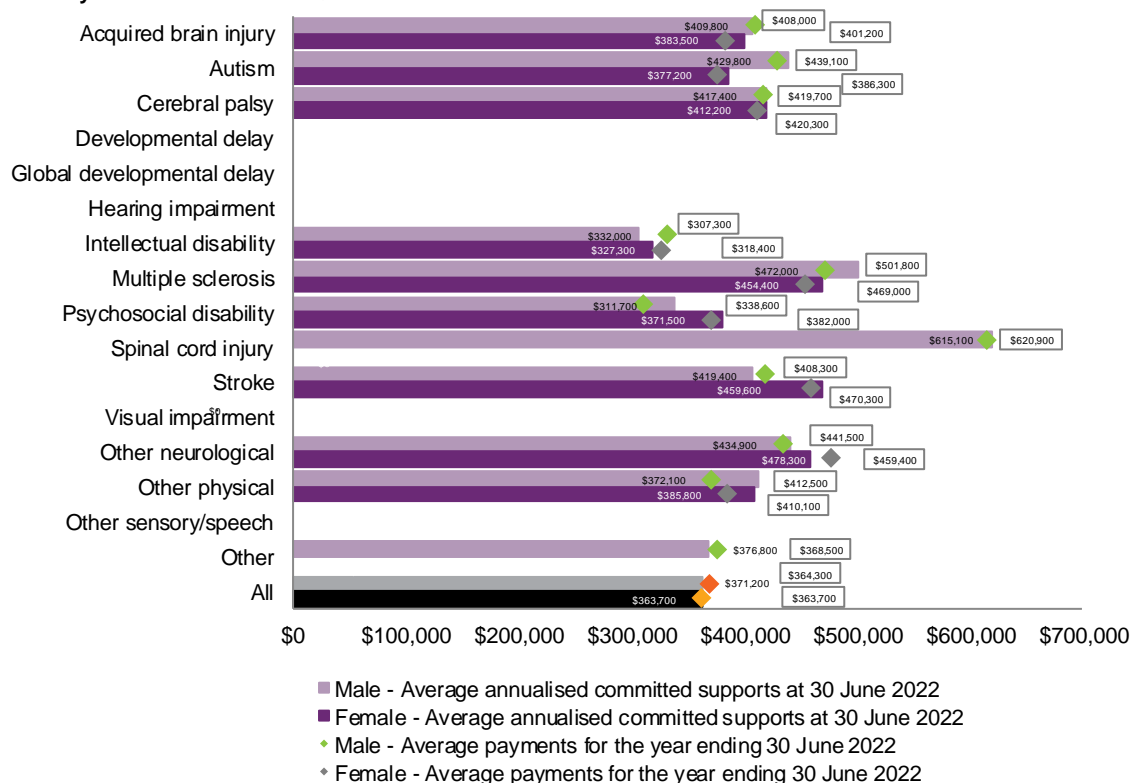


Figure H.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – Queensland

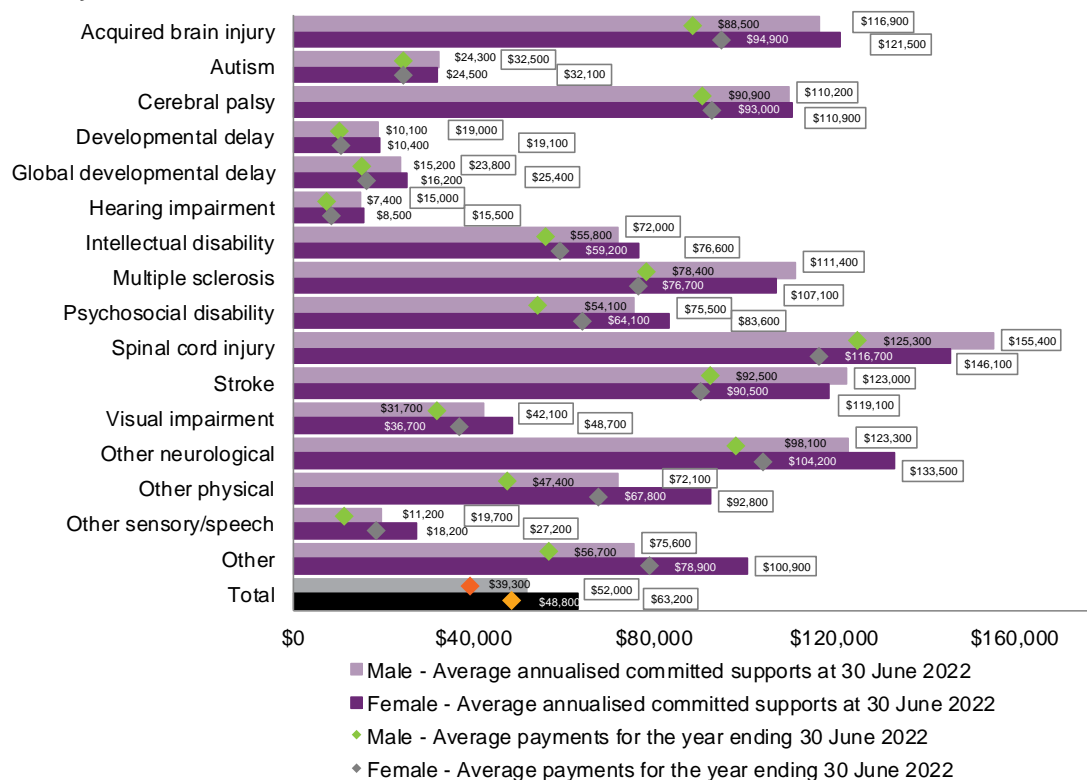


Figure H.32 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – Queensland

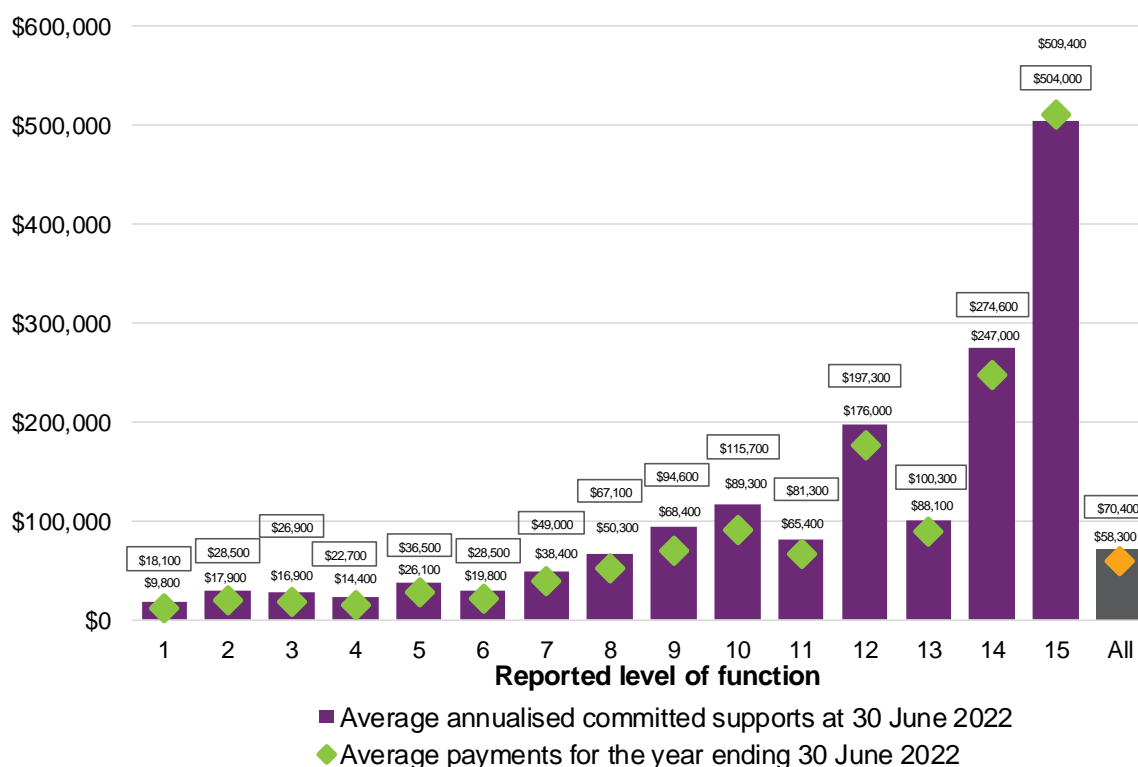


Figure H.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – Queensland

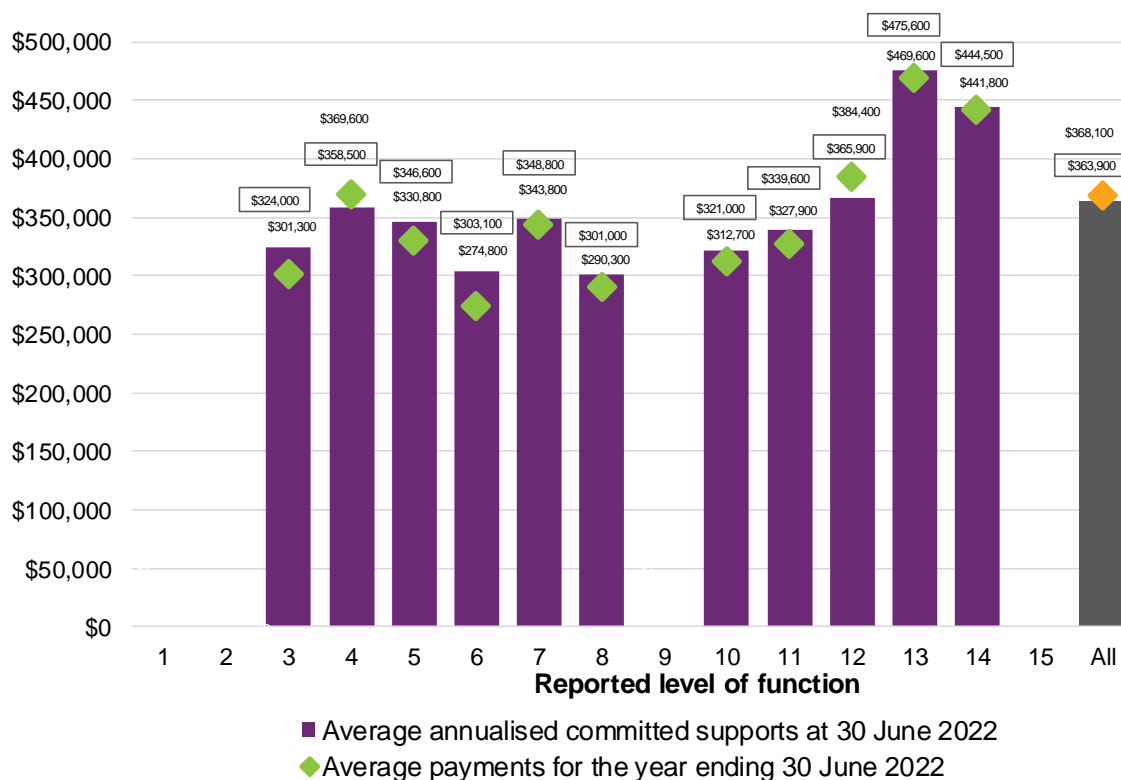


Figure H.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – Queensland

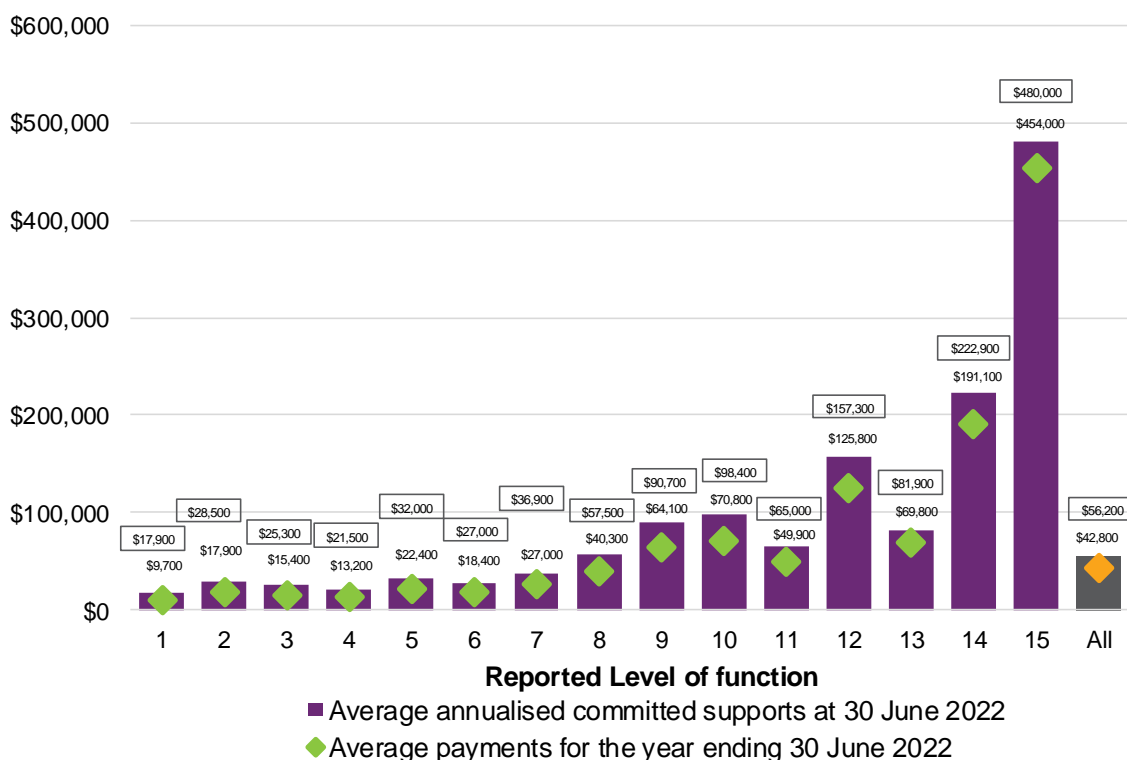
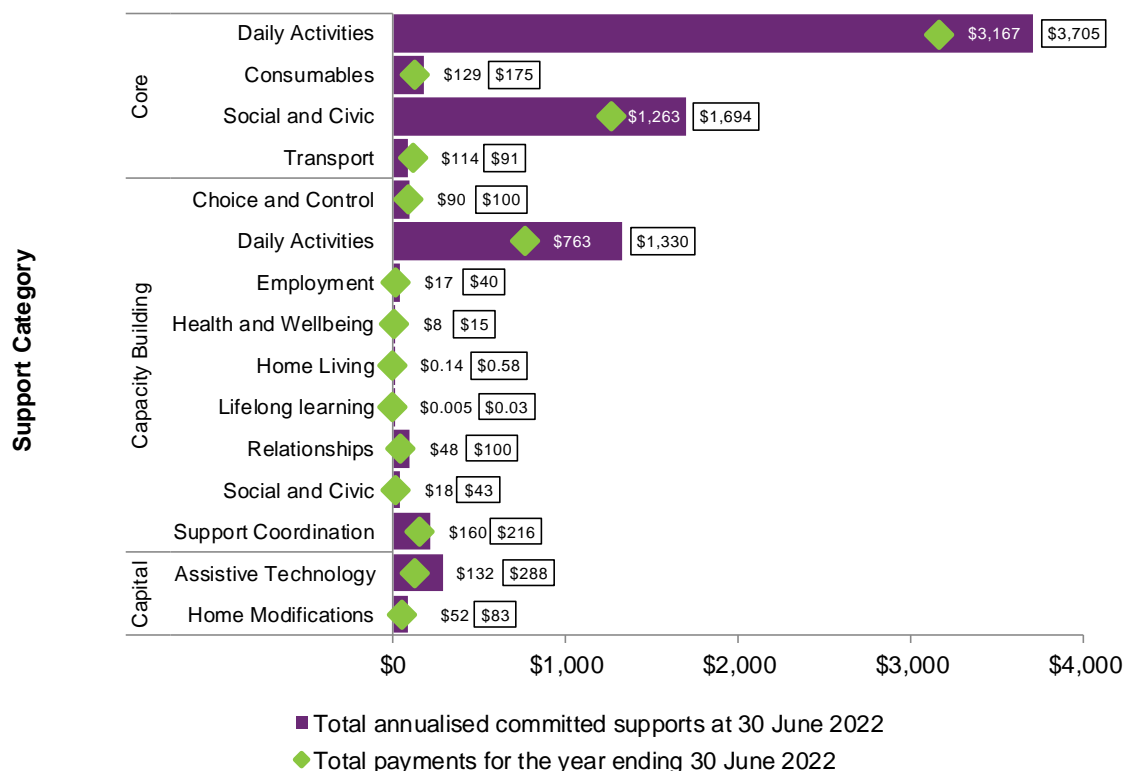


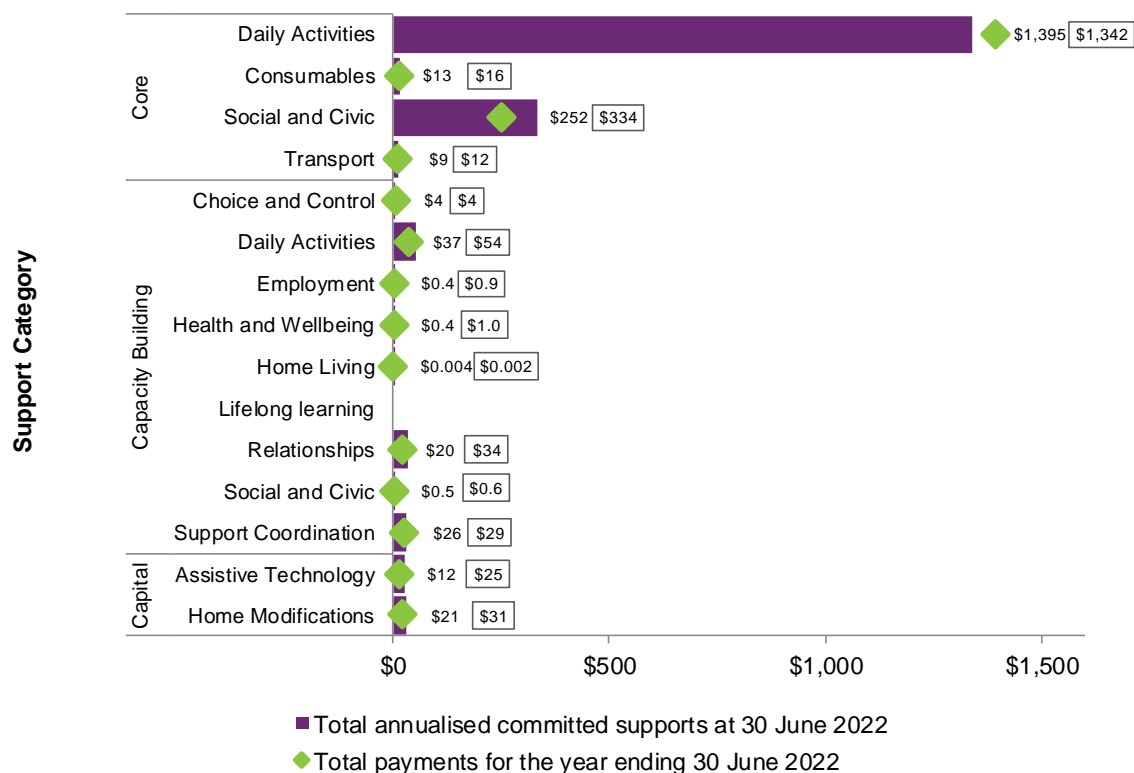
Figure H.35 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – Queensland ^{353 354}



³⁵³ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

³⁵⁴ Total payments for home modifications in Queensland were \$52.4m. Of which, \$28.3m (54%) has been paid for specialised disability accommodation (SDA) supports, and \$24.1m (46%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$1.2m processed off-system in Queensland in June 2022. Total annualised committed supports for home modifications in Queensland were \$82.5m. Of which, \$47.8m (58%) has been allocated for specialised disability accommodation (SDA) supports, and \$34.7m (42%) 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 30 June 2022 (\$m) – Queensland ³⁵⁵ ³⁵⁶



³⁵⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

³⁵⁶ Total payments for home modifications in Queensland were \$20.7m. Of which, \$20.5m (99%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (1%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$1m processed off-system in Queensland in June 2022. Total annualised committed supports for home modifications in Queensland were \$31.4m. Of which, \$30.9m (98.4%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5m (1.6%) 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 30 June 2022 (\$m) – Queensland ^{357 358}

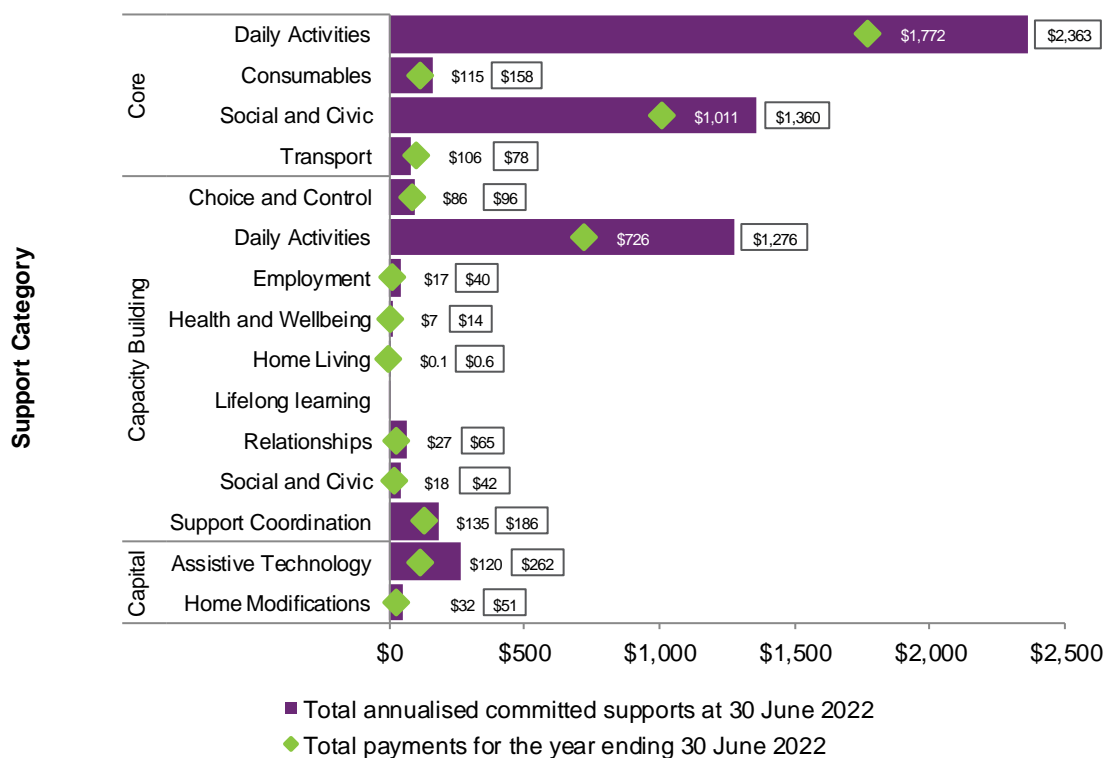


Table H.85 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ³⁵⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	1.2	4.2	11.9	225.3	852.9	2,508.8	5,123.1	6,776.9	7,605.0
Total Paid	0.5	2.1	5.4	127.0	541.9	1,645.7	3,579.6	4,970.5	5,822.1
% utilised to date	46%	50%	46%	56%	64%	66%	70%	73%	77%

³⁵⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

³⁵⁸ Total payments for home modifications in Queensland were \$31.7m. Of which, \$7.8m (25%) has been paid for specialised disability accommodation (SDA) supports, and \$23.9m (75%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in Queensland in June 2022. Total annualised committed supports for home modifications in Queensland were \$51.1m. Of which, \$16.9m (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$34.2m (67%) has been allocated for non-SDA supports.

³⁵⁹ 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.

³⁶⁰ 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 March 2022 and 30 June 2022 – Queensland

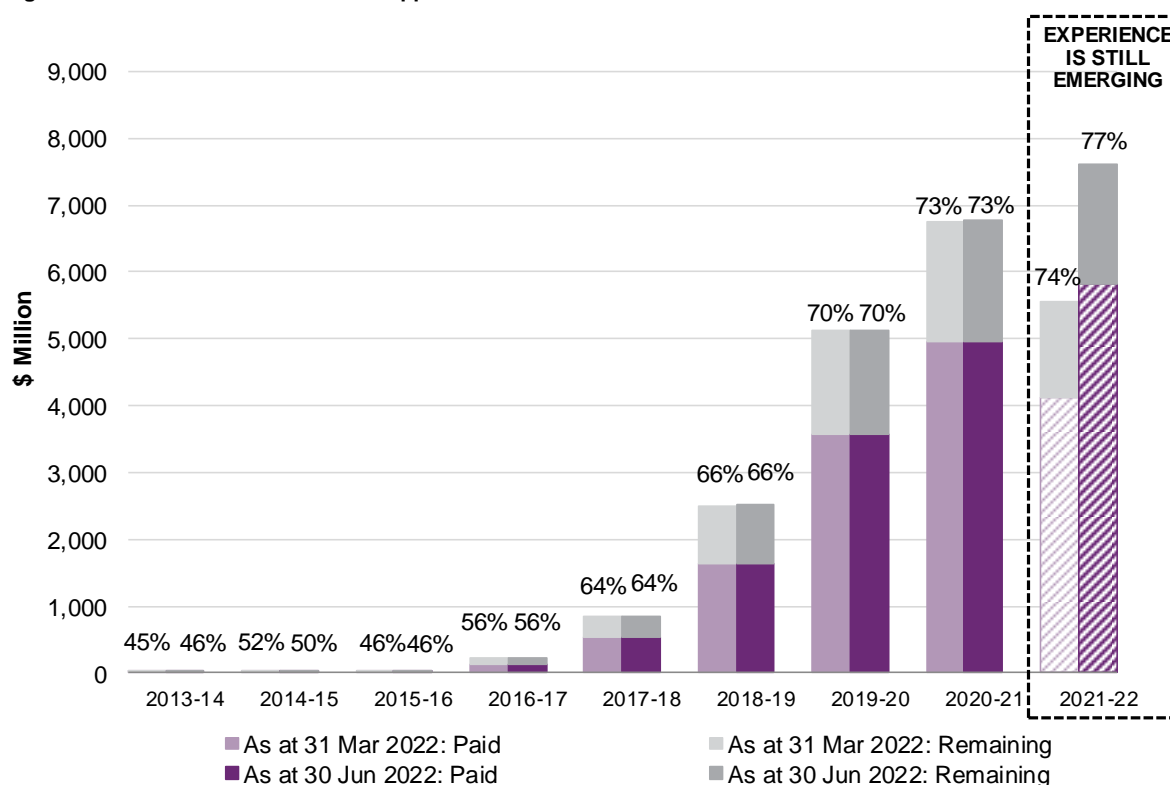
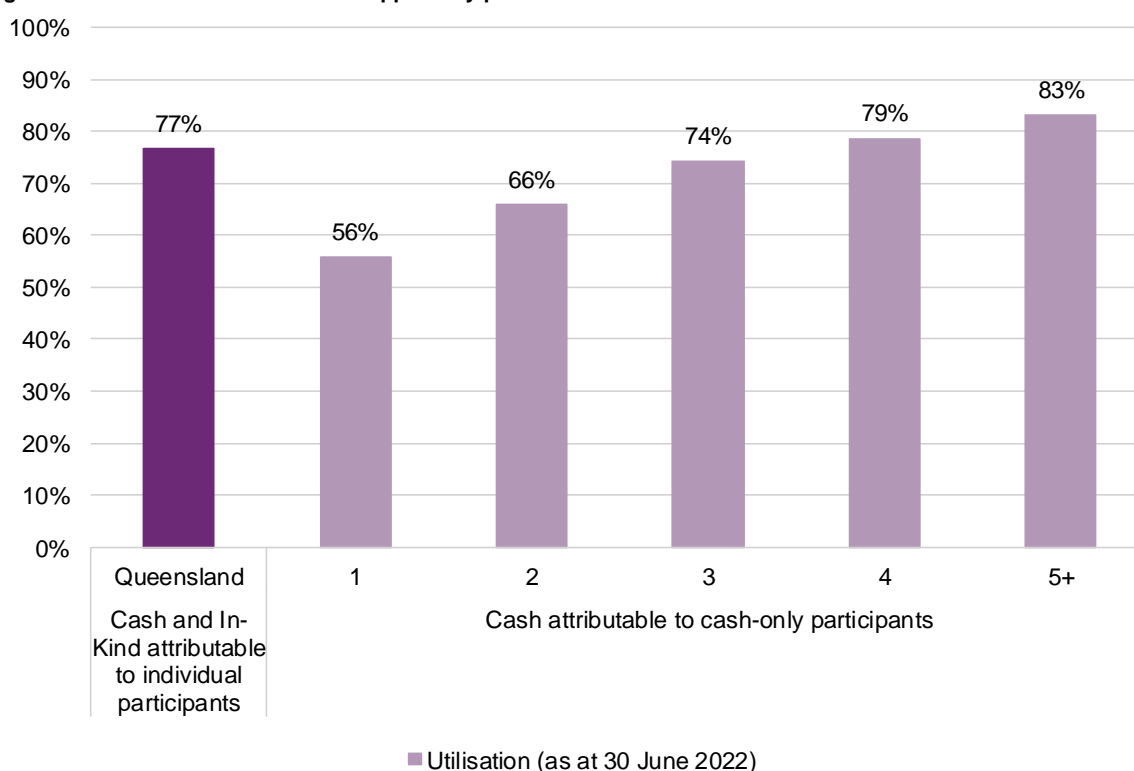


Figure H.39 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – Queensland ³⁶¹



³⁶¹ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure H.40 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – Queensland ³⁶²

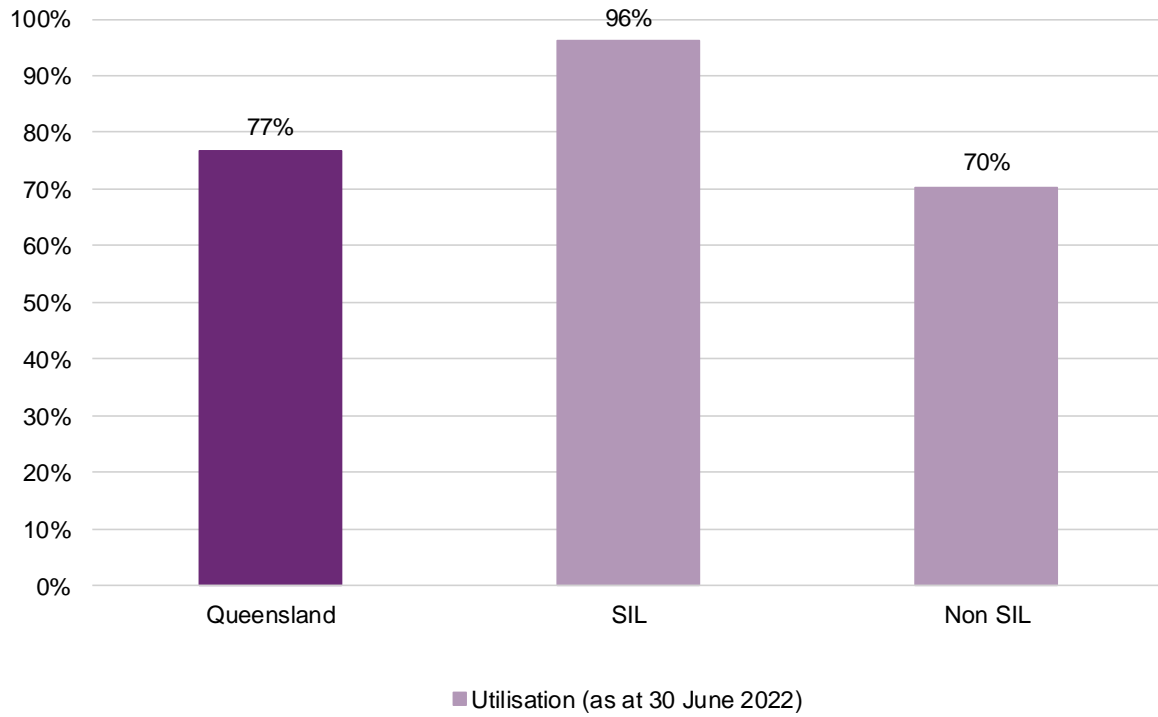
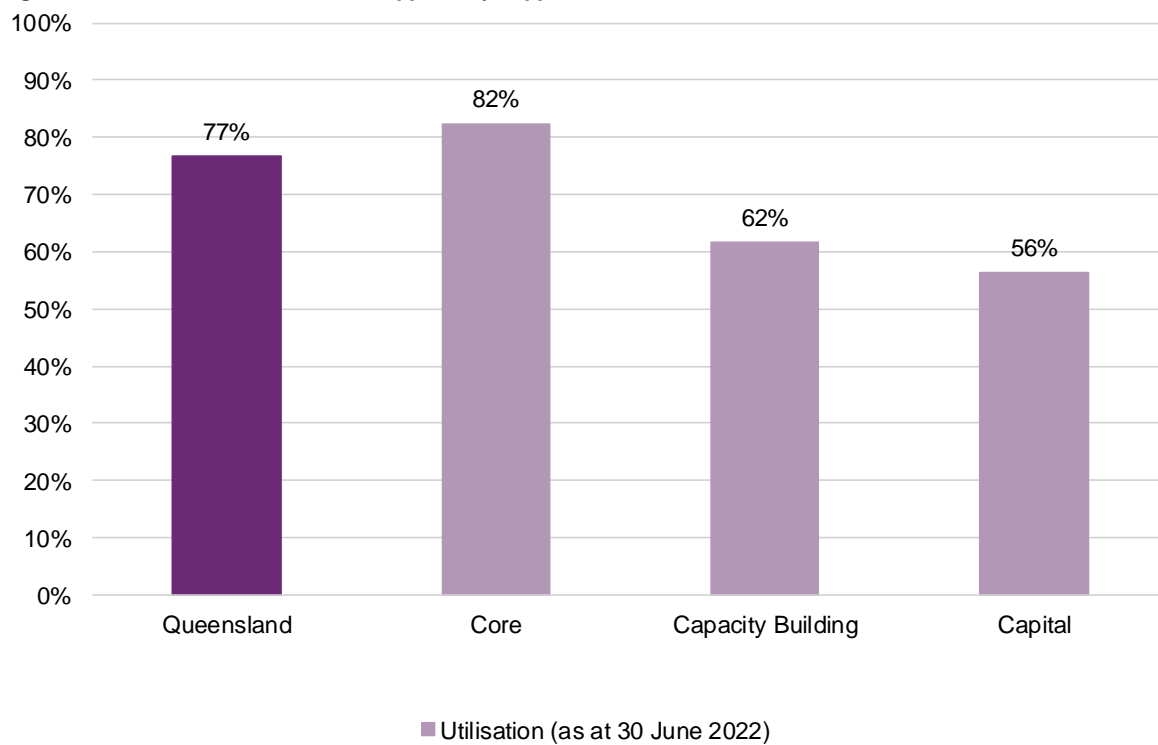


Figure H.41 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – Queensland ³⁶³



³⁶² Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

³⁶³ Ibid.

Figure H.42 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – Queensland ³⁶⁴

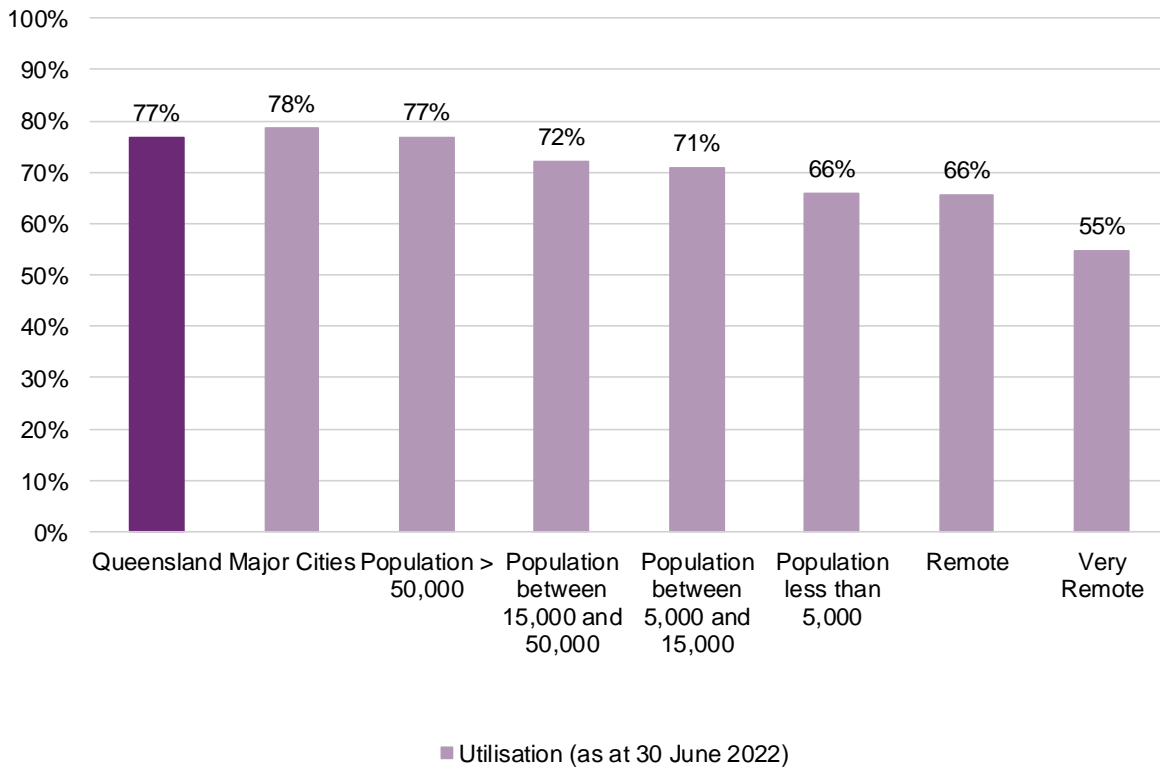


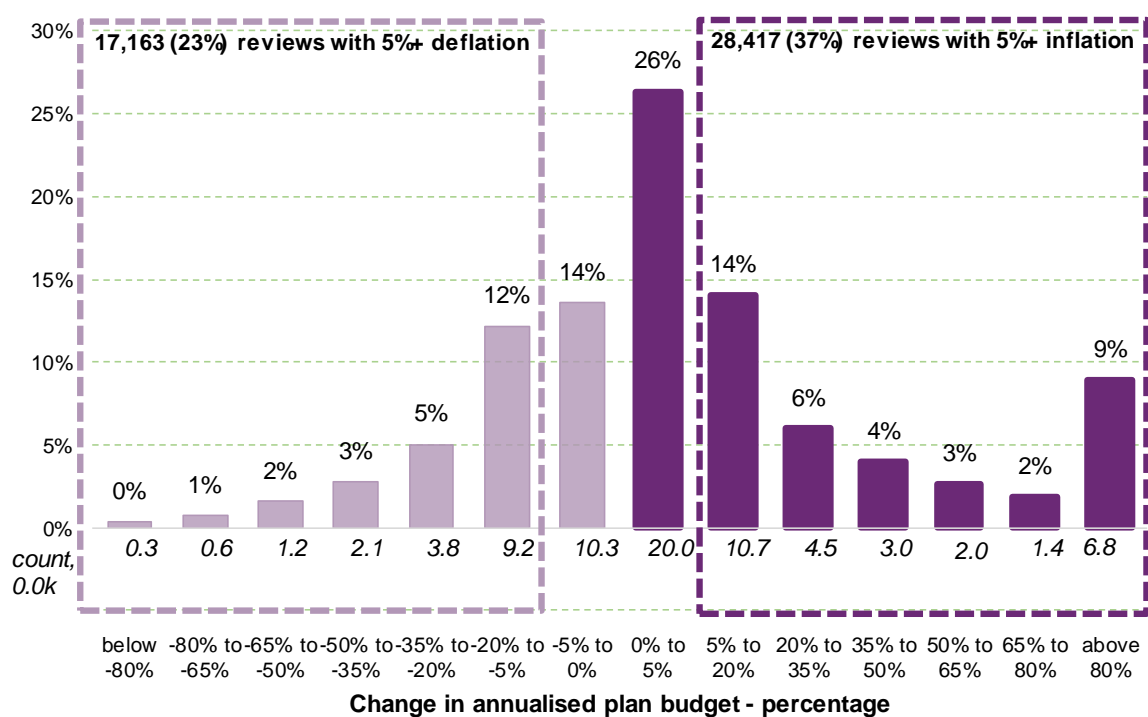
Table H.86 Inflation quarterly trends by type of inflation as at 30 June 2022 - Queensland ³⁶⁵

	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	9.5%	9.1%	4.9%	6.2%	6.8%	7.5%	8.3%	9.2%
Interplan Inflation	5.2%	0.7%	-0.7%	-3.3%	-0.9%	-0.3%	1.6%	3.8%
Total Inflation	14.7%	9.8%	4.1%	2.9%	5.9%	7.2%	9.9%	13.0%

³⁶⁴ Ibid.

³⁶⁵ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure H.43 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – Queensland ³⁶⁶



³⁶⁶ Ibid.

Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ³⁶⁷

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Western Australia	44,851	1,624	46,475	827	47,302

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia ³⁶⁸

	Prior Quarters	2021-22 Q4	Total
Access decisions	55,065	2,073	57,138
Active Eligible	45,874	1,539	47,413
New	26,957	1,487	28,444
State	16,207	18	16,225
Commonwealth	2,710	34	2,744
Active Participant Plans (excl ECA)	44,851	1,624	46,475
New	26,044	1,565	27,609
State	16,127	18	16,145
Commonwealth	2,680	41	2,721
Active Participant Plans	45,578	2,451	47,302
Early Intervention (s25)	7,507	653	8,160
Permanent Disability (s24)	37,344	971	38,315
ECA	727	827	827

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – Western Australia

Exits	Total
Total participant exits	1,654
Early Intervention participants	234
Permanent disability participants	1,420

³⁶⁷ 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.

³⁶⁸ 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 ³⁶⁹

	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
End of 2021-22 Q4	16,145	2,721	27,609	827	47,302

Table I.5 Cumulative numbers of active participants by entry criteria into the Scheme – Western Australia ³⁷⁰

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	8,160	38,315	827	47,302

³⁶⁹ This table shows the total numbers of active participants at the end of each period.

³⁷⁰ Ibid.

Table I.6 Assessment of access by age group – Western Australia

Age Group	Prior Quarters		2021-22 Q4		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	10,024	97%	569	96%	10,593	97%
7 to 14	10,693	93%	341	83%	11,034	93%
15 to 18	3,570	94%	70	77%	3,640	93%
19 to 24	3,389	92%	56	82%	3,445	92%
25 to 34	4,498	90%	95	65%	4,593	89%
35 to 44	4,060	84%	116	66%	4,176	83%
45 to 54	5,163	80%	124	55%	5,287	79%
55 to 64	6,422	72%	175	51%	6,597	72%
65+	411	70%	<11		417	69%
Missing	<11		<11		<11	
Total	48,231	88%	1,552	75%	49,783	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	7,467	97%	3,066	97%	60	95%	10,593	97%
7 to 14	7,571	93%	3,349	93%	114	86%	11,034	93%
15 to 18	2,324	94%	1,262	92%	54	89%	3,640	93%
19 to 24	2,145	94%	1,259	88%	41	85%	3,445	92%
25 to 34	2,587	91%	1,952	86%	54	82%	4,593	89%
35 to 44	2,196	88%	1,950	78%	30	58%	4,176	83%
45 to 54	2,742	84%	2,501	74%	44	61%	5,287	79%
55 to 64	3,353	78%	3,189	66%	55	52%	6,597	72%
65+	214	72%	195	65%	<11		417	69%
Missing	<11		<11		<11		<11	
Total	30,600	91%	18,723	82%	460	75%	49,783	87%

Table I.8 Assessment of access by disability – Western Australia ³⁷¹

Disability	Prior Quarters		2021-22 Q4		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	1,568	94%	58	84%	1,626	94%
Autism	16,582	98%	544	97%	17,126	98%
Cerebral palsy	1,777	97%	13	87%	1,790	97%
Developmental delay	2,114	96%	352	98%	2,466	97%
Global developmental delay	1,300	98%	65	94%	1,365	98%
Hearing impairment	2,007	89%	63	86%	2,070	89%
Intellectual disability	9,032	97%	80	88%	9,112	97%
Multiple sclerosis	913	91%	19	70%	932	90%
Psychosocial disability	5,004	74%	159	55%	5,163	74%
Spinal cord injury	663	96%	20	95%	683	96%
Stroke	701	85%	27	69%	728	84%
Visual impairment	843	90%	16	67%	859	89%
Other neurological	2,443	84%	59	58%	2,502	83%
Other physical	2,038	49%	26	20%	2,064	48%
Other sensory/speech	144	41%	<11		146	40%
Other	743	45%	49	26%	792	43%
Missing	359	90%	<11		359	90%
Total	48,231	88%	1,552	75%	49,783	87%

Table I.9 Assessment of access by disability and gender – Western Australia ³⁷²

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	1,048	93%	572	94%	<11		1,626	94%
Autism	12,393	98%	4,518	98%	215	96%	17,126	98%
Cerebral palsy	984	98%	799	97%	<11		1,790	97%
Developmental delay	1,791	97%	659	96%	16	100%	2,466	97%
Global developmental delay	980	98%	372	99%	13	100%	1,365	98%
Hearing impairment	963	91%	1,087	88%	20	87%	2,070	89%
Intellectual disability	5,149	97%	3,931	97%	32	82%	9,112	97%
Multiple sclerosis	226	90%	697	90%	<11		932	90%
Psychosocial disability	2,615	80%	2,497	69%	51	54%	5,163	74%
Spinal cord injury	487	96%	191	96%	<11		683	96%
Stroke	423	85%	301	82%	<11		728	84%
Visual impairment	428	89%	422	90%	<11		859	89%
Other neurological	1,362	83%	1,123	83%	17	68%	2,502	83%
Other physical	979	56%	1,063	43%	22	32%	2,064	48%
Other sensory/speech	106	42%	37	35%	<11		146	40%
Other	462	50%	314	35%	16	44%	792	43%
Missing	204	92%	140	87%	15	100%	359	90%
Total	30,600	91%	18,723	82%	460	75%	49,783	87%

³⁷¹ Down syndrome is included in intellectual disability.

³⁷² 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 I.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,456	7.7%	155	9.5%	3,611	7.8%
Not Aboriginal and Torres Strait Islander	36,459	81.3%	1,228	75.6%	37,687	81.1%
Not Stated	4,936	11.0%	241	14.8%	5,177	11.1%
Total	44,851	100.0%	1,624	100.0%	46,475	100.0%

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ³⁷³

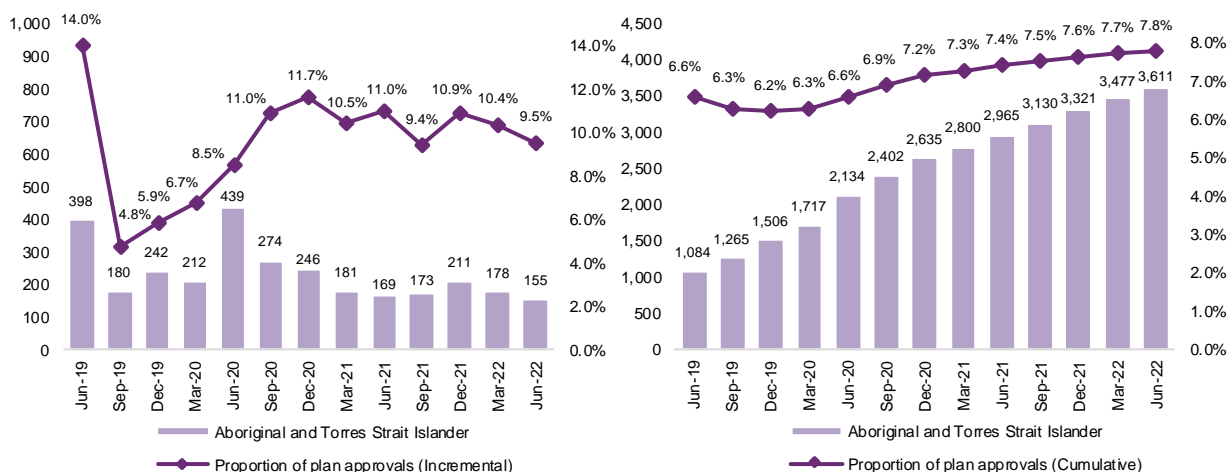


Table I.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia ³⁷⁴

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,656	8.2%	106	6.5%	3,762	8.1%
Not culturally and linguistically diverse	36,351	81.0%	1,516	93.3%	37,867	81.5%
Not stated	4,844	10.8%	<11		4,846	10.4%
Total	44,851	100.0%	1,624	100.0%	46,475	100.0%

³⁷³ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

³⁷⁴ 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 ^{375 376}

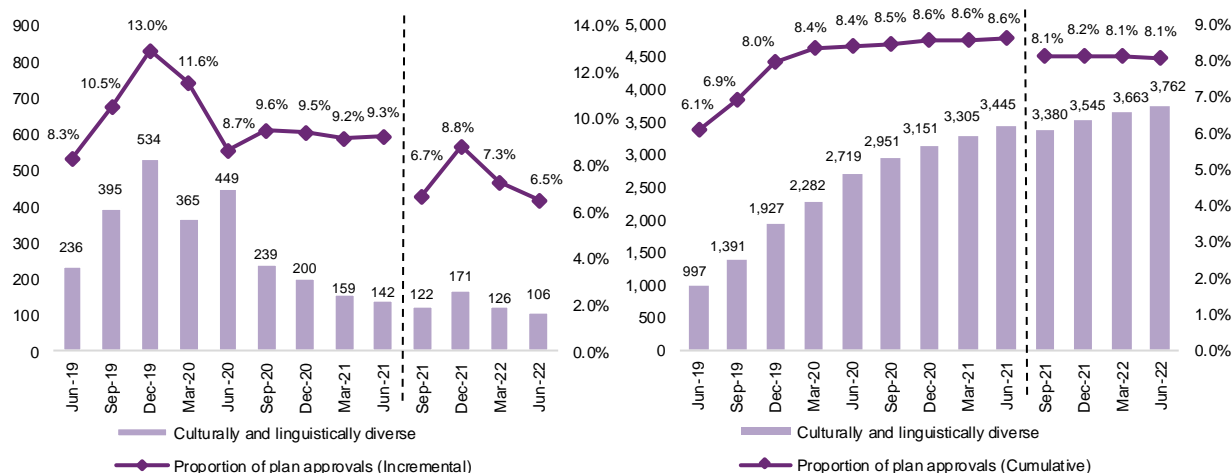
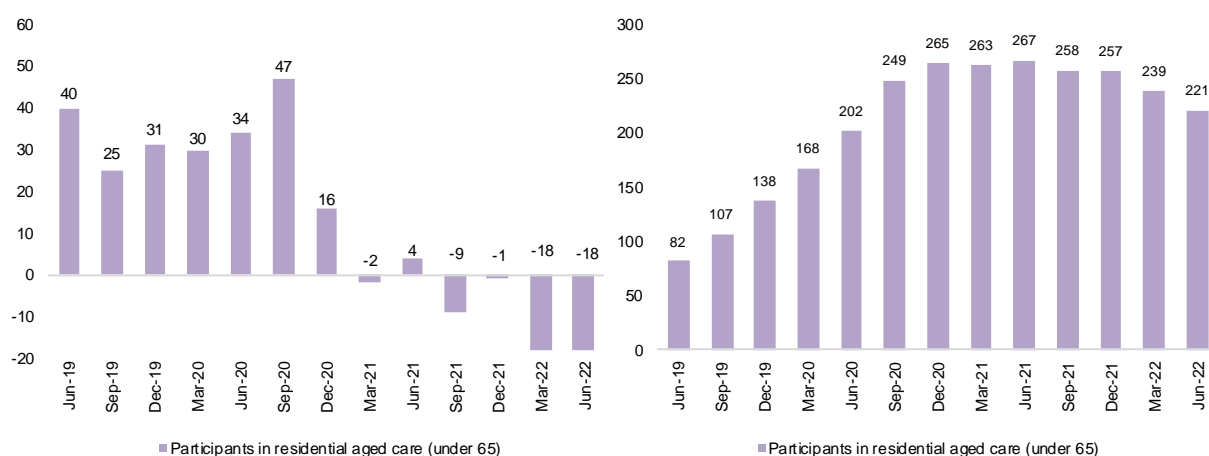


Table I.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – Western Australia ³⁷⁷

	Total
Age group	N
Under 45	<11
45 to 54	23
55 to 64	198
Total YPIRAC (under 65)	221

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 ³⁷⁸



³⁷⁵ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

³⁷⁶ 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.

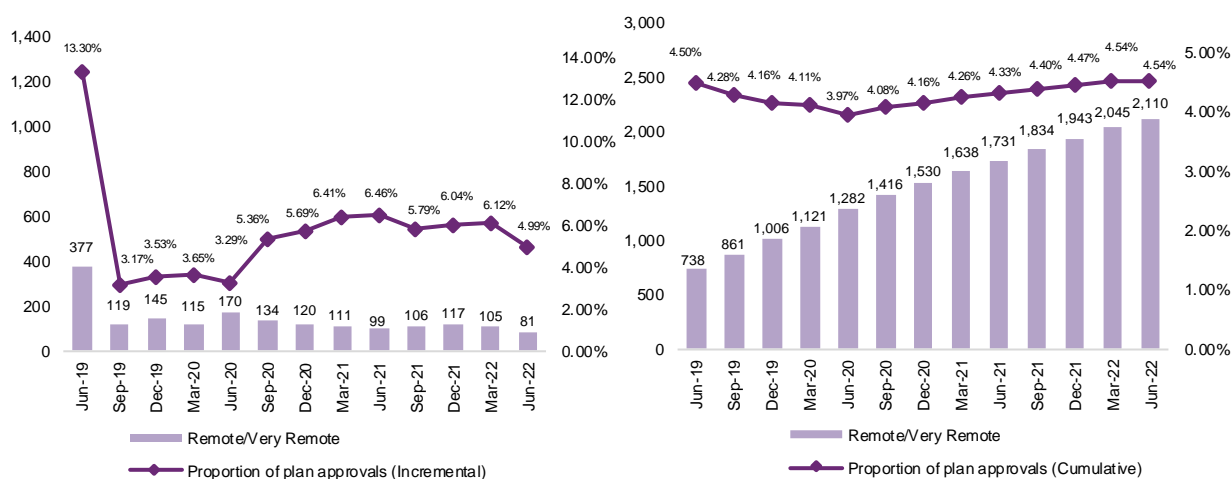
³⁷⁷ There are a further 130 active participants aged 65 years or over who are currently in residential aged care.

³⁷⁸ 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 ^{379 380}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	35,265	78.6%	1,251	77.0%	36,516	78.6%
Population > 50,000	2,231	5.0%	87	5.4%	2,318	5.0%
Population between 15,000 and 50,000	2,813	6.3%	122	7.5%	2,935	6.3%
Population between 5,000 and 15,000	521	1.2%	11	0.7%	532	1.1%
Population less than 5,000	1,987	4.4%	72	4.4%	2,059	4.4%
Remote	1,278	2.8%	52	3.2%	1,330	2.9%
Very Remote	751	1.7%	29	1.8%	780	1.7%
Missing	<11		<11		<11	
Total	44,851	100.0%	1,624	100.0%	46,475	100.0%

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{381 382}



³⁷⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

³⁸⁰ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

³⁸¹ Ibid.

³⁸² 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

Table I.14 Participant profile per quarter by primary disability group – Western Australia ^{383 384 385}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	16,169	36%	563	35%	16,732	36%
Intellectual disability	8,623	19%	96	6%	8,719	19%
Psychosocial disability	4,671	10%	190	12%	4,861	10%
Developmental delay	1,751	4%	322	20%	2,073	4%
Hearing impairment	1,926	4%	68	4%	1,994	4%
Other neurological	2,053	5%	64	4%	2,117	5%
Other physical	1,763	4%	30	2%	1,793	4%
Cerebral palsy	1,732	4%	17	1%	1,749	4%
Acquired brain injury	1,383	3%	63	4%	1,446	3%
Global developmental delay	1,131	3%	65	4%	1,196	3%
Visual impairment	784	2%	27	2%	811	2%
Multiple sclerosis	878	2%	18	1%	896	2%
Stroke	618	1%	28	2%	646	1%
Spinal cord injury	616	1%	20	1%	636	1%
Other	642	1%	53	3%	695	1%
Other sensory/speech	111	0%	<11		111	0%
Total	44,851	100%	1,624	100%	46,475	100%

Table I.15 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{386 387}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	312	14%	<11		312	13%
Intellectual disability	1,104	48%	<11		1,104	48%
Psychosocial disability	143	6%	<11		144	6%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	154	7%	<11		155	7%
Other physical	18	1%	<11		18	1%
Cerebral palsy	232	10%	<11		232	10%
Acquired brain injury	227	10%	<11		227	10%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	27	1%	<11		27	1%
Stroke	46	2%	<11		46	2%
Spinal cord injury	24	1%	<11		24	1%
Other	16	1%	<11		16	1%
Other sensory/speech	<11		<11		<11	
Total	2,311	100%	<11		2,313	100%

³⁸³ Table order based on national proportions in Table E.14 (highest to lowest).

³⁸⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁸⁵ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Western Australia (1,089).

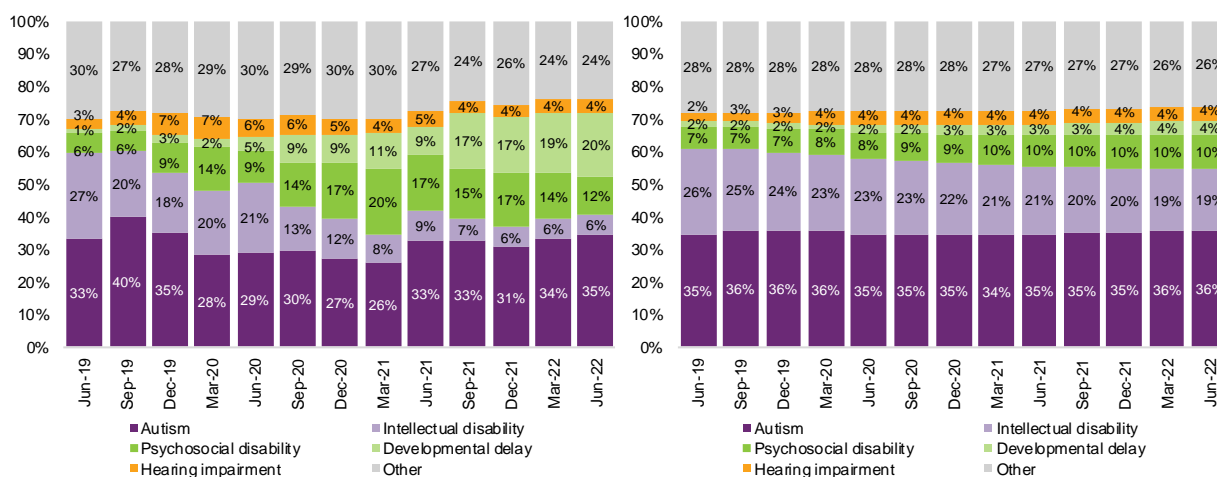
³⁸⁶ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³⁸⁷ Down syndrome is included in intellectual disability, representing 7% of participants in SIL (170).

Table I.16 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ³⁸⁸

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	15,857	37%	563	35%	16,420	37%
Intellectual disability	7,519	18%	96	6%	7,615	17%
Psychosocial disability	4,528	11%	189	12%	4,717	11%
Developmental delay	1,751	4%	322	20%	2,073	5%
Hearing impairment	1,926	5%	68	4%	1,994	5%
Other neurological	1,899	4%	63	4%	1,962	4%
Other physical	1,745	4%	30	2%	1,775	4%
Cerebral palsy	1,500	4%	17	1%	1,517	3%
Acquired brain injury	1,156	3%	63	4%	1,219	3%
Global developmental delay	1,131	3%	65	4%	1,196	3%
Visual impairment	777	2%	27	2%	804	2%
Multiple sclerosis	851	2%	18	1%	869	2%
Stroke	572	1%	28	2%	600	1%
Spinal cord injury	592	1%	20	1%	612	1%
Other	626	1%	53	3%	679	2%
Other sensory/speech	110	0%	<11		110	0%
Total	42,540	100%	1,622	100%	44,162	100%

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ³⁸⁹



³⁸⁸ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (919).

³⁸⁹ 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 ³⁹⁰

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	3,101	7%	265	16%	3,366	7%
2 (High Function)	158	0%	<11		164	0%
3 (High Function)	2,212	5%	111	7%	2,323	5%
4 (High Function)	2,183	5%	95	6%	2,278	5%
5 (High Function)	2,503	6%	109	7%	2,612	6%
6 (Moderate Function)	9,593	21%	502	31%	10,095	22%
7 (Moderate Function)	2,178	5%	62	4%	2,240	5%
8 (Moderate Function)	3,194	7%	84	5%	3,278	7%
9 (Moderate Function)	230	1%	12	1%	242	1%
10 (Moderate Function)	5,235	12%	120	7%	5,355	12%
11 (Low Function)	1,802	4%	12	1%	1,814	4%
12 (Low Function)	7,908	18%	164	10%	8,072	17%
13 (Low Function)	3,693	8%	72	4%	3,765	8%
14 (Low Function)	822	2%	<11		831	2%
15 (Low Function)	12	0%	<11		13	0%
Missing	27		<11		27	
Total	44,851	100%	1,624	100%	46,475	100%

Figure I.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Western Australia ³⁹¹

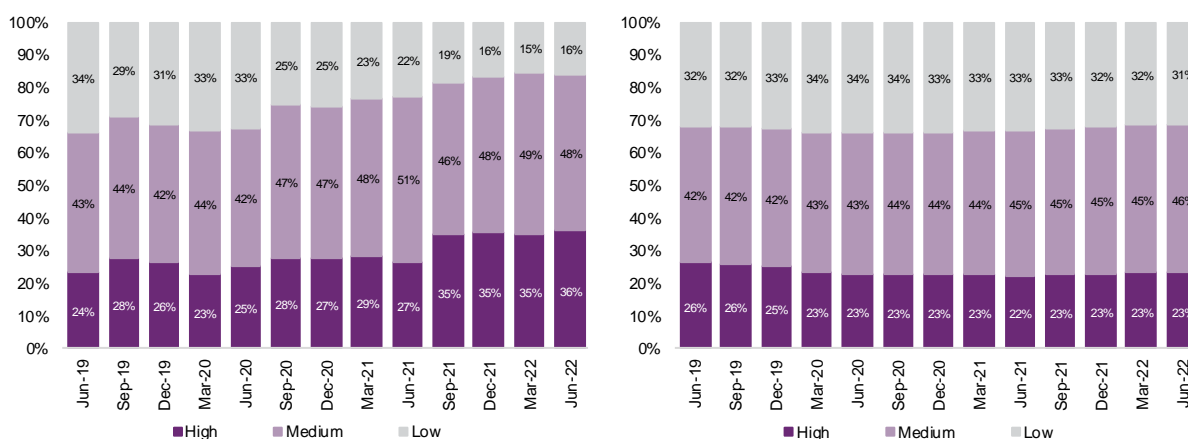


Table I.18 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	4,904	11%	540	33%	5,444	12%
7 to 14	11,112	25%	362	22%	11,474	25%
15 to 18	4,380	10%	79	5%	4,459	10%
19 to 24	4,346	10%	65	4%	4,411	9%
25 to 34	4,734	11%	115	7%	4,849	10%
35 to 44	3,838	9%	135	8%	3,973	9%
45 to 54	4,423	10%	136	8%	4,559	10%
55 to 64	5,313	12%	178	11%	5,491	12%
65+	1,801	4%	14	1%	1,815	4%
Total	44,851	100%	1,624	100%	46,475	100%

³⁹⁰ The distributions are calculated excluding participants with a missing reported level of function.

³⁹¹ 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 ³⁹²

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	14	1%	<11		14	1%
19 to 24	171	7%	<11		171	7%
25 to 34	368	16%	<11		368	16%
35 to 44	417	18%	<11		417	18%
45 to 54	553	24%	<11		553	24%
55 to 64	602	26%	<11		604	26%
65+	184	8%	<11		184	8%
Total	2,311	100%	<11		2,313	100%

Table I.20 Participant profile per quarter (participants not in SIL) by age group – Western Australia

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	4,904	12%	540	33%	5,444	12%
7 to 14	11,110	26%	362	22%	11,472	26%
15 to 18	4,366	10%	79	5%	4,445	10%
19 to 24	4,175	10%	65	4%	4,240	10%
25 to 34	4,366	10%	115	7%	4,481	10%
35 to 44	3,421	8%	135	8%	3,556	8%
45 to 54	3,870	9%	136	8%	4,006	9%
55 to 64	4,711	11%	176	11%	4,887	11%
65+	1,617	4%	14	1%	1,631	4%
Total	42,540	100%	1,622	100%	44,162	100%

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia ³⁹³

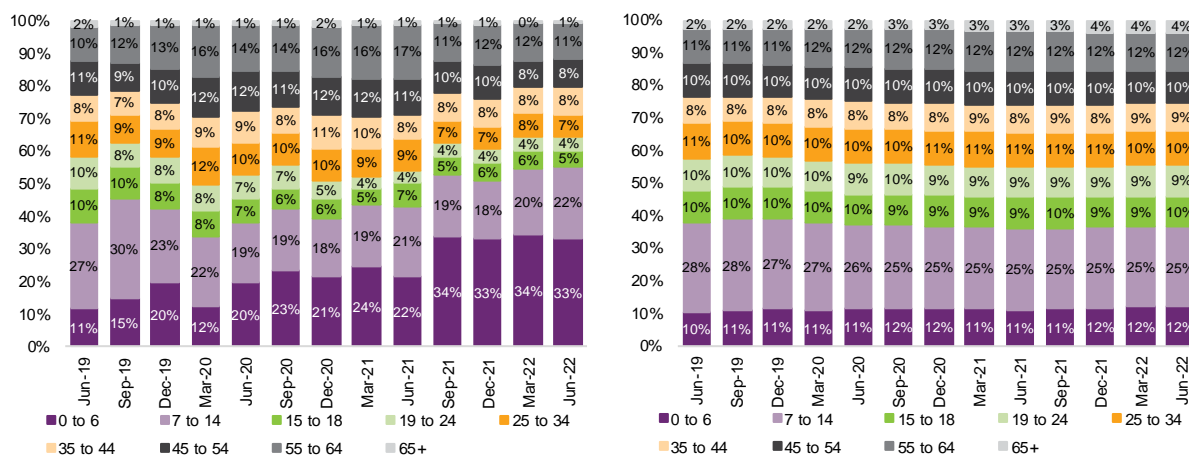


Table I.21 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	27,593	62%	981	60%	28,574	61%
Female	16,890	38%	601	37%	17,491	38%
Other	368	1%	42	3%	410	1%
Total	44,851	100%	1,624	100%	46,475	100%

³⁹² 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.

³⁹³ 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 Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	1,404	61%	<11		1,406	61%
Female	902	39%	<11		902	39%
Other	<11		<11		<11	
Total	2,311	100%	<11		2,313	100%

Table I.23 Participant profile per quarter (participants not in SIL) by gender – Western Australia

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	26,189	62%	979	60%	27,168	62%
Female	15,988	38%	601	37%	16,589	38%
Other	363	1%	42	3%	405	1%
Total	42,540	100%	1,622	100%	44,162	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ³⁹⁴

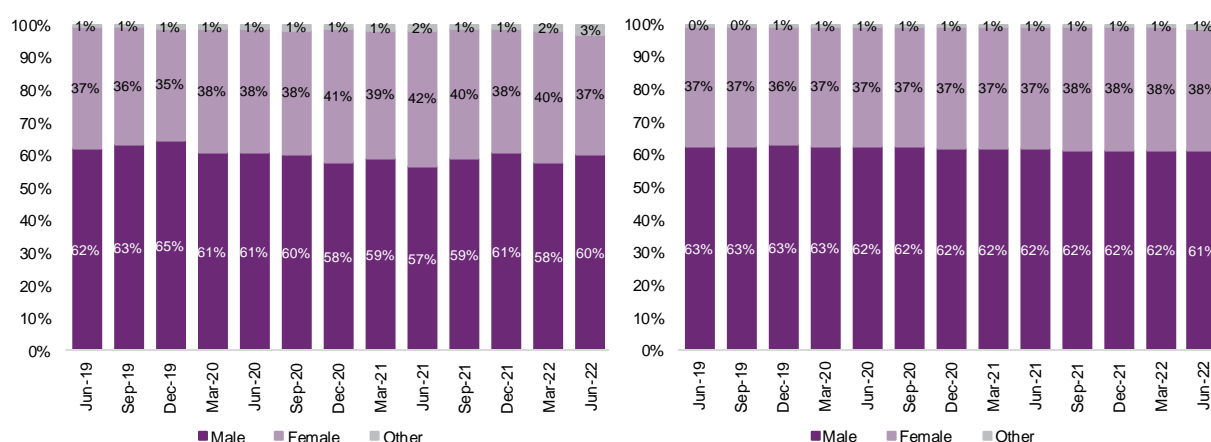


Table I.24 Participation rates by age group and gender at 30 June 2022 – Western Australia ³⁹⁵

Age group	Participation Rate		
	Male	Female	Total
0-6	3.0%	1.4%	2.2%
7-14	5.6%	2.5%	4.1%
15-18	4.4%	2.3%	3.4%
19-24	2.8%	1.5%	2.2%
25-44	1.3%	1.0%	1.1%
45-64	1.5%	1.5%	1.5%
Total (aged 0-64)	2.4%	1.5%	1.9%

Table I.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia ³⁹⁶

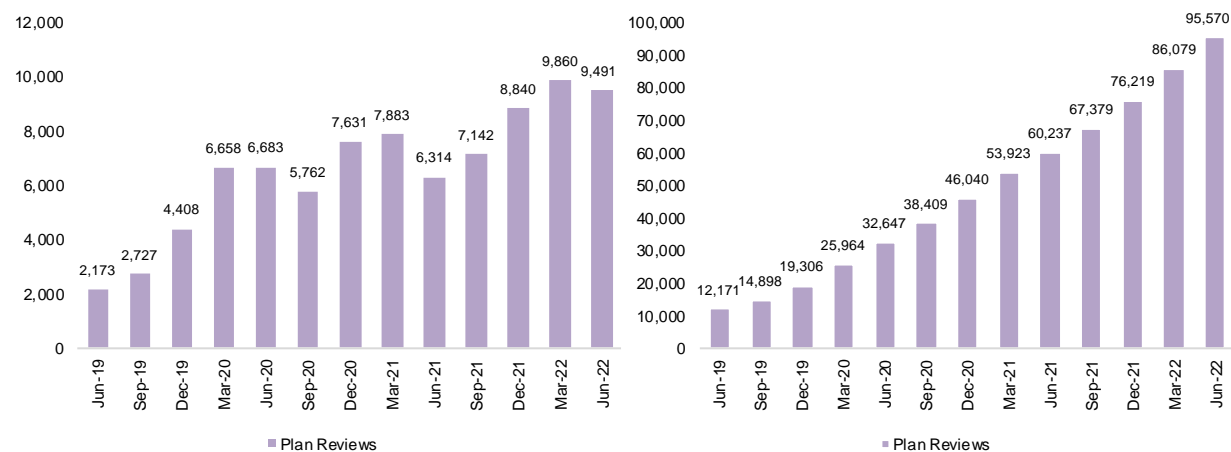
	Prior Quarters	2021-22 Q4	Total
Total plan reviews	86,079	9,491	95,570
Early intervention plans	10,447	1,365	11,812
Permanent disability plans	75,632	8,126	83,758

³⁹⁴ Ibid.

³⁹⁵ 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.

³⁹⁶ 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 ³⁹⁷

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	280	168	602	1,340	1,178	1,511	5,079
Participant school to 14	301	253	4,124	4,953	2,139	2,286	14,056
Participant 15 to 24	159	79	2,167	2,407	893	653	6,358
Participant 25 and over	496	315	4,559	6,633	3,462	2,563	18,028
Total Participant	1,236	815	11,452	15,333	7,672	7,013	43,521
Family 0 to 14	570	410	4,116	5,828	3,143	3,675	17,742
Family 15 to 24	40	52	1,460	1,620	550	451	4,173
Family 25 and over	21	84	1,443	2,095	834	663	5,140
Total Family	631	546	7,019	9,543	4,527	4,789	27,055
Total	1,867	1,361	18,471	24,876	12,199	11,802	70,576

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	59%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		39%		
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			34%	
CC	% who choose who supports them			39%	63%
CC	% who choose what they do each day			50%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			17%	23%
CC	% who want more choice and control in their life			72%	66%

³⁹⁷ 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%	34%
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			80%	73%
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			47%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				77%
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	13%	18%	18%
% receiving Carer Allowance	34%	35%	28%
% working in a paid job	48%	56%	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	89%	90%	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%	68%
% who have friends and family they see as often as they like	43%	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		45%	
% 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=791) - participants who entered between 1 July 2016 and 30 June 2021 – Western Australia ³⁹⁸

	Question	% Yes
DL	Has the NDIS improved your child's development?	87%
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?	66%
S/CP	Has the NDIS improved how your child fits into community life?	53%

³⁹⁸ Results in Tables I.31 to I.34 include participants who entered between 1 July 2016 and 30 June 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=4,321) - participants who entered between 1 July 2016 and 30 June 2021 – Western 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?	50%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	53%

Table I.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,159) and ‘Participant 25 and over’ (n=5,779) - participants who entered between 1 July 2016 and 30 June 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?	39%	33%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	27%	24%
S/CP	Has the NDIS helped you be more involved?	61%	69%

Table I.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=5,065); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,993) - participants who entered between 1 July 2016 and 30 June 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=306) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia ³⁹⁹

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	92%	0%
DL	Has the NDIS improved your child's access to specialist services?	90%	92%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	83%	+4%
REL	Has the NDIS improved how your child fits into family life?	69%	78%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	57%	62%	+5%

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=2,353) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	73%	77%	+4%
LL	Has the NDIS improved your child's access to education?	53%	57%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	59%	63%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	57%	+2%

³⁹⁹ Results in Tables I.35 to I.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,183) and ‘Participant 25 and over’ (n=2,203) - participants who entered between 1 July 2016 and 30 June 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%	75%	80%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	75%	+7%	81%	86%	+5%
REL	Has the NDIS helped you to meet more people?	54%	55%	+1%	61%	65%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	28%	-2%	41%	42%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	52%	+2%	63%	66%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	39%	-1%	35%	34%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	24%	-2%	26%	24%	-2%
S/CP	Has the NDIS helped you be more involved?	61%	65%	+4%	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=1,537); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=630) - participants who entered between 1 July 2016 and 30 June 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?	66%	72%	+6%	57%	65%	+8%
	Has the NDIS improved the level of support for your family?	69%	74%	+5%	68%	75%	+7%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	75%	+4%	65%	70%	+5%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	+3%			
	Has the NDIS improved your health and wellbeing?	45%	46%	+1%	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=154) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia ⁴⁰⁰

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	95%	97%	100%	+5%
DL	Has the NDIS improved your child's access to specialist services?	96%	95%	100%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	89%	89%	+7%
REL	Has the NDIS improved how your child fits into family life?	73%	80%	70%	-3%
S/CP	Has the NDIS improved how your child fits into community life?	54%	56%	46%	-8%

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=876) - participants who entered between 1 July 2016 and 30 June 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%	74%	76%	+8%
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?	56%	61%	63%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	53%	54%	+4%

⁴⁰⁰ Results in Tables I.39 to I.44 include participants who had their first plan approved between 1 July 2016 and 30 June 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=528) - participants who entered between 1 July 2016 and 30 June 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?	67%	72%	71%	+4%
Has the NDIS helped you with daily living activities?	71%	75%	77%	+6%
Has the NDIS helped you to meet more people?	53%	59%	58%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	28%	25%	-4%
Has your involvement with the NDIS improved your health and wellbeing?	52%	54%	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?	37%	40%	40%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	24%	24%	24%	0%
Has the NDIS helped you be more involved?	63%	69%	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=1,147) - participants who entered between 1 July 2016 and 30 June 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?	75%	81%	82%	+7%
Has the NDIS helped you with daily living activities?	82%	86%	88%	+6%
Has the NDIS helped you to meet more people?	61%	66%	67%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	40%	39%	0%
Has your involvement with the NDIS improved your health and wellbeing?	59%	63%	65%	+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%	33%	32%	-3%
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?	69%	74%	76%	+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=616) - participants who entered between 1 July 2016 and 30 June 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%	70%	70%	+7%
Has the NDIS improved the level of support for your family?	70%	77%	76%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	75%	77%	76%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	83%	82%	+6%
Has the NDIS improved your health and wellbeing?	46%	48%	48%	+2%

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=253) - participants who entered between 1 July 2016 and 30 June 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?	62%	65%	68%	+6%
Has the NDIS improved the level of support for your family?	74%	79%	81%	+7%
Has the NDIS helped you to access services, programs and activities in the community?	69%	72%	74%	+5%
Has the NDIS improved your health and wellbeing?	43%	50%	47%	+4%

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=194) - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	70%	75%	75%	79%	+9%
LL	Has the NDIS improved your child's access to education?	43%	41%	48%	53%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	60%	62%	61%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	55%	56%	59%	+8%

⁴⁰¹ Results in Tables I.45 to I.48 include participants who had their first plan approved between 1 July 2016 and 30 June 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=76) - participants who entered between 1 July 2016 and 30 June 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?	63%	68%	70%	68%	+5%
DL	Has the NDIS helped you with daily living activities?	62%	68%	80%	75%	+13%
REL	Has the NDIS helped you to meet more people?	53%	48%	46%	54%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	14%	18%	25%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	57%	53%	44%	52%	-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%	43%	40%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	25%	19%	20%	-6%
S/CP	Has the NDIS helped you be more involved?	63%	59%	59%	63%	0%

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=183) - participants who entered between 1 July 2016 and 30 June 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?	69%	74%	79%	86%	+17%
DL	Has the NDIS helped you with daily living activities?	78%	82%	88%	91%	+13%
REL	Has the NDIS helped you to meet more people?	55%	55%	65%	69%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	28%	39%	40%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	54%	56%	66%	+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%	32%	30%	29%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	18%	19%	-2%
S/CP	Has the NDIS helped you be more involved?	63%	65%	74%	78%	+15%

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=155) - participants who entered between 1 July 2016 and 30 June 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?	61%	74%	76%	73%	+12%
Has the NDIS improved the level of support for your family?	73%	78%	77%	78%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	75%	80%	78%	81%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	87%	84%	81%	+3%
Has the NDIS improved your health and wellbeing?	49%	54%	49%	56%	+7%

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 plan 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=125) - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia⁴⁰²

	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?	70%	73%	78%	82%	76%	+6%
LL	Has the NDIS improved your child's access to education?	43%	45%	53%	58%	52%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	52%	51%	59%	63%	62%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	56%	61%	57%	61%	+6%

Table I.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=46) - participants who entered between 1 July 2016 and 30 June 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?	58%	58%	71%	64%	61%	+3%
DL	Has the NDIS helped you with daily living activities?	73%	71%	74%	60%	63%	-10%
REL	Has the NDIS helped you to meet more people?	51%	49%	56%	50%	46%	-5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	15%	16%	16%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	44%	53%	44%	45%	-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?	49%	48%	49%	32%	34%	-15%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	29%	25%	23%	13%	18%	-11%
S/CP	Has the NDIS helped you be more involved?	73%	70%	77%	72%	64%	-9%

⁴⁰² Results in Tables I.49 to I.52 include participants who had their first plan approved between 1 July 2016 and 30 June 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 versions ‘Participant 25 and over’ (n=108) - participants who entered between 1 July 2016 and 30 June 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?	76%	81%	83%	82%	84%	+8%
DL	Has the NDIS helped you with daily living activities?	84%	90%	89%	92%	93%	+9%
REL	Has the NDIS helped you to meet more people?	62%	69%	66%	71%	72%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	32%	34%	35%	37%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	59%	66%	76%	76%	73%	+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?	40%	38%	40%	37%	36%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	17%	14%	8%	13%	-13%
S/CP	Has the NDIS helped you be more involved?	68%	76%	79%	73%	75%	+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=87) - participants who entered between 1 July 2016 and 30 June 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?	57%	55%	60%	74%	64%	+7%
	Has the NDIS improved the level of support for your family?	68%	65%	80%	75%	72%	+4%
	Has the NDIS improved your access to services, programs and activities in the community?	80%	79%	76%	71%	72%	-8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	71%	76%	81%	69%	-5%
	Has the NDIS improved your health and wellbeing?	44%	43%	46%	44%	48%	+4%

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=4,662), 'participant social and community engagement rate' (n=4,662), 'parent and carer employment rate' (n=3,144) at entry, first and second plan review, and 'participant choice and control' (n=3,008) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia⁴⁰³

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	35%	35%	35%	
Aged 35 to 44 years	30%	29%	29%	
Aged 45 to 54 years	28%	27%	26%	
Aged 55 to 64 years	21%	19%	19%	
Aged 65+ years	14%	10%	11%	
Aged 25 to 64 years	28%	27%	27%	
Aged 15 to 64 years	25%	25%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	37%	40%	37%	48%
Aged 25 to 34 years	44%	44%	45%	
Aged 35 to 44 years	39%	42%	42%	
Aged 45 to 54 years	41%	42%	43%	
Aged 55 to 64 years	36%	38%	38%	
Aged 65+ years	34%	40%	41%	
Aged 25+	39%	41%	42%	
Aged 15+	39%	41%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	47%	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+		75%	80%	
Aged 15+		71%	76%	

⁴⁰³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,892), 'participant social and community engagement rate' (n=1,888), 'parent and carer employment rate' (n=1,124) at entry, first, second and third plan review, and 'participant choice and control' (n=1,497) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia⁴⁰⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	16%	19%	21%	25%	24%
Aged 25 to 34 years	35%	32%	30%	34%	
Aged 35 to 44 years	32%	32%	32%	28%	
Aged 45 to 54 years	26%	28%	27%	26%	
Aged 55 to 64 years	17%	14%	19%	13%	
Aged 65+ years	11%	12%	7%	7%	
Aged 25 to 64 years	27%	26%	27%	25%	
Aged 15 to 64 years	25%	24%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	36%	40%	43%	40%	48%
Aged 25 to 34 years	42%	45%	46%	46%	
Aged 35 to 44 years	43%	46%	46%	50%	
Aged 45 to 54 years	44%	45%	48%	50%	
Aged 55 to 64 years	35%	37%	41%	35%	
Aged 65+ years	37%	42%	43%	40%	
Aged 25+	40%	43%	45%	44%	
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%	47%	44%	48%	49%
Aged 15+	45%	48%	49%	47%	
All ages	45%	48%	46%	48%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		67%	72%	71%	75%
Aged 25+		75%	81%	82%	
Aged 15+		73%	78%	79%	

⁴⁰⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table I.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=265), 'participant social and community engagement rate' (n=265), 'parent and carer employment rate' (n=173) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=221) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia ⁴⁰⁵

Between 1 July 2016 and 30 June 2019 – Western Australia						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	14%	10%	23%	43%	29%	24%
Aged 25 to 34 years	28%	29%	24%	26%	33%	
Aged 35 to 44 years	Numbers are too small					
Aged 45 to 54 years	29%	27%	30%	22%	21%	
Aged 55 to 64 years	24%	27%	21%	14%	22%	
Aged 65+ years	Numbers are too small					
Aged 25 to 64 years	25%	27%	22%	21%	25%	
Aged 15 to 64 years	22%	23%	22%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	41%	47%	59%	47%	45%	48%
Aged 25 to 34 years	35%	37%	38%	42%	43%	
Aged 35 to 44 years	Numbers are too small					
Aged 45 to 54 years	43%	43%	43%	55%	51%	
Aged 55 to 64 years	45%	55%	55%	61%	57%	
Aged 65+ years	Numbers are too small					
Aged 25+	43%	46%	46%	53%	51%	
Aged 15+	42%	47%	49%	51%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	43%	40%	50%	50%	52%	49%
Aged 15+	Numbers are too small					
All ages	45%	42%	49%	55%	54%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		63%	68%	70%	68%	75%
Aged 25+		69%	74%	79%	86%	
Aged 15+		67%	72%	76%	81%	

⁴⁰⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table I.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=151), 'participant social and community engagement rate' (n=155), 'parent and carer employment rate' (n=93) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=138) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia ⁴⁰⁶

Interim Report between 1 July 2019 and 30 June 2019 Western Australia							
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 to 64 years	34%	30%	34%	30%	20%	25%	
Aged 15 to 64 years	31%	29%	30%	30%	22%	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+	35%	39%	44%	51%	40%	45%	
Aged 15+	34%	36%	40%	46%	39%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	40%	47%	36%	46%	55%	44%	49%
Aged 15+	Numbers are too small						
All ages	46%	54%	44%	57%	56%	52%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		58%	58%	71%	64%	61%	75%
Aged 25+		76%	81%	83%	82%	84%	
Aged 15+		70%	75%	80%	76%	76%	

⁴⁰⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table I.57 Number of active plans by goal type and primary disability – Western Australia ⁴⁰⁷

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	427	943	815	207	375	1,134	630	370	1,446
Autism	3,658	13,976	6,055	5,709	7,116	10,735	1,452	3,628	16,732
Cerebral palsy	461	1,347	948	436	451	1,161	449	362	1,749
Developmental delay	325	1,963	788	1,037	871	1,501	38	<11	2,073
Down syndrome	277	841	489	244	344	836	319	401	1,089
Global developmental delay	173	1,132	359	512	434	647	15	<11	1,196
Hearing impairment	469	1,457	444	592	368	934	264	515	1,994
Intellectual disability	2,095	5,361	3,098	1,804	2,281	5,436	2,346	3,138	7,630
Multiple sclerosis	243	666	621	62	149	575	245	208	896
Psychosocial disability	1,230	2,987	3,063	873	1,077	3,835	1,826	1,585	4,861
Spinal cord injury	211	448	389	85	120	430	237	185	636
Stroke	198	458	378	59	101	492	255	131	646
Visual impairment	270	622	306	174	103	569	158	295	811
Other neurological	618	1,484	1,265	250	450	1,531	740	383	2,117
Other physical	504	1,326	1,028	214	226	1,092	405	408	1,793
Other sensory/speech	15	90	36	53	34	53	<11	<11	111
Other	183	520	342	87	118	460	203	160	695
Total	11,357	35,621	20,424	12,398	14,618	31,421	9,586	11,779	46,475

⁴⁰⁷ 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 ⁴⁰⁸

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%	56%	14%	26%	78%	44%	26%
Autism	22%	84%	36%	34%	43%	64%	9%	22%
Cerebral palsy	26%	77%	54%	25%	26%	66%	26%	21%
Developmental delay	16%	95%	38%	50%	42%	72%	2%	n/a
Down syndrome	25%	77%	45%	22%	32%	77%	29%	37%
Global developmental delay	14%	95%	30%	43%	36%	54%	1%	n/a
Hearing impairment	24%	73%	22%	30%	18%	47%	13%	26%
Intellectual disability	27%	70%	41%	24%	30%	71%	31%	41%
Multiple sclerosis	27%	74%	69%	7%	17%	64%	27%	23%
Psychosocial disability	25%	61%	63%	18%	22%	79%	38%	33%
Spinal cord injury	33%	70%	61%	13%	19%	68%	37%	29%
Stroke	31%	71%	59%	9%	16%	76%	39%	20%
Visual impairment	33%	77%	38%	21%	13%	70%	19%	36%
Other neurological	29%	70%	60%	12%	21%	72%	35%	18%
Other physical	28%	74%	57%	12%	13%	61%	23%	23%
Other sensory/speech	14%	81%	32%	48%	31%	48%	n/a	n/a
Other	26%	75%	49%	13%	17%	66%	29%	23%
Total	24%	77%	44%	27%	31%	68%	21%	25%

⁴⁰⁸ 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 ⁴⁰⁹

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	1,390	3,794	2,721	744	1,229	3,796	2,040	1,037	16,751
Autism	12,126	88,575	21,273	19,647	24,446	36,436	4,693	11,266	218,462
Cerebral palsy	1,700	8,726	3,721	1,591	1,717	4,415	1,550	1,239	24,659
Developmental delay	1,002	16,386	2,914	3,411	2,995	5,335	107	<11	32,150
Down syndrome	930	4,989	1,702	813	1,162	2,951	1,028	1,241	14,816
Global developmental delay	588	10,368	1,339	1,700	1,520	2,344	36	<11	17,895
Hearing impairment	1,369	6,578	1,475	1,781	1,108	2,857	754	1,473	17,395
Intellectual disability	6,862	25,549	10,178	5,940	7,551	18,044	7,523	9,176	90,823
Multiple sclerosis	770	2,610	2,064	189	473	1,815	708	636	9,265
Psychosocial disability	3,640	9,748	8,878	2,552	2,923	10,668	4,830	4,258	47,497
Spinal cord injury	793	1,974	1,589	347	550	1,773	986	609	8,621
Stroke	677	1,810	1,261	209	324	1,578	740	349	6,948
Visual impairment	945	2,998	987	534	331	2,014	451	936	9,196
Other neurological	2,048	6,452	4,411	804	1,545	5,027	2,317	1,199	23,803
Other physical	1,729	5,640	3,467	623	678	3,389	1,219	1,219	17,964
Other sensory/speech	33	477	124	229	114	175	14	26	1,192
Other	588	2,414	1,158	320	412	1,481	610	476	7,459
Total	37,190	199,088	69,262	41,434	49,078	104,098	29,606	35,140	564,896

⁴⁰⁹ Participants have set over eighteen million goals in total across Australia since July 2016. The 564,896 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.60 Number of active plans by goal type and age group – Western Australia ⁴¹⁰

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	840	5,229	1,917	2,427	2,166	3,584	97	<11	5,444
7 to 14	1,964	10,045	4,005	4,097	5,071	6,558	142	150	11,474
15 to 18	1,211	3,580	1,624	1,713	1,739	3,048	314	1,517	4,459
19 to 24	1,430	3,127	1,561	1,267	1,121	2,996	1,192	2,833	4,411
25 to 34	1,479	3,277	2,200	974	1,162	3,470	1,797	2,591	4,849
35 to 44	1,168	2,613	2,191	637	966	2,861	1,508	1,715	3,973
45 to 54	1,276	2,920	2,690	627	985	3,393	1,714	1,514	4,559
55 to 64	1,467	3,631	3,188	539	1,070	4,146	2,113	1,228	5,491
65+	522	1,199	1,048	117	338	1,365	709	231	1,815
Total	11,357	35,621	20,424	12,398	14,618	31,421	9,586	11,779	46,475

Table I.61 Percentage of active plans by goal type and age group – Western Australia ⁴¹¹

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%	35%	45%	40%	66%	2%	n/a
7 to 14	17%	88%	35%	36%	44%	57%	1%	1%
15 to 18	27%	80%	36%	38%	39%	68%	7%	34%
19 to 24	32%	71%	35%	29%	25%	68%	27%	64%
25 to 34	31%	68%	45%	20%	24%	72%	37%	53%
35 to 44	29%	66%	55%	16%	24%	72%	38%	43%
45 to 54	28%	64%	59%	14%	22%	74%	38%	33%
55 to 64	27%	66%	58%	10%	19%	76%	38%	22%
65+	29%	66%	58%	6%	19%	75%	39%	13%
Total	24%	77%	44%	27%	31%	68%	21%	25%

⁴¹⁰ 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.

⁴¹¹ 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 I.62 Number of goals in active plans by goal type and age group – Western Australia ⁴¹²

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	2,836	50,288	7,386	8,433	7,796	13,524	285	<11	90,548
7 to 14	6,241	67,333	14,148	13,928	17,497	22,386	440	473	142,446
15 to 18	4,071	16,696	5,610	5,797	5,737	10,105	1,038	4,901	53,955
19 to 24	4,765	12,723	5,208	4,155	3,636	9,530	3,727	8,388	52,132
25 to 34	4,865	13,198	7,384	3,195	3,824	11,278	5,701	7,788	57,233
35 to 44	3,953	9,635	7,052	2,009	3,153	9,188	4,602	5,003	44,595
45 to 54	4,037	10,652	8,635	1,894	3,000	10,554	5,257	4,373	48,402
55 to 64	4,622	14,031	10,454	1,676	3,384	13,206	6,477	3,524	57,374
65+	1,800	4,532	3,385	347	1,051	4,327	2,079	690	18,211
Total	37,190	199,088	69,262	41,434	49,078	104,098	29,606	35,140	564,896

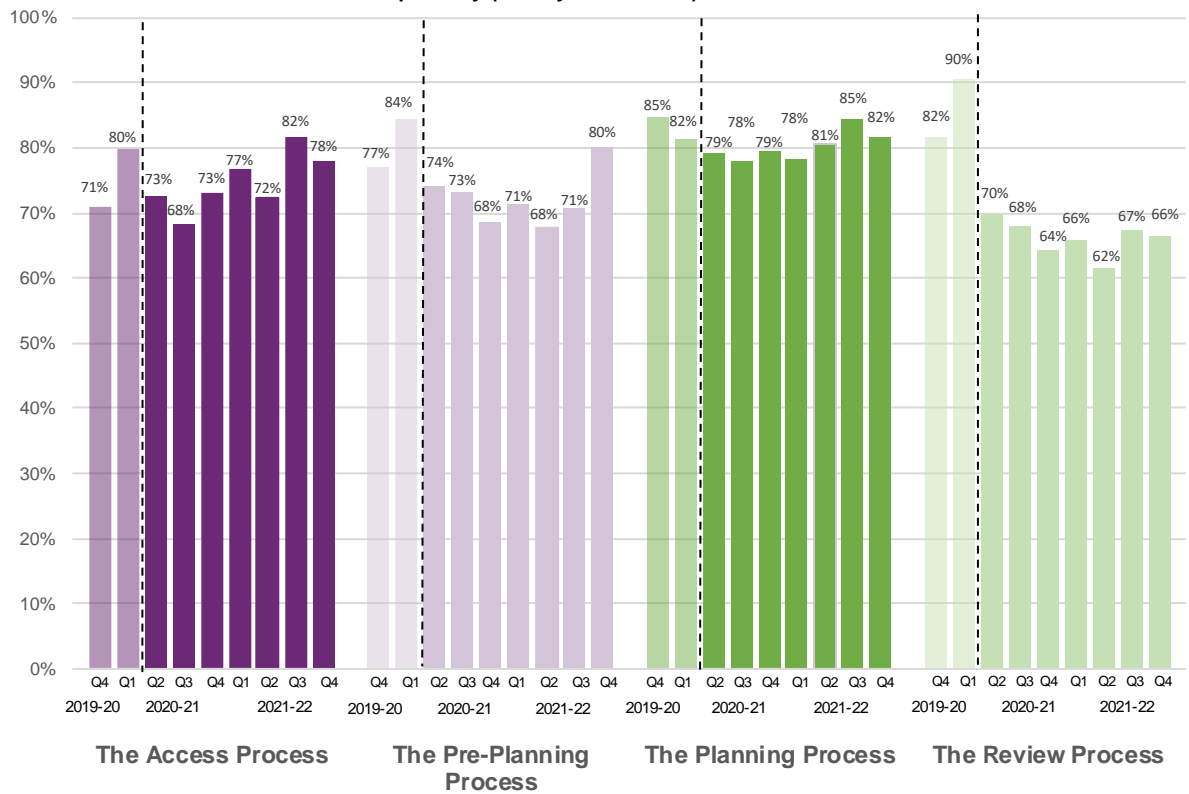
⁴¹² Participants have set over eighteen million goals in total across Australia since July 2016. The 564,896 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

Table I.63 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ⁴¹³

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 891	n = 137
Are you happy with how coming into the NDIS has gone?	85%	85%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	71%	69%
% of participants rating their overall experience as Very Good or Good.	74%	78%
Pre-planning	n = 621	n = 116
Did the person from the NDIS understand how your disability affects your life?	82%	84%
Did you understand why you needed to give the information you did?	92%	97%
Were decisions about your plan clearly explained?	68%	70%
Are you clear on what happens next with your plan?	57%	63%
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%	80%
Planning	n = 2,910	n = 468
Did the person from the NDIS understand how your disability affects your life?	87%	87%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	84%	85%
Are you clear on what happens next with your plan?	79%	83%
Do you know where to go for more help with your plan?	86%	87%
% of participants rating their overall experience as Very Good or Good.	80%	82%
Plan review	n = 6,401	n = 1,166
Did the person from the NDIS understand how your disability affects your life?	74%	75%
Did you feel prepared for your plan review?	83%	82%
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%	66%

⁴¹³ 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 ^{414 415}



⁴¹⁴ 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.

⁴¹⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table I.64 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table I.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 ^{416 417}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	15	<11	15	14
Complaint about LAC Partner	213	37	250	228
Complaints about service providers	442	34	476	392
Complaints about the Agency	5,561	608	6,169	3,657
Critical/ Reportable Incident	1,436	191	1,627	1,203
Unclassified	85	<11	86	81
Total	7,752	871	8,623	4,918
% of the number of active participants	7.1%	7.6%	7.1%	

⁴¹⁶ Note that 64% of all complainants made only one complaint, 20% made two complaints and 16% made three or more complaints.

⁴¹⁷ % 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.

Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia

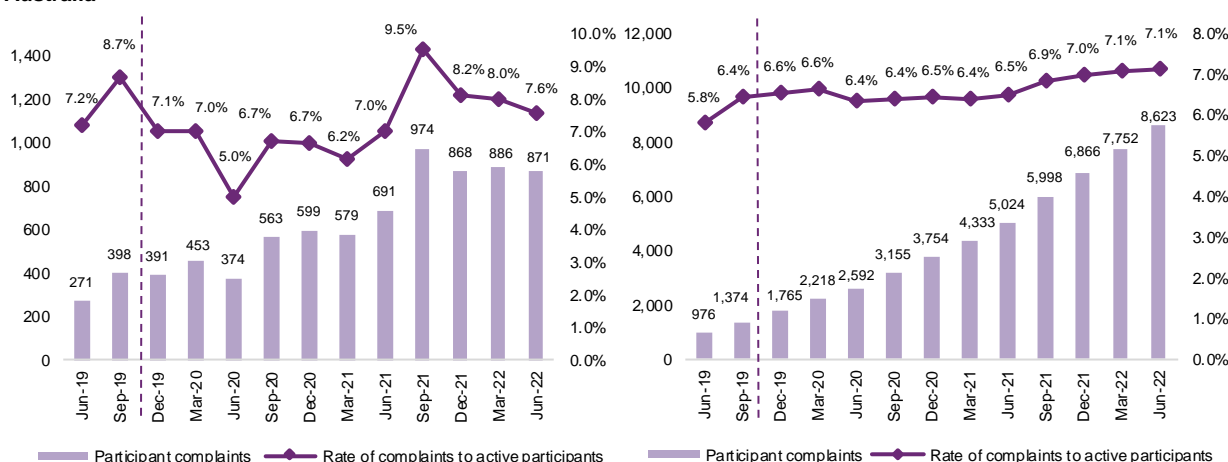


Table I.65 Participant complaints by type – Western Australia

Complaints by source, subject and type		Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request							
Complaints about the Agency							
Individual needs	145	(3%)	<11		145	(2%)	
Information unclear	70	(1%)	<11		71	(1%)	
NDIA Access	142	(3%)	19	(3%)	161	(3%)	
NDIA Engagement	<11		<11		<11		
NDIA Finance	333	(6%)	79	(13%)	412	(7%)	
NDIA Fraud and Compliance	12	(0%)	<11		20	(0%)	
NDIA Plan	1,282	(23%)	219	(36%)	1,501	(24%)	
NDIA Process	537	(10%)	81	(13%)	618	(10%)	
NDIA Resources	45	(1%)	<11		53	(1%)	
NDIA Staff	294	(5%)	44	(7%)	338	(5%)	
NDIA Timeliness	1,366	(25%)	137	(23%)	1,503	(24%)	
Participation, engagement and inclusion	14	(0%)	<11		14	(0%)	
Provider Portal	<11		<11		<11		
Quality & Safeguards Commission	<11		<11		<11		
Reasonable and necessary supports	169	(3%)	<11		169	(3%)	
Staff conduct - Agency	63	(1%)	<11		63	(1%)	
The way the NDIA carried out its decision making	125	(2%)	<11		127	(2%)	
Timeliness	509	(9%)	<11		509	(8%)	
Other	444	(8%)	<11		454	(7%)	
Total	5,561		608		6,169		
Complaint about ECA Partner							
ECA Engagement	<11		<11		<11		
ECA Fraud and Compliance	<11		<11		<11		
ECA Plan	<11		<11		<11		
ECA Process	<11		<11		<11		
ECA Resources	<11		<11		<11		
ECA Staff	<11		<11		<11		
ECA Timeliness	<11		<11		<11		
Other	<11		<11		<11		
Total	15		<11		15		
Complaint about LAC Partner							
LAC Engagement	<11		<11		<11		
LAC Fraud and Compliance	<11		<11		<11		

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Plan	33	(15%)	<11		41	(16%)
LAC Process	25	(12%)	<11		30	(12%)
LAC Resources	<11		<11		<11	
LAC Staff	126	(59%)	20	(54%)	146	(58%)
LAC Timeliness	25	(12%)	<11		29	(12%)
Other	<11		<11		<11	
Total	213		37		250	
<i>Complaints about service providers</i>						
Provider costs.	15	(3%)	<11		15	(3%)
Provider Finance	23	(5%)	<11		23	(5%)
Provider Fraud and Compliance	31	(7%)	<11		34	(7%)
Provider process	12	(3%)	<11		12	(3%)
Provider Service	194	(44%)	17	(50%)	211	(44%)
Provider Staff	66	(15%)	11	(32%)	77	(16%)
Service Delivery	25	(6%)	<11		25	(5%)
Staff conduct	16	(4%)	<11		17	(4%)
Supports being provided	21	(5%)	<11		23	(5%)
Other	39	(9%)	<11		39	(8%)
Total	442		34		476	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	355	(25%)	58	(30%)	413	(25%)
Allegations against Informal Supports	204	(14%)	<11		209	(13%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	296	(21%)	29	(15%)	325	(20%)
Provider reporting	581	(40%)	99	(52%)	680	(42%)
Other	<11		<11		<11	
Total	1,436		191		1,627	
<i>Unclassified</i>	85		<11		86	
Participants total	7,752		871		8,623	

Table I.66 AAT Cases by category at 30 June 2022 – Western Australia

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Access	126	17%	25	20%	151	18%
Plan	564	77%	92	75%	656	77%
Plan Review	20	3%	<11		21	2%
Other	19	3%	<11		24	3%
Total cases	729	100%	123	100%	852	100%
% of the number of active participants	0.67%		1.08%		0.71%	

Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ⁴¹⁸

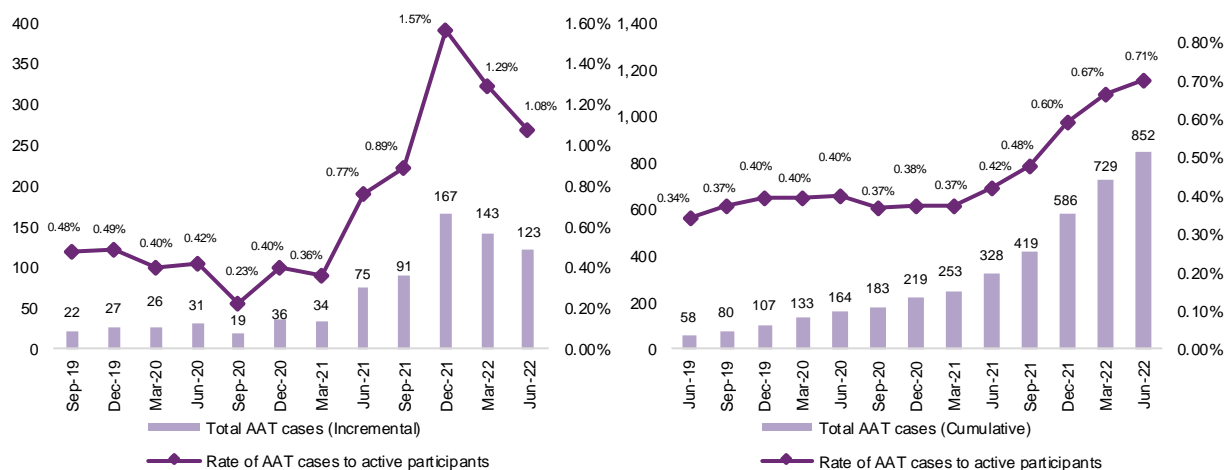


Table I.67 AAT cases by open/closed and decision – Western Australia ^{419 420}

	Number of cases	Number of unique active participants
AAT Cases	852	812
Open AAT Cases	407	407
Closed AAT Cases	445	427
<i>Resolved before hearing</i>	<i>440</i>	<i>423</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

⁴¹⁸ There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

⁴¹⁹ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

⁴²⁰ 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 ^{421 422}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.27	1.27
b) Number of providers delivering new types of supports	216	233
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	90%
<i>Therapeutic Supports (%)</i>	94%	95%
<i>Participate Community (%)</i>	91%	91%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	91%	92%

Table I.69 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – Western Australia ⁴²³

Activity	Number of providers
Active for the first time in 2021-22 Q4	73
Active in 2021-22 Q4 and also in previous quarters	1,081
Active in 2021-22 Q4	1,154
Inactive in 2021-22 Q4	1,401
Active ever	2,555

⁴²¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴²² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴²³ 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 ⁴²⁴

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	48	<5	50	4%
Assistance Animals	23	<5	24	4%
Assistance with daily life tasks in a group or shared living arrangement	275	16	291	6%
Assistance with travel/transport arrangements	275	10	285	4%
Daily Personal Activities	510	25	535	5%
Group and Centre Based Activities	292	13	305	4%
High Intensity Daily Personal Activities	359	17	376	5%
Household tasks	444	22	466	5%
Interpreting and translation	62	<5	63	2%
Participation in community, social and civic activities	582	26	608	4%
Assistive Technology				
Assistive equipment for recreation	86	8	94	9%
Assistive products for household tasks	83	<5	85	2%
Assistance products for personal care and safety	592	15	607	3%
Communication and information equipment	200	8	208	4%
Customised Prosthetics	188	6	194	3%
Hearing Equipment	78	5	83	6%
Hearing Services	26	<5	27	4%
Personal Mobility Equipment	314	7	321	2%
Specialised Hearing Services	23	6	29	26%
Vision Equipment	66	5	71	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	637	33	670	5%
Behaviour Support	244	13	257	5%
Community nursing care for high needs	139	11	150	8%
Development of daily living and life skills	329	11	340	3%
Early Intervention supports for early childhood	444	7	451	2%
Exercise Physiology and Physical Wellbeing activities	142	5	147	4%
Innovative Community Participation	84	<5	88	5%
Specialised Driving Training	53	<5	55	4%
Therapeutic Supports	1,054	25	1,079	2%
Capital services				
Home modification design and construction	89	<5	93	4%
Specialist Disability Accommodation	32	<5	36	13%
Vehicle Modifications	50	<5	52	4%
Choice and control support services				
Management of funding for supports in participants plan	304	8	312	3%
Support Coordination	211	24	235	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	110	<5	113	3%
Specialised Supported Employment	94	6	100	6%
Total	2,482	73	2,555	3%

⁴²⁴ 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 30 June 2022 – Western Australia ⁴²⁵

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	44	50	12%	88%	100%
Assistance Animals	<5	21	24		88%	100%
Assistance with daily life tasks in a group or shared living arrangement	35	256	291	12%	88%	100%
Assistance with travel/transport arrangements	30	255	285	11%	89%	100%
Daily Personal Activities	54	481	535	10%	90%	100%
Group and Centre Based Activities	26	279	305	9%	91%	100%
High Intensity Daily Personal Activities	36	340	376	10%	90%	100%
Household tasks	89	377	466	19%	81%	100%
Interpreting and translation	11	52	63	17%	83%	100%
Participation in community, social and civic activities	62	546	608	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	10	84	94	11%	89%	100%
Assistive products for household tasks	8	77	85	9%	91%	100%
Assistance products for personal care and safety	78	529	607	13%	87%	100%
Communication and information equipment	38	170	208	18%	82%	100%
Customised Prosthetics	34	160	194	18%	82%	100%
Hearing Equipment	19	64	83	23%	77%	100%
Hearing Services	<5	25	27		93%	100%
Personal Mobility Equipment	45	276	321	14%	86%	100%
Specialised Hearing Services	<5	26	29		90%	100%
Vision Equipment	11	60	71	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	101	569	670	15%	85%	100%
Behaviour Support	52	205	257	20%	80%	100%
Community nursing care for high needs	15	135	150	10%	90%	100%
Development of daily living and life skills	39	301	340	11%	89%	100%
Early Intervention supports for early childhood	119	332	451	26%	74%	100%
Exercise Physiology and Physical Wellbeing activities	31	116	147	21%	79%	100%
Innovative Community Participation	13	75	88	15%	85%	100%
Specialised Driving Training	15	40	55	27%	73%	100%
Therapeutic Supports	329	750	1,079	30%	70%	100%
Capital services						
Home modification design and construction	11	82	93	12%	88%	100%
Specialist Disability Accommodation	<5	34	36		94%	100%
Vehicle Modifications	6	46	52	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	62	250	312	20%	80%	100%
Support Coordination	35	200	235	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	107	113	5%	95%	100%
Specialised Supported Employment	13	87	100	13%	87%	100%
Total	557	1,998	2,555	22%	78%	100%

⁴²⁵ Ibid.

Table I.72 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – Western Australia ⁴²⁶

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	5	<5	7	29%
Assistance Animals	15	<5	16	6%
Assistance with daily life tasks in a group or shared living arrangement	178	16	194	8%
Assistance with travel/transport arrangements	144	10	154	6%
Daily Personal Activities	275	25	300	8%
Group and Centre Based Activities	140	13	153	8%
High Intensity Daily Personal Activities	172	17	189	9%
Household tasks	212	22	234	9%
Interpreting and translation	39	<5	40	3%
Participation in community, social and civic activities	330	26	356	7%
Assistive Technology				
Assistive equipment for recreation	17	8	25	32%
Assistive products for household tasks	17	<5	19	11%
Assistance products for personal care and safety	274	15	289	5%
Communication and information equipment	84	8	92	9%
Customised Prosthetics	76	6	82	7%
Hearing Equipment	25	5	30	17%
Hearing Services	7	<5	8	13%
Personal Mobility Equipment	140	7	147	5%
Specialised Hearing Services	<5	6	9	67%
Vision Equipment	32	5	37	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	309	33	342	10%
Behaviour Support	134	13	147	9%
Community nursing care for high needs	74	11	85	13%
Development of daily living and life skills	146	11	157	7%
Early Intervention supports for early childhood	163	7	170	4%
Exercise Physiology and Physical Wellbeing activities	76	5	81	6%
Innovative Community Participation	28	<5	32	13%
Specialised Driving Training	29	<5	31	6%
Therapeutic Supports	427	25	452	6%
Capital services				
Home modification design and construction	41	<5	45	9%
Specialist Disability Accommodation	23	<5	27	15%
Vehicle Modifications	17	<5	19	11%
Choice and control support services				
Management of funding for supports in participants plan	186	8	194	4%
Support Coordination	121	24	145	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	68	<5	71	4%
Specialised Supported Employment	56	6	62	10%
Total	1,081	73	1,154	6%

⁴²⁶ Ibid.

Table I.73 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – Western Australia ⁴²⁷

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	6	7		86%	100%
Assistance Animals	<5	13	16		81%	100%
Assistance with daily life tasks in a group or shared living arrangement	22	172	194	11%	89%	100%
Assistance with travel/transport arrangements	18	136	154	12%	88%	100%
Daily Personal Activities	33	267	300	11%	89%	100%
Group and Centre Based Activities	17	136	153	11%	89%	100%
High Intensity Daily Personal Activities	23	166	189	12%	88%	100%
Household tasks	44	190	234	19%	81%	100%
Interpreting and translation	9	31	40	23%	78%	100%
Participation in community, social and civic activities	41	315	356	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	<5	22	25		88%	100%
Assistive products for household tasks	<5	19	19		100%	100%
Assistance products for personal care and safety	29	260	289	10%	90%	100%
Communication and information equipment	15	77	92	16%	84%	100%
Customised Prosthetics	15	67	82	18%	82%	100%
Hearing Equipment	6	24	30	20%	80%	100%
Hearing Services	<5	8	8		100%	100%
Personal Mobility Equipment	20	127	147	14%	86%	100%
Specialised Hearing Services	<5	7	9		78%	100%
Vision Equipment	7	30	37	19%	81%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	46	296	342	13%	87%	100%
Behaviour Support	24	123	147	16%	84%	100%
Community nursing care for high needs	10	75	85	12%	88%	100%
Development of daily living and life skills	18	139	157	11%	89%	100%
Early Intervention supports for early childhood	32	138	170	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	14	67	81	17%	83%	100%
Innovative Community Participation	<5	29	32		91%	100%
Specialised Driving Training	7	24	31	23%	77%	100%
Therapeutic Supports	110	342	452	24%	76%	100%
Capital services						
Home modification design and construction	<5	41	45		91%	100%
Specialist Disability Accommodation	<5	26	27		96%	100%
Vehicle Modifications	<5	16	19		84%	100%
Choice and control support services						
Management of funding for supports in participants plan	36	158	194	19%	81%	100%
Support Coordination	22	123	145	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	65	71	8%	92%	100%
Specialised Supported Employment	12	50	62	19%	81%	100%
Total	194	960	1,154	17%	83%	100%

⁴²⁷ Ibid.

Figure I.13 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – Western Australia ⁴²⁸

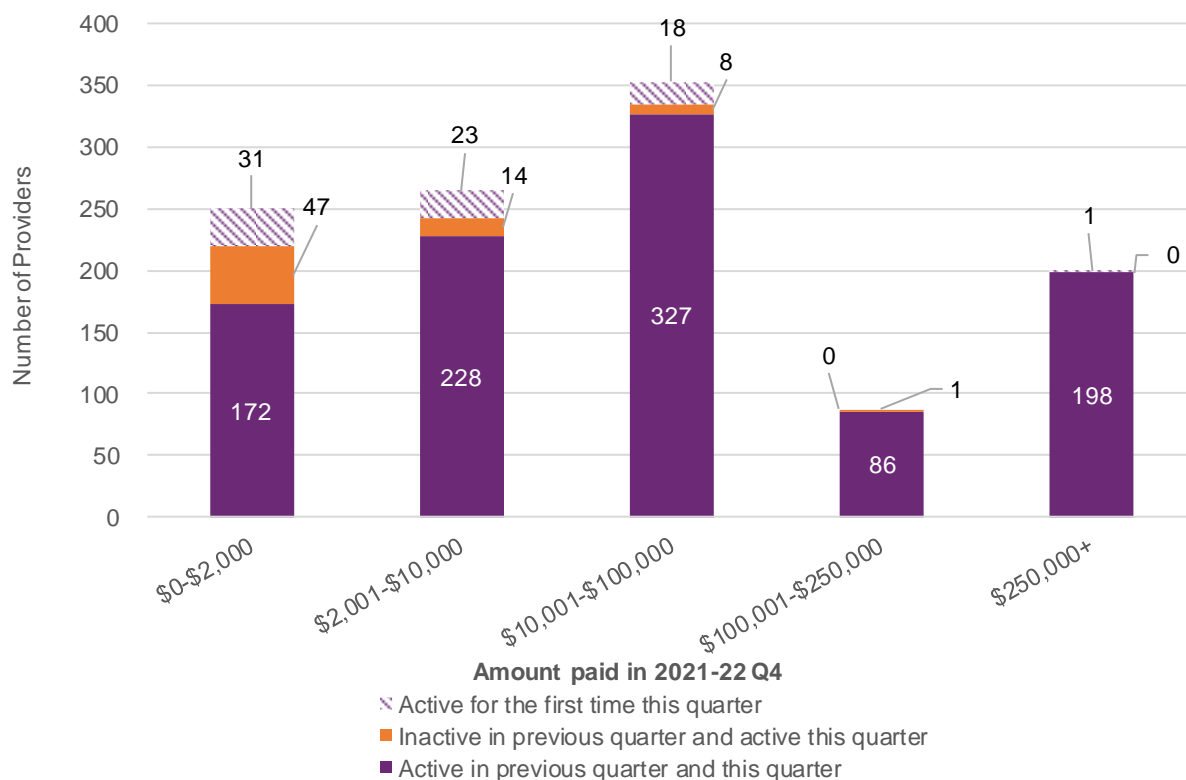
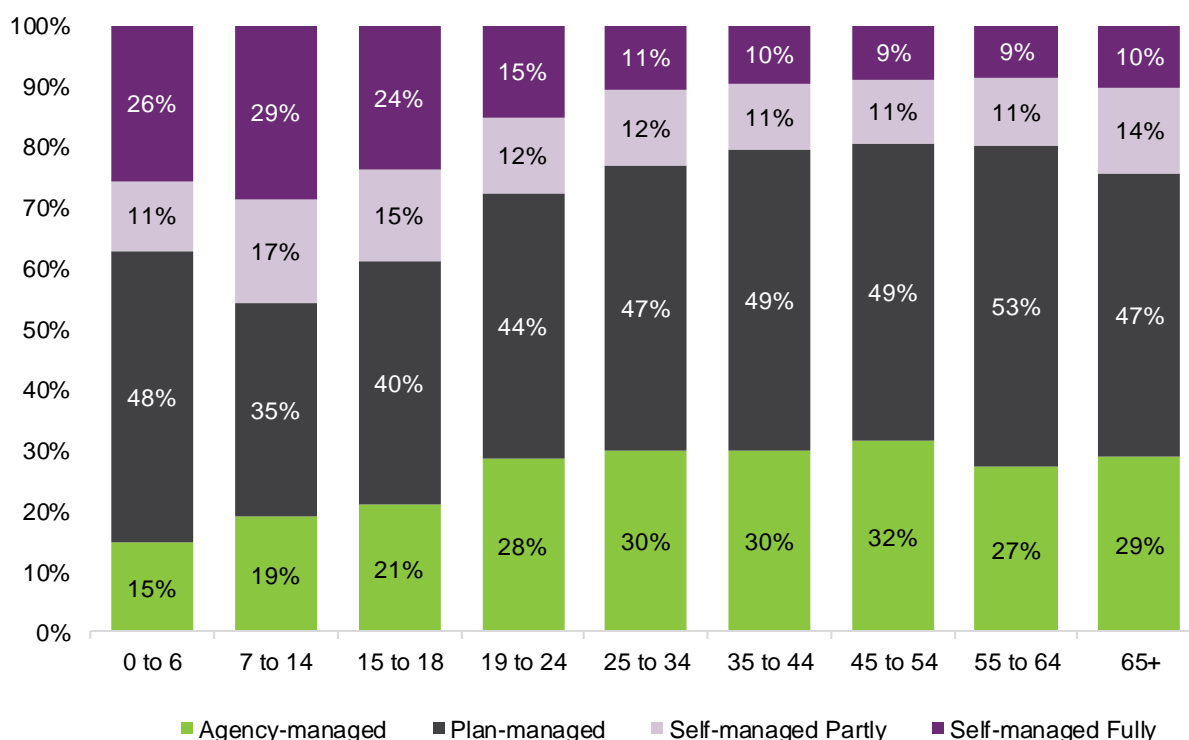


Figure I.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – Western Australia ^{429 430}



⁴²⁸ 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.

⁴²⁹ For the total number of active participants in each age group, see Table I.18.

⁴³⁰ 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 30 June 2022 – Western Australia ⁴³¹ ⁴³²

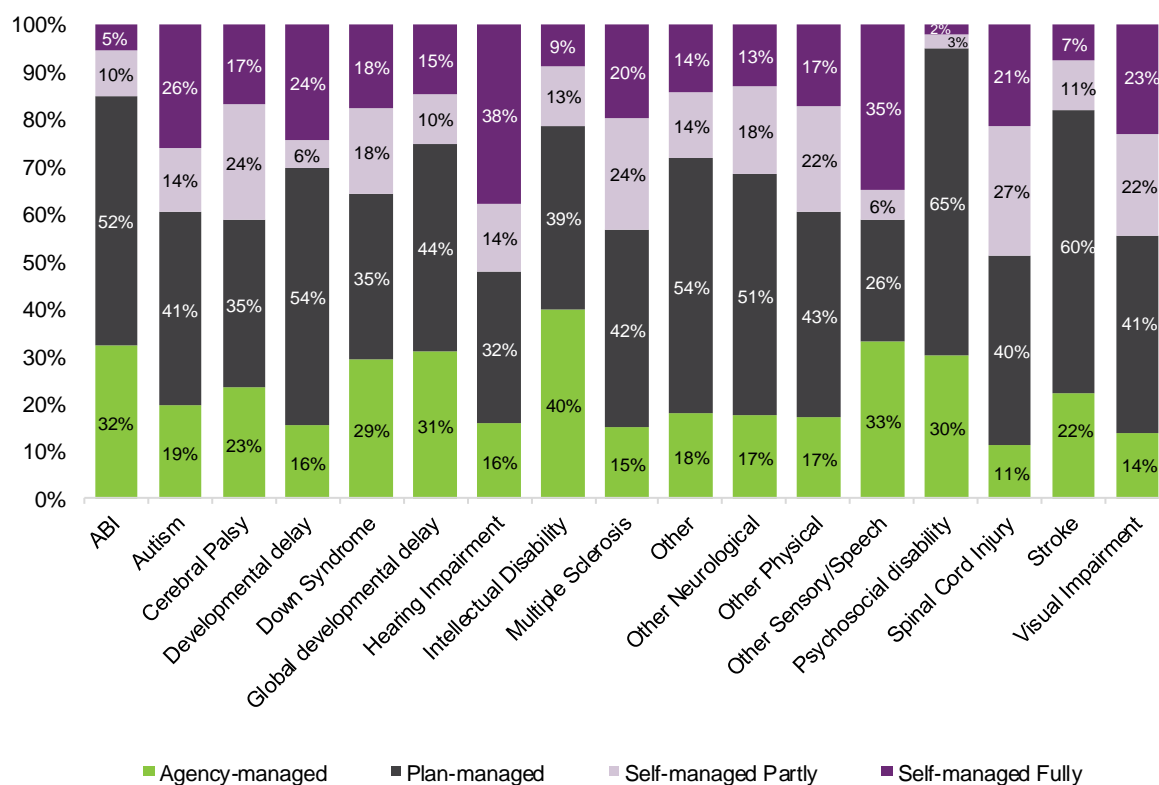


Table I.74 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ⁴³³

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	19%	16%	18%
Self-managed partly	14%	13%	13%
Plan-managed	43%	51%	44%
Agency-managed	25%	20%	24%
Total	100%	100%	100%

⁴³¹ For the total number of active participants in each primary disability group, see Table I.14.

⁴³² 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.

⁴³³ Ibid.

Figure I.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ⁴³⁴

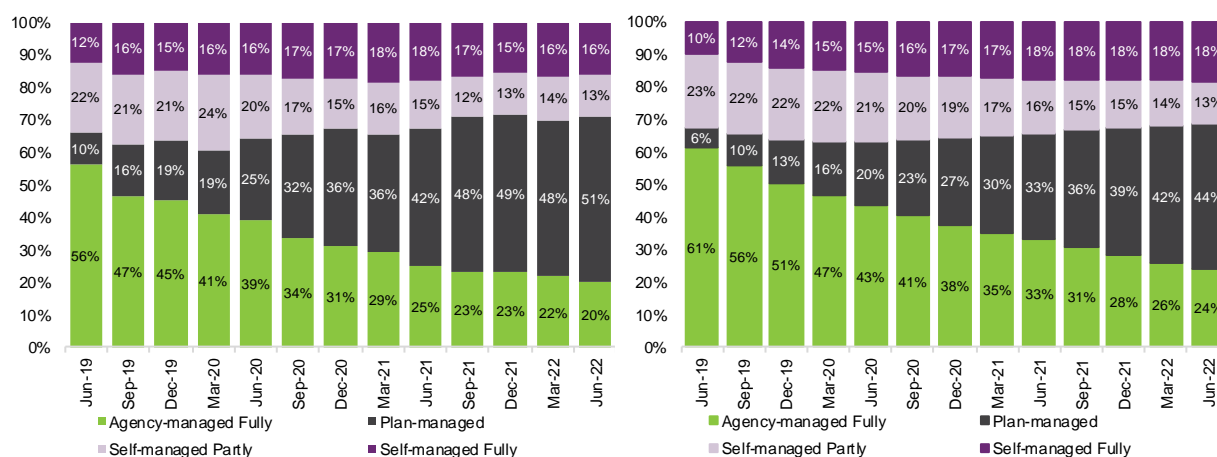


Table I.75 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia

	Prior Quarters	2021-22 Q4	Total
Self-managed	14%	12%	14%
Plan-managed	28%	44%	30%
Agency-managed	58%	44%	56%
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

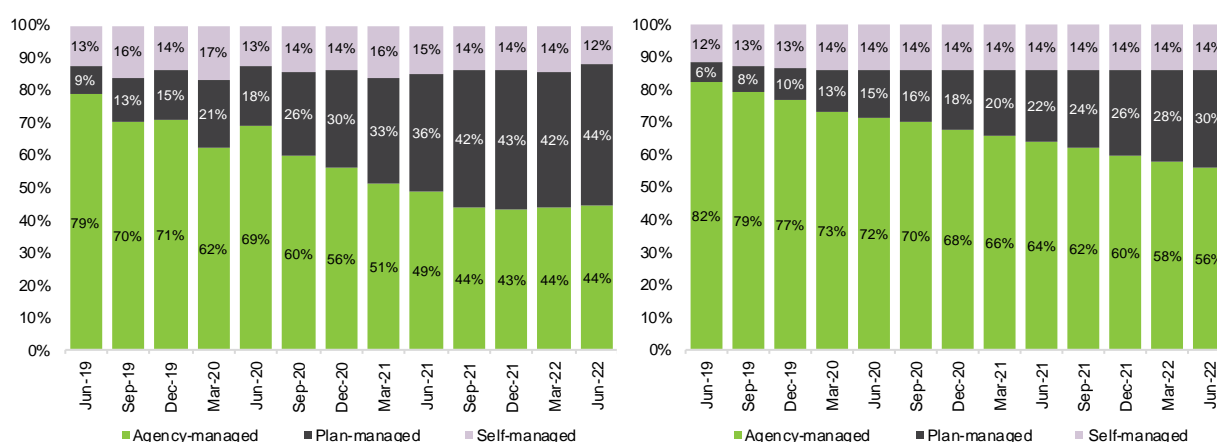


Table I.76 Distribution of active participants by support coordination and quarter of plan approval – Western Australia

	Prior Quarters	2021-22 Q4	Total
Support coordination	48%	57%	50%

⁴³⁴ 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 ⁴³⁵

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	27,258	70%	1,161	60%	28,419	70%
30 to 59 days	4,139	11%	273	14%	4,412	11%
60 to 89 days	2,000	5%	150	8%	2,150	5%
Activated within 90 days	33,397	86%	1,584	82%	34,981	86%
90 to 119 days	1,150	3%	75	4%	1,225	3%
120 days and over	3,253	8%	88	5%	3,341	8%
Activated after 90 days	4,403	11%	163	8%	4,566	11%
No payments	1,094	3%	184	10%	1,278	3%
Total plans approved	38,894	100%	1,931	100%	40,825	100%

⁴³⁵ Plans approved after the end of 2021-22 Q2 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 30 June 2022 – Western Australia ⁴³⁶

	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	2,712	2,899	94%
Not Aboriginal and Torres Strait Islander	31,230	32,413	96%
Not Stated	3,941	4,112	96%
Total	37,883	39,424	96%
by Culturally and Linguistically Diverse status			
CALD	3,132	3,238	97%
Not CALD	30,080	31,344	96%
Not Stated	4,671	4,842	96%
Total	37,883	39,424	96%
by Remoteness			
Major Cities	29,998	31,070	97%
Regional	6,305	6,647	95%
Remote	1,576	1,703	93%
Missing	<11	<11	
Total	37,883	39,424	96%
by Primary Disability type			
Autism	13,770	14,348	96%
Intellectual disability (including Down syndrome)	7,929	8,275	96%
Psychosocial disability	3,752	3,837	98%
Developmental delay (including global developmental delay)	1,616	1,700	95%
Other	10,816	11,264	96%
Total	37,883	39,424	96%
by Gender			
Male	23,319	24,367	96%
Female	14,282	14,761	97%
Other	282	296	95%
Total	37,883	39,424	96%
by Age Group			
0-6	3,047	3,136	97%
7-14	9,705	10,057	96%
15-18	3,764	4,048	93%
19-24	3,779	4,109	92%
25-34	4,127	4,341	95%
35-44	3,319	3,401	98%
45-54	3,825	3,902	98%
55-64	4,627	4,715	98%
65+	1,690	1,715	99%
Total	37,883	39,424	96%

⁴³⁶ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table I.79 Distribution of plans by utilisation – Western Australia ^{437 438}

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 ⁴³⁹

	Prior Quarters	2021-22 Q4	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	68%	70%	68%
Lifelong Learning	29%	28%	29%
Other	27%	29%	27%
Non-categorised	14%	12%	14%
Any mainstream service	96%	95%	95%

⁴³⁷ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴³⁸ 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.

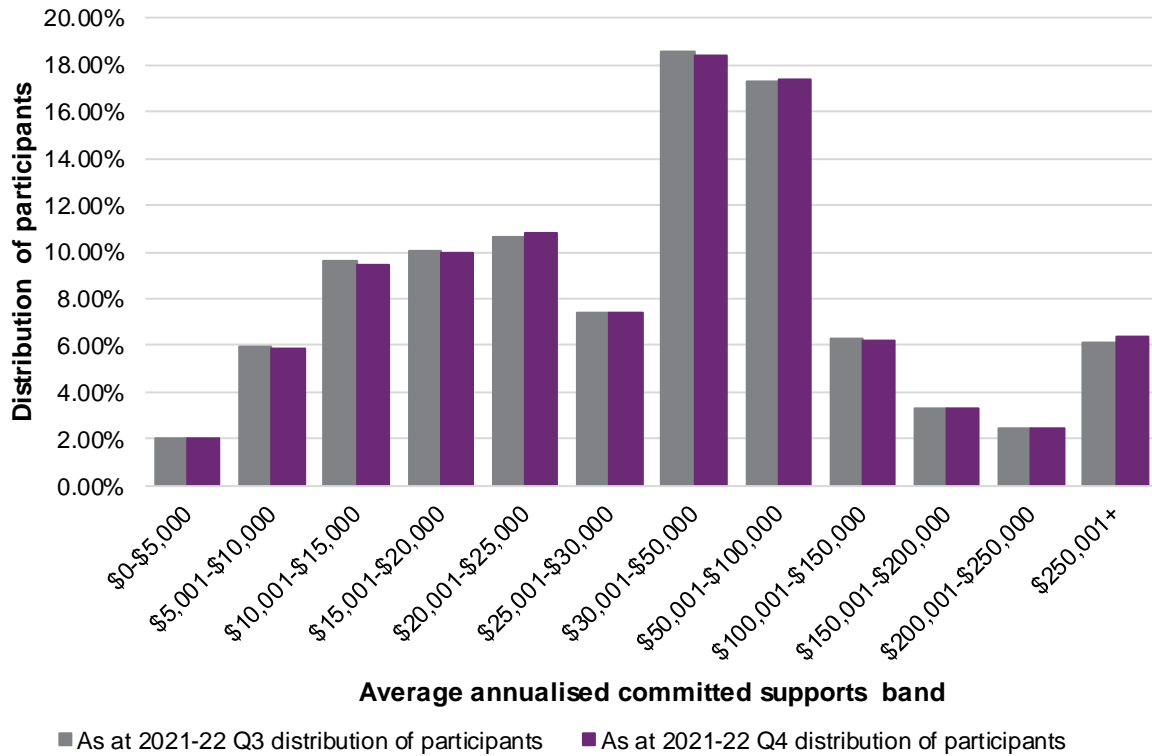
⁴³⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table I.81 Committed supports by financial year (\$m) – Western Australia ⁴⁴⁰

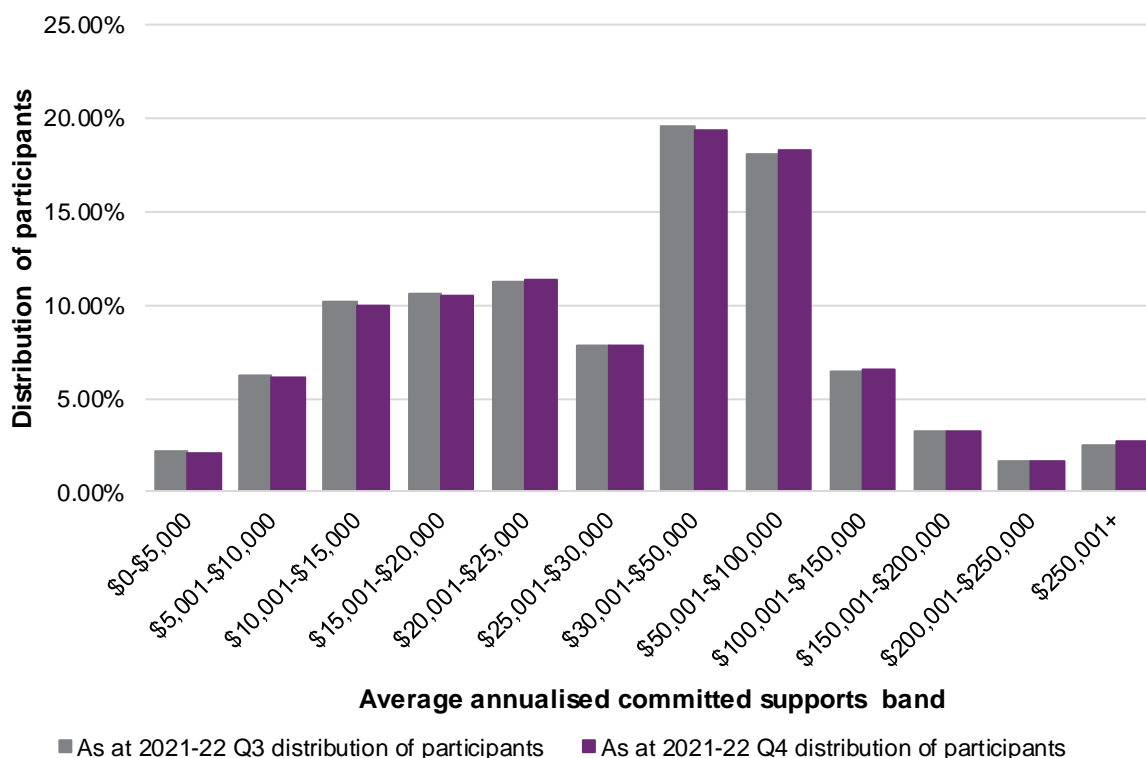
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	0.2	19.6	70.1	172.8	224.4	545.3	1,534.2	2,724.3	3,100.5

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Western Australia



⁴⁴⁰ 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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Western Australia



Note: In Figures I.20 to I.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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.20 Average annualised committed supports and average payments by age group as at 30 June 2022 – Western Australia

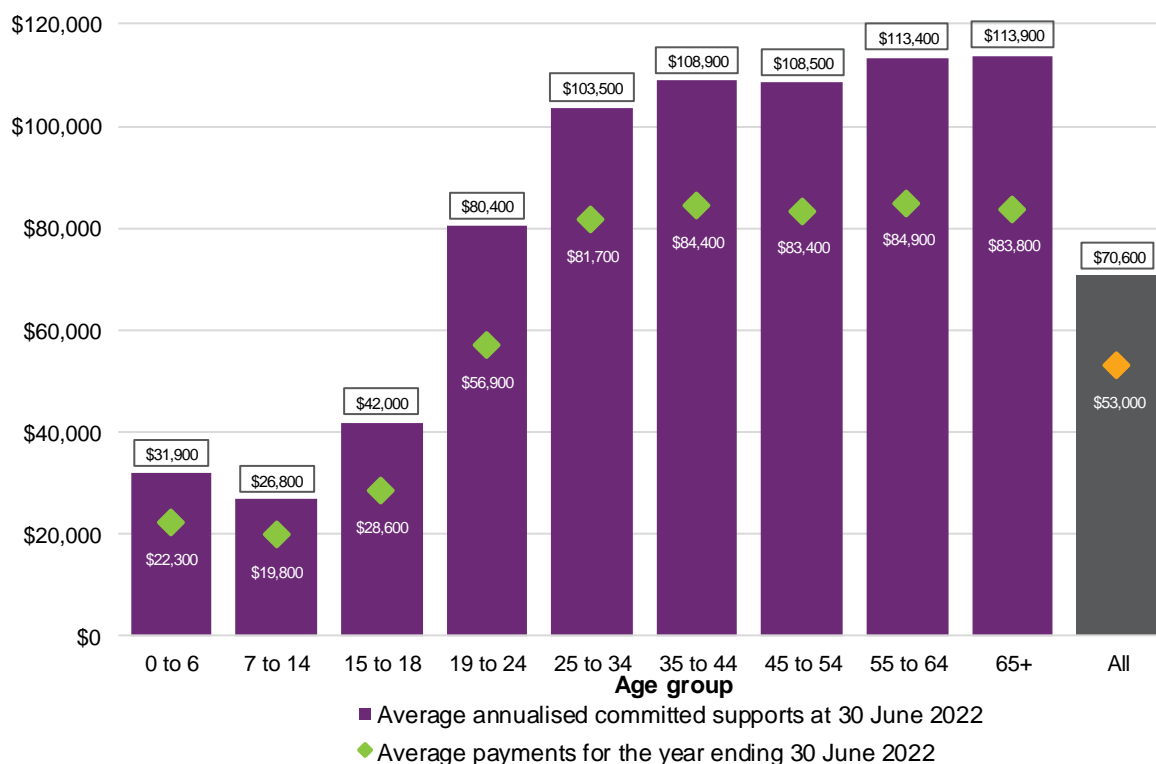


Figure I.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – Western Australia

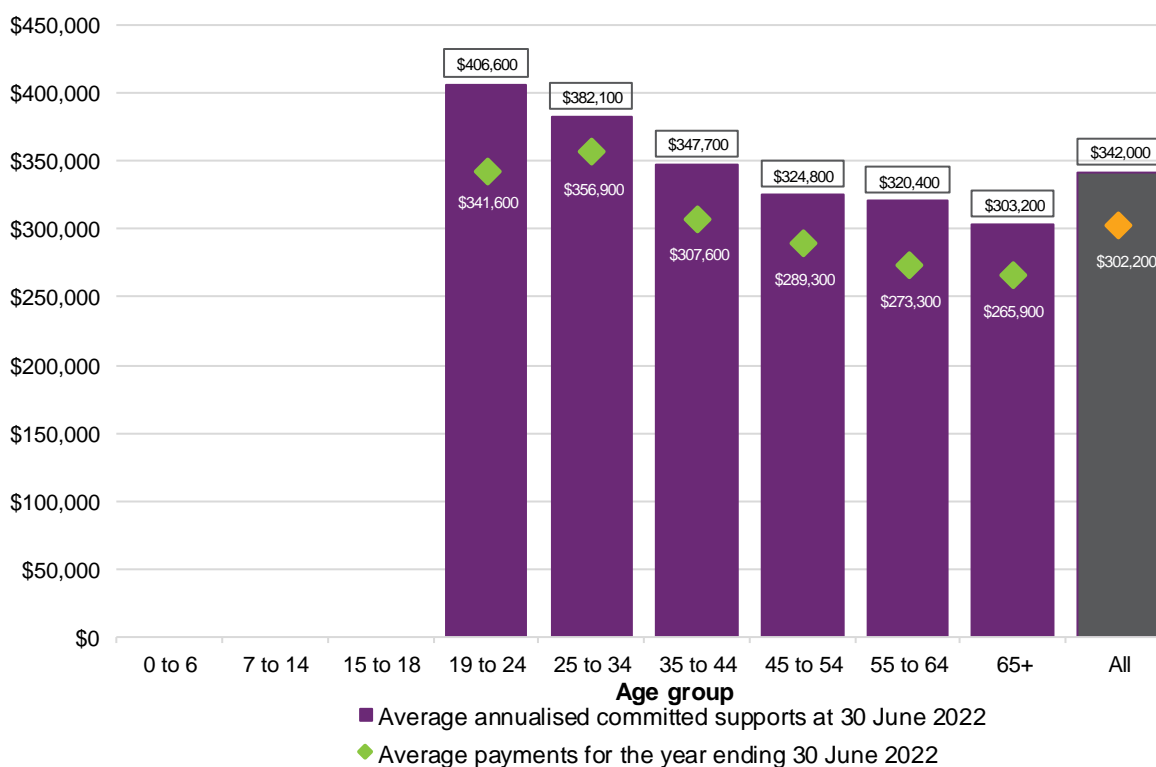


Figure I.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – Western Australia

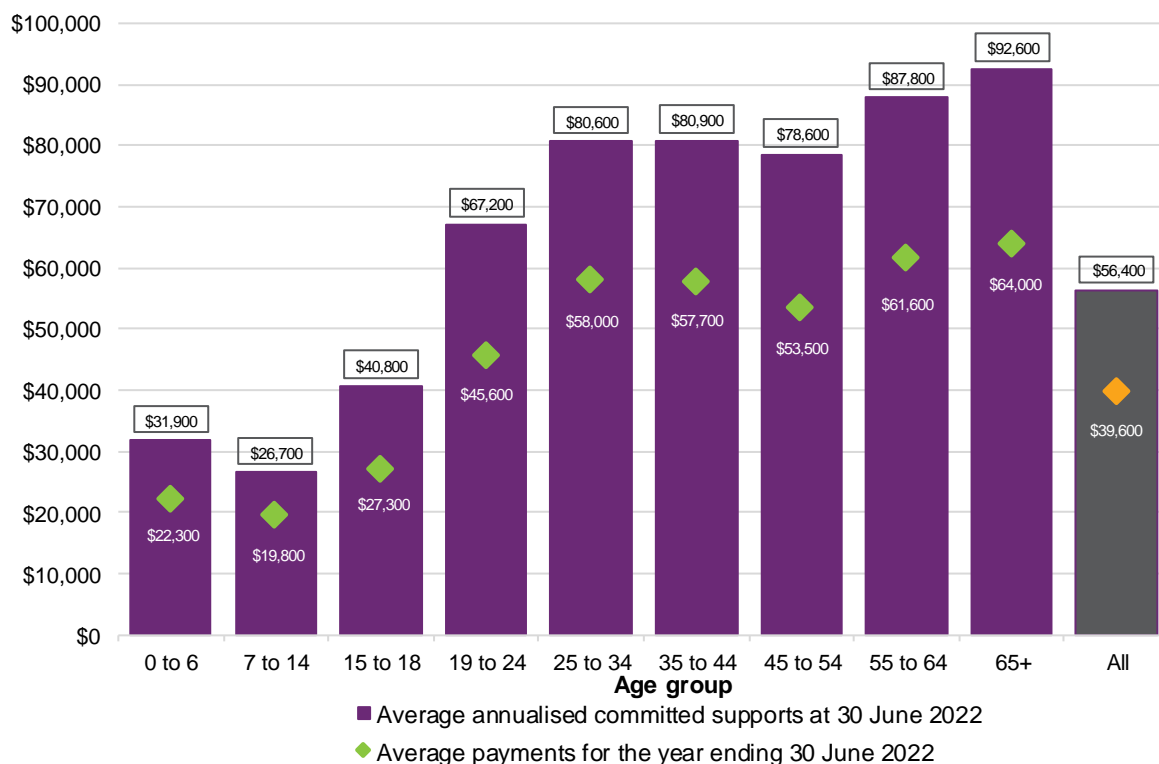


Figure I.23 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – Western Australia

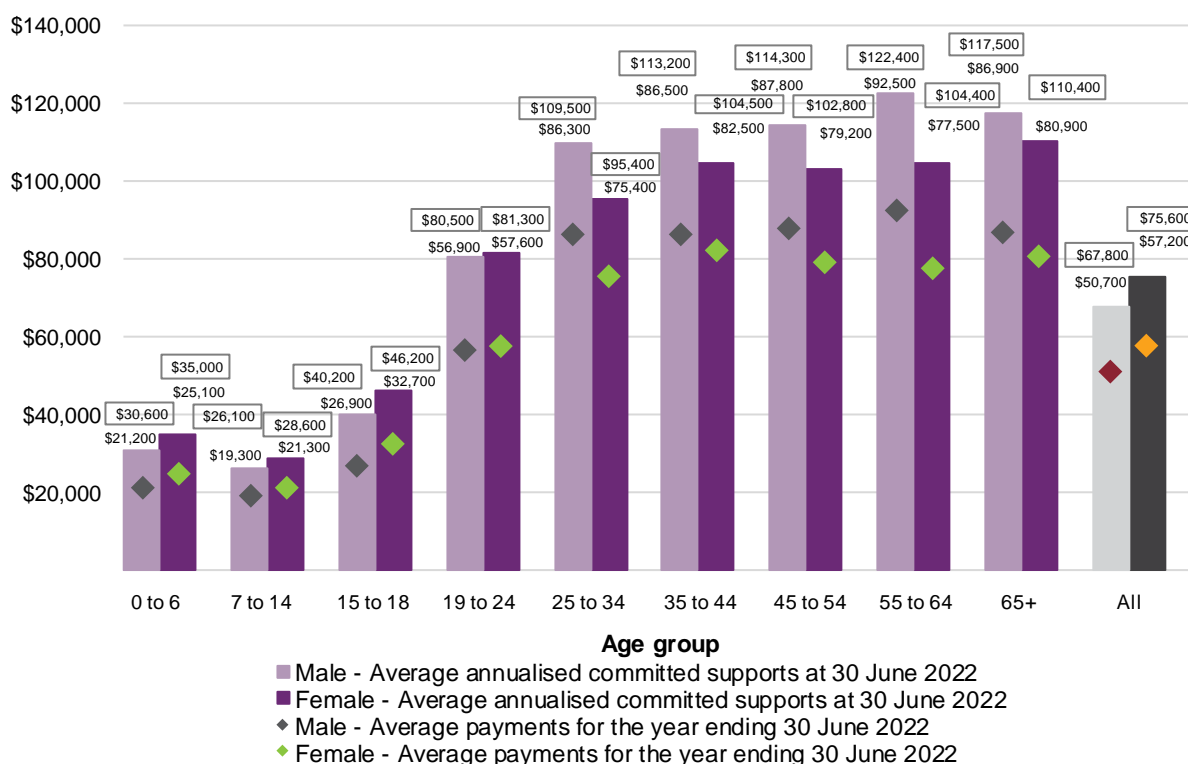


Figure I.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – Western Australia

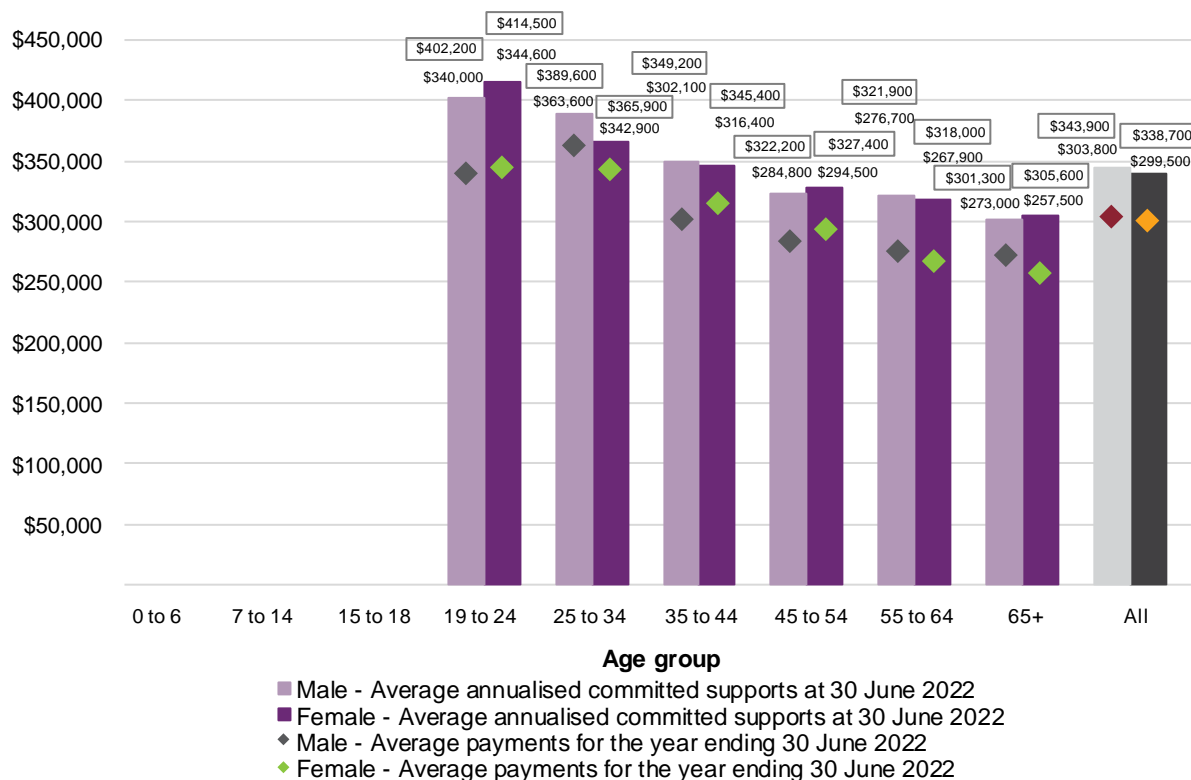


Figure I.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – Western Australia

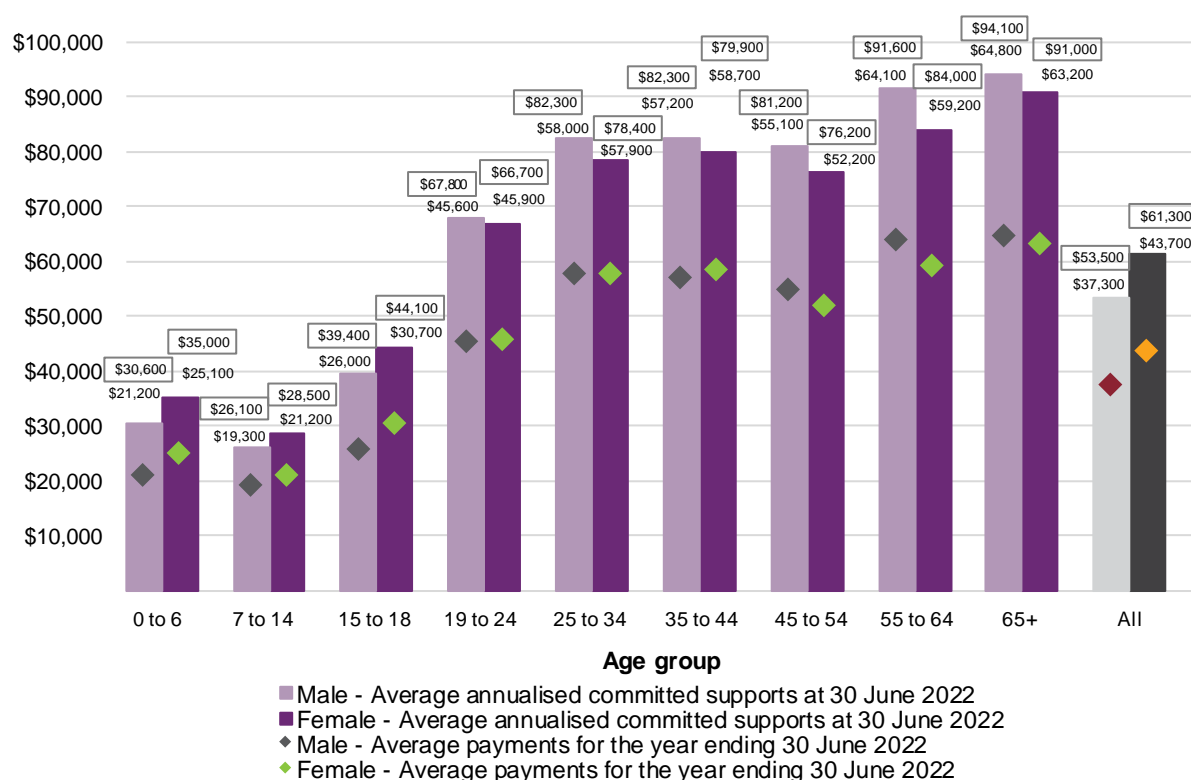


Figure I.26 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – Western Australia

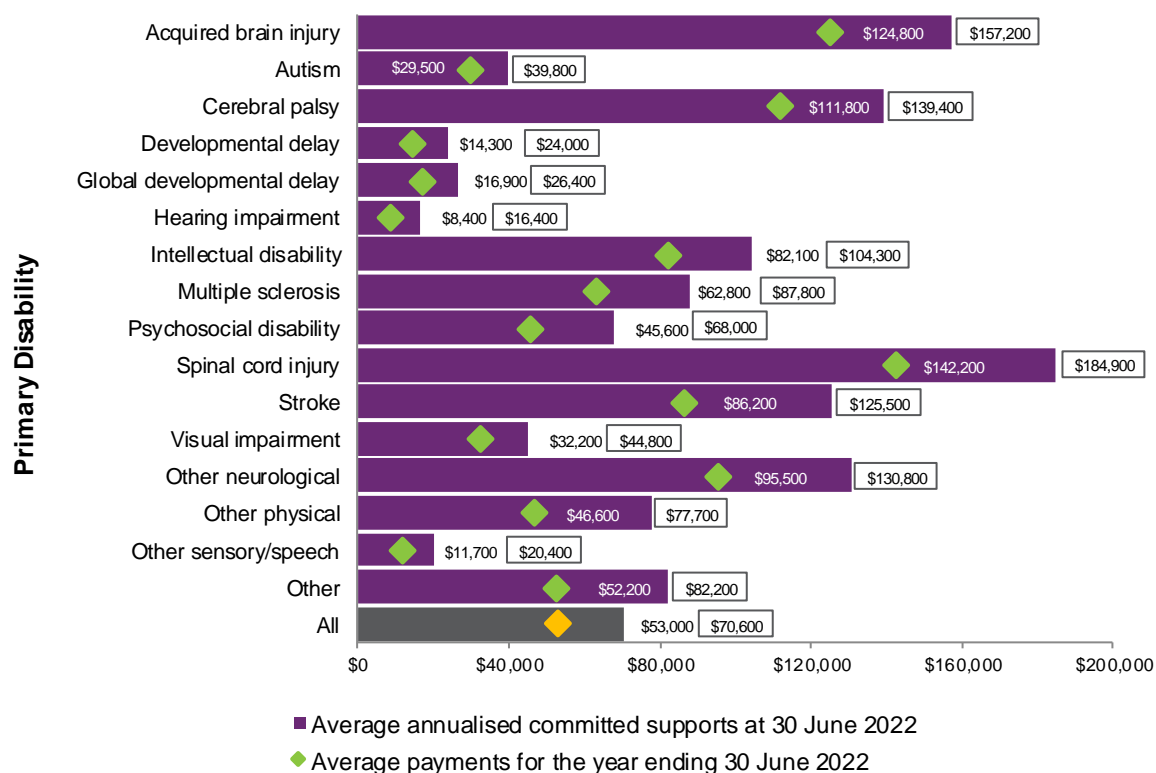


Figure I.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – Western Australia

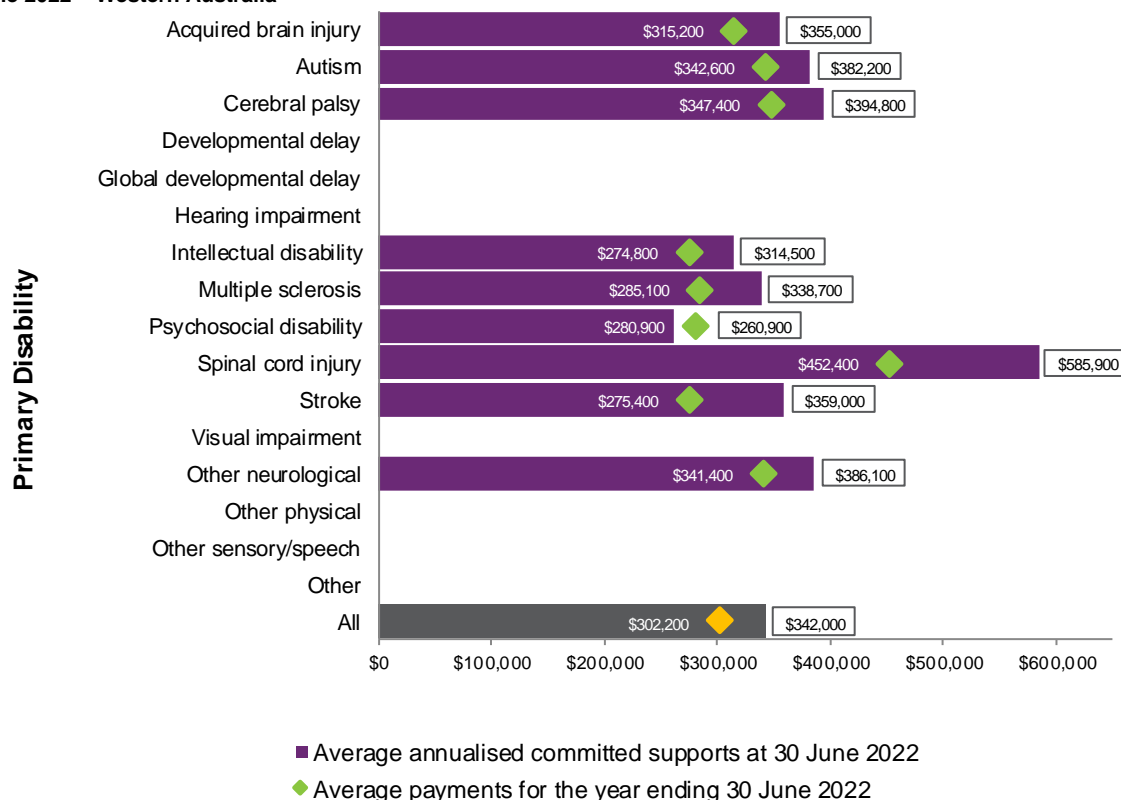


Figure I.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – Western Australia

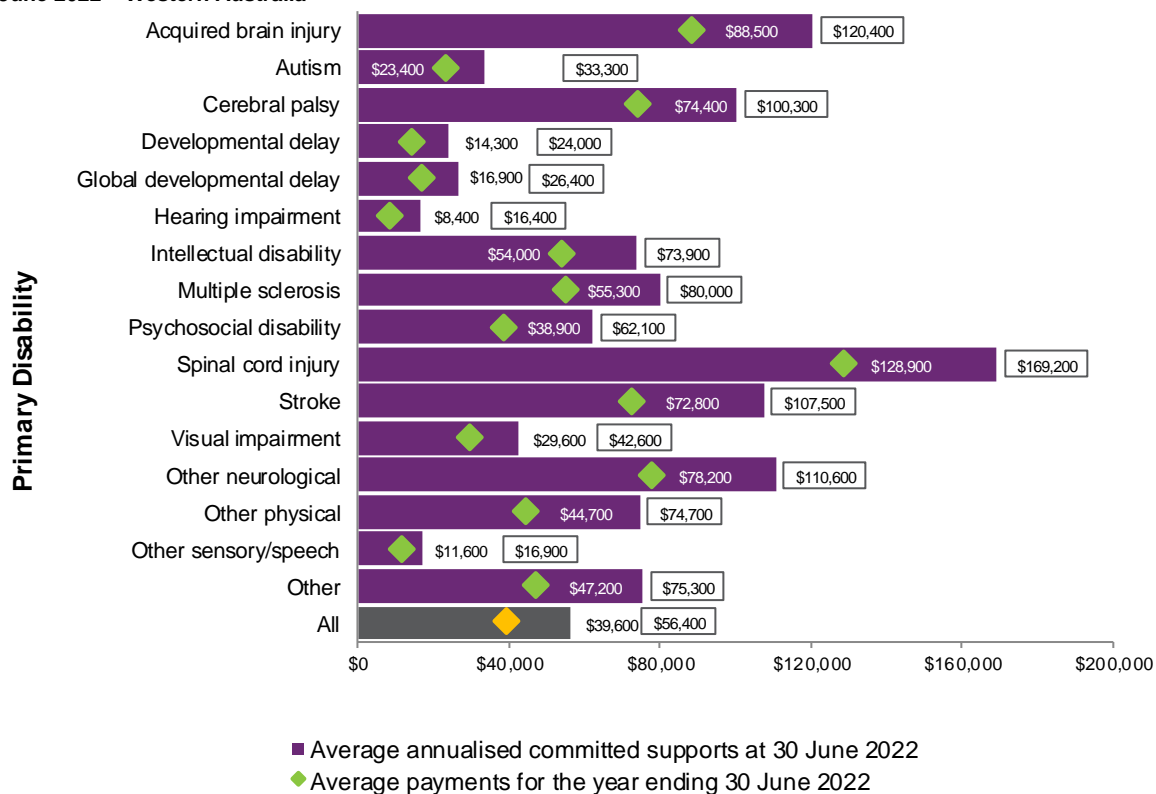


Figure I.29 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – Western Australia

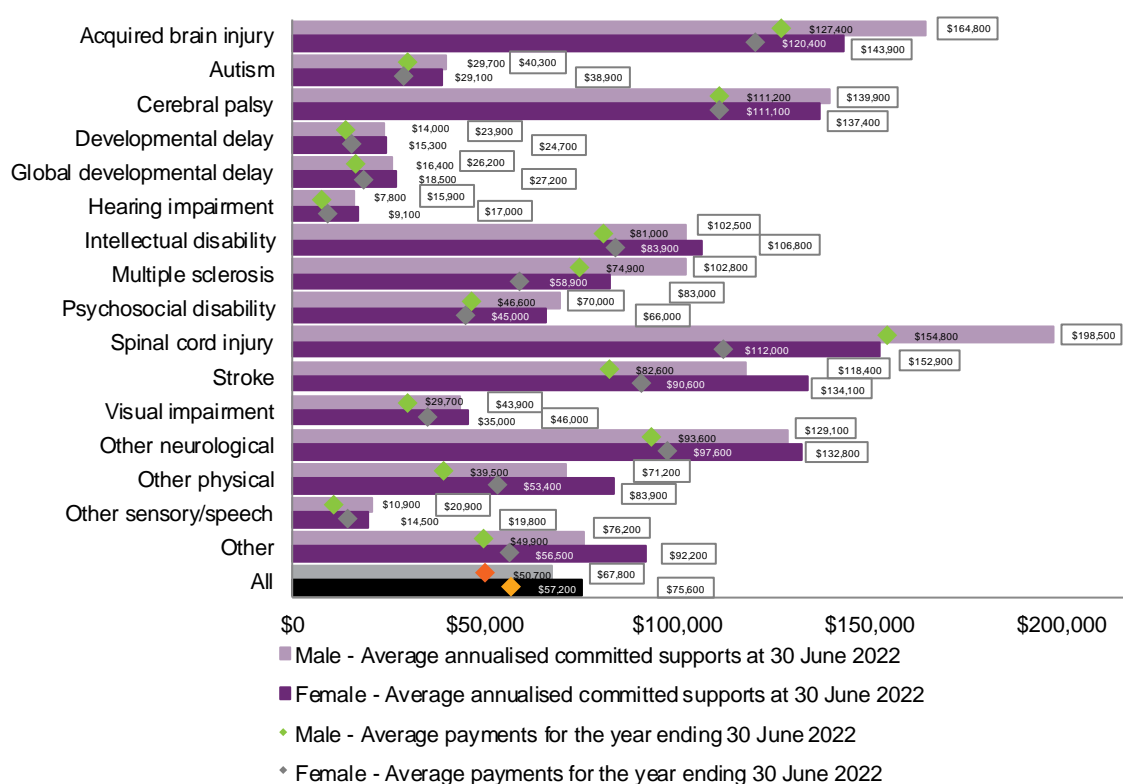


Figure I.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – Western Australia

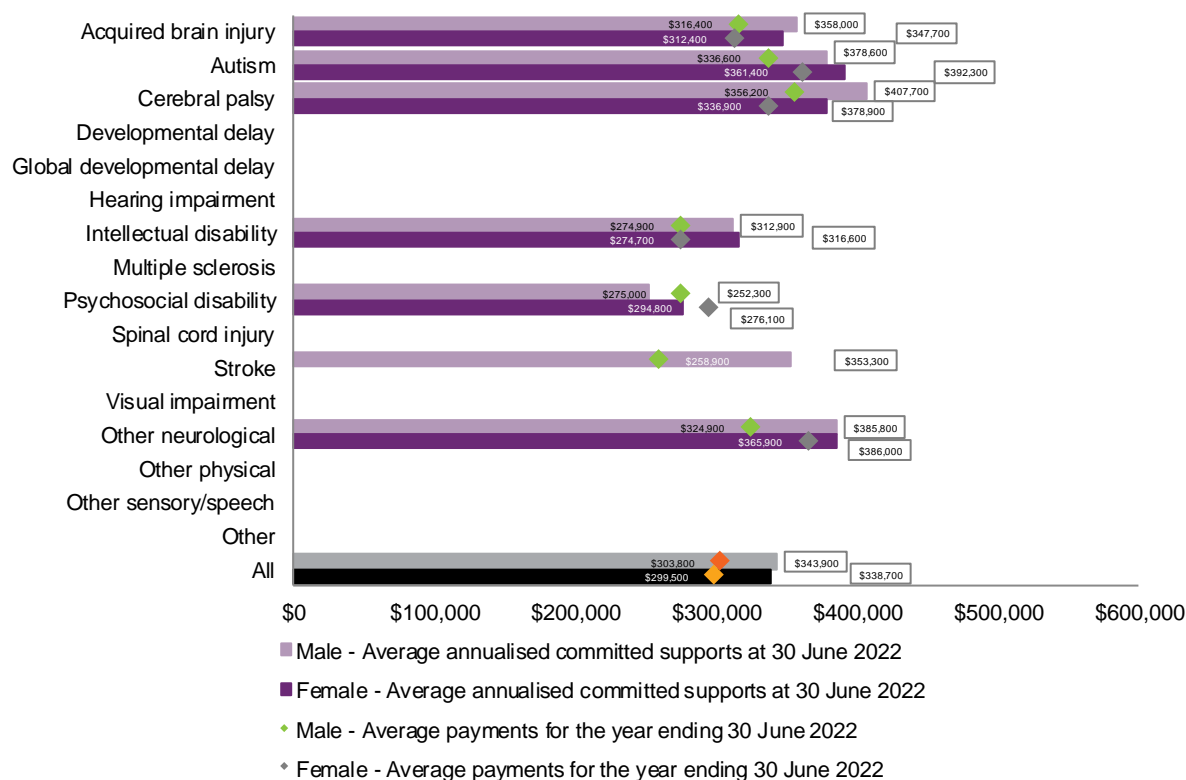


Figure I.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – Western Australia

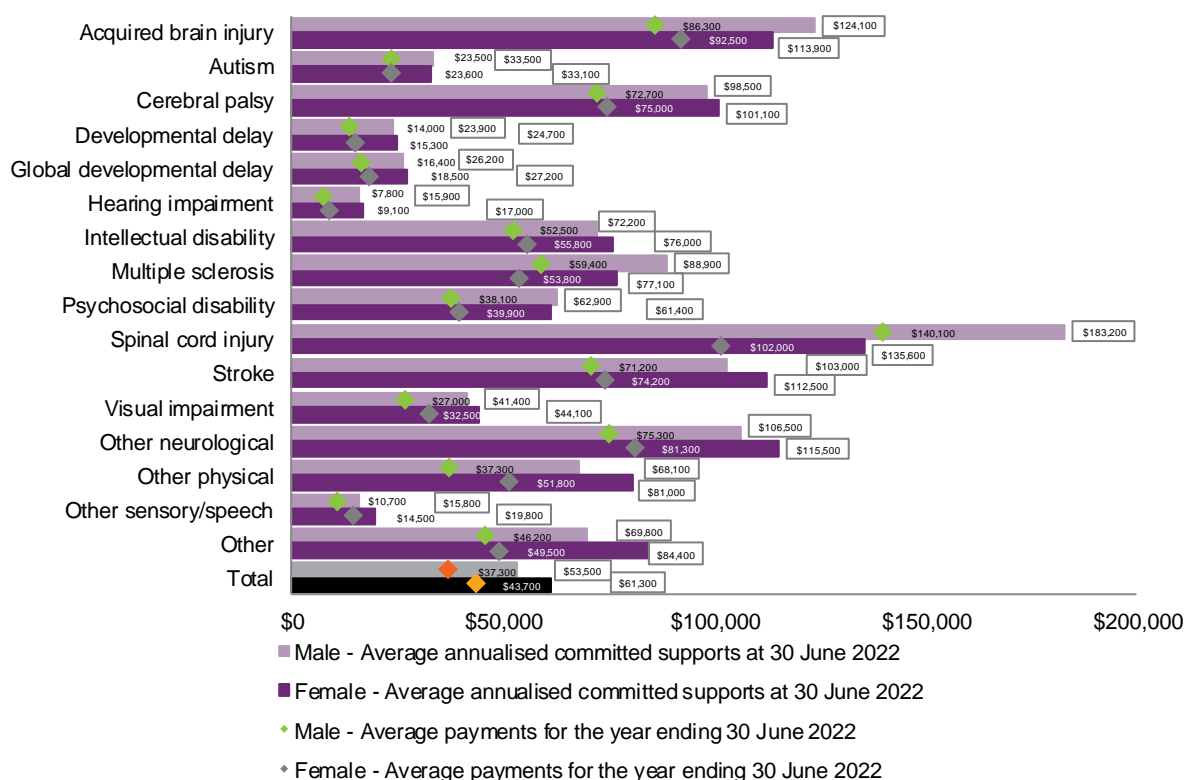


Figure I.32 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – Western Australia

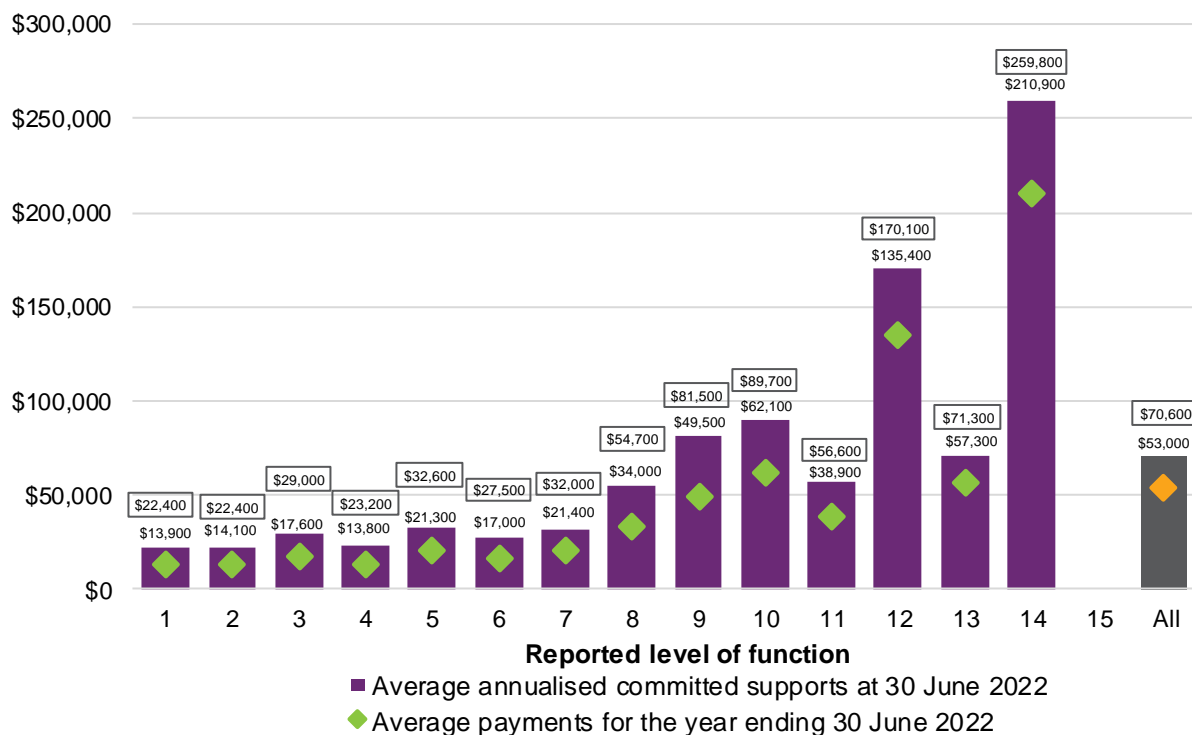


Figure I.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – Western Australia

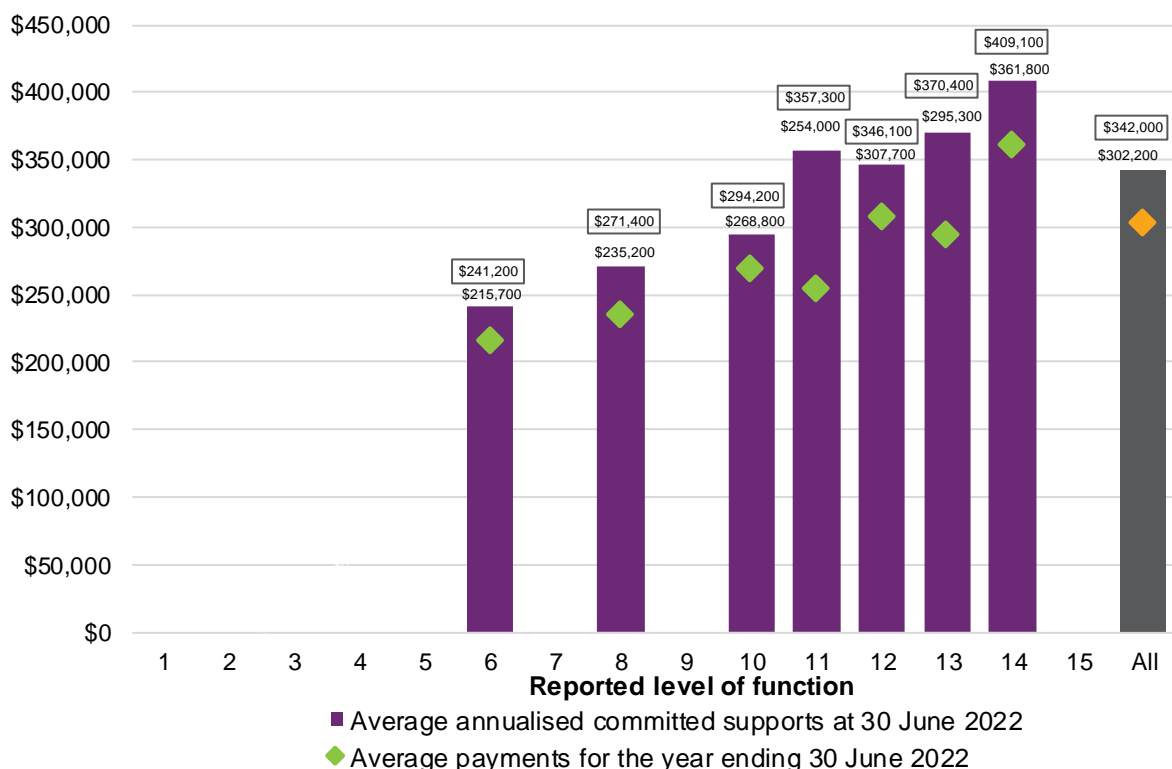


Figure I.34 Average annualised committed supports and average payments (participants not in SIL) by level of function as at 30 June 2022 – Western Australia

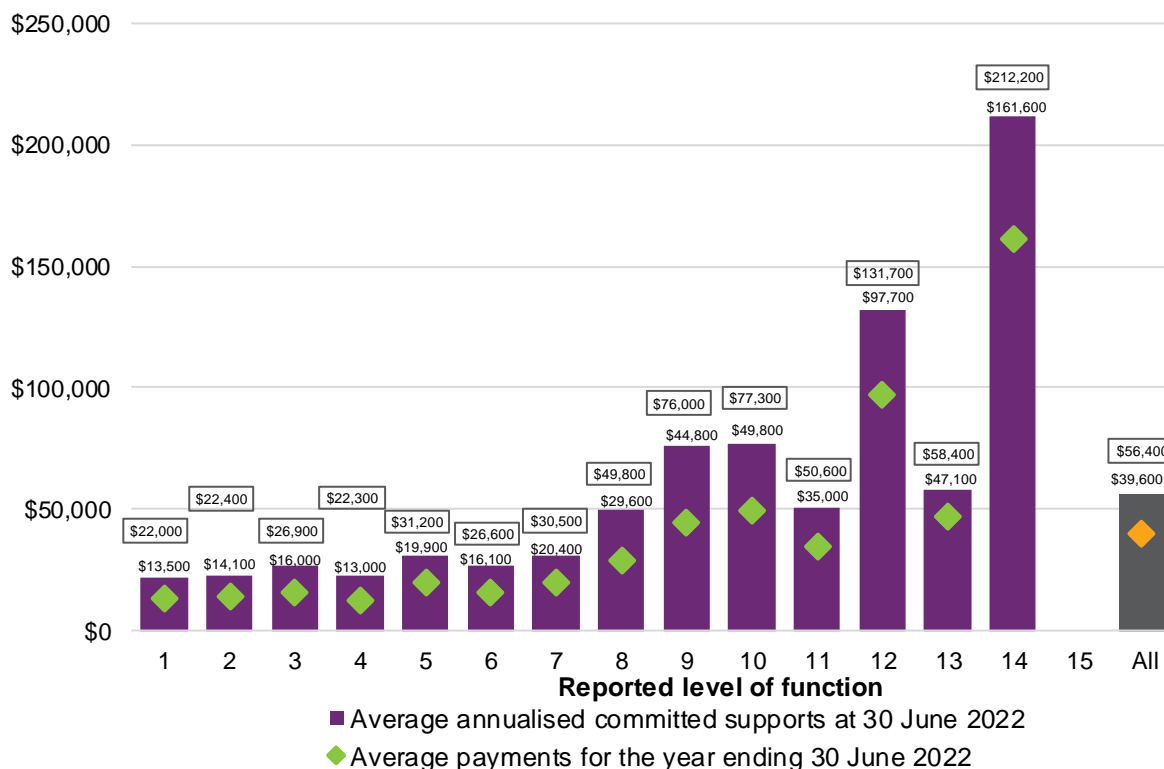
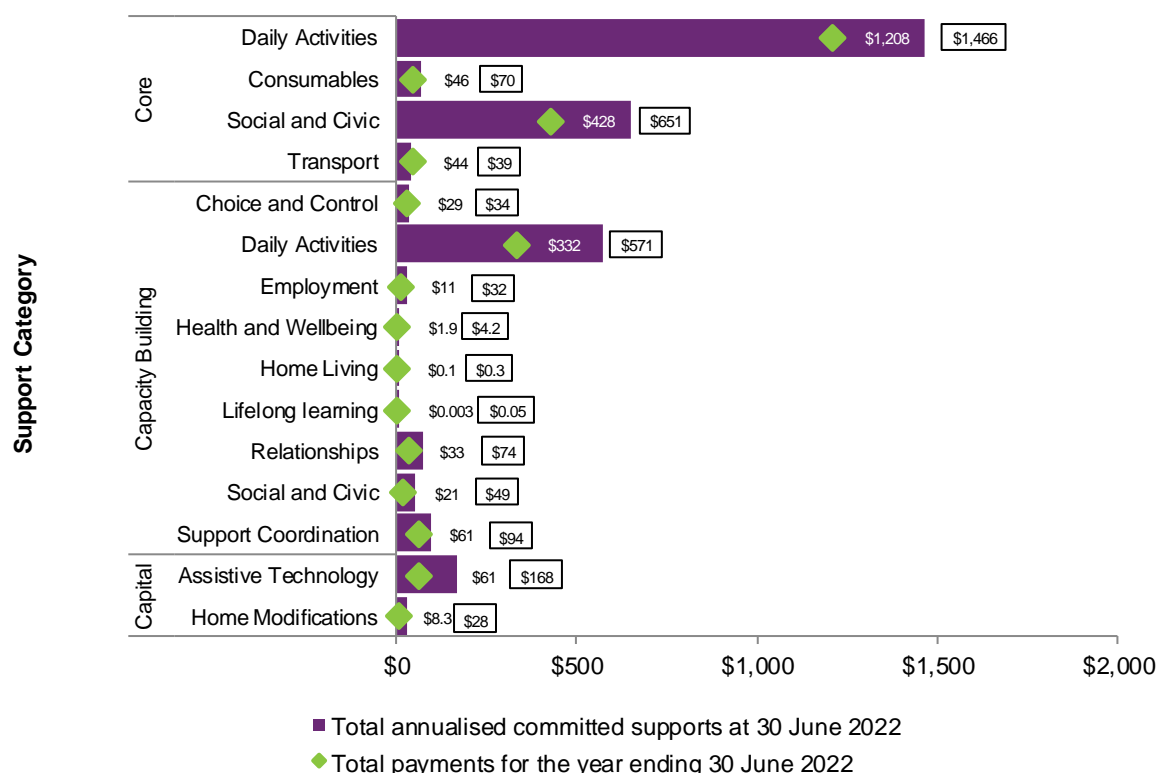


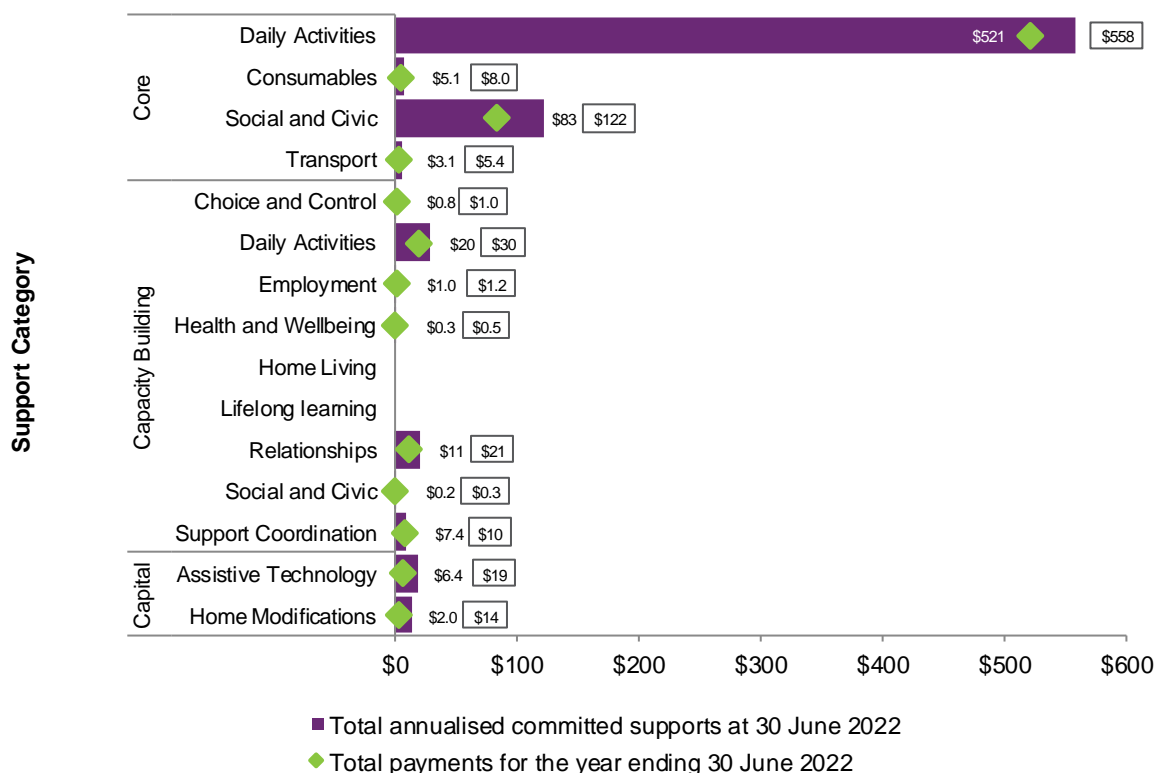
Figure I.35 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – Western Australia ^{441 442}



⁴⁴¹ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁴⁴² Total payments for home modifications in Western Australia were \$8.3m. Of which, \$2.8m (34%) has been paid for specialised disability accommodation (SDA) supports, and \$5.5m (66%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in Western Australia in June 2022. Total annualised committed supports for home modifications in Western Australia were \$28.5m. Of which, \$17.9m (63%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.6m (37%) 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 30 June 2022 (\$m) – Western Australia ^{443 444}



⁴⁴³ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁴⁴⁴ Total payments for home modifications in Western Australia were \$2m. Of which, \$1.9m (95%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1m (5%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in Western Australia in June 2022. Total annualised committed supports for home modifications in Western Australia were \$13.7m. Of which, \$13.5m (98.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2m (1.4%) has been allocated for non-SDA supports.

Figure I.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2022 (\$m) – Western Australia ^{445 446}

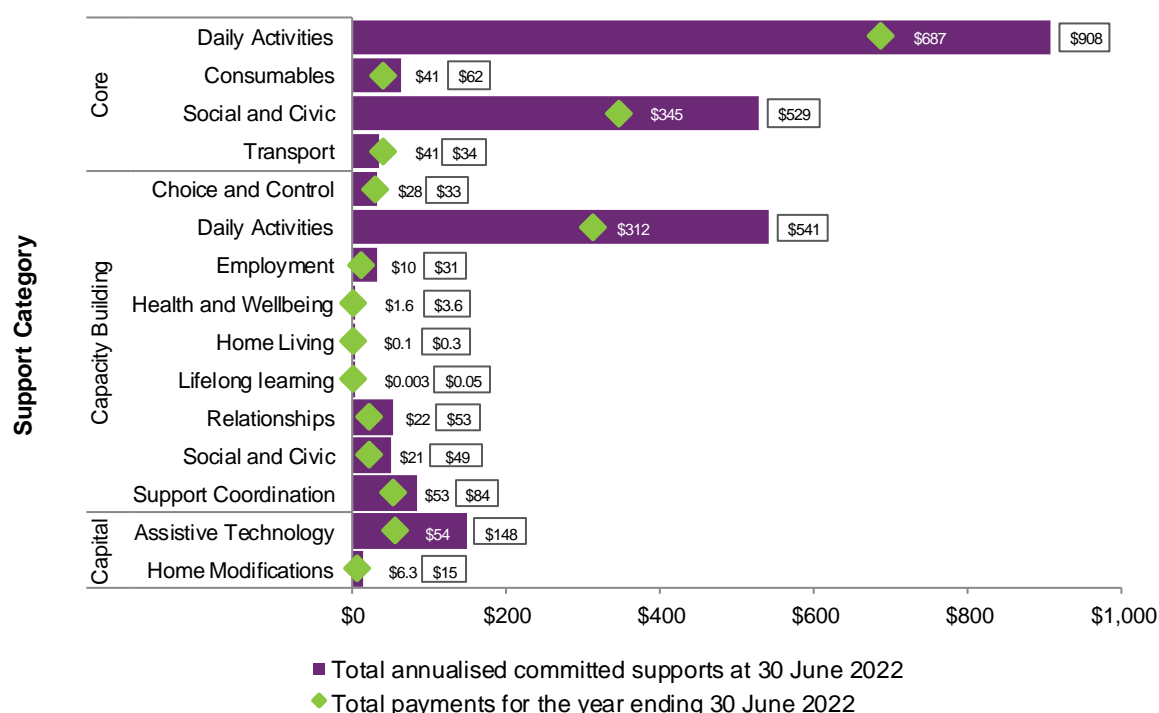


Table I.82 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{447 448}

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	0.2	19.6	70.1	172.8	224.4	545.3	1,534.2	2,724.3	3,100.5
Total Paid	0.02	11.2	51.6	133.4	166.5	392.0	1,019.7	1,924.4	2,218.6
% utilised to date	14%	57%	74%	77%	74%	72%	66%	71%	72%

⁴⁴⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁴⁴⁶ Total payments for home modifications in Western Australia were \$6.3m. Of which, \$0.9m (15%) has been paid for specialised disability accommodation (SDA) supports, and \$5.4m (85%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.03m processed off-system in Western Australia in June 2022. Total annualised committed supports for home modifications in Western Australia were \$14.8m. Of which, \$4.4m (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.4m (70%) has been allocated for non-SDA supports.

⁴⁴⁷ 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.

⁴⁴⁸ 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.38 Utilisation of committed supports as at 31 March 2022 and 30 June 2022 – Western Australia

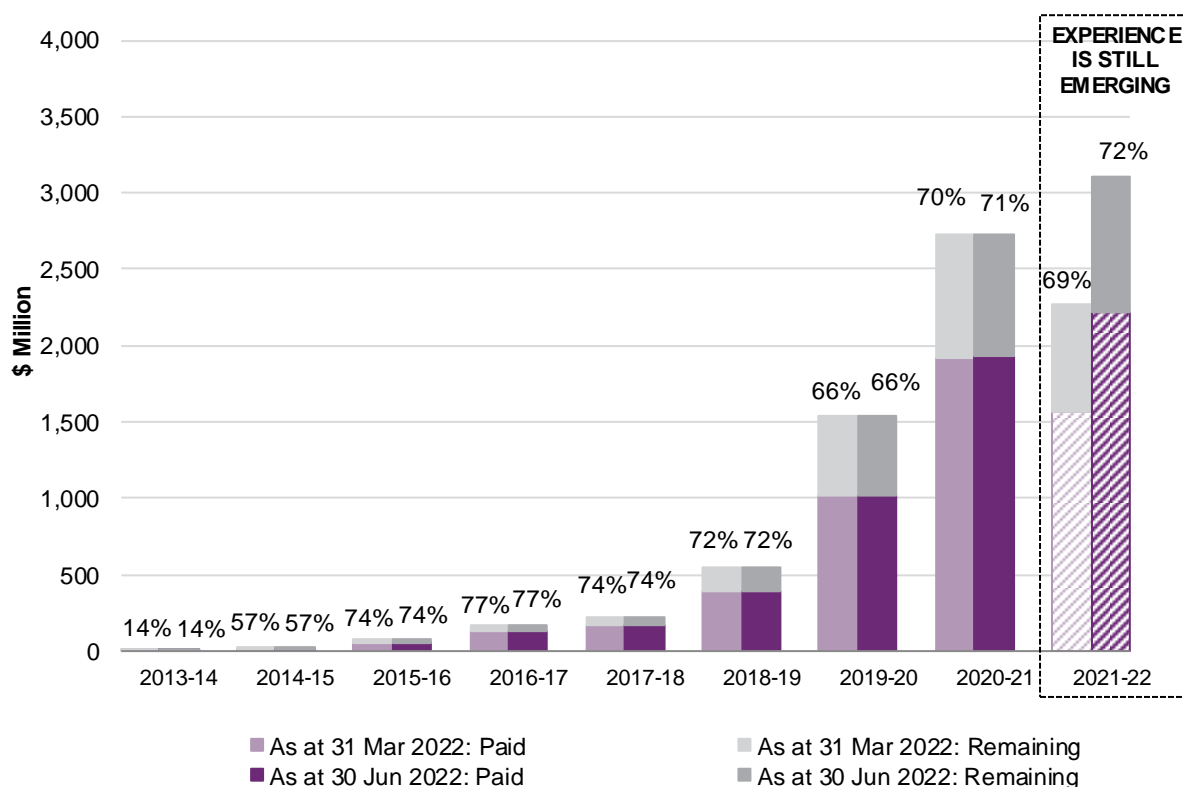
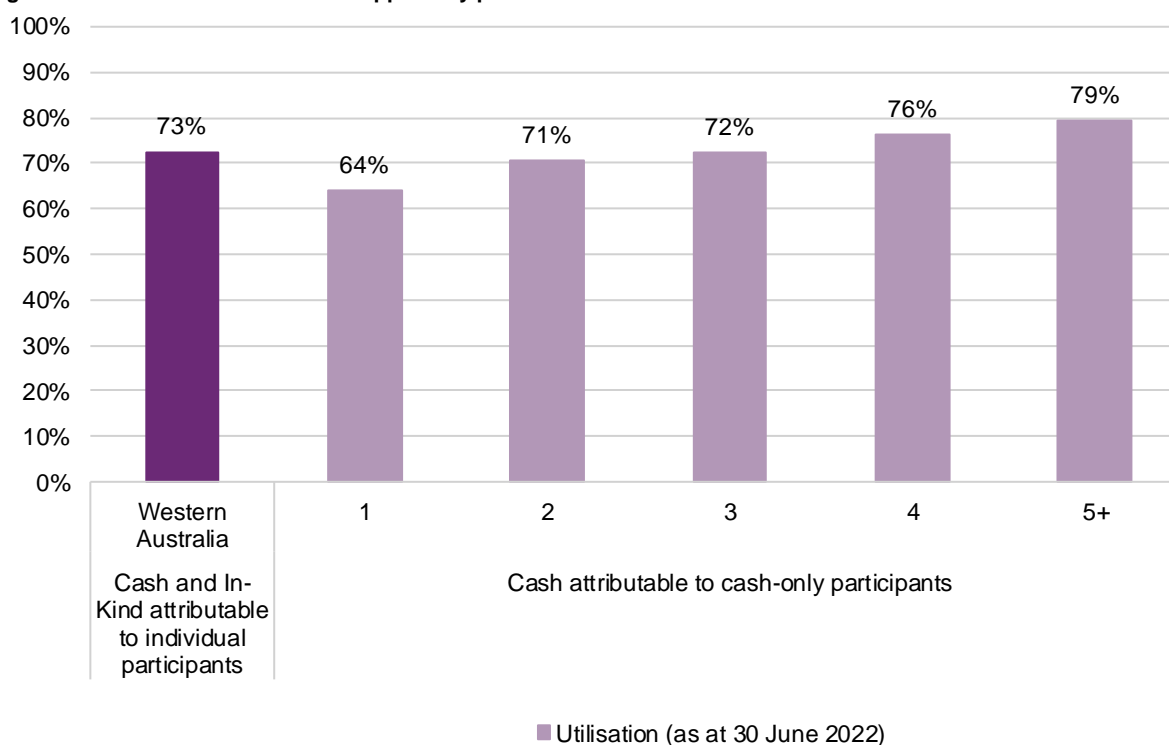


Figure I.39 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – Western Australia ⁴⁴⁹



⁴⁴⁹ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure I.40 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – Western Australia ⁴⁵⁰

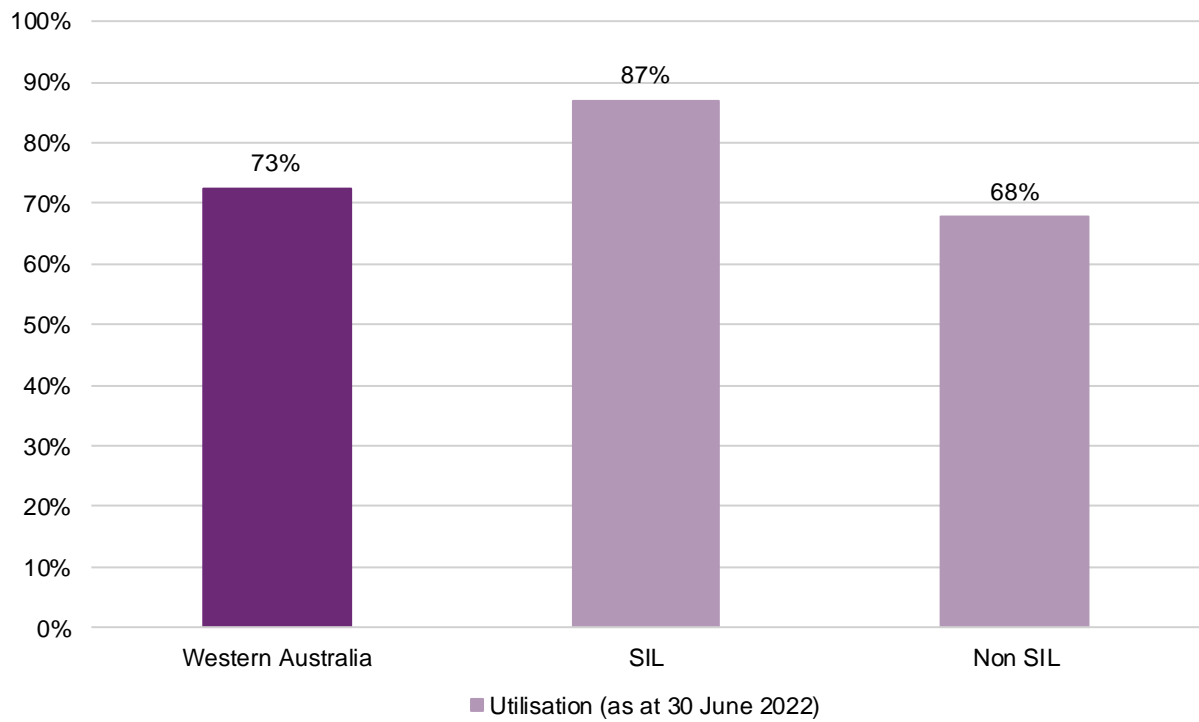
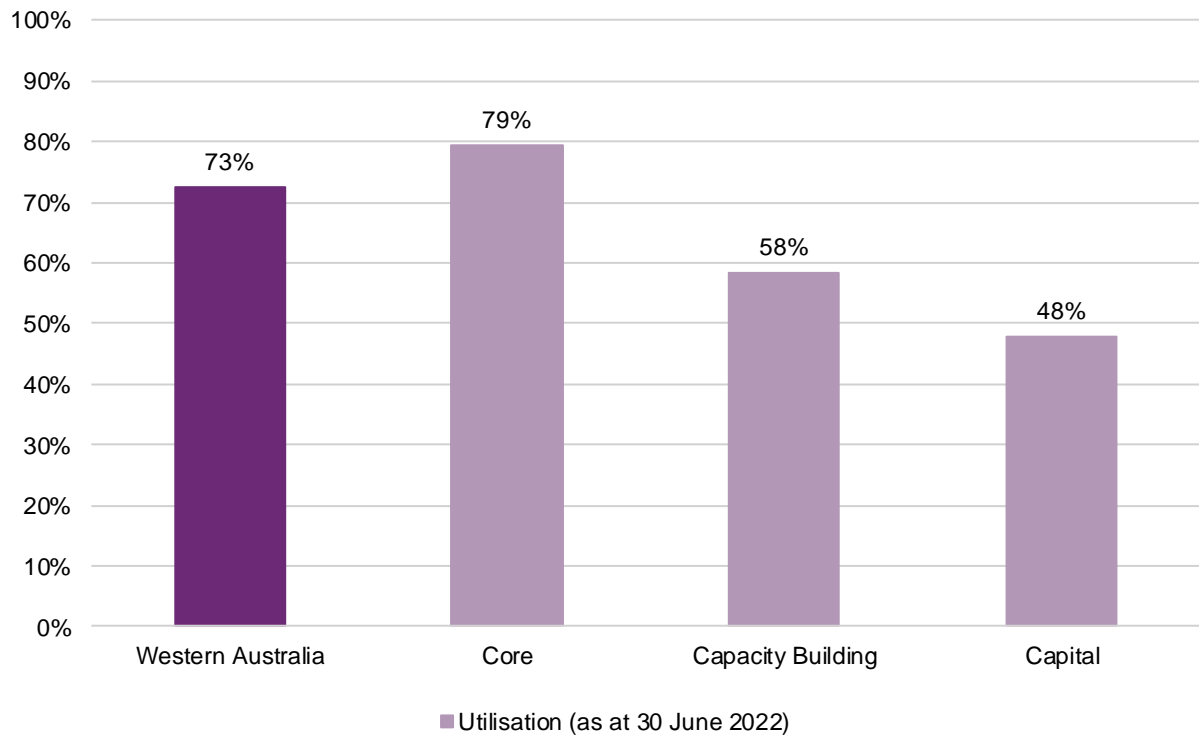


Figure I.41 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – Western Australia ⁴⁵¹



⁴⁵⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

⁴⁵¹ Ibid.

Figure I.42 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – Western Australia ⁴⁵²

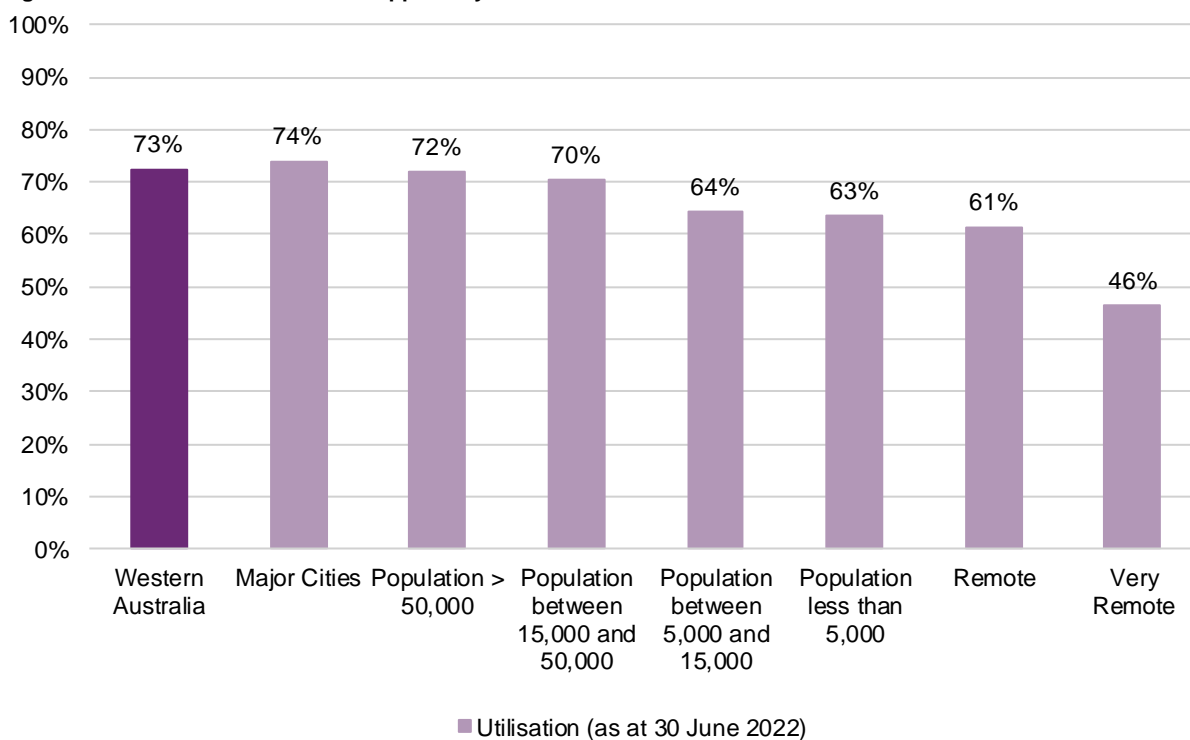


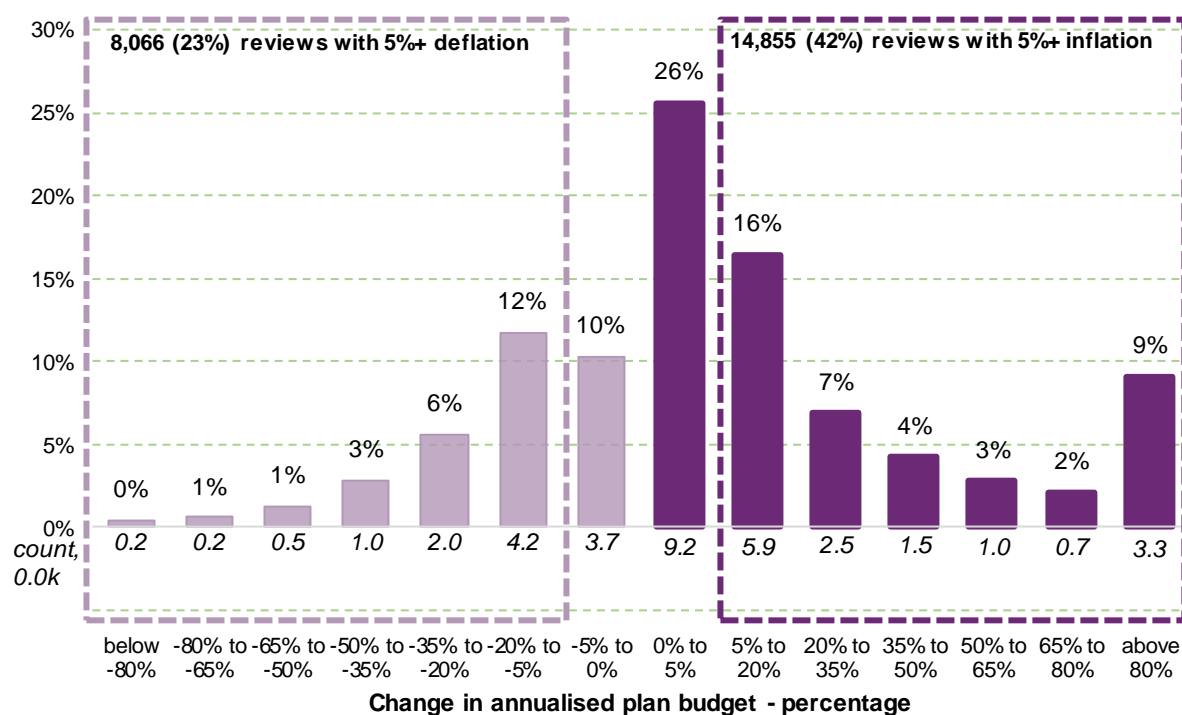
Table I.83 Inflation quarterly trends by type of inflation as at 30 June 2022 - Western Australia ⁴⁵³

	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	6.3%	5.0%	2.1%	3.3%	3.3%	5.1%	5.3%	6.1%
Interplan Inflation	13.0%	2.8%	-1.8%	-1.4%	1.0%	5.9%	5.2%	10.1%
Total Inflation	19.4%	7.8%	0.3%	1.9%	4.3%	11.0%	10.5%	16.2%

⁴⁵² Ibid.

⁴⁵³ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure I.43 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – Western Australia ⁴⁵⁴



⁴⁵⁴ Ibid.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ⁴⁵⁵

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
South Australia	45,111	1,469	46,580	845	47,425

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia ⁴⁵⁶

	Prior Quarters	2021-22 Q4	Total
Access decisions	57,719	1,983	59,702
Active Eligible	45,945	1,531	47,476
New	30,291	1,498	31,789
State	12,772	17	12,789
Commonwealth	2,882	16	2,898
Active Participant Plans (excl ECA)	45,111	1,469	46,580
New	29,575	1,431	31,006
State	12,679	18	12,697
Commonwealth	2,857	20	2,877
Active Participant Plans	45,806	2,314	47,425
Early Intervention (s25)	14,502	691	15,193
Permanent Disability (s24)	30,609	778	31,387
ECA	695	845	845

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – South Australia

Exits	Total
Total participant exits	2,994
Early Intervention participants	1,421
Permanent disability participants	1,573

⁴⁵⁵ 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.

⁴⁵⁶ 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 ⁴⁵⁷

	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
End of 2021-22 Q4	12,697	2,877	31,006	845	47,425

Table J.5 Cumulative numbers of active participants by entry criteria into the Scheme – South Australia ⁴⁵⁸

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	15,193	31,387	845	47,425

⁴⁵⁷ This table shows the total numbers of active participants at the end of each period.

⁴⁵⁸ Ibid.

Table J.6 Assessment of access by age group – South Australia

Age Group	Prior Quarters		2021-22 Q4		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	15,898	97%	589	98%	16,487	97%
7 to 14	10,482	89%	312	89%	10,794	89%
15 to 18	2,337	89%	87	86%	2,424	89%
19 to 24	2,410	87%	67	77%	2,477	87%
25 to 34	3,502	85%	96	69%	3,598	85%
35 to 44	3,576	81%	107	72%	3,683	81%
45 to 54	4,931	77%	120	53%	5,051	77%
55 to 64	6,203	72%	162	52%	6,365	71%
65+	392	63%	<11		398	63%
Missing	<11		<11		<11	
Total	49,731	86%	1,546	78%	51,277	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	11,721	97%	4,676	96%	90	90%	16,487	97%
7 to 14	7,157	90%	3,477	89%	160	90%	10,794	89%
15 to 18	1,428	90%	915	87%	81	91%	2,424	89%
19 to 24	1,444	89%	945	83%	88	90%	2,477	87%
25 to 34	2,037	87%	1,462	81%	99	89%	3,598	85%
35 to 44	1,997	85%	1,578	76%	108	89%	3,683	81%
45 to 54	2,636	82%	2,273	71%	142	79%	5,051	77%
55 to 64	3,351	78%	2,847	65%	167	70%	6,365	71%
65+	190	66%	184	59%	24	71%	398	63%
Missing	<11		<11		<11		<11	
Total	31,961	89%	18,357	81%	959	83%	51,277	86%

Table J.8 Assessment of access by disability – South Australia ⁴⁵⁹

Disability	Prior Quarters		2021-22 Q4		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	1,867	93%	33	85%	1,900	93%
Autism	18,321	98%	517	98%	18,838	98%
Cerebral palsy	1,300	97%	<11		1,310	97%
Developmental delay	3,974	96%	383	98%	4,357	96%
Global developmental delay	1,728	99%	102	100%	1,830	99%
Hearing impairment	1,890	91%	41	75%	1,931	90%
Intellectual disability	8,648	95%	117	89%	8,765	95%
Multiple sclerosis	904	88%	35	88%	939	88%
Psychosocial disability	3,431	64%	128	52%	3,559	63%
Spinal cord injury	482	96%	13	87%	495	96%
Stroke	637	83%	24	86%	661	84%
Visual impairment	815	86%	13	65%	828	85%
Other neurological	1,981	80%	49	69%	2,030	80%
Other physical	2,068	48%	32	25%	2,100	47%
Other sensory/speech	843	51%	<11		845	51%
Other	493	39%	47	28%	540	37%
Missing	349	93%	<11		349	93%
Total	49,731	86%	1,546	78%	51,277	86%

Table J.9 Assessment of access by disability and gender – South Australia ⁴⁶⁰

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	1,211	94%	644	91%	45	92%	1,900	93%
Autism	13,275	98%	5,261	98%	302	97%	18,838	98%
Cerebral palsy	701	97%	582	97%	27	96%	1,310	97%
Developmental delay	3,101	96%	1,235	96%	21	91%	4,357	96%
Global developmental delay	1,251	99%	568	99%	11	100%	1,830	99%
Hearing impairment	941	91%	955	89%	35	88%	1,931	90%
Intellectual disability	4,819	96%	3,691	95%	255	95%	8,765	95%
Multiple sclerosis	250	90%	671	88%	18	78%	939	88%
Psychosocial disability	1,960	69%	1,542	57%	57	58%	3,559	63%
Spinal cord injury	322	96%	153	96%	20	100%	495	96%
Stroke	367	85%	279	82%	15	83%	661	84%
Visual impairment	412	87%	396	84%	20	91%	828	85%
Other neurological	1,120	81%	885	78%	25	86%	2,030	80%
Other physical	1,104	56%	944	40%	52	45%	2,100	47%
Other sensory/speech	618	54%	221	45%	<11		845	51%
Other	335	48%	195	27%	<11		540	37%
Missing	174	91%	135	95%	40	100%	349	93%
Total	31,961	89%	18,357	81%	959	83%	51,277	86%

⁴⁵⁹ Down syndrome is included in intellectual disability.

⁴⁶⁰ 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 J.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia

	Prior Quarters		2021-22 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,710	6.0%	105	7.1%	2,815	6.0%
Not Aboriginal and Torres Strait Islander	36,259	80.4%	1,121	76.3%	37,380	80.2%
Not Stated	6,142	13.6%	243	16.5%	6,385	13.7%
Total	45,111	100.0%	1,469	100.0%	46,580	100.0%

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia⁴⁶¹

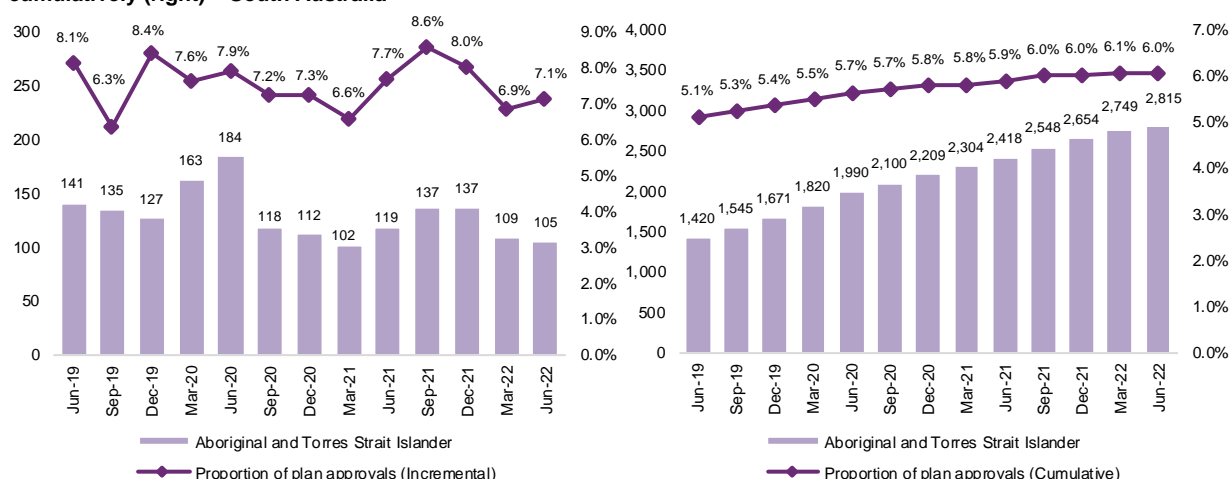


Table J.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia⁴⁶²

	Prior Quarters		2021-22 Q4		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	3,251	7.2%	108	7.4%	3,359	7.2%
Not culturally and linguistically diverse	41,819	92.7%	1,361	92.6%	43,180	92.7%
Not stated	41	0.1%	<11		41	0.1%
Total	45,111	100.0%	1,469	100.0%	46,580	100.0%

⁴⁶¹ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁴⁶² 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 J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia ^{463 464}

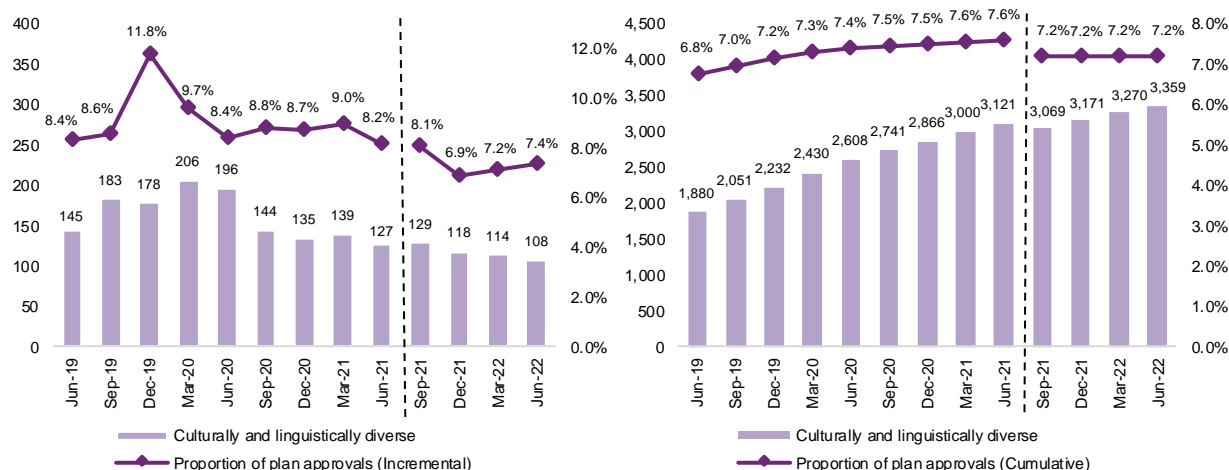
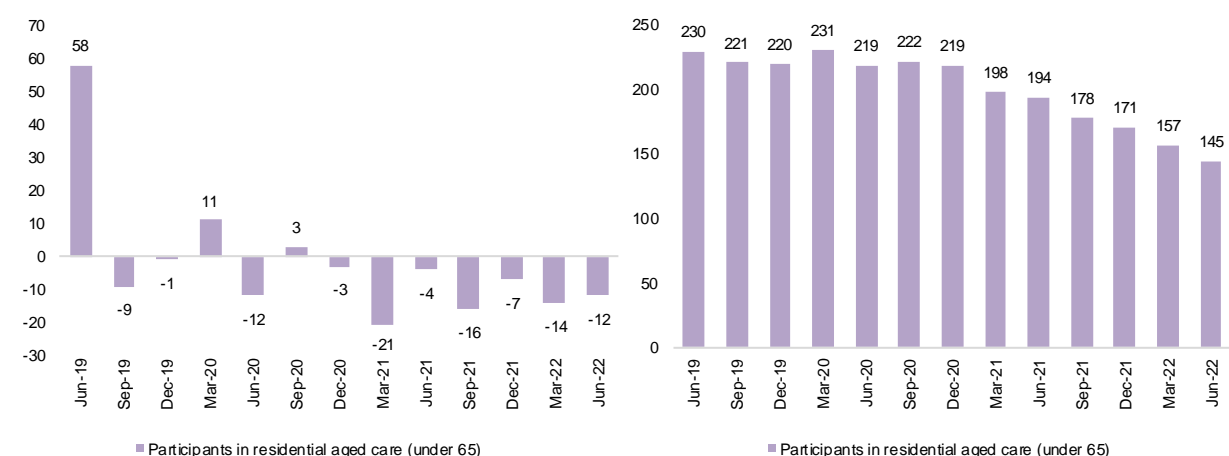


Table J.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – South Australia ⁴⁶⁵

	Total
Age group	N
Under 45	<11
45 to 54	18
55 to 64	122
Total YPIRAC (under 65)	145

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 ⁴⁶⁶



⁴⁶³ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁴⁶⁴ 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.

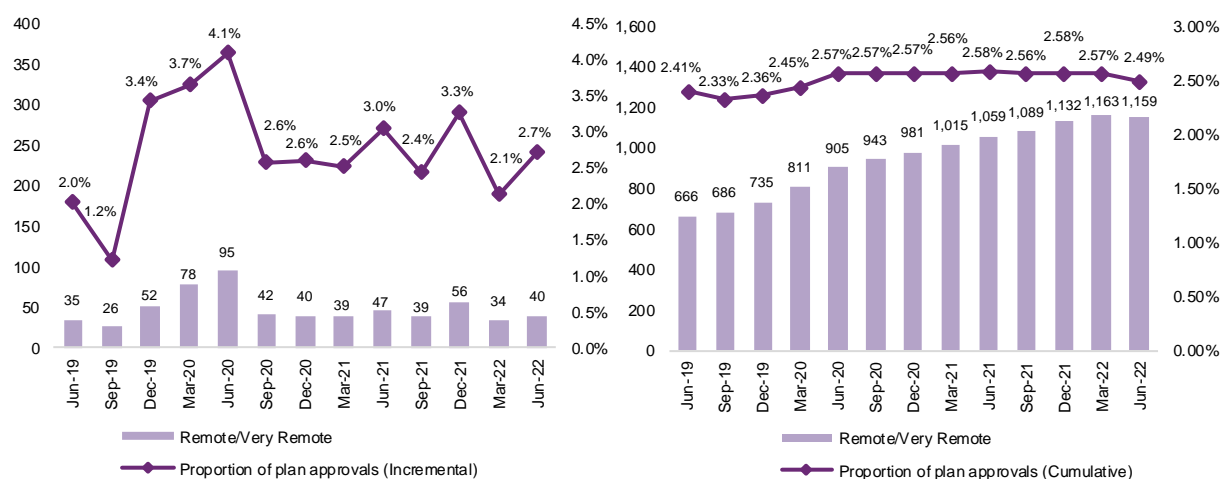
⁴⁶⁵ There are a further 130 active participants aged 65 years or over who are currently in residential aged care.

⁴⁶⁶ 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 J.13 Participant profile per quarter by remoteness – South Australia ^{467 468}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	34,144	75.7%	1,108	75.4%	35,252	75.7%
Population > 50,000	760	1.7%	24	1.6%	784	1.7%
Population between 15,000 and 50,000	3,959	8.8%	160	10.9%	4,119	8.8%
Population between 5,000 and 15,000	1,567	3.5%	41	2.8%	1,608	3.5%
Population less than 5,000	3,559	7.9%	96	6.5%	3,655	7.8%
Remote	795	1.8%	24	1.6%	819	1.8%
Very Remote	324	0.7%	16	1.1%	340	0.7%
Missing	<11		<11		<11	
Total	45,111	100.0%	1,469	100.0%	46,580	100.0%

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia ^{469 470}



⁴⁶⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁶⁸ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁴⁶⁹ Ibid.

⁴⁷⁰ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

Table J.14 Participant profile per quarter by primary disability group – South Australia ^{471 472 473}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	17,826	40%	487	33%	18,313	39%
Intellectual disability	8,161	18%	103	7%	8,264	18%
Psychosocial disability	3,169	7%	136	9%	3,305	7%
Developmental delay	3,064	7%	377	26%	3,441	7%
Hearing impairment	1,770	4%	47	3%	1,817	4%
Other neurological	1,609	4%	43	3%	1,652	4%
Other physical	1,724	4%	34	2%	1,758	4%
Cerebral palsy	1,233	3%	<11		1,242	3%
Acquired brain injury	1,619	4%	33	2%	1,652	4%
Global developmental delay	1,492	3%	83	6%	1,575	3%
Visual impairment	770	2%	13	1%	783	2%
Multiple sclerosis	849	2%	31	2%	880	2%
Stroke	571	1%	21	1%	592	1%
Spinal cord injury	436	1%	<11		443	1%
Other	416	1%	44	3%	460	1%
Other sensory/speech	402	1%	<11		403	1%
Total	45,111	100%	1,469	100%	46,580	100%

Table J.15 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{474 475}

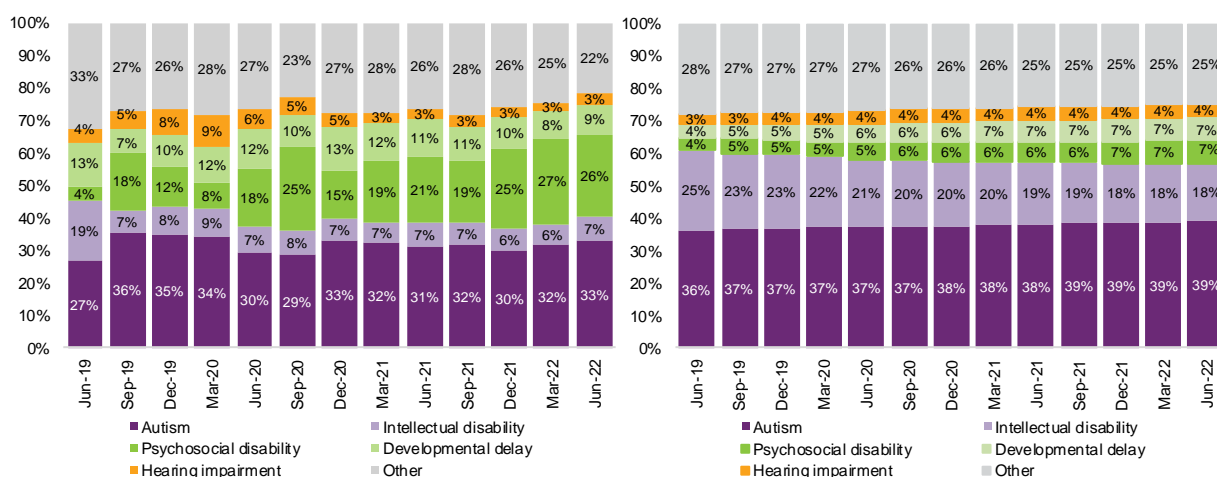
Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	301	12%	<11		301	12%
Intellectual disability	1,378	55%	<11		1,378	55%
Psychosocial disability	144	6%	<11		145	6%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	129	5%	<11		129	5%
Other physical	24	1%	<11		24	1%
Cerebral palsy	185	7%	<11		185	7%
Acquired brain injury	240	10%	<11		240	10%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	37	1%	<11		37	1%
Stroke	36	1%	<11		36	1%
Spinal cord injury	17	1%	<11		17	1%
Other	11	0%	<11		11	0%
Other sensory/speech	<11		<11		<11	
Total	2,512	100%	<11		2,513	100%

⁴⁷¹ Table order based on national proportions in Table E.14 (highest to lowest).⁴⁷² Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.⁴⁷³ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in South Australia (799).⁴⁷⁴ 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.⁴⁷⁵ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (194).

Table J.16 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ⁴⁷⁶

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	17,525	41%	487	33%	18,012	41%
Intellectual disability	6,783	16%	103	7%	6,886	16%
Psychosocial disability	3,025	7%	135	9%	3,160	7%
Developmental delay	3,064	7%	377	26%	3,441	8%
Hearing impairment	1,770	4%	47	3%	1,817	4%
Other neurological	1,480	3%	43	3%	1,523	3%
Other physical	1,700	4%	34	2%	1,734	4%
Cerebral palsy	1,048	2%	<11		1,057	2%
Acquired brain injury	1,379	3%	33	2%	1,412	3%
Global developmental delay	1,492	4%	83	6%	1,575	4%
Visual impairment	760	2%	13	1%	773	2%
Multiple sclerosis	812	2%	31	2%	843	2%
Stroke	535	1%	21	1%	556	1%
Spinal cord injury	419	1%	<11		426	1%
Other	405	1%	44	3%	449	1%
Other sensory/speech	402	1%	<11		403	1%
Total	42,599	100%	1,468	100%	44,067	100%

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ⁴⁷⁷



⁴⁷⁶ Down syndrome is included in intellectual disability, representing 1% of participants not in SIL (605).

⁴⁷⁷ 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 ⁴⁷⁸

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	3,716	8%	323	22%	4,039	9%
2 (High Function)	66	0%	<11		74	0%
3 (High Function)	2,340	5%	105	7%	2,445	5%
4 (High Function)	2,172	5%	59	4%	2,231	5%
5 (High Function)	2,893	6%	115	8%	3,008	6%
6 (Moderate Function)	12,209	27%	427	29%	12,636	27%
7 (Moderate Function)	2,307	5%	58	4%	2,365	5%
8 (Moderate Function)	3,012	7%	84	6%	3,096	7%
9 (Moderate Function)	217	0%	<11		225	0%
10 (Moderate Function)	4,623	10%	104	7%	4,727	10%
11 (Low Function)	1,605	4%	13	1%	1,618	3%
12 (Low Function)	5,342	12%	103	7%	5,445	12%
13 (Low Function)	3,972	9%	62	4%	4,034	9%
14 (Low Function)	565	1%	<11		565	1%
15 (Low Function)	<11		<11		<11	
Missing	67		<11		67	
Total	45,111	100%	1,469	100%	46,580	100%

Figure J.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – South Australia ⁴⁷⁹

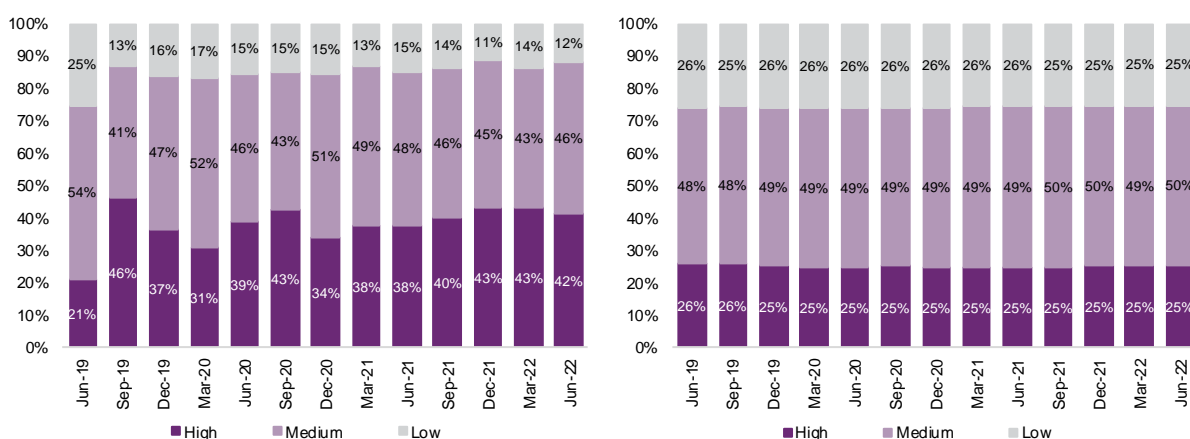


Table J.18 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	5,924	13%	548	37%	6,472	14%
7 to 14	13,134	29%	297	20%	13,431	29%
15 to 18	4,513	10%	81	6%	4,594	10%
19 to 24	3,780	8%	62	4%	3,842	8%
25 to 34	3,486	8%	95	6%	3,581	8%
35 to 44	3,303	7%	108	7%	3,411	7%
45 to 54	4,071	9%	106	7%	4,177	9%
55 to 64	5,000	11%	159	11%	5,159	11%
65+	1,900	4%	13	1%	1,913	4%
Total	45,111	100%	1,469	100%	46,580	100%

⁴⁷⁸ The distributions are calculated excluding participants with a missing reported level of function.

⁴⁷⁹ 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.19 Participant profile per quarter (participants in SIL) by age group – South Australia ⁴⁸⁰

Age Group	Prior Quarters		2021-22 Q4		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	186	7%	<11		186	7%
25 to 34	400	16%	<11		401	16%
35 to 44	421	17%	<11		421	17%
45 to 54	622	25%	<11		622	25%
55 to 64	642	26%	<11		642	26%
65+	212	8%	<11		212	8%
Total	2,512	100%	<11		2,513	100%

Table J.20 Participant profile per quarter (participants not in SIL) by age group – South Australia

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	5,924	14%	548	37%	6,472	15%
7 to 14	13,132	31%	297	20%	13,429	30%
15 to 18	4,486	11%	81	6%	4,567	10%
19 to 24	3,594	8%	62	4%	3,656	8%
25 to 34	3,086	7%	94	6%	3,180	7%
35 to 44	2,882	7%	108	7%	2,990	7%
45 to 54	3,449	8%	106	7%	3,555	8%
55 to 64	4,358	10%	159	11%	4,517	10%
65+	1,688	4%	13	1%	1,701	4%
Total	42,599	100%	1,468	100%	44,067	100%

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ⁴⁸¹

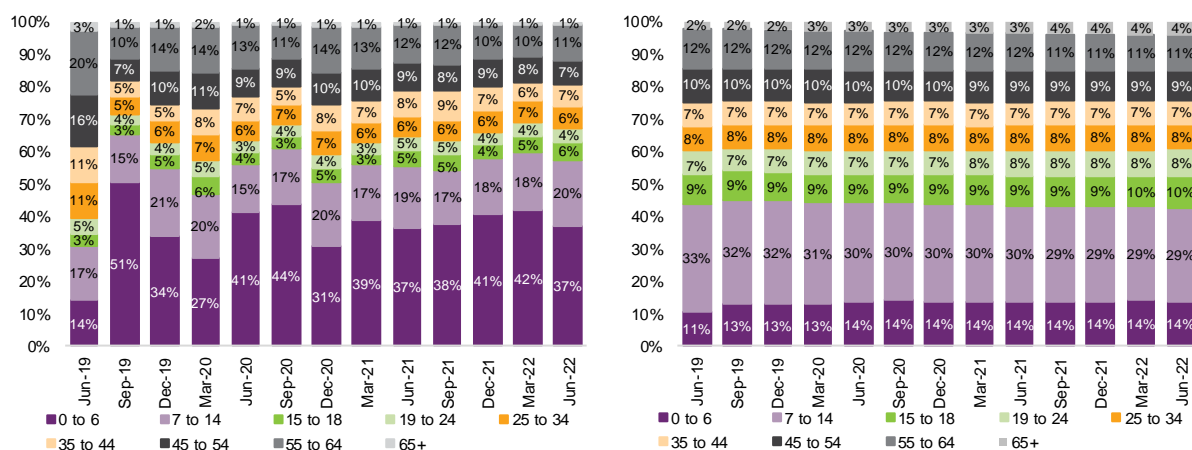


Table J.21 Participant profile per quarter by gender – South Australia

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	28,152	62%	855	58%	29,007	62%
Female	16,165	36%	587	40%	16,752	36%
Other	794	2%	27	2%	821	2%
Total	45,111	100%	1,469	100%	46,580	100%

⁴⁸⁰ 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.

⁴⁸¹ 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.22 Participant profile per quarter (participants in SIL) by gender – South Australia

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	1,373	55%	<11		1,373	55%
Female	998	40%	<11		999	40%
Other	141	6%	<11		141	6%
Total	2,512	100%	<11		2,513	100%

Table J.23 Participant profile per quarter (participants not in SIL) by gender – South Australia

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	26,779	63%	855	58%	27,634	63%
Female	15,167	36%	586	40%	15,753	36%
Other	653	2%	27	2%	680	2%
Total	42,599	100%	1,468	100%	44,067	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia ⁴⁸²

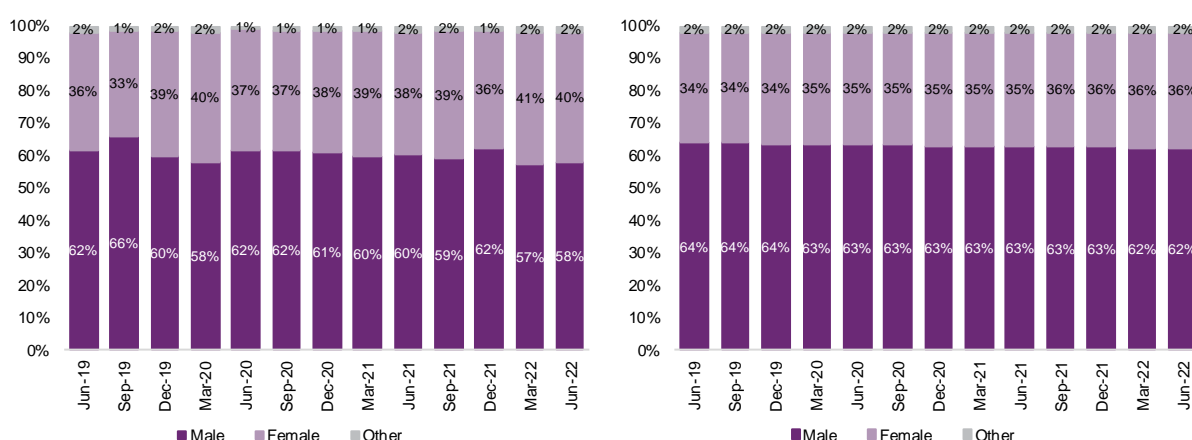


Table J.24 Participation rates by age group and gender at 30 June 2022 – South Australia ⁴⁸³

Age group	Participation Rate		
	Male	Female	Total
0-6	6.2%	2.8%	4.6%
7-14	10.6%	4.8%	7.8%
15-18	6.9%	3.7%	5.5%
19-24	3.5%	2.0%	2.9%
25-44	1.7%	1.2%	1.5%
45-64	2.2%	1.9%	2.1%
Total (aged 0-64)	3.9%	2.2%	3.1%

Table J.25 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia ⁴⁸⁴

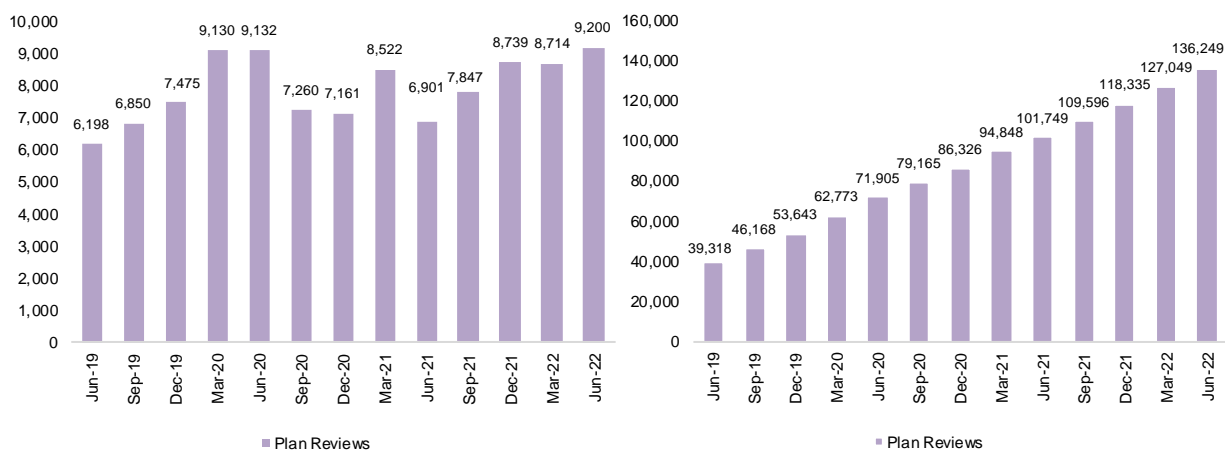
	Prior Quarters	2021-22 Q4	Total
Total plan reviews	127,049	9,200	136,249
Early intervention plans	43,944	2,351	46,295
Permanent disability plans	83,105	6,849	89,954

⁴⁸² Ibid.

⁴⁸³ 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.

⁴⁸⁴ 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 J.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia



Part Two: Participant experience and outcomes

Table J.26 Number of baseline questionnaires completed by SFOF version – South Australia ⁴⁸⁵

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,306	785	686	1,585	1,740	1,980	8,082
Participant school to 14	1,961	1,028	1,623	1,979	1,699	1,681	9,971
Participant 15 to 24	517	1,086	1,173	633	484	543	4,436
Participant 25 and over	59	3,387	6,397	2,694	2,170	2,033	16,740
Total Participant	3,843	6,286	9,879	6,891	6,093	6,237	39,229
Family 0 to 14	3,111	1,708	2,241	3,453	3,360	3,600	17,473
Family 15 to 24	456	732	691	392	292	368	2,931
Family 25 and over	<11	1,151	1,785	696	484	484	4,602
Total Family	3,569	3,591	4,717	4,541	4,136	4,452	25,006
Total	7,412	9,877	14,596	11,432	10,229	10,689	64,235

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%

⁴⁸⁵ 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		42%		
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%	30%
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			85%	73%
HW	% who rate their health as good, very good or excellent			69%	46%
HW	% who did not have any difficulties accessing health services			74%	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				74%
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	13%	24%	22%
% receiving Carer Allowance	36%	44%	33%
% working in a paid job	49%	50%	37%
Of those in a paid job, % in permanent employment	78%	75%	75%
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	49%	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	87%	88%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	23%	18%
% 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		43%	
% who feel in control selecting services		41%	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			35%
% 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=1,189) - participants who entered between 1 July 2016 and 30 June 2021 – South Australia ⁴⁸⁶

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	94%
CC Has the NDIS helped increase your child's ability to communicate what they want?	86%
REL Has the NDIS improved how your child fits into family life?	81%
S/CP Has the NDIS improved how your child fits into community life?	66%

⁴⁸⁶ Results in Tables J.31 to J.34 include participants who entered between 1 July 2016 and 30 June 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=2,555) - participants who entered between 1 July 2016 and 30 June 2021 – South 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?	51%
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?	51%

Table J.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=993) and ‘Participant 25 and over’ (n=4,749) - participants who entered between 1 July 2016 and 30 June 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?	62%	70%
DL	Has the NDIS helped you with daily living activities?	59%	75%
REL	Has the NDIS helped you to meet more people?	45%	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?	43%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	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=3,720); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,156) - participants who entered between 1 July 2016 and 30 June 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?	68%	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?	76%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	49%	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=405) - participants who entered between 1 July 2016 and 30 June 2020 – South Australia ⁴⁸⁷

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	94%	96%	+2%
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?	78%	83%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	60%	69%	+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=1,306) - participants who entered between 1 July 2016 and 30 June 2020 – South Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	68%	74%	+6%
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?	55%	62%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	54%	+5%

⁴⁸⁷ Results in Tables J.35 to J.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=710) and ‘Participant 25 and over’ (n=2,470) - participants who entered between 1 July 2016 and 30 June 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%	68%	74%	+6%
DL	Has the NDIS helped you with daily living activities?	61%	64%	+3%	74%	81%	+7%
REL	Has the NDIS helped you to meet more people?	46%	47%	+1%	49%	54%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	22%	-1%	30%	33%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	43%	+3%	49%	55%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	32%	-3%	26%	27%	+1%
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%	56%	61%	+5%

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=1,463); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=687) - participants who entered between 1 July 2016 and 30 June 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?	64%	69%	+5%	51%	57%	+6%
	Has the NDIS improved the level of support for your family?	74%	76%	+2%	62%	69%	+7%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	76%	+2%	58%	65%	+7%
	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?	44%	46%	+2%	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=322) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia ⁴⁸⁸

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	92%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	93%	93%	95%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	86%	90%	+8%
REL	Has the NDIS improved how your child fits into family life?	78%	79%	83%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	54%	64%	+1%

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=1,038) - participants who entered between 1 July 2016 and 30 June 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?	65%	71%	76%	+11%
LL	Has the NDIS improved your child's access to education?	47%	49%	53%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	63%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	54%	+8%

⁴⁸⁸ Results in Tables J.39 to J.44 include participants who had their first plan approved between 1 July 2016 and 30 June 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=653) - participants who entered between 1 July 2016 and 30 June 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?	61%	65%	70%	+9%
Has the NDIS helped you to meet more people?	45%	49%	48%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	23%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	37%	41%	46%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	29%	33%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%	19%	0%
Has the NDIS helped you be more involved?	49%	53%	57%	+8%

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=1,928) - participants who entered between 1 July 2016 and 30 June 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%	54%	59%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	31%	37%	+6%
Has your involvement with the NDIS improved your health and wellbeing?	47%	52%	57%	+10%
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?	22%	20%	22%	0%
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=1,101) - participants who entered between 1 July 2016 and 30 June 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%	70%	+7%
Has the NDIS improved the level of support for your family?	69%	74%	75%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	73%	74%	76%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	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=420) - participants who entered between 1 July 2016 and 30 June 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%	58%	+17%
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%	64%	+13%
Has the NDIS improved your health and wellbeing?	34%	38%	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=268) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia ⁴⁸⁹

	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%	97%	+5%
DL	Has the NDIS improved your child's access to specialist services?	91%	91%	93%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	84%	73%	74%	-12%
REL	Has the NDIS improved how your child fits into family life?	74%	73%	80%	76%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	62%	59%	68%	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=729) - participants who entered between 1 July 2016 and 30 June 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?	64%	70%	78%	78%	+14%
LL	Has the NDIS improved your child's access to education?	47%	48%	53%	56%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	57%	66%	65%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	47%	57%	56%	+10%

⁴⁸⁹ Results in Tables J.45 to J.50 include participants who had their first plan approved between 1 July 2016 and 30 June 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=430) - participants who entered between 1 July 2016 and 30 June 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?	51%	61%	64%	66%	+15%
DL	Has the NDIS helped you with daily living activities?	50%	58%	65%	69%	+19%
REL	Has the NDIS helped you to meet more people?	37%	44%	42%	48%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	19%	17%	20%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	40%	40%	45%	+9%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	31%	29%	31%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	12%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	45%	49%	49%	54%	+9%

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=736) - participants who entered between 1 July 2016 and 30 June 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?	62%	71%	72%	77%	+15%
DL	Has the NDIS helped you with daily living activities?	68%	79%	83%	85%	+17%
REL	Has the NDIS helped you to meet more people?	42%	49%	50%	53%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	24%	28%	29%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	49%	48%	55%	+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?	24%	24%	25%	26%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	21%	19%	22%	-1%
S/CP	Has the NDIS helped you be more involved?	48%	54%	59%	61%	+13%

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=558) - participants who entered between 1 July 2016 and 30 June 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%	62%	68%	70%	+12%
Has the NDIS improved the level of support for your family?	71%	72%	75%	78%	+7%
Has the NDIS improved your access to services, programs and activities in the community?	71%	72%	75%	78%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	81%	82%	83%	+7%
Has the NDIS improved your health and wellbeing?	47%	44%	45%	46%	-1%

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=170) - participants who entered between 1 July 2016 and 30 June 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?	44%	49%	48%	59%	+15%
Has the NDIS improved the level of support for your family?	59%	65%	65%	72%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	61%	56%	62%	66%	+5%
Has the NDIS improved your health and wellbeing?	32%	35%	36%	39%	+7%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ first, second, third, fourth and fifth review in the Scheme, for ‘Participant 0 to school’.

Table 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=418) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia⁴⁹⁰

	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?	64%	73%	74%	78%	78%	+14%
LL	Has the NDIS improved your child's access to education?	46%	52%	54%	57%	55%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	62%	60%	62%	64%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	52%	54%	56%	54%	+4%

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=180) - participants who entered between 1 July 2016 and 30 June 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?	65%	64%	67%	72%	70%	+5%
DL	Has the NDIS helped you with daily living activities?	61%	63%	67%	69%	71%	+10%
REL	Has the NDIS helped you to meet more people?	49%	50%	53%	51%	48%	-1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	21%	19%	18%	17%	-11%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	45%	50%	50%	50%	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?	41%	38%	36%	35%	34%	-7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%	17%	15%	15%	-4%
S/CP	Has the NDIS helped you be more involved?	56%	57%	57%	55%	56%	0%

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’.

⁴⁹⁰ Results in Tables J.51 to J.54 include participants who had their first plan approved between 1 July 2016 and 30 June 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=228) - participants who entered between 1 July 2016 and 30 June 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?	63%	63%	60%	66%	70%	+7%
Has the NDIS improved the level of support for your family?	68%	75%	71%	77%	74%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	72%	75%	72%	72%	75%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	82%	86%	81%	+4%
Has the NDIS improved your health and wellbeing?	49%	47%	44%	48%	47%	-2%

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=47) - participants who entered between 1 July 2016 and 30 June 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?	44%	49%	49%	64%	59%	+15%
Has the NDIS improved the level of support for your family?	61%	61%	65%	76%	67%	+6%
Has the NDIS helped you to access services, programs and activities in the community?	60%	60%	56%	61%	66%	+6%
Has the NDIS improved your health and wellbeing?	39%	36%	31%	40%	36%	-3%

Table J.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,390), 'participant social and community engagement rate' (n=4,412), 'parent and carer employment rate' (n=2,829) at entry, first and second plan review, and 'participant choice and control' (n=2,818) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – South Australia ⁴⁹¹

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	14%	20%	23%	24%
Aged 25 to 34 years	38%	36%	36%	
Aged 35 to 44 years	32%	31%	31%	
Aged 45 to 54 years	28%	28%	26%	
Aged 55 to 64 years	22%	19%	19%	
Aged 65+ years	11%	8%	9%	
Aged 25 to 64 years	29%	28%	27%	
Aged 15 to 64 years	26%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	34%	39%	36%	48%
Aged 25 to 34 years	37%	42%	43%	
Aged 35 to 44 years	40%	42%	39%	
Aged 45 to 54 years	36%	40%	39%	
Aged 55 to 64 years	34%	37%	37%	
Aged 65+ years	38%	40%	40%	
Aged 25+	36%	40%	39%	
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+		68%	74%	
Aged 15+		66%	72%	

⁴⁹¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,472), 'participant social and community engagement rate' (n=3,481), 'parent and carer employment rate' (n=1,918) at entry, first, second and third plan review, and 'participant choice and control' (n=2,282) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – South Australia ⁴⁹²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	14%	16%	20%	27%	24%
Aged 25 to 34 years	35%	37%	35%	33%	
Aged 35 to 44 years	36%	34%	33%	33%	
Aged 45 to 54 years	32%	32%	31%	29%	
Aged 55 to 64 years	23%	21%	19%	17%	
Aged 65+ years	15%	13%	12%	11%	
Aged 25 to 64 years	31%	30%	29%	27%	
Aged 15 to 64 years	28%	27%	26%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	35%	34%	37%	48%
Aged 25 to 34 years	45%	45%	48%	48%	
Aged 35 to 44 years	39%	39%	44%	41%	
Aged 45 to 54 years	44%	43%	39%	45%	
Aged 55 to 64 years	39%	39%	39%	42%	
Aged 65+ years	37%	35%	35%	40%	
Aged 25+	41%	41%	41%	43%	
Aged 15+	40%	39%	39%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	49%	51%	53%	52%	49%
Aged 15+	44%	49%	52%	45%	
All ages	47%	51%	53%	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+		65%	71%	76%	

⁴⁹² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table J.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,355), 'participant social and community engagement rate' (n=1,361), 'parent and carer employment rate' (n=961) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=1,019) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – South Australia ⁴⁹³

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	14%	20%	22%	23%	29%	24%
Aged 25 to 34 years	43%	44%	44%	34%	42%	
Aged 35 to 44 years	38%	39%	34%	33%	32%	
Aged 45 to 54 years	39%	32%	35%	29%	36%	
Aged 55 to 64 years	19%	19%	18%	15%	15%	
Aged 65+ years	23%	19%	20%	13%	15%	
Aged 25 to 64 years	34%	33%	33%	27%	31%	
Aged 15 to 64 years	28%	30%	29%	25%	30%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	37%	39%	36%	36%	37%	48%
Aged 25 to 34 years	42%	45%	43%	44%	49%	
Aged 35 to 44 years	36%	40%	42%	42%	40%	
Aged 45 to 54 years	40%	43%	41%	33%	41%	
Aged 55 to 64 years	39%	41%	38%	37%	38%	
Aged 65+ years	32%	26%	21%	25%	33%	
Aged 25+	39%	41%	39%	38%	41%	
Aged 15+	39%	40%	38%	37%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	44%	47%	46%	52%	51%	49%
Aged 15+	47%	47%	50%	50%	46%	
All ages	45%	47%	48%	52%	49%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		51%	61%	64%	66%	75%
Aged 25+		62%	71%	72%	77%	
Aged 15+		58%	67%	67%	72%	

⁴⁹³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table J.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=155), 'participant social and community engagement rate' (n=163), 'parent and carer employment rate' (n=408), at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=165) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – South Australia ⁴⁹⁴

Period between 1 July 2016 and 30 June 2017 - South Australia							
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	7%	8%	23%	30%	30%	32%	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 to 64 years							
Aged 15 to 64 years	11%	13%	23%	26%	27%	31%	
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%	38%	53%	41%	38%	34%	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+	31%	37%	49%	35%	35%	36%	
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%	51%	56%	55%	40%	57%	49%
Aged 15+	54%	60%	68%	71%	53%	59%	
All ages	48%	55%	62%	62%	46%	58%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		65%	64%	67%	72%	70%	75%
Aged 25+		Numbers are too small					
Aged 15+		65%	65%	68%	72%	70%	

⁴⁹⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table J.59 Number of active plans by goal type and primary disability – South Australia ⁴⁹⁵

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	406	1,401	942	270	430	1,350	669	413	1,652
Autism	3,120	16,959	7,257	7,151	9,106	13,010	1,187	2,510	18,313
Cerebral palsy	286	1,123	689	302	314	930	310	223	1,242
Developmental delay	205	3,301	926	1,889	1,235	2,383	<11	<11	3,441
Down syndrome	165	692	408	192	291	669	271	270	799
Global developmental delay	92	1,507	476	988	684	999	<11	<11	1,575
Hearing impairment	393	1,571	458	546	364	987	194	371	1,817
Intellectual disability	1,634	6,320	3,296	2,163	2,734	5,940	2,421	2,809	7,465
Multiple sclerosis	270	769	607	77	108	662	305	165	880
Psychosocial disability	846	2,584	2,053	708	718	2,860	1,421	934	3,305
Spinal cord injury	144	391	302	45	50	330	182	112	443
Stroke	170	524	342	66	92	484	233	130	592
Visual impairment	240	710	347	194	94	592	174	264	783
Other neurological	455	1,439	972	254	337	1,315	613	265	1,652
Other physical	474	1,566	1,000	217	190	1,159	512	366	1,758
Other sensory/speech	46	349	92	135	155	198	<11	26	403
Other	113	403	246	75	95	335	161	78	460
Total	9,059	41,609	20,413	15,272	16,997	34,203	8,662	8,937	46,580

⁴⁹⁵ 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 ⁴⁹⁶

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%	85%	57%	16%	26%	82%	40%	25%
Autism	17%	93%	40%	39%	50%	71%	6%	14%
Cerebral palsy	23%	90%	55%	24%	25%	75%	25%	18%
Developmental delay	6%	96%	27%	55%	36%	69%	n/a	n/a
Down syndrome	21%	87%	51%	24%	36%	84%	34%	34%
Global developmental delay	6%	96%	30%	63%	43%	63%	n/a	n/a
Hearing impairment	22%	86%	25%	30%	20%	54%	11%	20%
Intellectual disability	22%	85%	44%	29%	37%	80%	32%	38%
Multiple sclerosis	31%	87%	69%	9%	12%	75%	35%	19%
Psychosocial disability	26%	78%	62%	21%	22%	87%	43%	28%
Spinal cord injury	33%	88%	68%	10%	11%	74%	41%	25%
Stroke	29%	89%	58%	11%	16%	82%	39%	22%
Visual impairment	31%	91%	44%	25%	12%	76%	22%	34%
Other neurological	28%	87%	59%	15%	20%	80%	37%	16%
Other physical	27%	89%	57%	12%	11%	66%	29%	21%
Other sensory/speech	11%	87%	23%	33%	38%	49%	n/a	6%
Other	25%	88%	53%	16%	21%	73%	35%	17%
Total	19%	89%	44%	33%	36%	73%	19%	19%

⁴⁹⁶ 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 ⁴⁹⁷

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	1,504	8,942	3,962	951	1,607	5,459	2,266	1,295	25,986
Autism	11,910	139,024	27,990	25,954	34,680	49,112	4,377	8,458	301,505
Cerebral palsy	1,266	8,888	3,087	1,078	1,306	4,349	1,203	873	22,050
Developmental delay	607	28,357	2,762	5,795	3,482	7,381	<11	<11	48,394
Down syndrome	657	4,987	1,732	760	1,125	3,161	990	959	14,371
Global developmental delay	301	11,995	1,398	3,045	1,915	3,193	<11	<11	21,856
Hearing impairment	1,299	8,917	1,546	1,758	1,157	3,358	592	1,149	19,776
Intellectual disability	6,159	43,044	13,578	8,078	10,608	25,041	8,516	9,483	124,507
Multiple sclerosis	969	4,959	2,728	263	329	2,425	1,106	517	13,296
Psychosocial disability	2,902	12,954	7,653	2,292	2,403	9,957	4,262	2,766	45,189
Spinal cord injury	626	2,777	1,460	191	214	1,444	798	381	7,891
Stroke	628	3,425	1,363	216	305	1,745	874	419	8,975
Visual impairment	943	4,882	1,244	646	324	2,391	614	953	11,997
Other neurological	1,763	10,054	4,329	935	1,263	5,091	2,083	863	26,381
Other physical	1,744	10,119	4,274	691	621	4,378	1,784	1,172	24,783
Other sensory/speech	125	2,186	243	400	478	608	12	67	4,119
Other	392	2,696	1,111	224	366	1,283	597	279	6,948
Total	33,795	308,206	80,460	53,277	62,183	130,376	30,092	29,635	728,024

⁴⁹⁷ Participants have set over eighteen million goals in total since July 2016. The 728,024 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 ⁴⁹⁸

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	406	6,243	1,925	3,883	2,594	4,584	<11	<11	6,472
7 to 14	1,710	12,657	4,800	5,435	6,741	8,560	123	52	13,431
15 to 18	943	4,222	1,836	1,554	2,236	3,364	241	892	4,594
19 to 24	1,074	3,324	1,609	1,217	1,337	2,888	912	2,121	3,842
25 to 34	1,034	2,924	1,827	910	1,020	2,847	1,407	1,800	3,581
35 to 44	902	2,824	1,953	720	910	2,797	1,340	1,456	3,411
45 to 54	1,091	3,455	2,423	728	920	3,369	1,698	1,325	4,177
55 to 64	1,365	4,339	2,952	651	942	4,229	2,158	1,102	5,159
65+	534	1,621	1,088	174	297	1,565	775	189	1,913
Total	9,059	41,609	20,413	15,272	16,997	34,203	8,662	8,937	46,580

Table J.63 Percentage of active plans by goal type and age group – South Australia ⁴⁹⁹

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%	30%	60%	40%	71%	n/a	n/a
7 to 14	13%	94%	36%	40%	50%	64%	1%	0%
15 to 18	21%	92%	40%	34%	49%	73%	5%	19%
19 to 24	28%	87%	42%	32%	35%	75%	24%	55%
25 to 34	29%	82%	51%	25%	28%	80%	39%	50%
35 to 44	26%	83%	57%	21%	27%	82%	39%	43%
45 to 54	26%	83%	58%	17%	22%	81%	41%	32%
55 to 64	26%	84%	57%	13%	18%	82%	42%	21%
65+	28%	85%	57%	9%	16%	82%	41%	10%
Total	19%	89%	44%	33%	36%	73%	19%	19%

⁴⁹⁸ 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.

⁴⁹⁹ 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 ⁵⁰⁰

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	1,269	54,371	6,047	12,403	7,762	14,904	27	<11	96,783
7 to 14	6,301	110,523	18,286	19,438	25,189	31,145	504	191	211,577
15 to 18	3,525	31,296	7,165	5,719	8,595	12,906	893	3,090	73,189
19 to 24	4,078	21,858	6,310	4,489	5,280	11,669	3,261	7,080	64,025
25 to 34	4,144	17,549	7,547	3,512	3,969	12,059	4,947	6,065	59,792
35 to 44	3,477	16,641	8,289	2,498	3,589	11,577	4,684	4,695	55,450
45 to 54	4,159	20,504	10,063	2,437	3,376	13,824	5,921	4,415	64,699
55 to 64	4,938	25,777	12,285	2,172	3,417	16,427	7,382	3,454	75,852
65+	1,904	9,687	4,468	609	1,006	5,865	2,473	645	26,657
Total	33,795	308,206	80,460	53,277	62,183	130,376	30,092	29,635	728,024

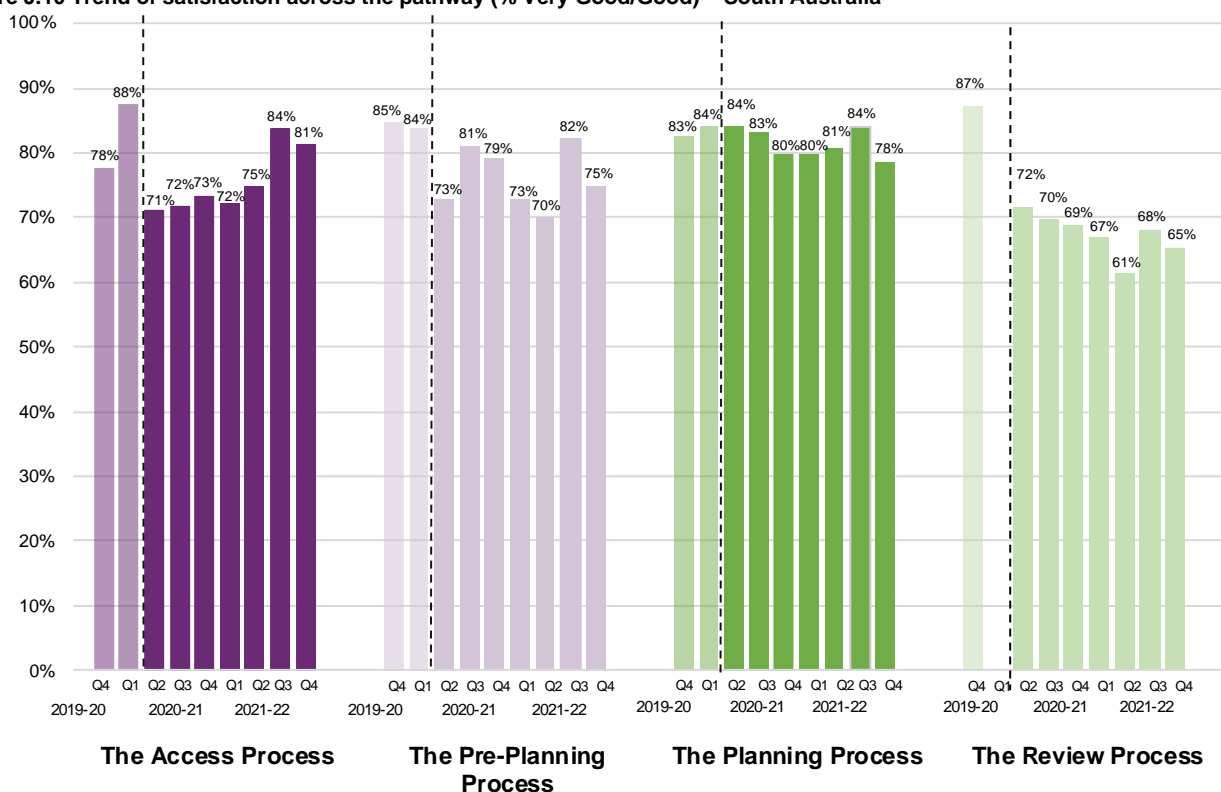
⁵⁰⁰ Participants have set over eighteen million goals in total since July 2016. The 728,024 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

Table J.65 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia ⁵⁰¹

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 715	n = 123
Are you happy with how coming into the NDIS has gone?	84%	91%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	75%	81%
% of participants rating their overall experience as Very Good or Good.	75%	81%
Pre-planning	n = 654	n = 84
Did the person from the NDIS understand how your disability affects your life?	85%	81%
Did you understand why you needed to give the information you did?	94%	94%
Were decisions about your plan clearly explained?	77%	73%
Are you clear on what happens next with your plan?	66%	68%
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.	76%	75%
Planning	n = 2,512	n = 390
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?	97%	96%
Were decisions about your plan clearly explained?	86%	85%
Are you clear on what happens next with your plan?	82%	82%
Do you know where to go for more help with your plan?	87%	85%
% of participants rating their overall experience as Very Good or Good.	82%	78%
Plan review	n = 6,827	n = 1,224
Did the person from the NDIS understand how your disability affects your life?	75%	75%
Did you feel prepared for your plan review?	82%	81%
Is your NDIS plan helping you to make progress towards your goals?	84%	84%
% of participants rating their overall experience as Very Good or Good.	68%	65%

⁵⁰¹ 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 ^{502 503 504}



⁵⁰² 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.

⁵⁰³ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁰⁴ 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table J.66 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table J.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 ^{505 506}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	23	<11	28	24
Complaint about LAC Partner	248	31	279	247
Complaints about service providers	512	30	542	464
Complaints about the Agency	11,267	601	11,868	6,080
Critical/ Reportable Incident	1,577	221	1,798	1,359
Unclassified	505	<11	505	468
Total	14,132	888	15,020	7,528
% of the number of active participants	9.5%	7.7%	9.4%	

⁵⁰⁵ Note that 59% of all complainants made only one complaint, 20% made two complaints and 21% made three or more complaints.

⁵⁰⁶ % 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.

Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

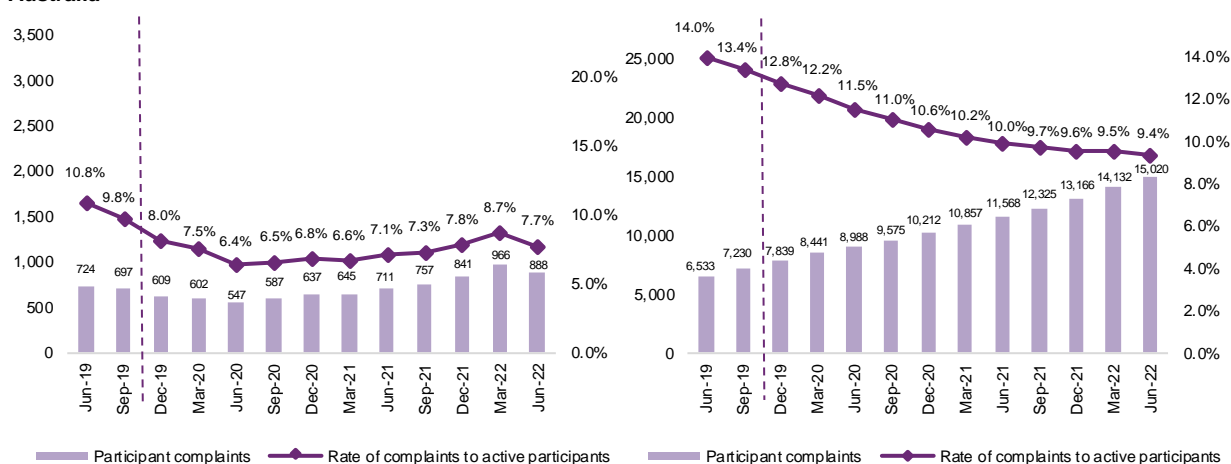


Table J.67 Participant complaints by type – South Australia

Complaints by source, subject and type		Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request							
Complaints about the Agency							
Individual needs	556	(5%)	<11		556	(5%)	
Information unclear	288	(3%)	<11		289	(2%)	
NDIA Access	163	(1%)	11	(2%)	174	(1%)	
NDIA Engagement	<11		<11		<11		
NDIA Finance	390	(3%)	100	(17%)	490	(4%)	
NDIA Fraud and Compliance	18	(0%)	<11		22	(0%)	
NDIA Plan	1,549	(14%)	226	(38%)	1,775	(15%)	
NDIA Process	566	(5%)	78	(13%)	644	(5%)	
NDIA Resources	44	(0%)	<11		53	(0%)	
NDIA Staff	302	(3%)	35	(6%)	337	(3%)	
NDIA Timeliness	1,328	(12%)	122	(20%)	1,450	(12%)	
Participation, engagement and inclusion	53	(0%)	<11		53	(0%)	
Provider Portal	<11		<11		<11		
Quality & Safeguards Commission	<11		<11		<11		
Reasonable and necessary supports	1,167	(10%)	<11		1,167	(10%)	
Staff conduct - Agency	143	(1%)	<11		143	(1%)	
The way the NDIA carried out its decision making	286	(3%)	<11		288	(2%)	
Timeliness	2,958	(26%)	<11		2,958	(25%)	
Other	1,441	(13%)	<11		1,450	(12%)	
Total	11,267		601		11,868		
Complaint about ECA Partner							
ECA Engagement	<11		<11		<11		
ECA Fraud and Compliance	<11		<11		<11		
ECA Plan	<11		<11		<11		
ECA Process	<11		<11		<11		
ECA Resources	<11		<11		<11		
ECA Staff	<11		<11		11	(39%)	
ECA Timeliness	<11		<11		<11		
Other	<11		<11		<11		
Total	23		<11		28		
Complaint about LAC Partner							
LAC Engagement	<11		<11		<11		
LAC Fraud and Compliance	<11		<11		<11		
LAC Plan	48	(19%)	<11		54	(19%)	

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Process	38	(15%)	<11		39	(14%)
LAC Resources	<11		<11		<11	
LAC Staff	123	(50%)	17	(55%)	140	(50%)
LAC Timeliness	37	(15%)	<11		43	(15%)
Other	<11		<11		<11	
Total	248		31		279	
<i>Complaints about service providers</i>						
Provider costs.	29	(6%)	<11		29	(5%)
Provider Finance	23	(4%)	<11		24	(4%)
Provider Fraud and Compliance	31	(6%)	<11		34	(6%)
Provider process	35	(7%)	<11		35	(6%)
Provider Service	140	(27%)	21	(70%)	161	(30%)
Provider Staff	56	(11%)	<11		60	(11%)
Service Delivery	35	(7%)	<11		35	(6%)
Staff conduct	40	(8%)	<11		40	(7%)
Supports being provided	45	(9%)	<11		45	(8%)
Other	78	(15%)	<11		79	(15%)
Total	512		30		542	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	439	(28%)	86	(39%)	525	(29%)
Allegations against Informal Supports	270	(17%)	<11		276	(15%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	277	(18%)	26	(12%)	303	(17%)
Provider reporting	589	(37%)	103	(47%)	692	(38%)
Other	<11		<11		<11	
Total	1,577		221		1,798	
<i>Unclassified</i>	505		<11		505	
Participants total	14,132		888		15,020	

Table J.68 AAT Cases by category at 30 June 2022 – South Australia

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Access	209	16%	22	15%	231	16%
Plan	974	76%	115	77%	1,089	76%
Plan Review	42	3%	<11		42	3%
Other	54	4%	12	8%	66	5%
Total cases	1,279	100%	149	100%	1,428	100%
% of the number of active participants	0.86%		1.30%		0.89%	

Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

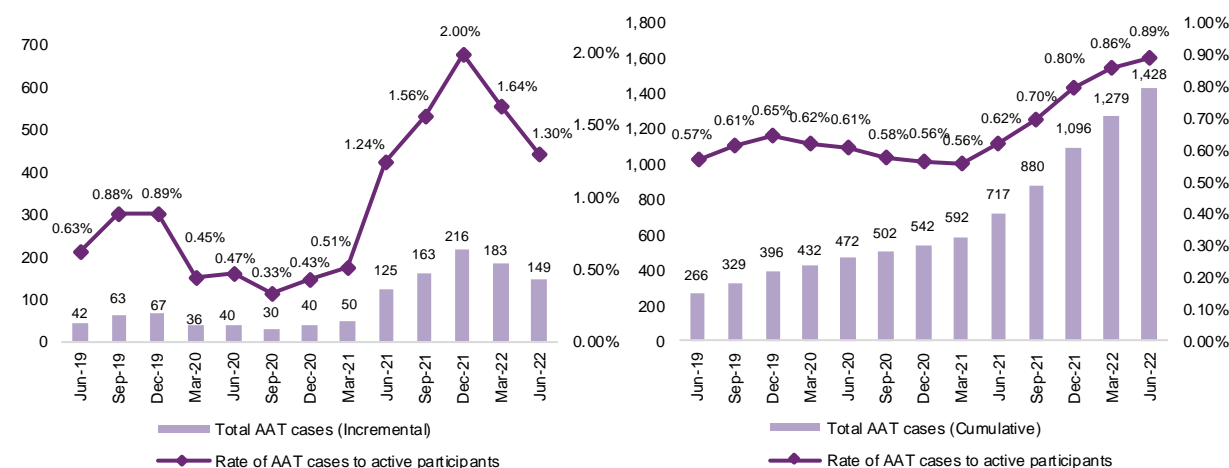


Table J.69 AAT cases by open/closed and decision – South Australia ^{507 508}

	Number of cases	Number of unique active participants
AAT Cases	1,428	1,285
Open AAT Cases	514	511
Closed AAT Cases	914	820
<i>Resolved before hearing</i>	<i>899</i>	<i>808</i>
<i>Gone to hearing and received a substantive decision</i>	<i>15</i>	<i>12</i>

⁵⁰⁷ Of the 15 cases which went to hearing and received a substantive decision: 9 affirmed the Agency's decision, 3 varied the Agency's decision and 3 set aside the Agency's decision.

⁵⁰⁸ 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 ^{509 510}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.00	1.01
b) Number of providers delivering new types of supports	190	178
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	85%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	93%	94%
<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 30 June 2022 by quarter of activity – South Australia ⁵¹¹

Activity	Number of providers
Active for the first time in 2021-22 Q4	51
Active in 2021-22 Q4 and also in previous quarters	882
Active in 2021-22 Q4	933
Inactive in 2021-22 Q4	1,753
Active ever	2,686

⁵⁰⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵¹⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵¹¹ 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 ⁵¹²

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	63	<5	65	3%
Assistance Animals	47	<5	48	2%
Assistance with daily life tasks in a group or shared living arrangement	301	17	318	6%
Assistance with travel/transport arrangements	263	8	271	3%
Daily Personal Activities	512	22	534	4%
Group and Centre Based Activities	348	18	366	5%
High Intensity Daily Personal Activities	337	17	354	5%
Household tasks	465	12	477	3%
Interpreting and translation	68	<5	69	1%
Participation in community, social and civic activities	585	17	602	3%
Assistive Technology				
Assistive equipment for recreation	85	<5	87	2%
Assistive products for household tasks	81	<5	83	2%
Assistance products for personal care and safety	578	14	592	2%
Communication and information equipment	227	5	232	2%
Customised Prosthetics	213	9	222	4%
Hearing Equipment	105	6	111	6%
Hearing Services	35	6	41	17%
Personal Mobility Equipment	305	7	312	2%
Specialised Hearing Services	37	7	44	19%
Vision Equipment	82	<5	84	2%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	623	24	647	4%
Behaviour Support	272	7	279	3%
Community nursing care for high needs	149	<5	152	2%
Development of daily living and life skills	337	12	349	4%
Early Intervention supports for early childhood	679	11	690	2%
Exercise Physiology and Physical Wellbeing activities	175	5	180	3%
Innovative Community Participation	72	<5	75	4%
Specialised Driving Training	52	<5	53	2%
Therapeutic Supports	1,286	16	1,302	1%
Capital services				
Home modification design and construction	112	5	117	4%
Specialist Disability Accommodation	35	6	41	17%
Vehicle Modifications	74	<5	76	3%
Choice and control support services				
Management of funding for supports in participants plan	306	15	321	5%
Support Coordination	228	7	235	3%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	125	<5	125	0%
Specialised Supported Employment	119	<5	123	3%
Total	2,635	51	2,686	2%

⁵¹² 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 30 June 2022 – South Australia⁵¹³

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12	53	65	18%	82%	100%
Assistance Animals	8	40	48	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	42	276	318	13%	87%	100%
Assistance with travel/transport arrangements	40	231	271	15%	85%	100%
Daily Personal Activities	67	467	534	13%	87%	100%
Group and Centre Based Activities	44	322	366	12%	88%	100%
High Intensity Daily Personal Activities	51	303	354	14%	86%	100%
Household tasks	99	378	477	21%	79%	100%
Interpreting and translation	15	54	69	22%	78%	100%
Participation in community, social and civic activities	72	530	602	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	5	82	87	6%	94%	100%
Assistive products for household tasks	12	71	83	14%	86%	100%
Assistance products for personal care and safety	87	505	592	15%	85%	100%
Communication and information equipment	46	186	232	20%	80%	100%
Customised Prosthetics	38	184	222	17%	83%	100%
Hearing Equipment	19	92	111	17%	83%	100%
Hearing Services	<5	37	41		90%	100%
Personal Mobility Equipment	49	263	312	16%	84%	100%
Specialised Hearing Services	9	35	44	20%	80%	100%
Vision Equipment	14	70	84	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	94	553	647	15%	85%	100%
Behaviour Support	73	206	279	26%	74%	100%
Community nursing care for high needs	20	132	152	13%	87%	100%
Development of daily living and life skills	52	297	349	15%	85%	100%
Early Intervention supports for early childhood	276	414	690	40%	60%	100%
Exercise Physiology and Physical Wellbeing activities	42	138	180	23%	77%	100%
Innovative Community Participation	14	61	75	19%	81%	100%
Specialised Driving Training	8	45	53	15%	85%	100%
Therapeutic Supports	494	808	1,302	38%	62%	100%
Capital services						
Home modification design and construction	14	103	117	12%	88%	100%
Specialist Disability Accommodation	<5	40	41		98%	100%
Vehicle Modifications	9	67	76	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	62	259	321	19%	81%	100%
Support Coordination	51	184	235	22%	78%	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	19	104	123	15%	85%	100%
Total	755	1,931	2,686	28%	72%	100%

⁵¹³ Ibid.

Table J.74 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – South Australia ⁵¹⁴

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	7	<5	9	22%
Assistance Animals	21	<5	22	5%
Assistance with daily life tasks in a group or shared living arrangement	172	17	189	9%
Assistance with travel/transport arrangements	83	8	91	9%
Daily Personal Activities	252	22	274	8%
Group and Centre Based Activities	131	18	149	12%
High Intensity Daily Personal Activities	145	17	162	10%
Household tasks	195	12	207	6%
Interpreting and translation	33	<5	34	3%
Participation in community, social and civic activities	276	17	293	6%
Assistive Technology				
Assistive equipment for recreation	5	<5	7	29%
Assistive products for household tasks	11	<5	13	15%
Assistance products for personal care and safety	215	14	229	6%
Communication and information equipment	81	5	86	6%
Customised Prosthetics	68	9	77	12%
Hearing Equipment	34	6	40	15%
Hearing Services	8	6	14	43%
Personal Mobility Equipment	107	7	114	6%
Specialised Hearing Services	10	7	17	41%
Vision Equipment	26	<5	28	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	294	24	318	8%
Behaviour Support	117	7	124	6%
Community nursing care for high needs	83	<5	86	3%
Development of daily living and life skills	97	12	109	11%
Early Intervention supports for early childhood	172	11	183	6%
Exercise Physiology and Physical Wellbeing activities	90	5	95	5%
Innovative Community Participation	25	<5	28	11%
Specialised Driving Training	17	<5	18	6%
Therapeutic Supports	390	16	406	4%
Capital services				
Home modification design and construction	42	5	47	11%
Specialist Disability Accommodation	21	6	27	22%
Vehicle Modifications	19	<5	21	10%
Choice and control support services				
Management of funding for supports in participants plan	199	15	214	7%
Support Coordination	121	7	128	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	63	<5	63	0%
Specialised Supported Employment	77	<5	81	5%
Total	882	51	933	5%

⁵¹⁴ Ibid.

Table J.75 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – South Australia ⁵¹⁵

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	9	9		100%	100%
Assistance Animals	<5	20	22		91%	100%
Assistance with daily life tasks in a group or shared living arrangement	15	174	189	8%	92%	100%
Assistance with travel/transport arrangements	7	84	91	8%	92%	100%
Daily Personal Activities	29	245	274	11%	89%	100%
Group and Centre Based Activities	16	133	149	11%	89%	100%
High Intensity Daily Personal Activities	15	147	162	9%	91%	100%
Household tasks	36	171	207	17%	83%	100%
Interpreting and translation	<5	30	34		88%	100%
Participation in community, social and civic activities	28	265	293	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	<5	7	7		100%	100%
Assistive products for household tasks	<5	11	13		85%	100%
Assistance products for personal care and safety	28	201	229	12%	88%	100%
Communication and information equipment	15	71	86	17%	83%	100%
Customised Prosthetics	11	66	77	14%	86%	100%
Hearing Equipment	5	35	40	13%	88%	100%
Hearing Services	<5	13	14		93%	100%
Personal Mobility Equipment	13	101	114	11%	89%	100%
Specialised Hearing Services	<5	14	17		82%	100%
Vision Equipment	<5	25	28		89%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	43	275	318	14%	86%	100%
Behaviour Support	16	108	124	13%	87%	100%
Community nursing care for high needs	10	76	86	12%	88%	100%
Development of daily living and life skills	14	95	109	13%	87%	100%
Early Intervention supports for early childhood	29	154	183	16%	84%	100%
Exercise Physiology and Physical Wellbeing activities	11	84	95	12%	88%	100%
Innovative Community Participation	<5	26	28		93%	100%
Specialised Driving Training	<5	17	18		94%	100%
Therapeutic Supports	93	313	406	23%	77%	100%
Capital services						
Home modification design and construction	<5	44	47		94%	100%
Specialist Disability Accommodation	<5	26	27		96%	100%
Vehicle Modifications	<5	21	21		100%	100%
Choice and control support services						
Management of funding for supports in participants plan	39	175	214	18%	82%	100%
Support Coordination	15	113	128	12%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	<5	59	63		94%	100%
Specialised Supported Employment	11	70	81	14%	86%	100%
Total	164	769	933	18%	82%	100%

⁵¹⁵ Ibid.

Figure J.13 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – South Australia ⁵¹⁶

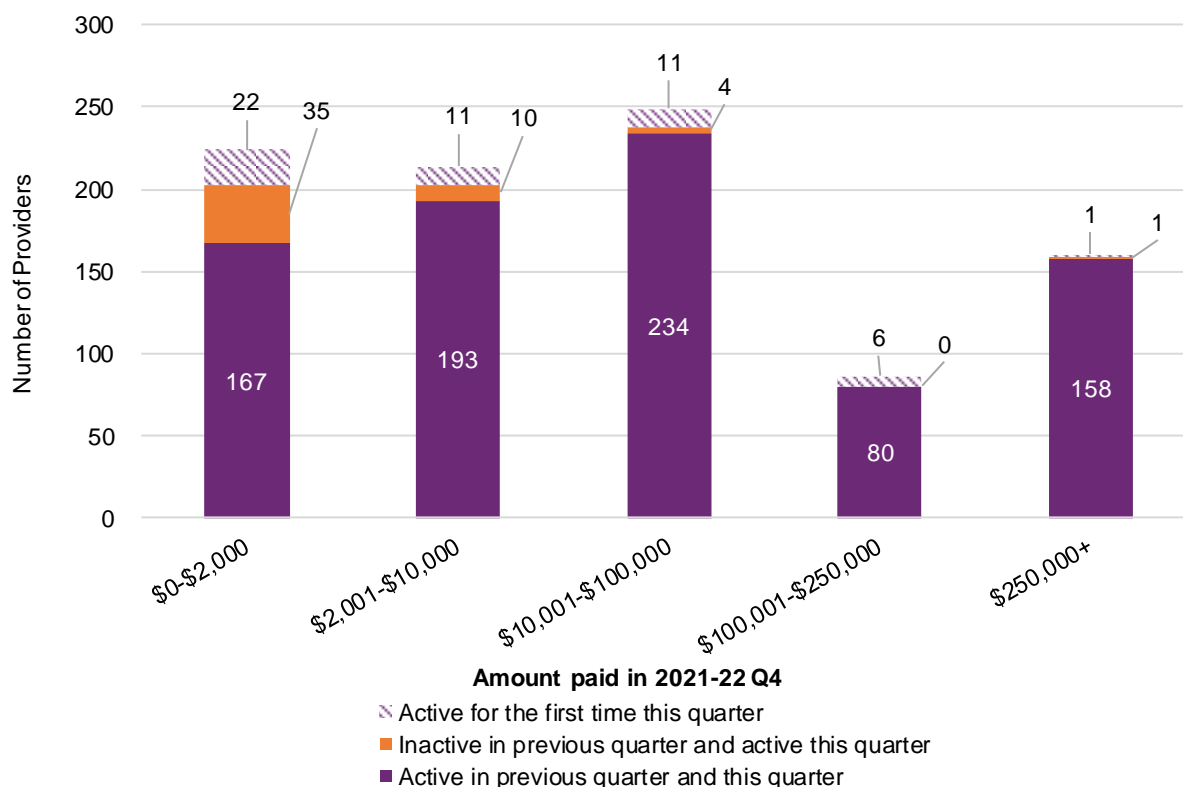
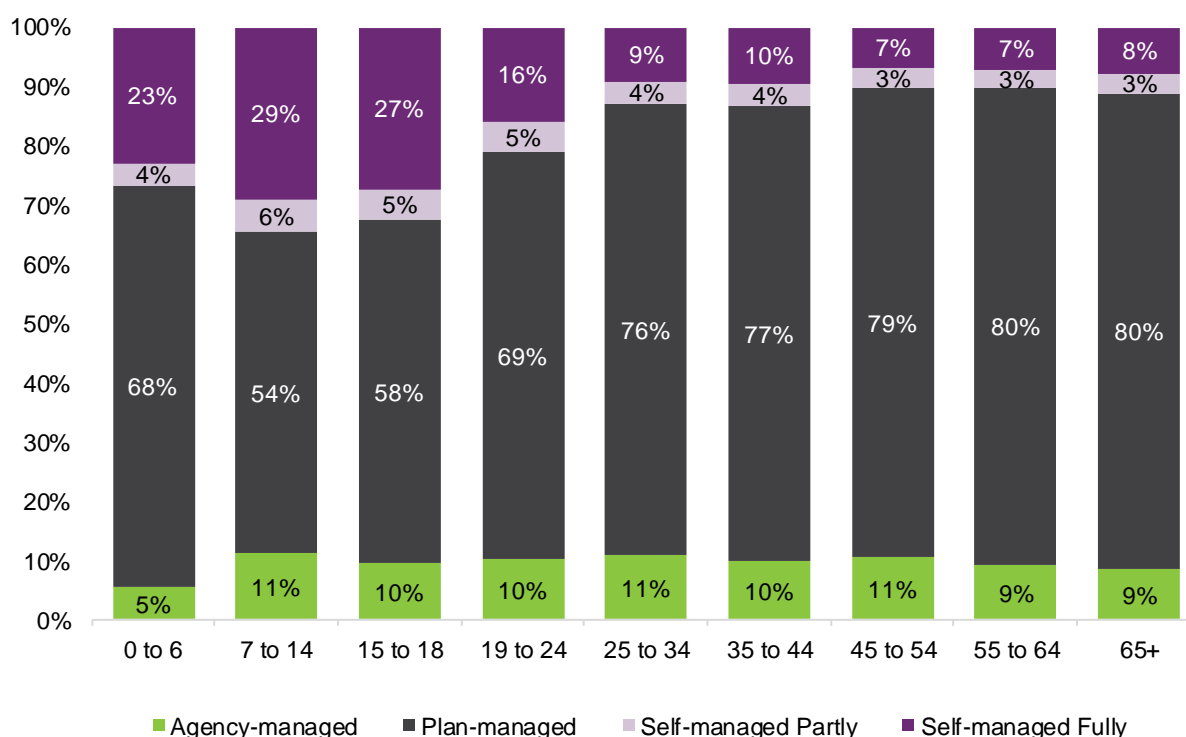


Figure J.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – South Australia ^{517 518}



⁵¹⁶ 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.

⁵¹⁷ For the total number of active participants in each age group, see Table J.18.

⁵¹⁸ 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 30 June 2022 – South Australia ^{519 520}

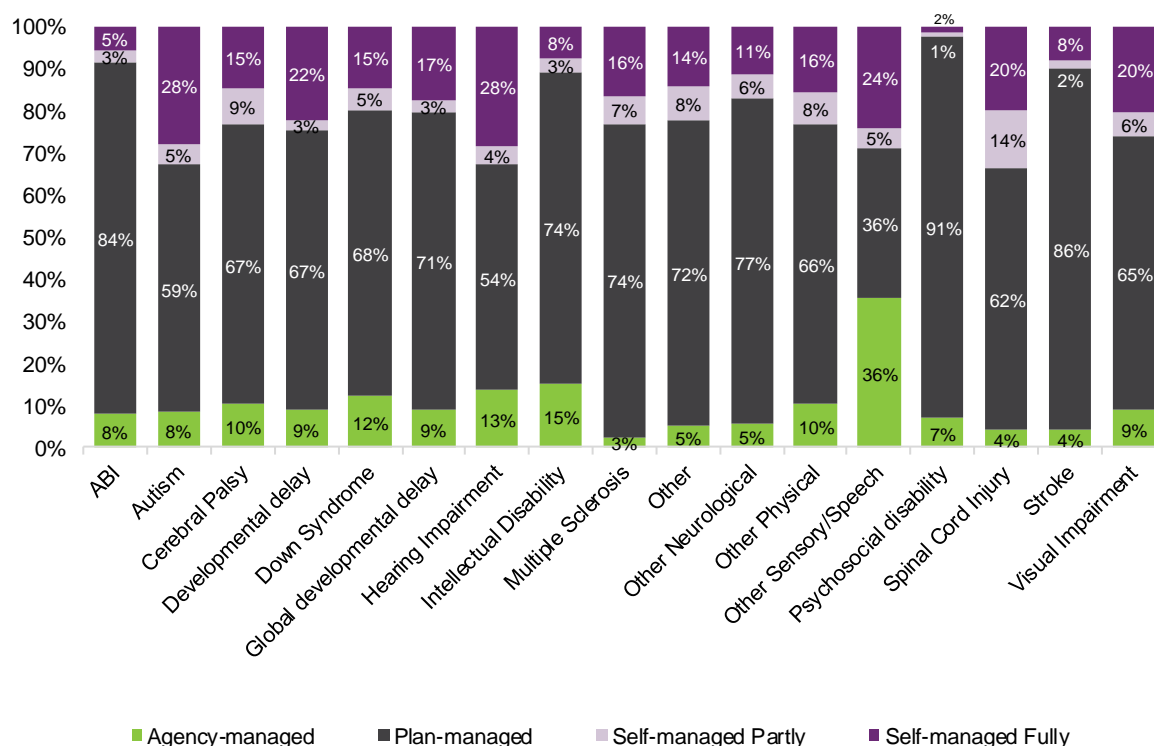
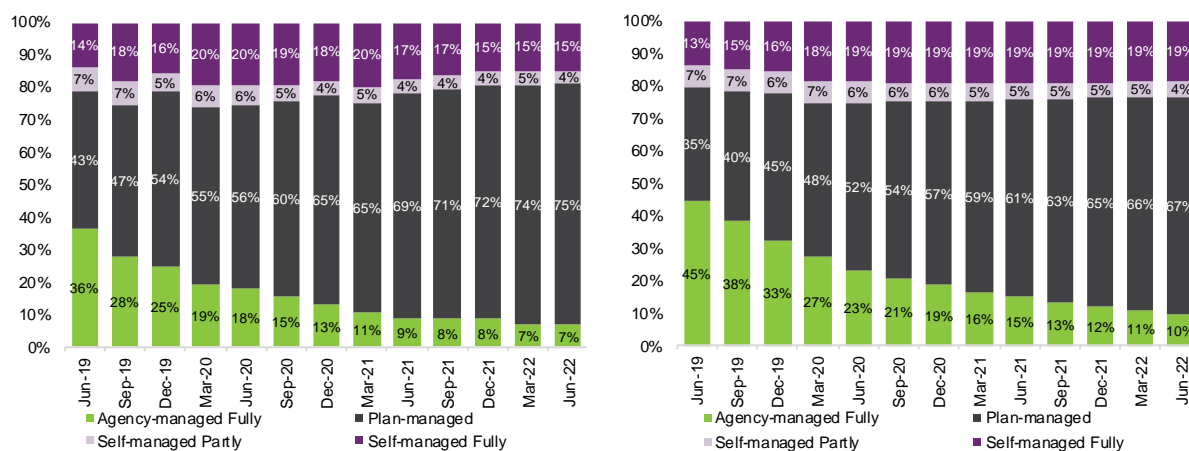


Table J.76 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ⁵²¹

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	20%	15%	19%
Self-managed partly	5%	4%	4%
Plan-managed	65%	75%	67%
Agency-managed	11%	7%	10%
Total	100%	100%	100%

Figure J.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ⁵²²



⁵¹⁹ For the total number of active participants in each primary disability group, see Table J.14.

⁵²⁰ 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.

⁵²¹ Ibid.

⁵²² 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.77 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia

	Prior Quarters	2021-22 Q4	Total
Self-managed	9%	7%	9%
Plan-managed	47%	60%	49%
Agency-managed	44%	33%	43%
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

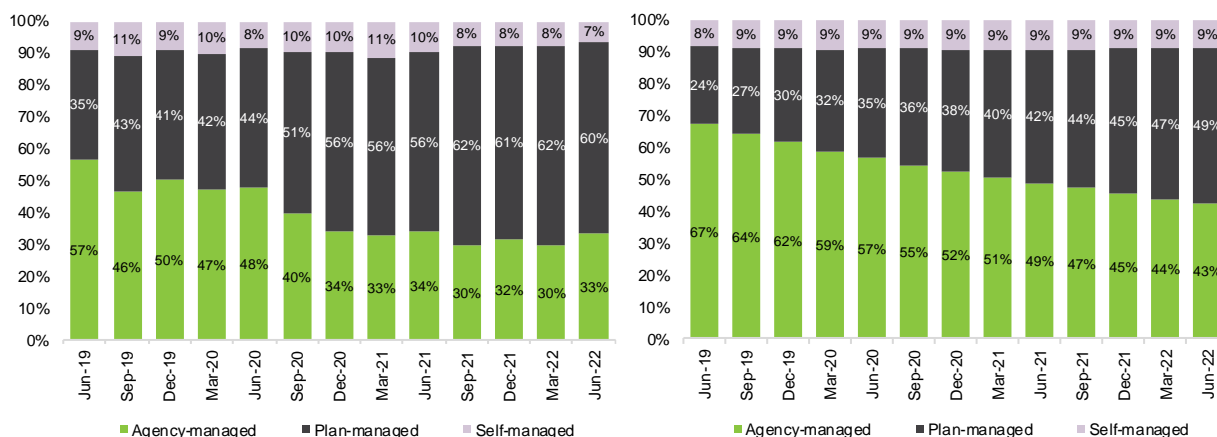


Table J.78 Distribution of active participants by support coordination and quarter of plan approval – South Australia

	Prior Quarters	2021-22 Q4	Total
Support coordination	41%	56%	44%

Table J.79 Duration to plan activation by quarter of initial plan approval for active participants – South Australia ⁵²³

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	24,265	68%	1,071	63%	25,336	68%
30 to 59 days	4,114	12%	265	16%	4,379	12%
60 to 89 days	2,052	6%	134	8%	2,186	6%
Activated within 90 days	30,431	85%	1,470	86%	31,901	85%
90 to 119 days	1,104	3%	69	4%	1,173	3%
120 days and over	3,416	10%	68	4%	3,484	9%
Activated after 90 days	4,520	13%	137	8%	4,657	12%
No payments	762	2%	100	6%	862	2%
Total plans approved	35,713	100%	1,707	100%	37,420	100%

⁵²³ Plans approved after the end of 2021-22 Q2 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 30 June 2022 – South Australia ⁵²⁴

	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	2,196	2,326	94%
Not Aboriginal and Torres Strait Islander	31,671	32,623	97%
Not Stated	5,142	5,309	97%
Total	39,009	40,258	97%
by Culturally and Linguistically Diverse status			
CALD	2,815	2,905	97%
Not CALD	36,154	37,312	97%
Not Stated	40	41	98%
Total	39,009	40,258	97%
by Remoteness			
Major Cities	29,520	30,447	97%
Regional	8,534	8,820	97%
Remote	952	988	96%
Missing	<11	<11	
Total	39,009	40,258	97%
by Primary Disability type			
Autism	15,779	16,269	97%
Intellectual disability (including Down syndrome)	7,640	7,844	97%
Psychosocial disability	2,662	2,708	98%
Developmental delay (including global developmental delay)	2,886	3,046	95%
Other	10,042	10,391	97%
Total	39,009	40,258	97%
by Gender			
Male	24,421	25,264	97%
Female	13,900	14,278	97%
Other	688	716	96%
Total	39,009	40,258	97%
by Age Group			
0-6	3,907	4,041	97%
7-14	11,878	12,237	97%
15-18	4,086	4,273	96%
19-24	3,341	3,576	93%
25-34	3,087	3,190	97%
35-44	2,860	2,931	98%
45-54	3,606	3,675	98%
55-64	4,458	4,521	99%
65+	1,786	1,814	98%
Total	39,009	40,258	97%

⁵²⁴ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table J.81 Distribution of plans by utilisation – South Australia ^{525 526}

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 ⁵²⁷

	Prior Quarters	2021-22 Q4	Total
Daily Activities	10%	10%	10%
Health & Wellbeing	57%	63%	58%
Lifelong Learning	26%	23%	25%
Other	16%	17%	16%
Non-categorised	23%	17%	21%
Any mainstream service	94%	93%	94%

⁵²⁵ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵²⁶ 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.

⁵²⁷ 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
Total Committed	10.5	48.3	101.9	186.1	369.2	1,157.1	2,125.5	2,770.4	3,068.5

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – South Australia

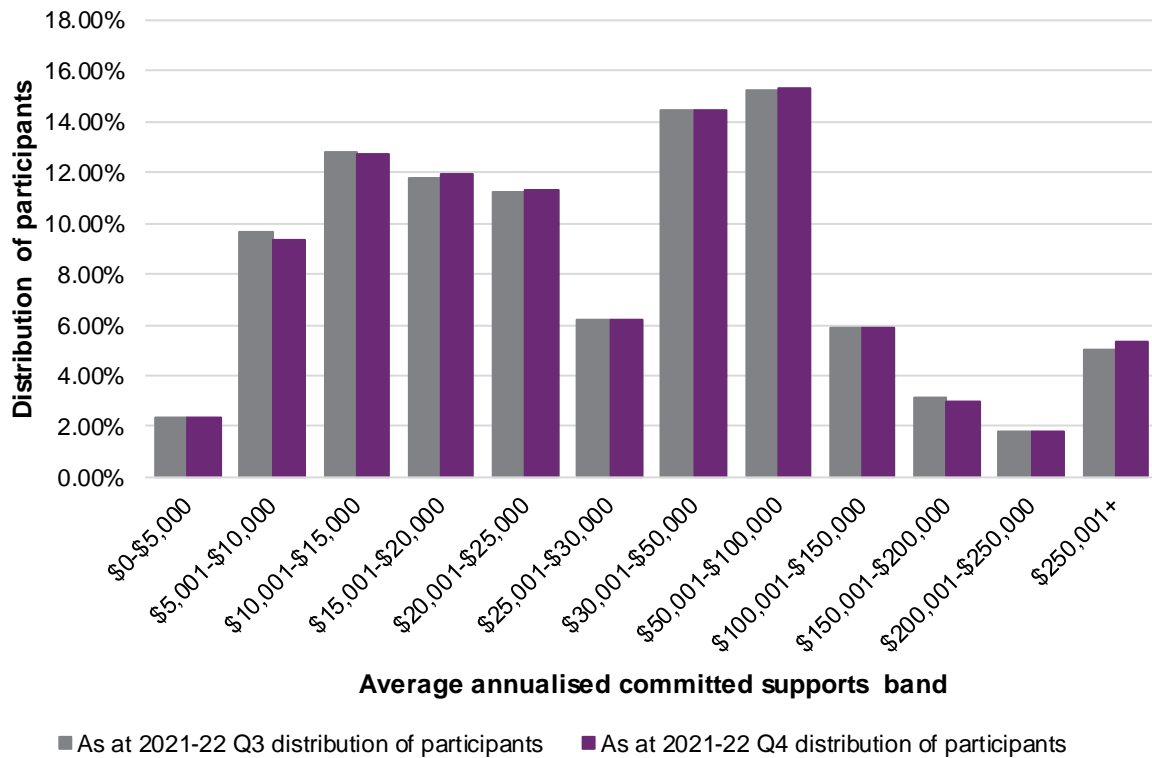
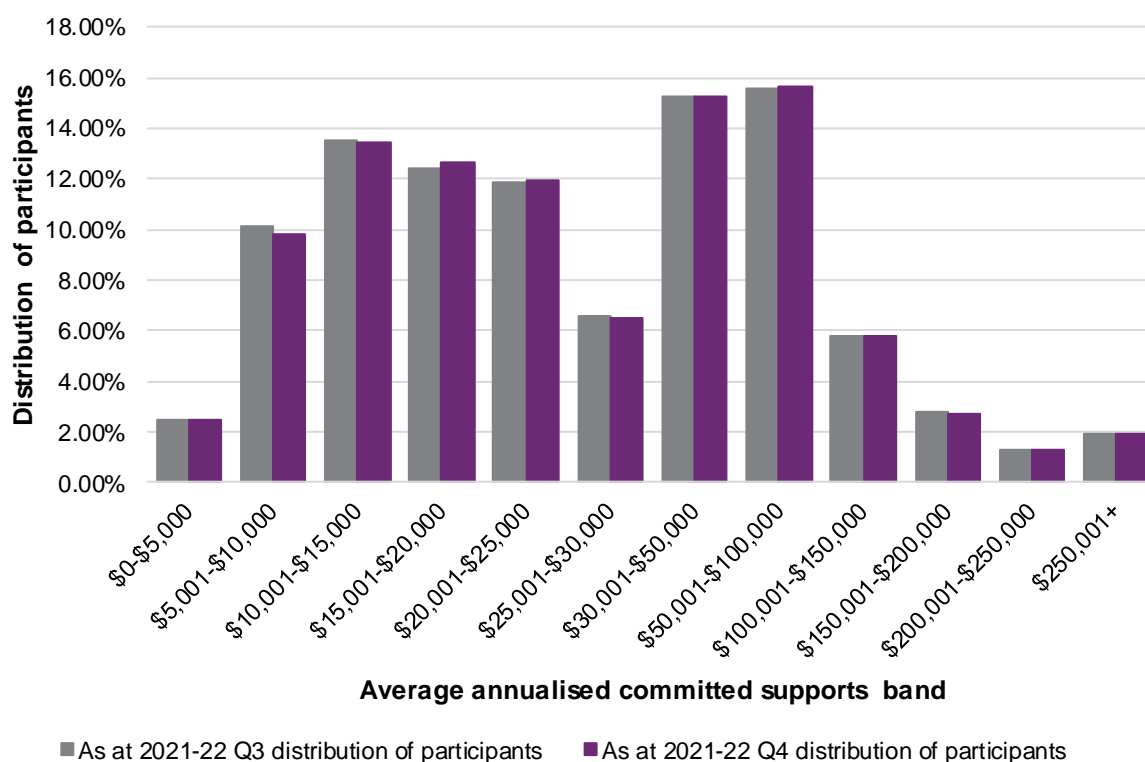


Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – South Australia



Note: In Figures J.20 to J.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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.20 Average annualised committed supports and average payments by age group as at 30 June 2022 – South Australia

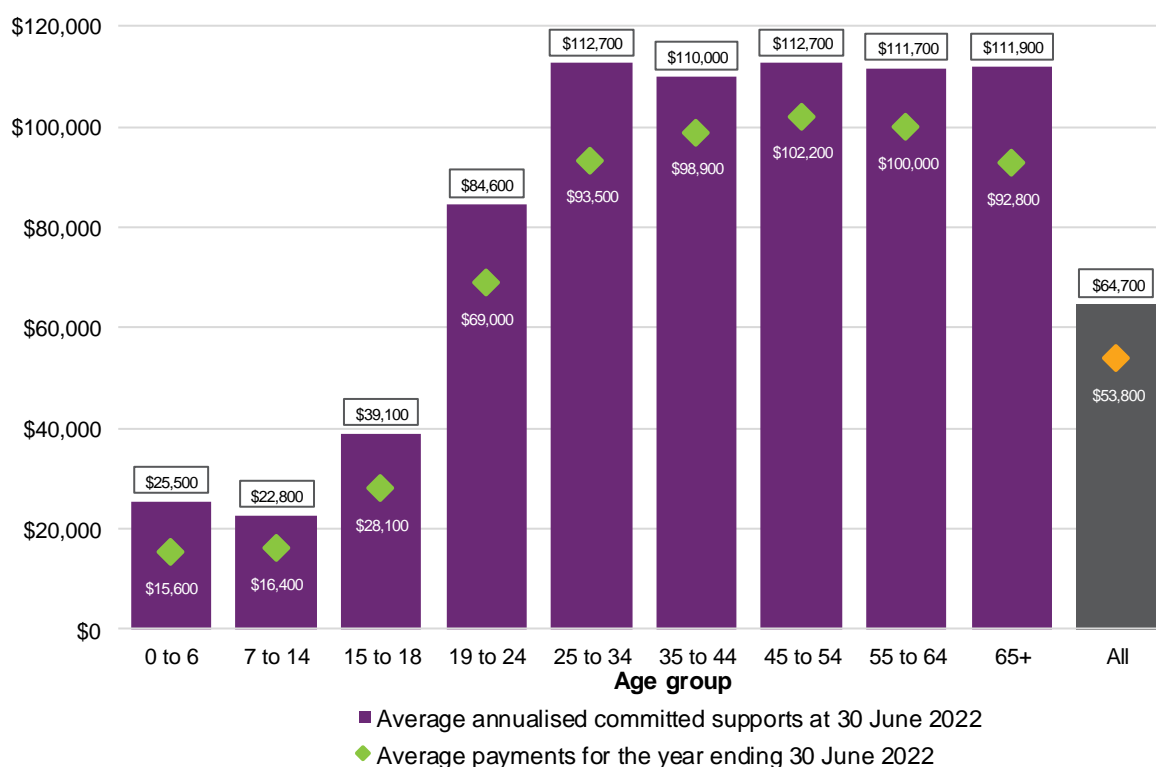


Figure J.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – South Australia

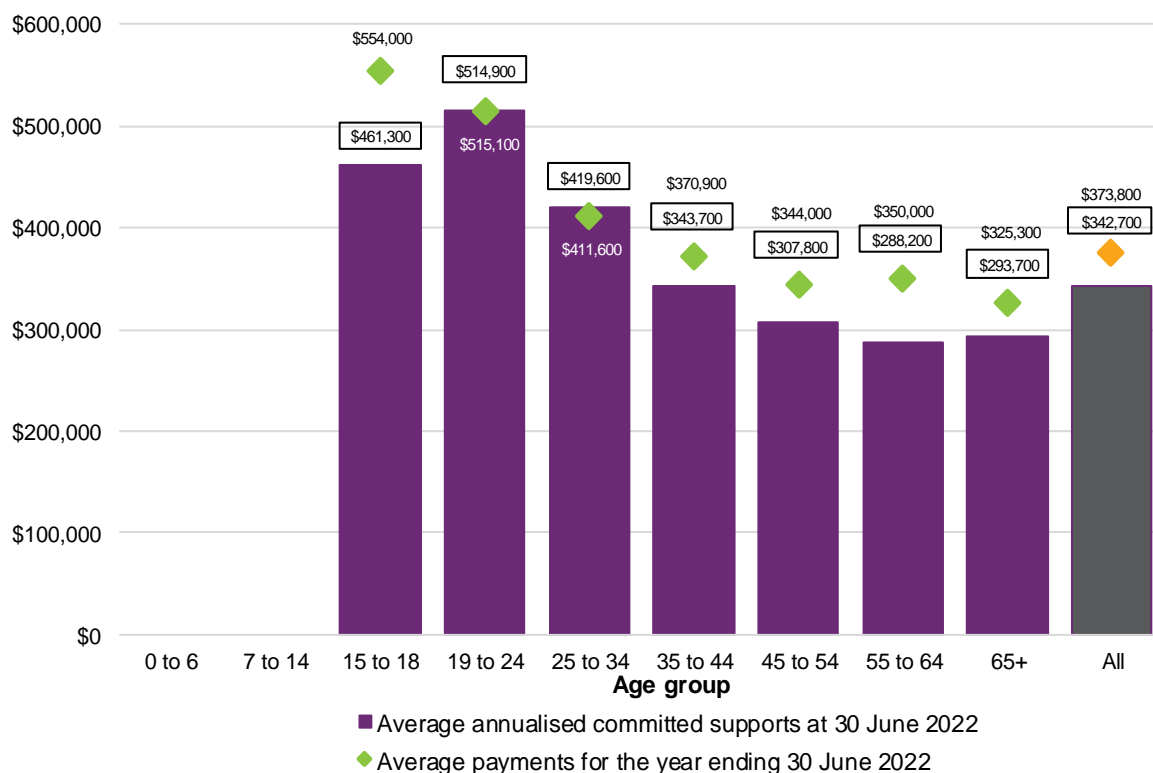


Figure J.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – South Australia

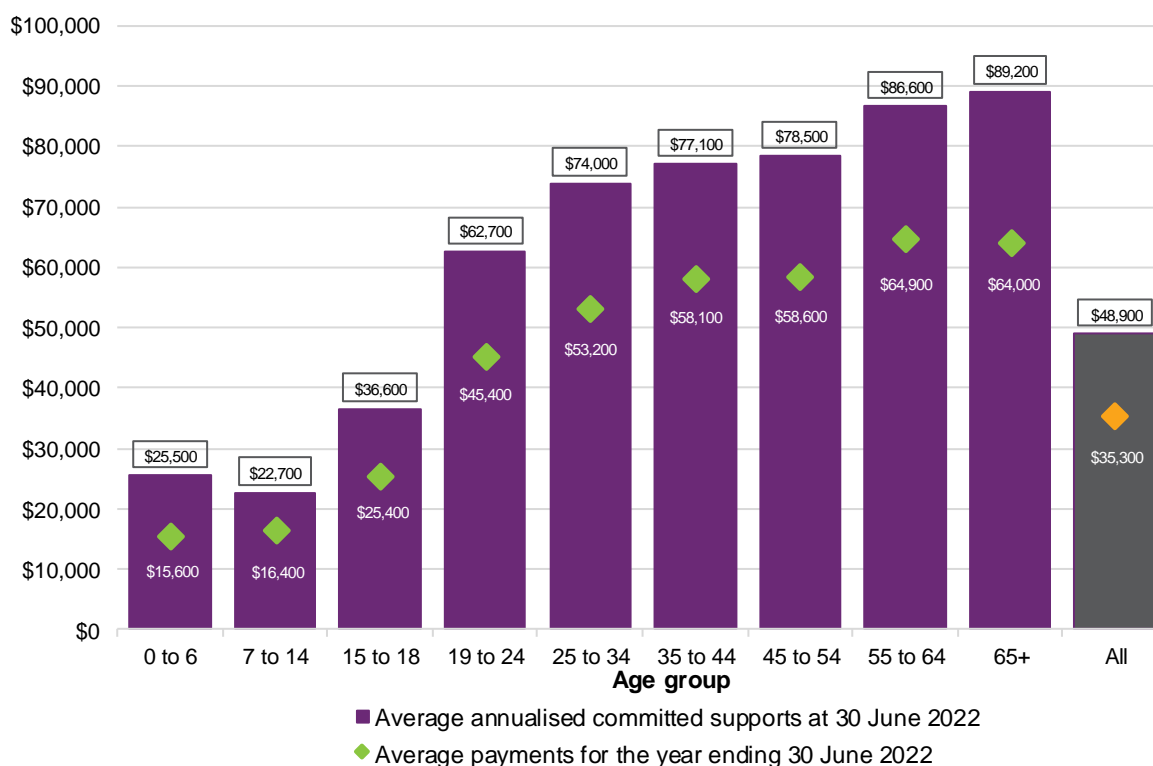


Figure J.23 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – South Australia

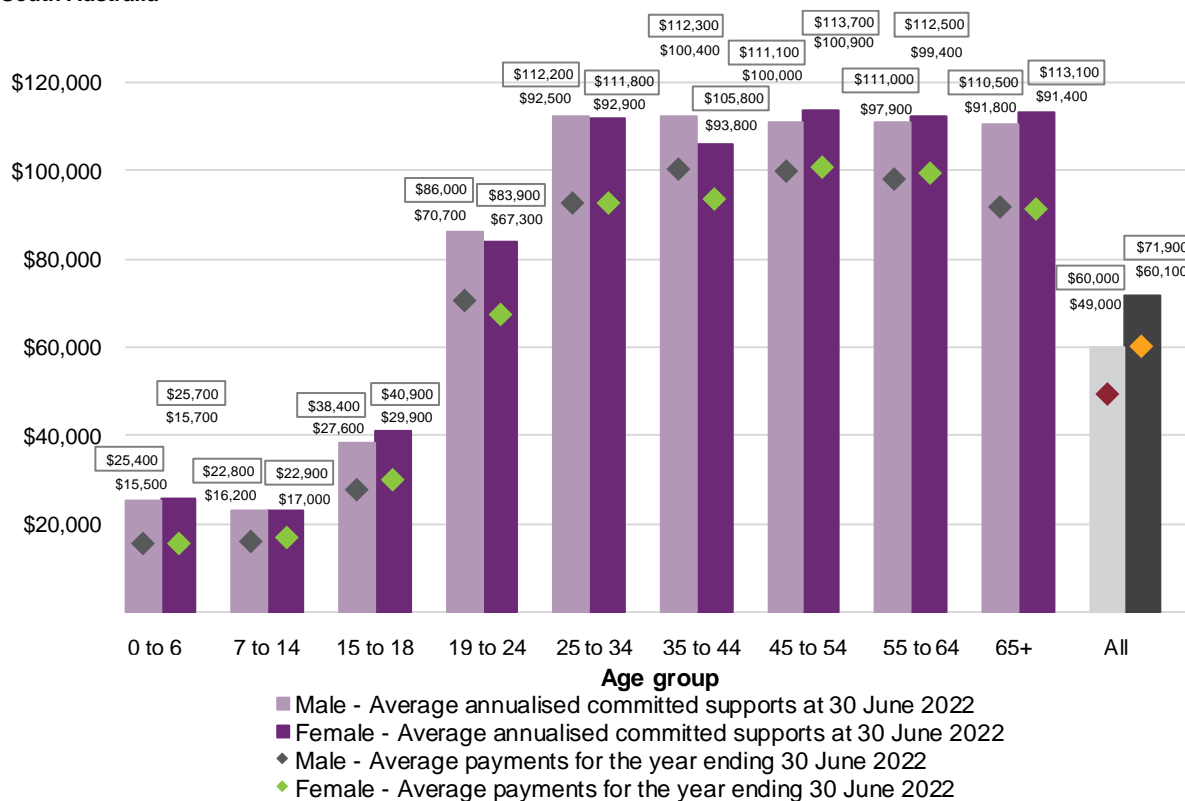


Figure J.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – South Australia

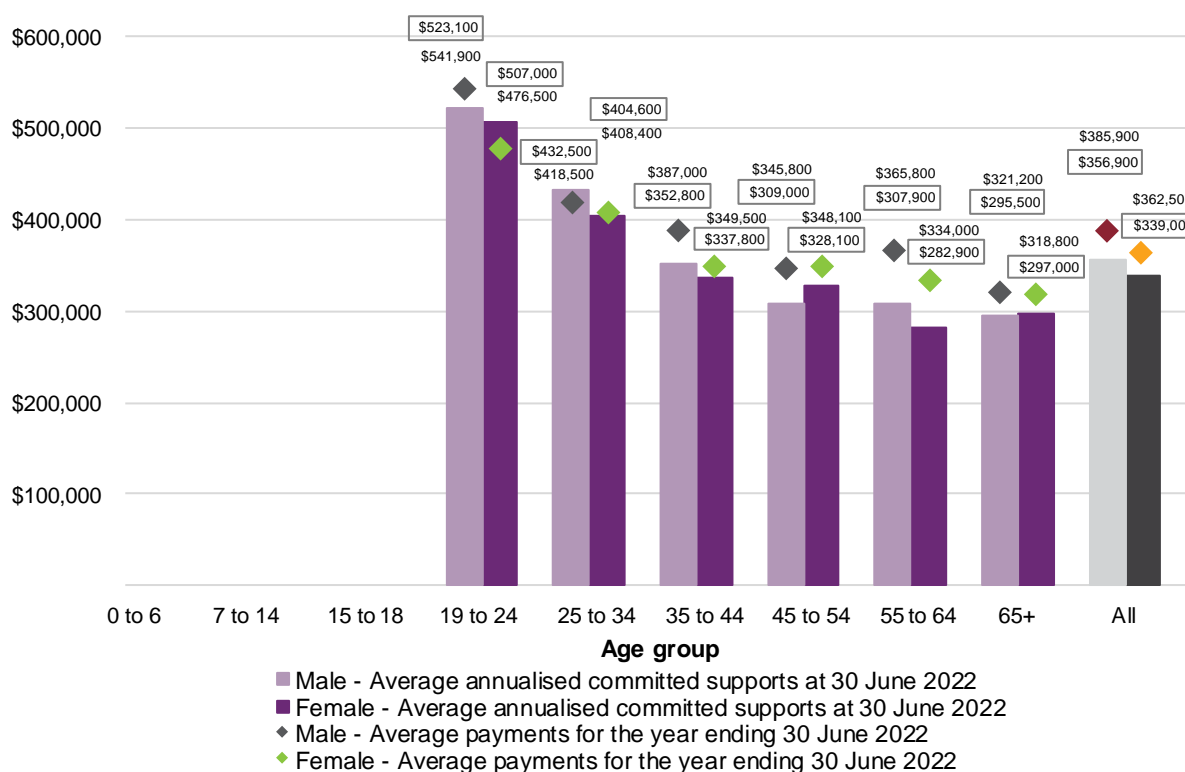


Figure J.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – South Australia

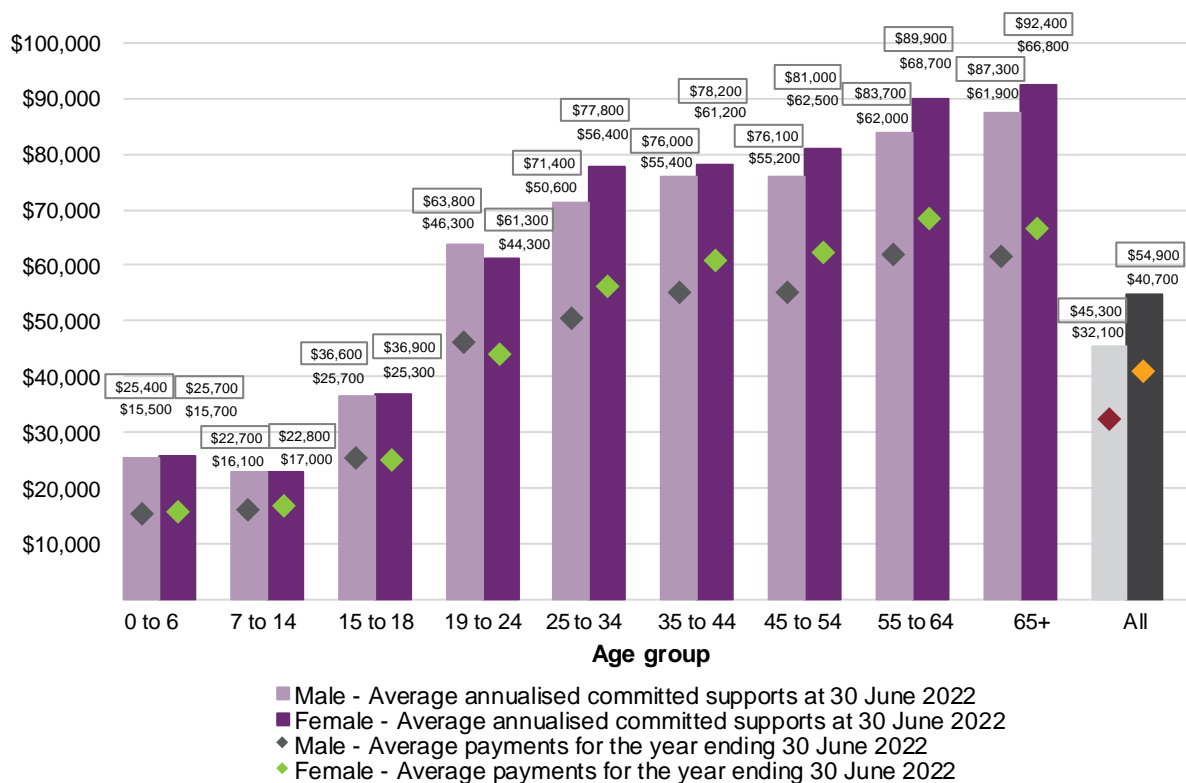


Figure J.26 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – South Australia

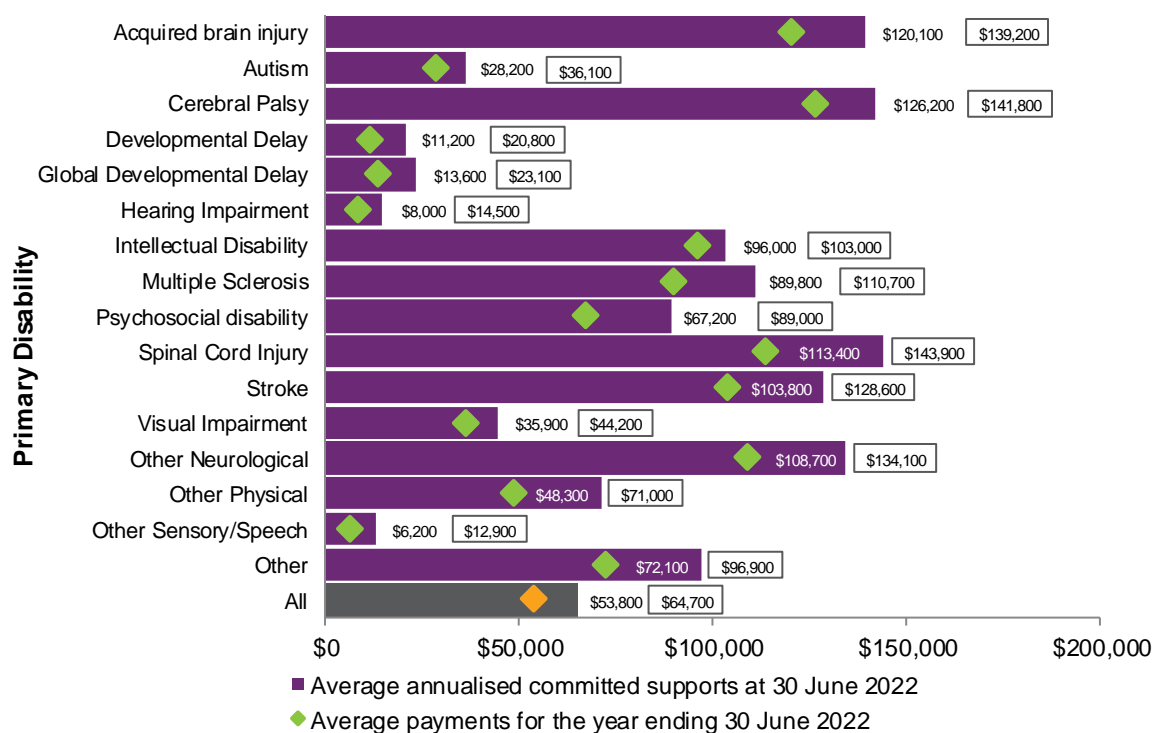


Figure J.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – South Australia

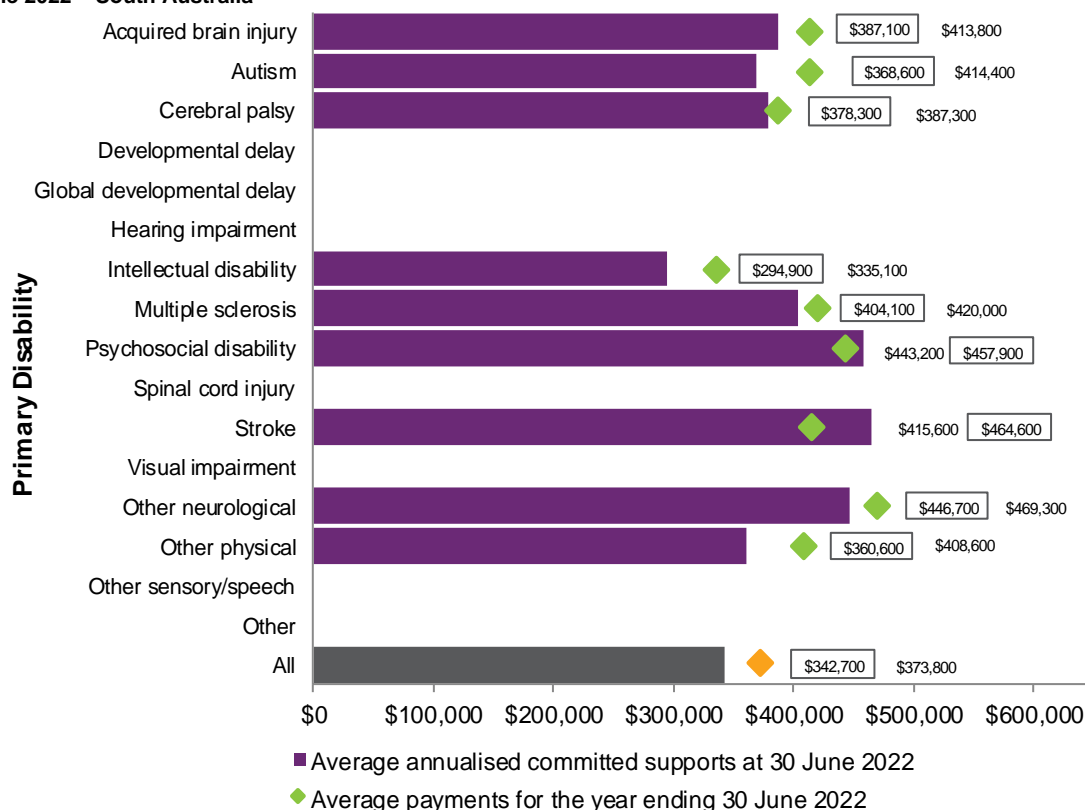


Figure J.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – South Australia

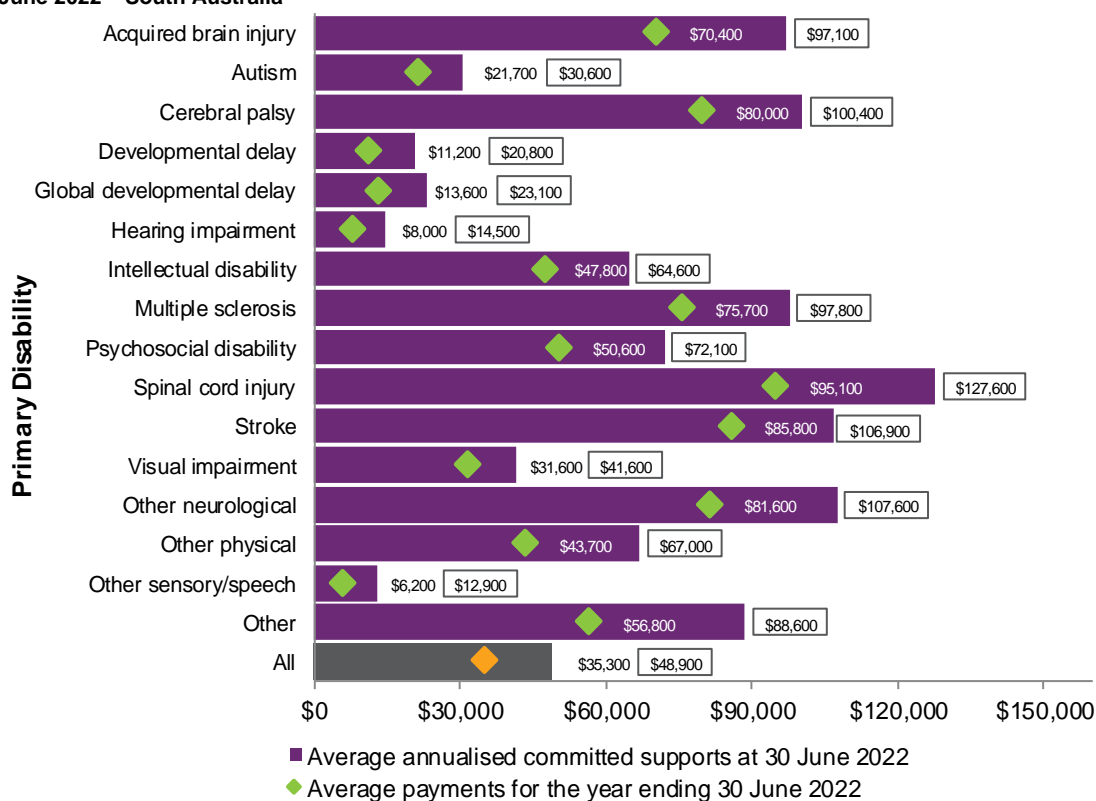


Figure J.29 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – South Australia

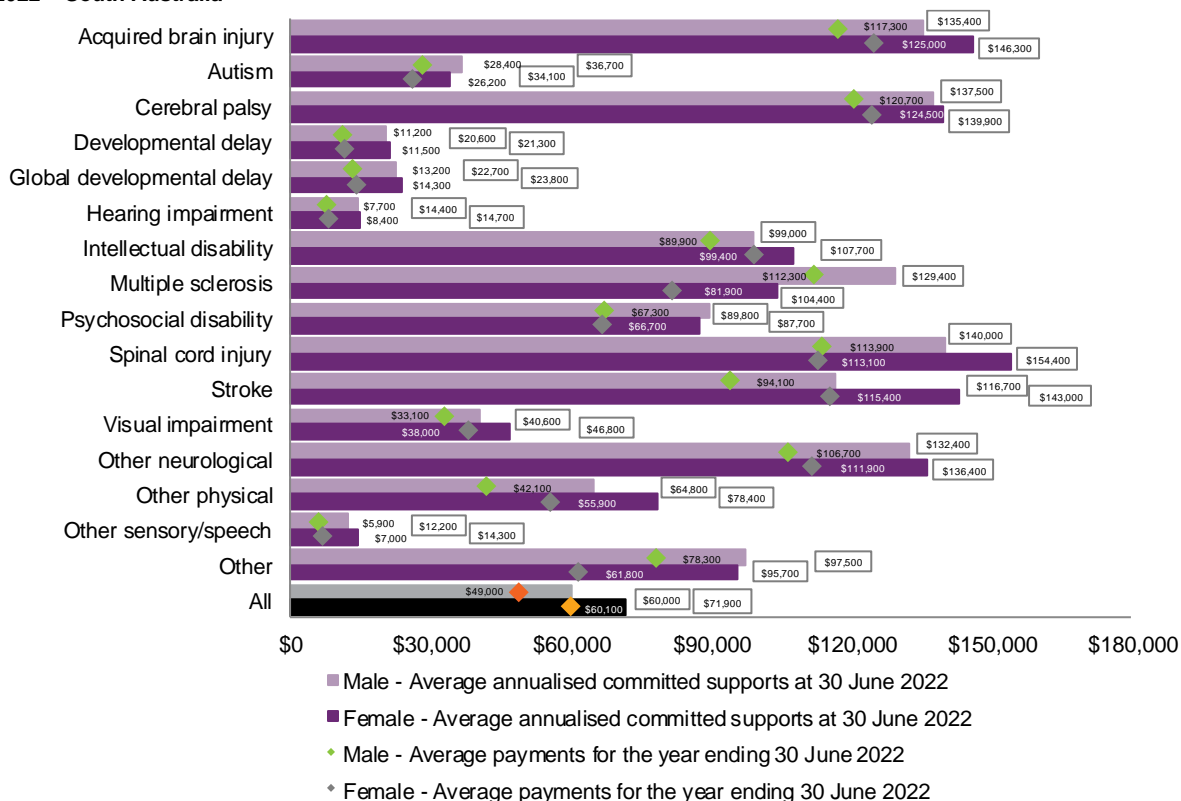


Figure J.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – South Australia

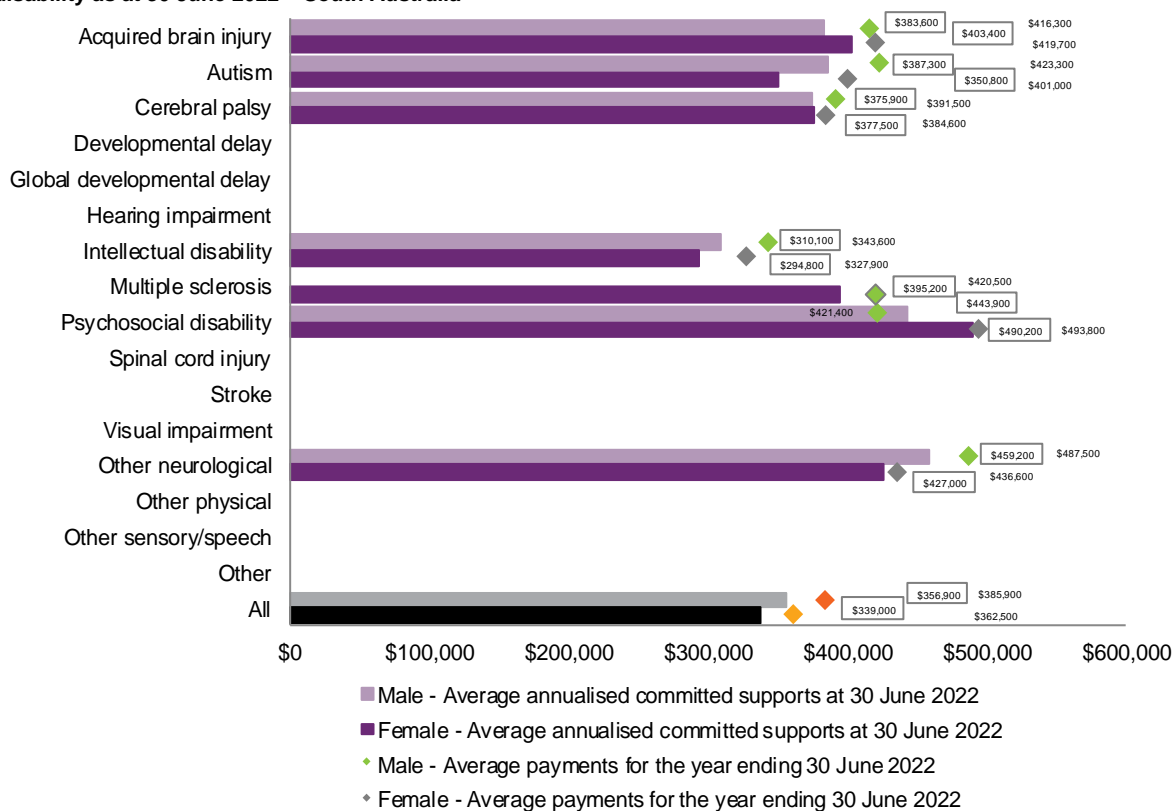


Figure J.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – South Australia

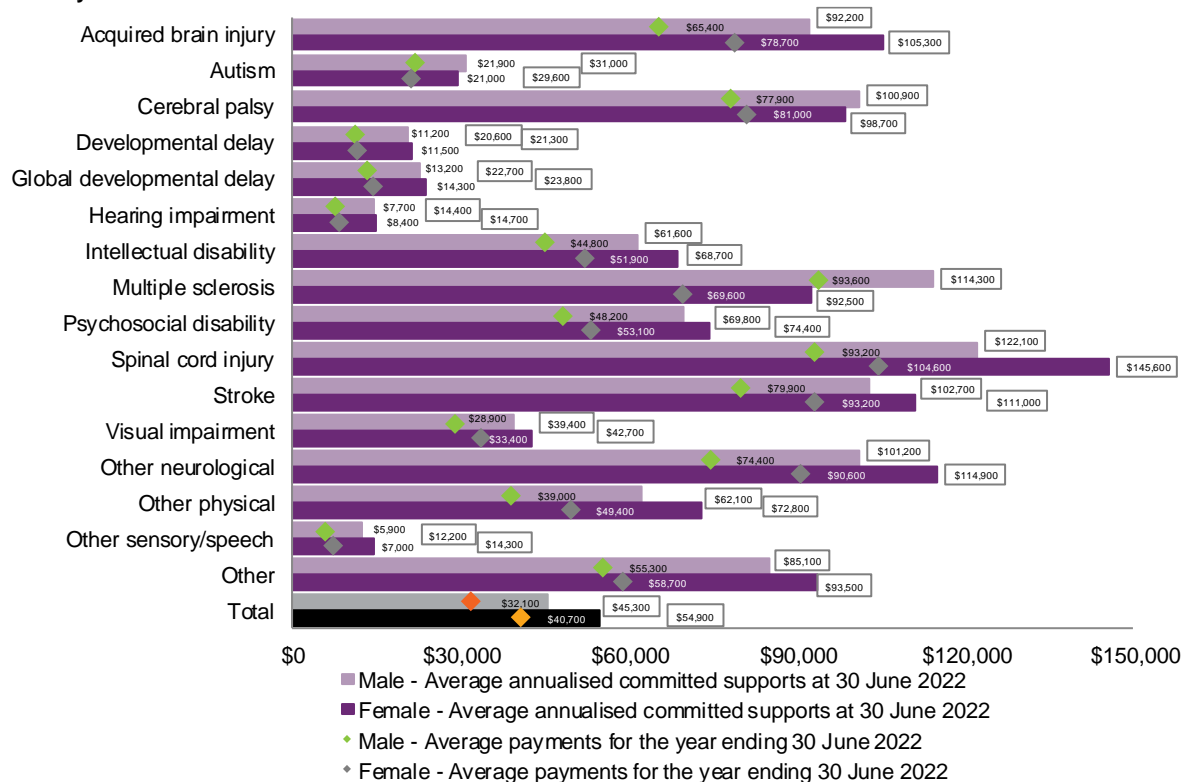


Figure J.32 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – South Australia

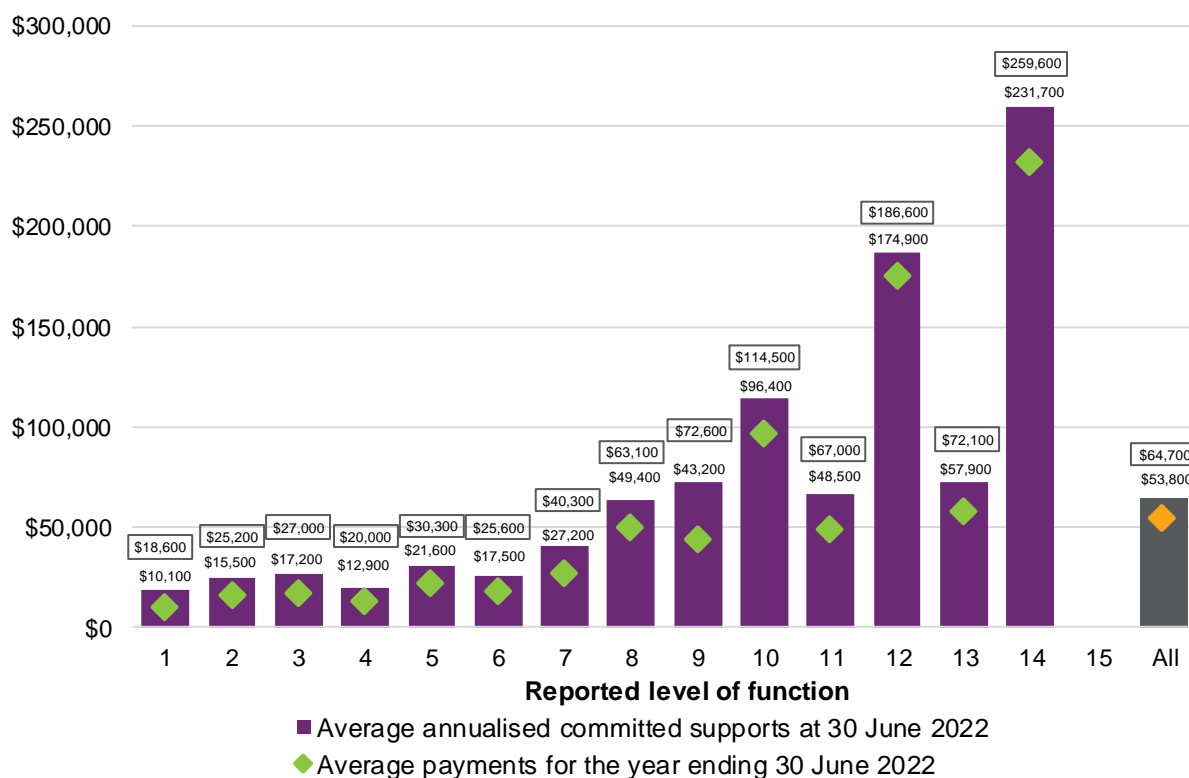


Figure J.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – South Australia

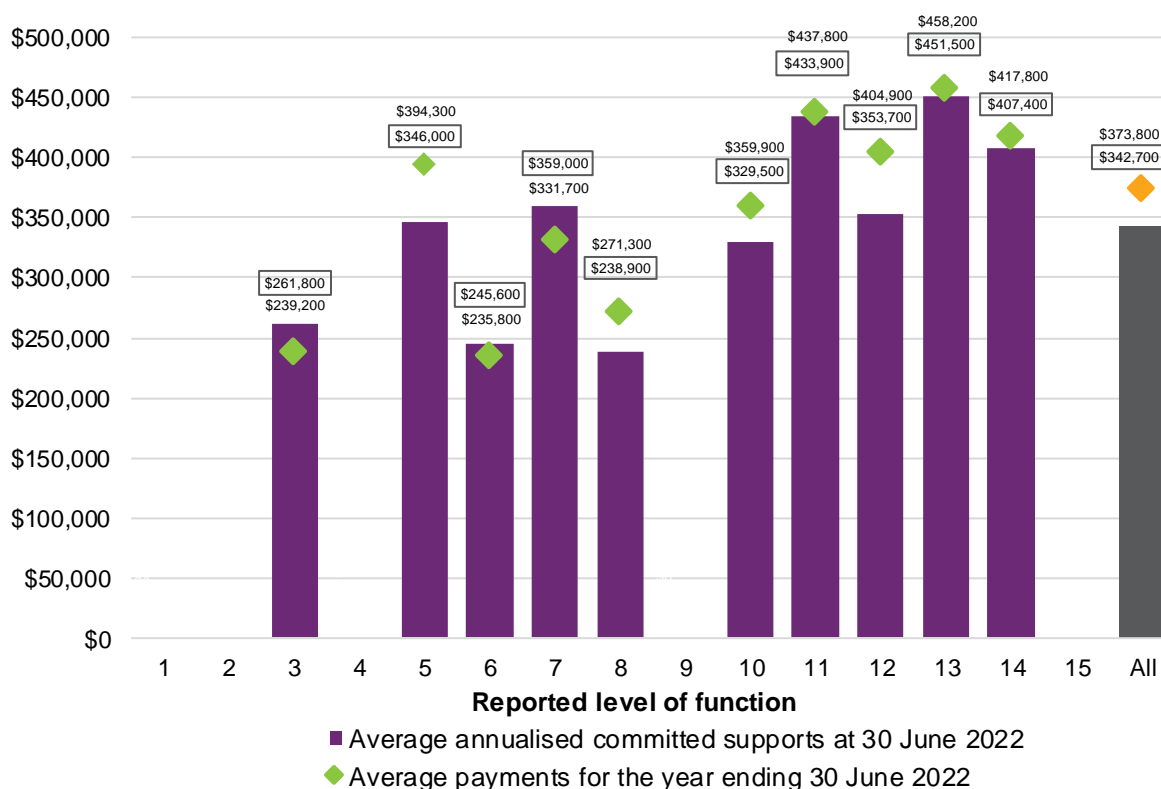


Figure J.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – South Australia

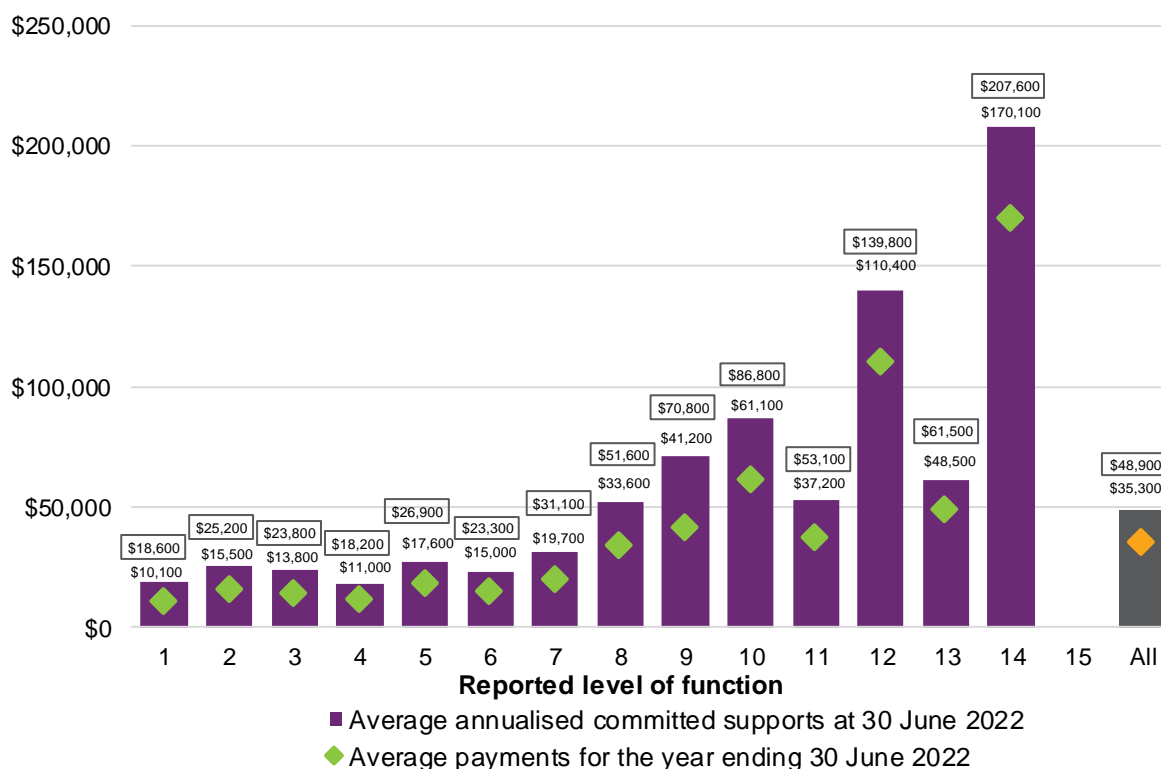
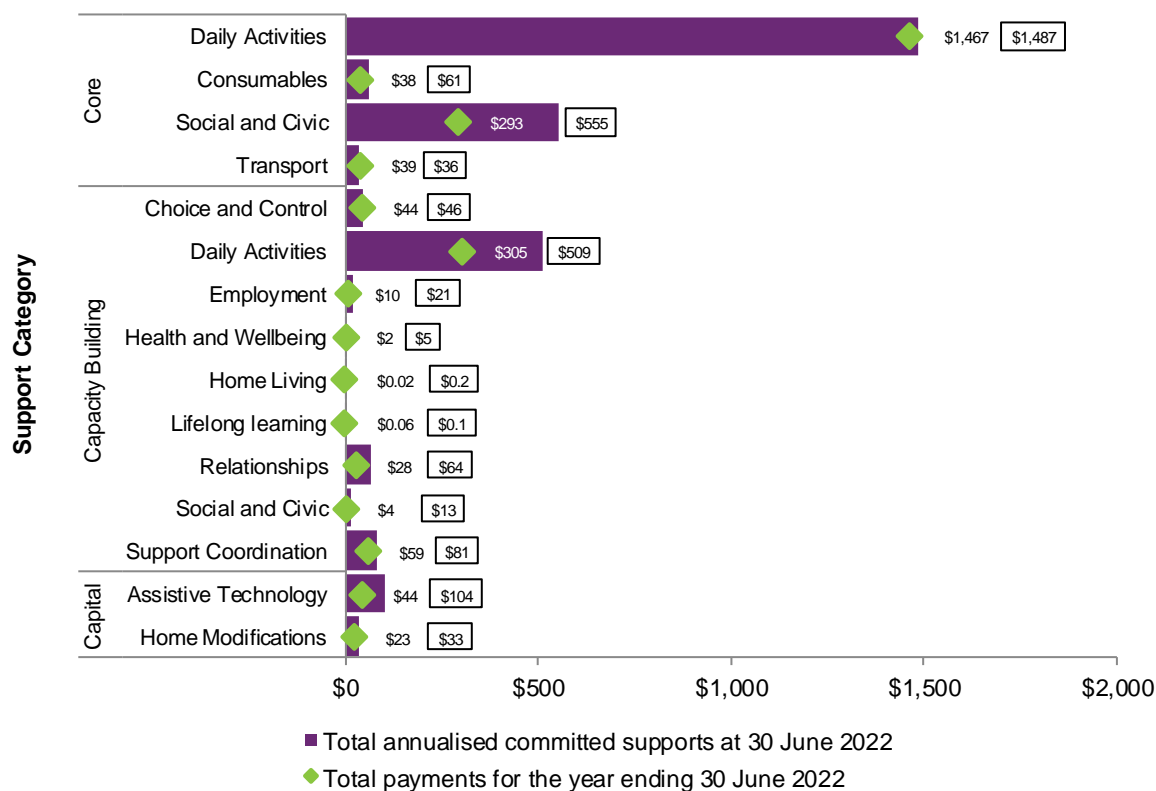


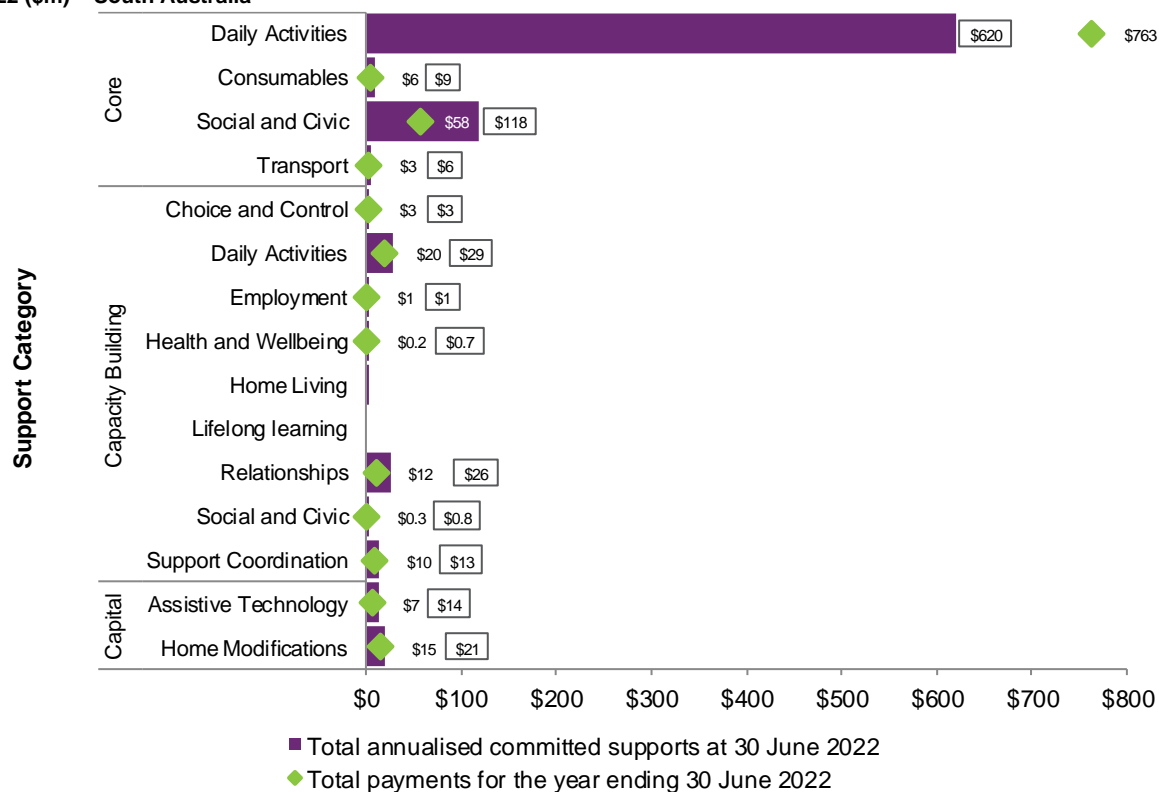
Figure J.35 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – South Australia ^{528 529}



⁵²⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁵²⁹ Total payments for home modifications in South Australia were \$23.4m. Of which, \$17.5m (75%) has been paid for specialised disability accommodation (SDA) supports, and \$5.9m (25%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.2m processed off-system in South Australia in June 2022. Total annualised committed supports for home modifications in South Australia were \$33.3m. Of which, \$25.2m (75.7%) has been allocated for specialised disability accommodation (SDA) supports, and \$8.1m (24.3%) 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 30 June 2022 (\$m) – South Australia ^{530 531}



⁵³⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁵³¹ Total payments for home modifications in South Australia were \$15.4m. Of which, \$15.32m (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.03m (0.2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2m processed off-system in South Australia in June 2022. Total annualised committed supports for home modifications in South Australia were \$20.5m. Of which, \$20.2m (98.4%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (1.6%) 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 30 June 2022 (\$m) – South Australia ^{532 533}

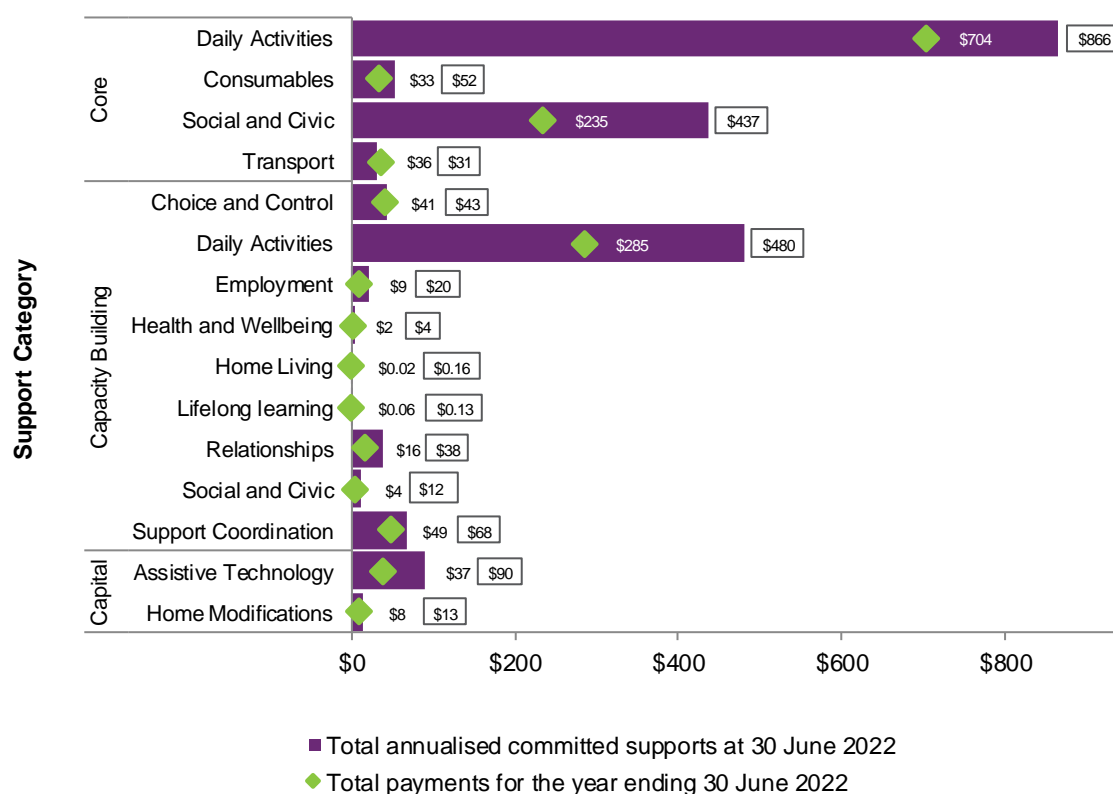


Table J.84 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ⁵³⁴

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	10.5	48.3	101.9	186.1	369.2	1,157.1	2,125.5	2,770.4	3,068.5
Total Paid	5.7	29.6	62.8	104.2	220.3	792.2	1,487.9	1,991.8	2,274.5
% utilised to date	54%	61%	62%	56%	60%	68%	70%	72%	74%

⁵³² Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁵³³ Total payments for home modifications in South Australia were \$8.1m. Of which, \$2.2m (27%) has been paid for specialised disability accommodation (SDA) supports, and \$5.9m (73%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in South Australia in June 2022. Total annualised committed supports for home modifications in South Australia were \$12.7m. Of which, \$5.0m (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.8m (61%) has been allocated for non-SDA supports.

⁵³⁴ 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 March 2022 and 30 June 2022 – South Australia

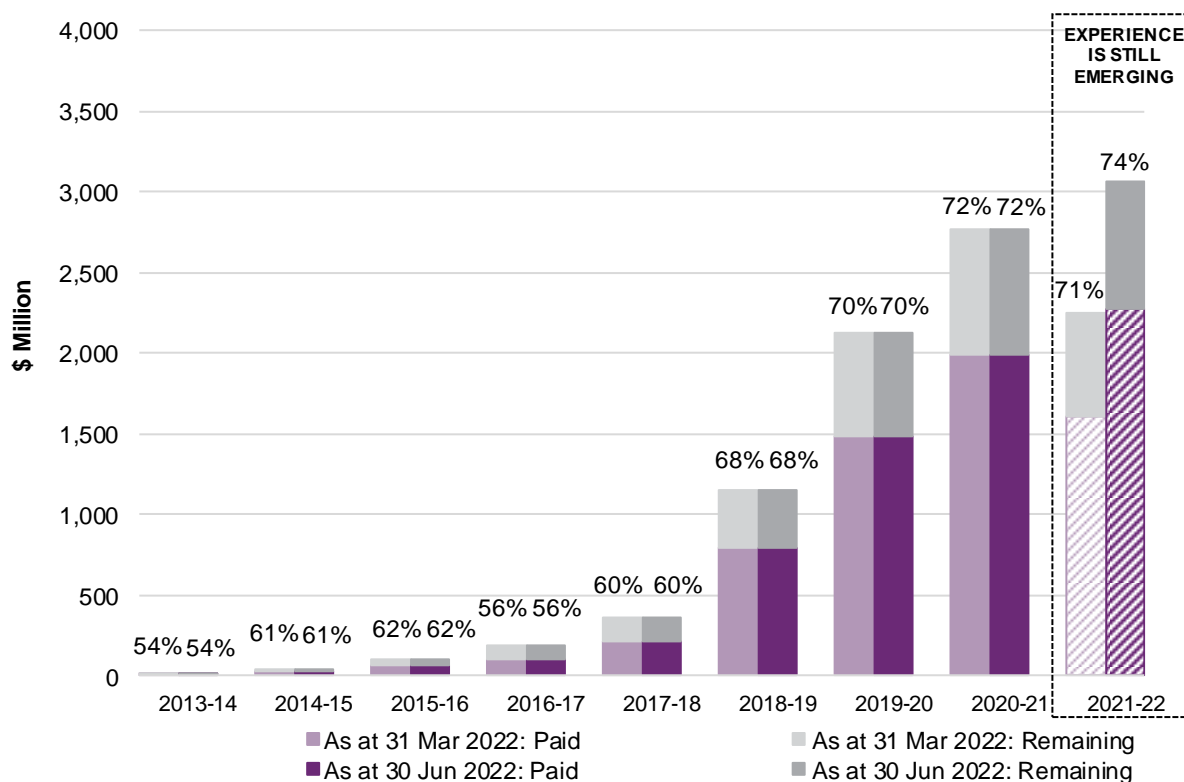
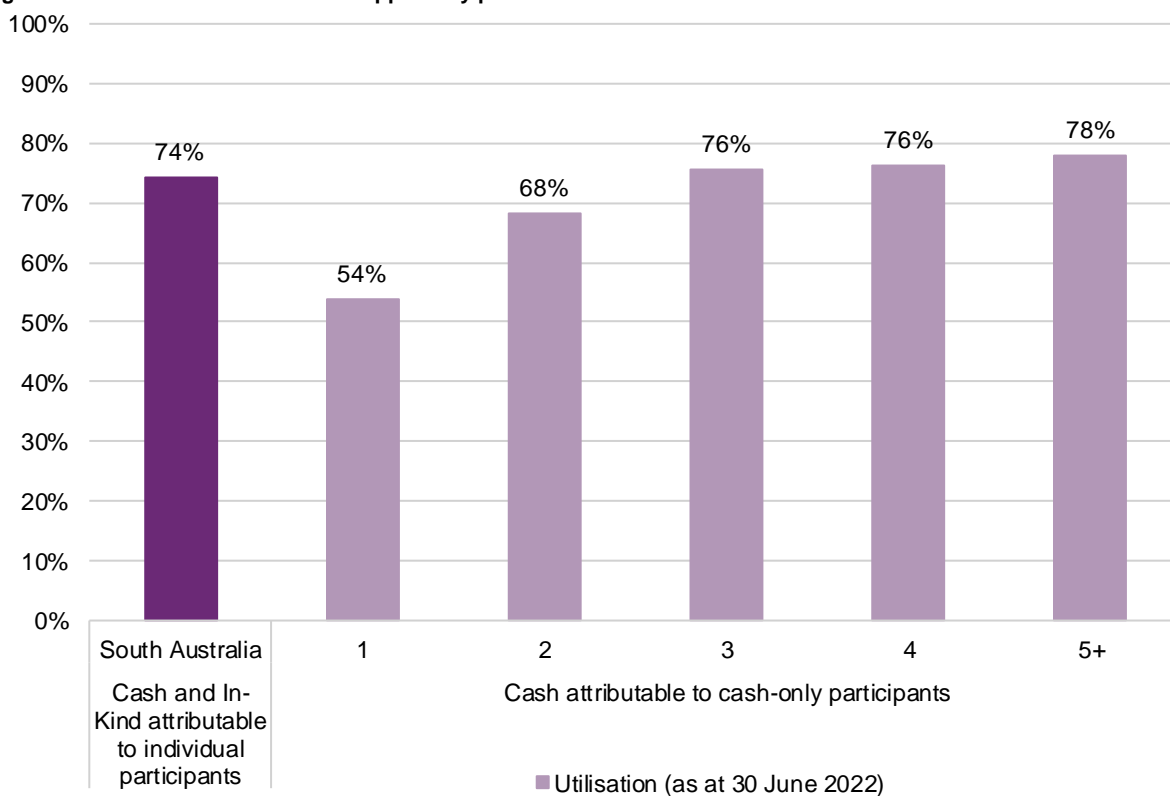


Figure J.39 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – South Australia ⁵³⁵



⁵³⁵ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure J.40 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – South Australia ⁵³⁶

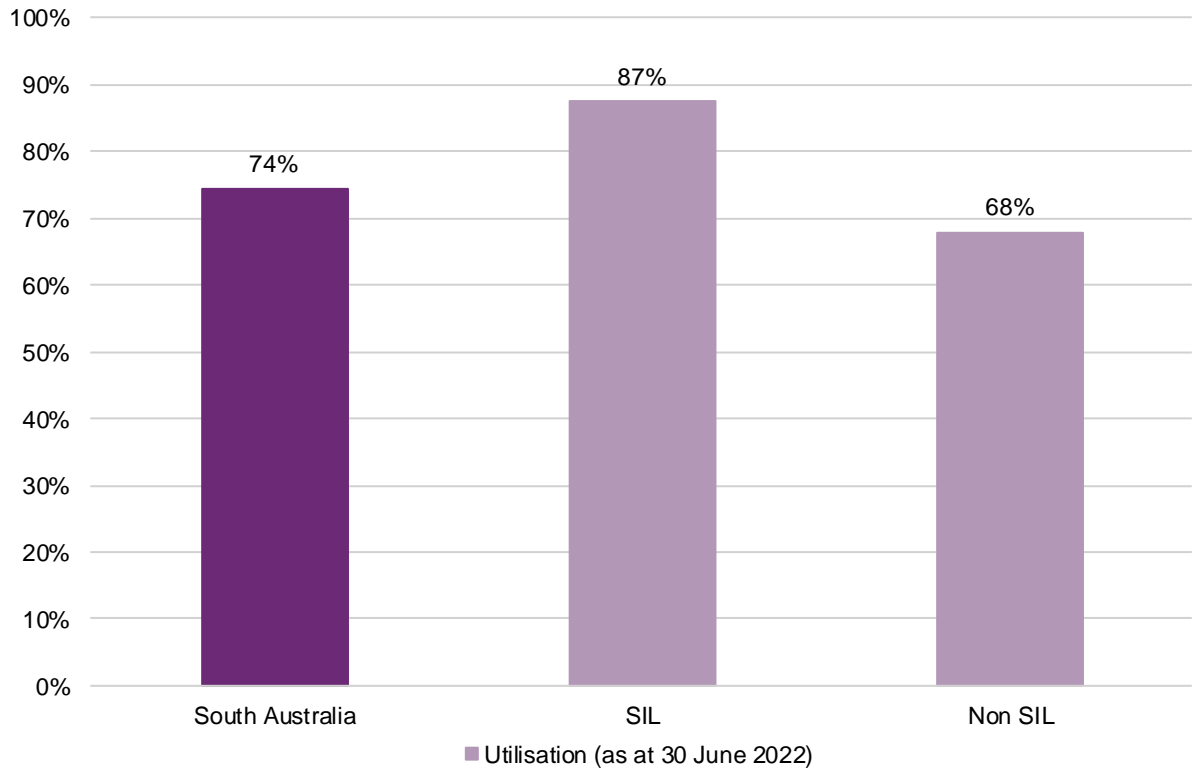
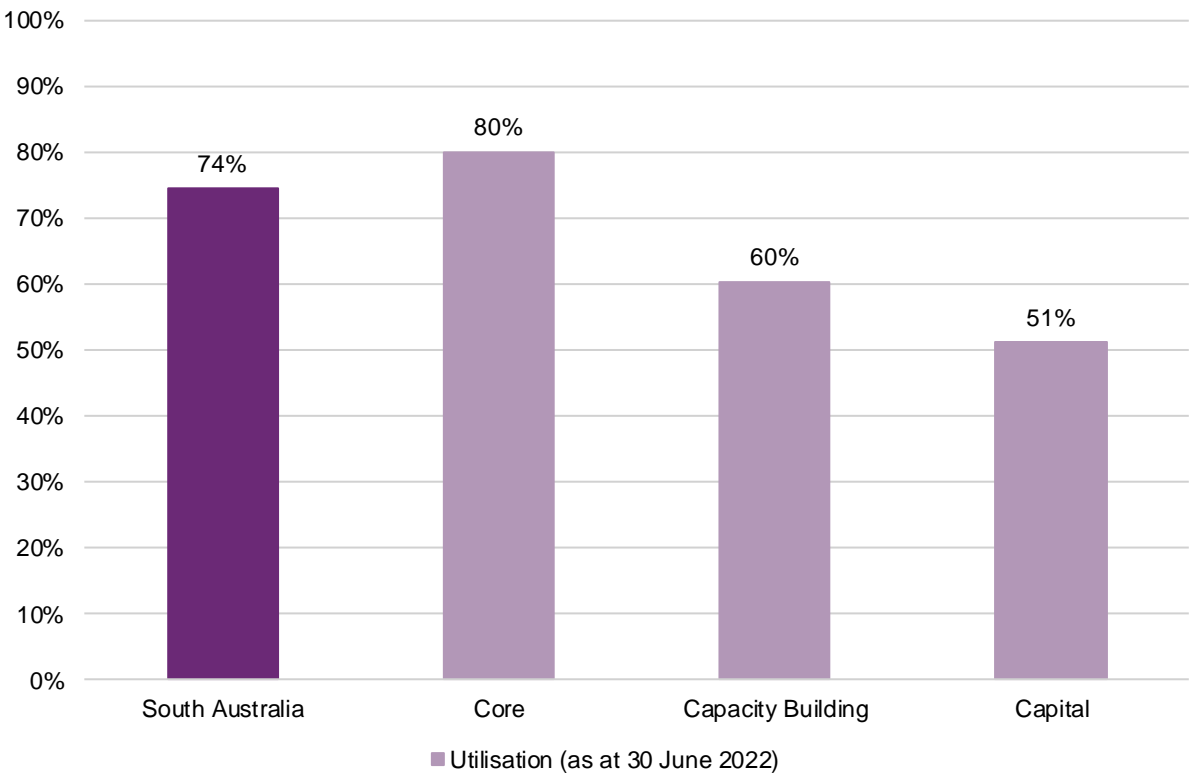


Figure J.41 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – South Australia ⁵³⁷



⁵³⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

⁵³⁷ Ibid.

Figure J.42 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – South Australia ⁵³⁸

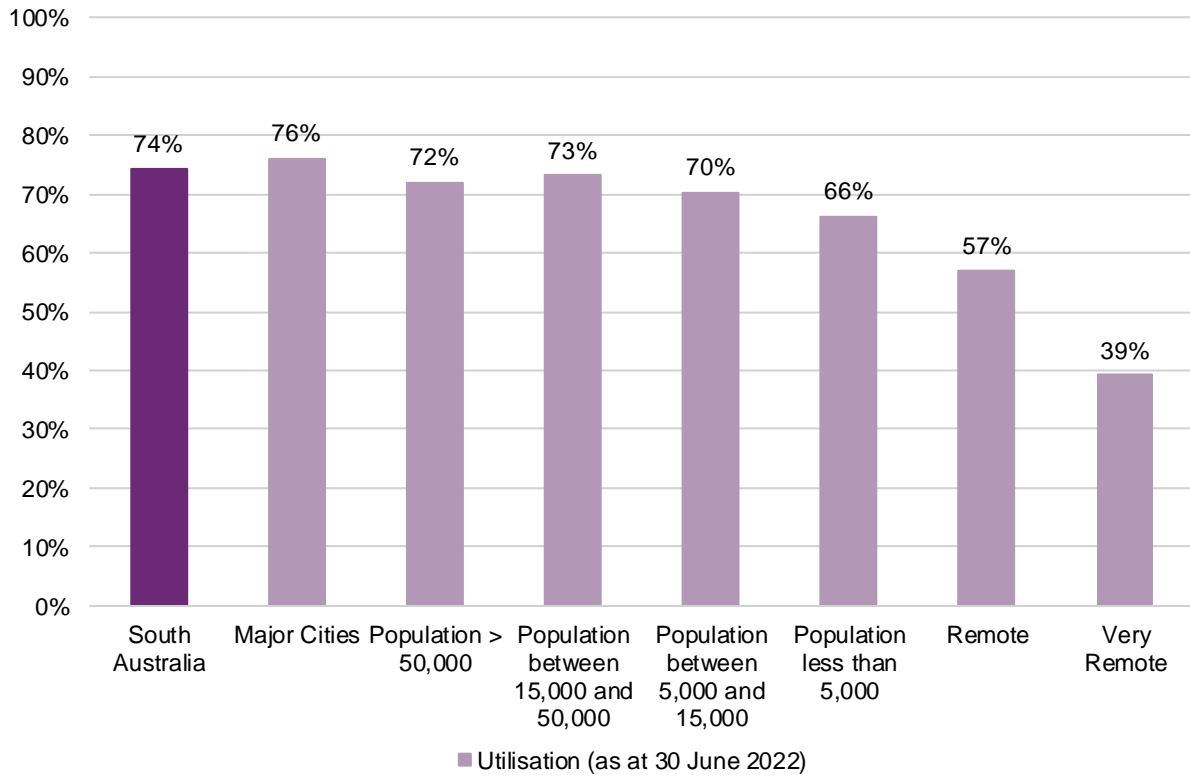


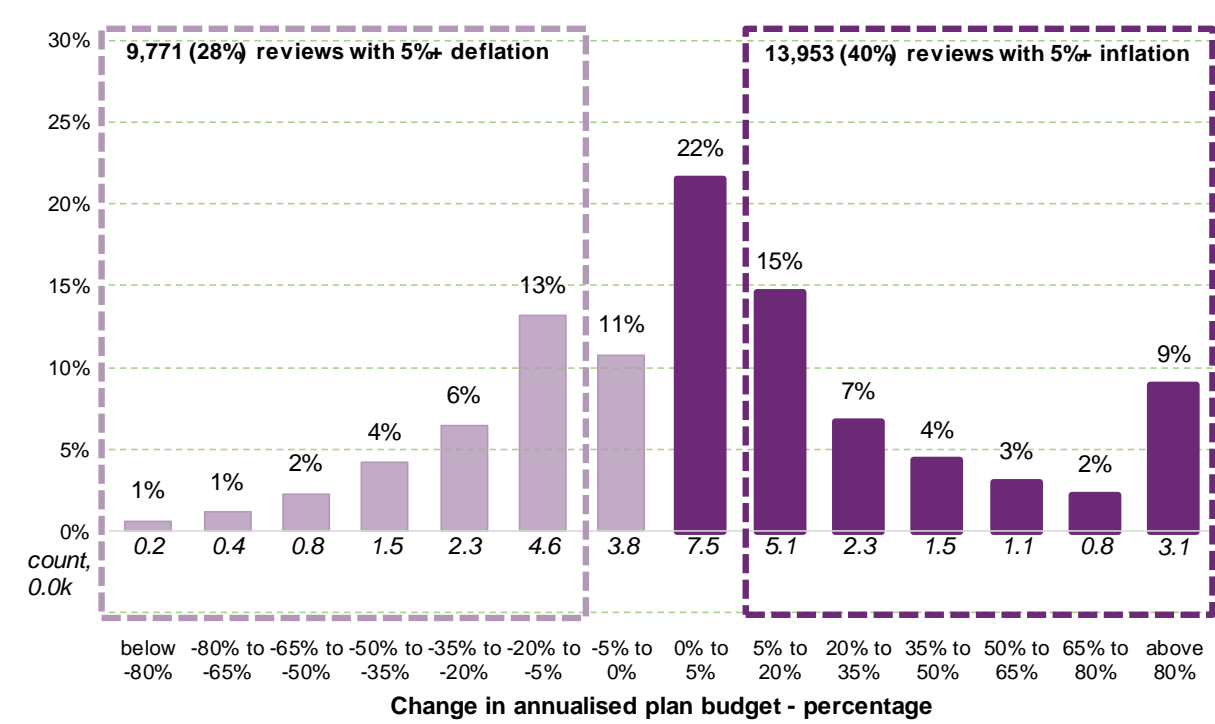
Table J.85 Inflation quarterly trends by type of inflation as at 30 June 2022 - South Australia ⁵³⁹

	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	10.1%	7.1%	1.0%	3.6%	4.7%	6.4%	6.7%	9.4%
Interplan Inflation	9.4%	2.2%	2.4%	0.5%	-2.1%	-1.8%	-0.6%	3.4%
Total Inflation	19.5%	9.3%	3.4%	4.1%	2.6%	4.6%	6.1%	12.8%

⁵³⁸ Ibid.

⁵³⁹ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure J.43 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – South Australia ⁵⁴⁰



⁵⁴⁰ Ibid.
June 2022 | NDIS Quarterly Report to disability ministers

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ⁵⁴¹

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Tasmania	11,764	340	12,104	191	12,295

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania ⁵⁴²

	Prior Quarters	2021-22 Q4	Total
Access decisions	14,646	491	15,137
Active Eligible	11,970	343	12,313
<i>New</i>	7,555	331	7,886
<i>State</i>	2,953	<11	2,955
<i>Commonwealth</i>	1,462	<11	1,472
Active Participant Plans (excl ECA)	11,764	340	12,104
<i>New</i>	7,373	323	7,696
<i>State</i>	2,942	<11	2,945
<i>Commonwealth</i>	1,449	14	1,463
Active Participant Plans	11,923	531	12,295
<i>Early Intervention (s25)</i>	2,909	183	3,092
<i>Permanent Disability (s24)</i>	8,855	157	9,012
<i>ECA</i>	159	191	191

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – Tasmania

Exits	Total
Total participant exits	543
<i>Early Intervention participants</i>	127
<i>Permanent disability participants</i>	416

⁵⁴¹ 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.

⁵⁴² 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 ⁵⁴³

	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
End of 2021-22 Q4	2,945	1,463	7,696	191	12,295

Table K.5 Cumulative numbers of active participants by entry criteria into the Scheme – Tasmania ⁵⁴⁴

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	3,092	9,012	191	12,295

⁵⁴³ This table shows the total numbers of active participants at the end of each period.

⁵⁴⁴ Ibid.

Table K.6 Assessment of access by age group – Tasmania

Age Group	Prior Quarters		2021-22 Q4		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	2,837	97%	143	96%	2,980	97%
7 to 14	2,603	88%	65	75%	2,668	88%
15 to 18	1,470	90%	22	92%	1,492	90%
19 to 24	843	85%	<11		852	85%
25 to 34	751	79%	11	46%	762	78%
35 to 44	1,003	83%	27	51%	1,030	81%
45 to 54	1,400	81%	28	47%	1,428	80%
55 to 64	1,681	78%	40	53%	1,721	77%
65+	72	63%	<11		72	62%
Missing	<11		<11		<11	
Total	12,660	86%	345	70%	13,005	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	2,006	97%	900	96%	74	100%	2,980	97%
7 to 14	1,753	89%	825	87%	90	82%	2,668	88%
15 to 18	937	91%	533	89%	22	92%	1,492	90%
19 to 24	501	86%	335	82%	16	100%	852	85%
25 to 34	413	83%	335	73%	14	70%	762	78%
35 to 44	540	84%	483	79%	<11		1,030	81%
45 to 54	720	83%	684	77%	24	92%	1,428	80%
55 to 64	900	82%	791	72%	30	83%	1,721	77%
65+	35	71%	36	54%	<11		72	62%
Missing	<11		<11		<11		<11	
Total	7,805	89%	4,922	82%	278	88%	13,005	86%

Table K.8 Assessment of access by disability – Tasmania ⁵⁴⁵

Disability	Prior Quarters		2021-22 Q4		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	486	92%	<11		492	92%
Autism	3,884	95%	88	97%	3,972	95%
Cerebral palsy	447	97%	<11		450	96%
Developmental delay	908	95%	112	97%	1,020	96%
Global developmental delay	230	98%	12	100%	242	98%
Hearing impairment	463	89%	<11		471	88%
Intellectual disability	2,996	94%	30	86%	3,026	94%
Multiple sclerosis	344	91%	<11		349	91%
Psychosocial disability	1,070	68%	33	49%	1,103	67%
Spinal cord injury	125	94%	<11		129	93%
Stroke	168	84%	<11		177	84%
Visual impairment	208	88%	<11		209	88%
Other neurological	567	83%	<11		576	83%
Other physical	439	50%	<11		447	48%
Other sensory/speech	43	44%	<11		45	44%
Other	206	48%	15	26%	221	45%
Missing	76	93%	<11		76	93%
Total	12,660	86%	345	70%	13,005	86%

Table K.9 Assessment of access by disability and gender – Tasmania ⁵⁴⁶

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	325	94%	158	88%	<11		492	92%
Autism	2,728	95%	1,109	96%	135	92%	3,972	95%
Cerebral palsy	238	96%	198	96%	14	100%	450	96%
Developmental delay	724	96%	287	94%	<11		1,020	96%
Global developmental delay	168	99%	71	97%	<11		242	98%
Hearing impairment	231	89%	230	87%	<11		471	88%
Intellectual disability	1,675	95%	1,307	94%	44	98%	3,026	94%
Multiple sclerosis	82	89%	263	91%	<11		349	91%
Psychosocial disability	599	72%	482	61%	22	73%	1,103	67%
Spinal cord injury	91	95%	37	90%	<11		129	93%
Stroke	89	84%	85	84%	<11		177	84%
Visual impairment	105	92%	101	83%	<11		209	88%
Other neurological	305	82%	259	83%	12	92%	576	83%
Other physical	239	57%	205	41%	<11		447	48%
Other sensory/speech	30	43%	15	47%	<11		45	44%
Other	135	55%	81	35%	<11		221	45%
Missing	41	93%	34	92%	<11		76	93%
Total	7,805	89%	4,922	82%	278	88%	13,005	86%

⁵⁴⁵ Down syndrome is included in intellectual disability.

⁵⁴⁶ 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 K.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,079	9.2%	49	14.4%	1,128	9.3%
Not Aboriginal and Torres Strait Islander	8,612	73.2%	235	69.1%	8,847	73.1%
Not Stated	2,073	17.6%	56	16.5%	2,129	17.6%
Total	11,764	100.0%	340	100.0%	12,104	100.0%

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁴⁷

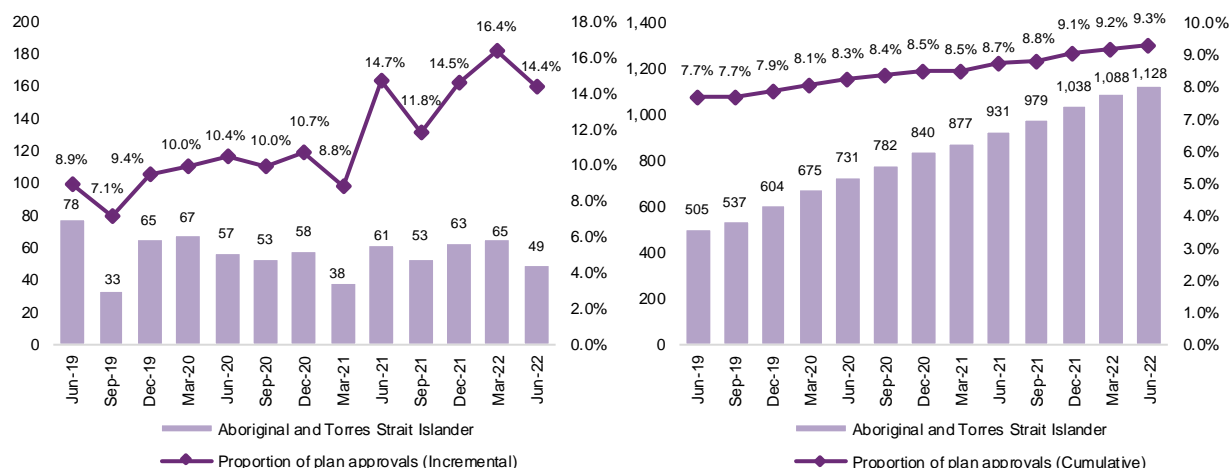


Table K.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ⁵⁴⁸

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	371	3.2%	<11		377	3.1%
Not culturally and linguistically diverse	11,383	96.8%	334	98.2%	11,717	96.8%
Not stated	<11		<11		<11	
Total	11,764	100.0%	340	100.0%	12,104	100.0%

⁵⁴⁷ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁵⁴⁸ 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 ^{549 550 551}

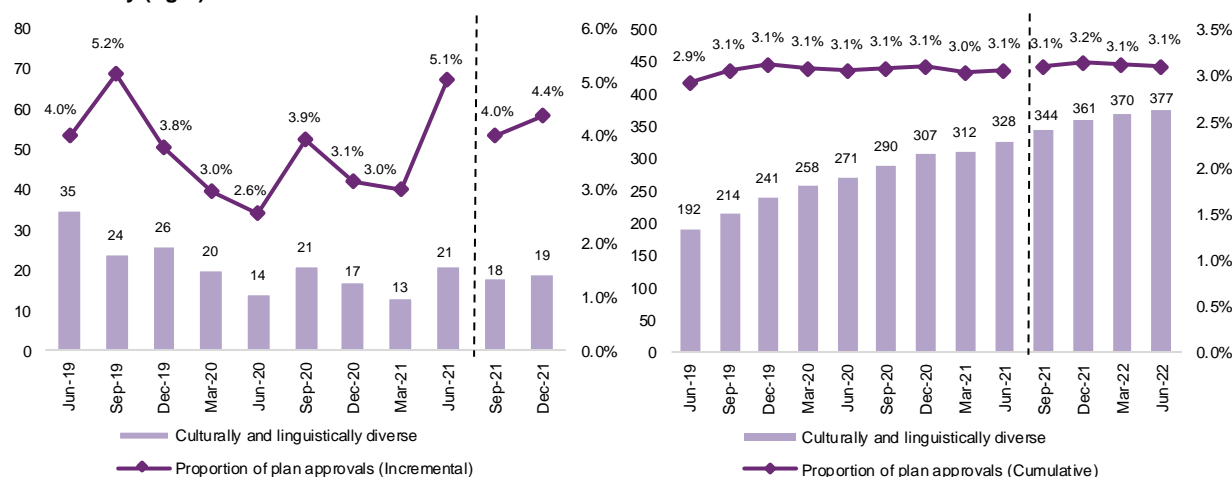
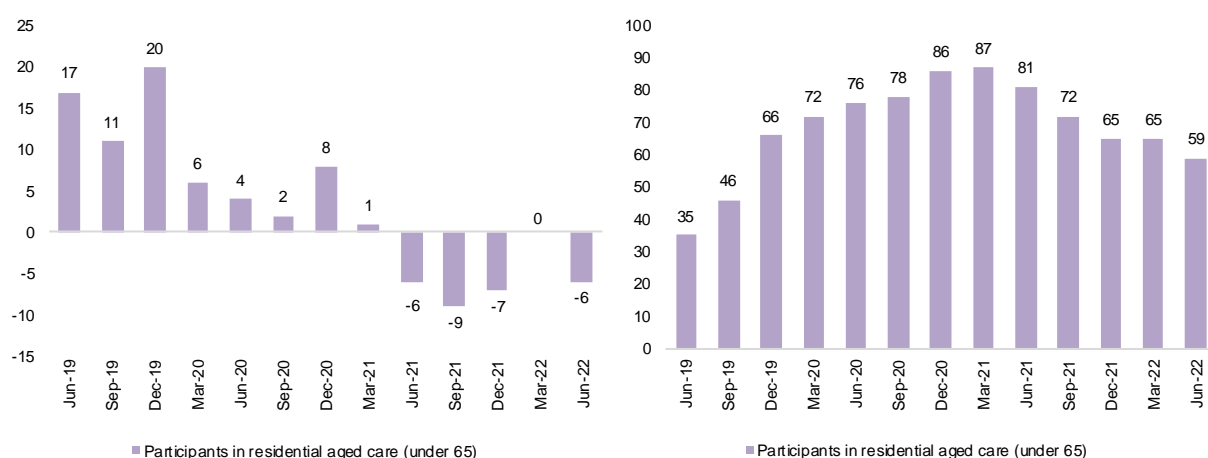


Table K.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – Tasmania ⁵⁵²

	Total
Age group	N
Under 45	<11
45 to 54	<11
55 to 64	46
Total YPIRAC (under 65)	59

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 ⁵⁵³



⁵⁴⁹ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁵⁵⁰ There are insufficient numbers to show the incremental count of CALD participants in Tasmania after the March 2022 quarter.

⁵⁵¹ 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.

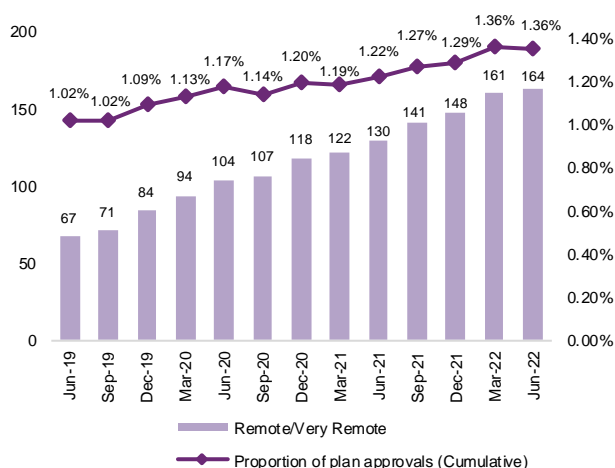
⁵⁵² There are a further 42 active participants aged 65 years or over who are currently in residential aged care.

⁵⁵³ 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 K.13 Participant profile per quarter by remoteness – Tasmania ^{554 555}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	7,663	65.1%	229	67.4%	7,892	65.2%
Population between 15,000 and 50,000	2,169	18.4%	51	15.0%	2,220	18.3%
Population between 5,000 and 15,000	56	0.5%	<11		58	0.5%
Population less than 5,000	1,716	14.6%	53	15.6%	1,769	14.6%
Remote	136	1.2%	<11		141	1.2%
Very Remote	23	0.2%	<11		23	0.2%
Missing	<11		<11		<11	
Total	11,764	100.0%	340	100.0%	12,104	100.0%

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania ^{556 557 558}



⁵⁵⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵⁵⁵ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁵⁵⁶ Ibid.

⁵⁵⁷ 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.

⁵⁵⁸ 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 ^{559 560 561}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	3,800	32%	86	25%	3,886	32%
Intellectual disability	2,840	24%	32	9%	2,872	24%
Psychosocial disability	1,008	9%	30	9%	1,038	9%
Developmental delay	754	6%	105	31%	859	7%
Hearing impairment	446	4%	11	3%	457	4%
Other neurological	465	4%	11	3%	476	4%
Other physical	365	3%	<11		373	3%
Cerebral palsy	425	4%	<11		427	4%
Acquired brain injury	444	4%	<11		450	4%
Global developmental delay	207	2%	14	4%	221	2%
Visual impairment	197	2%	<11		199	2%
Multiple sclerosis	330	3%	<11		334	3%
Stroke	149	1%	<11		158	1%
Spinal cord injury	116	1%	<11		121	1%
Other	178	2%	14	4%	192	2%
Other sensory/speech	40	0%	<11		41	0%
Total	11,764	100%	340	100%	12,104	100%

Table K.15 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{562 563}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	151	16%	<11		151	16%
Intellectual disability	431	46%	<11		431	46%
Psychosocial disability	121	13%	<11		121	13%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	42	4%	<11		42	4%
Other physical	<11		<11		<11	
Cerebral palsy	73	8%	<11		73	8%
Acquired brain injury	83	9%	<11		83	9%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	13	1%	<11		13	1%
Spinal cord injury	<11		<11		<11	
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	945	100%	<11		945	100%

⁵⁵⁹ Table order based on national proportions in Table E.14 (highest to lowest).

⁵⁶⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁵⁶¹ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in South Australia (799).

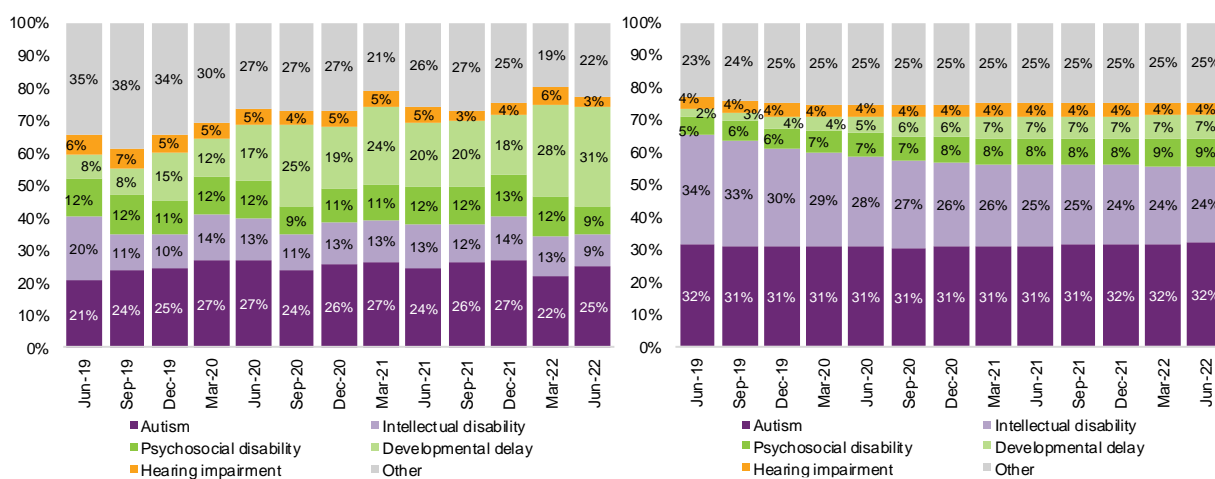
⁵⁶² The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁵⁶³ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (194).

Table K.16 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ⁵⁶⁴

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	3,649	34%	86	25%	3,735	33%
Intellectual disability	2,409	22%	32	9%	2,441	22%
Psychosocial disability	887	8%	30	9%	917	8%
Developmental delay	754	7%	105	31%	859	8%
Hearing impairment	446	4%	11	3%	457	4%
Other neurological	423	4%	11	3%	434	4%
Other physical	357	3%	<11		365	3%
Cerebral palsy	352	3%	<11		354	3%
Acquired brain injury	361	3%	<11		367	3%
Global developmental delay	207	2%	14	4%	221	2%
Visual impairment	190	2%	<11		192	2%
Multiple sclerosis	321	3%	<11		325	3%
Stroke	136	1%	<11		145	1%
Spinal cord injury	114	1%	<11		119	1%
Other	173	2%	14	4%	187	2%
Other sensory/speech	40	0%	<11		41	0%
Total	10,819	100%	340	100%	11,159	100%

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁶⁵



⁵⁶⁴ Down syndrome is included in intellectual disability, representing 1% of participants not in SIL (605).

⁵⁶⁵ 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 ⁵⁶⁶

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	996	8%	91	27%	1,087	9%
2 (High Function)	23	0%	<11		23	0%
3 (High Function)	518	4%	37	11%	555	5%
4 (High Function)	686	6%	22	6%	708	6%
5 (High Function)	827	7%	21	6%	848	7%
6 (Moderate Function)	2,599	22%	72	21%	2,671	22%
7 (Moderate Function)	829	7%	<11		836	7%
8 (Moderate Function)	719	6%	22	6%	741	6%
9 (Moderate Function)	87	1%	<11		88	1%
10 (Moderate Function)	1,142	10%	27	8%	1,169	10%
11 (Low Function)	391	3%	<11		395	3%
12 (Low Function)	1,910	16%	27	8%	1,937	16%
13 (Low Function)	796	7%	<11		804	7%
14 (Low Function)	224	2%	<11		225	2%
15 (Low Function)	<11		<11		<11	
Missing	12		<11		12	
Total	11,764	100%	340	100%	12,104	100%

Figure K.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁶⁷

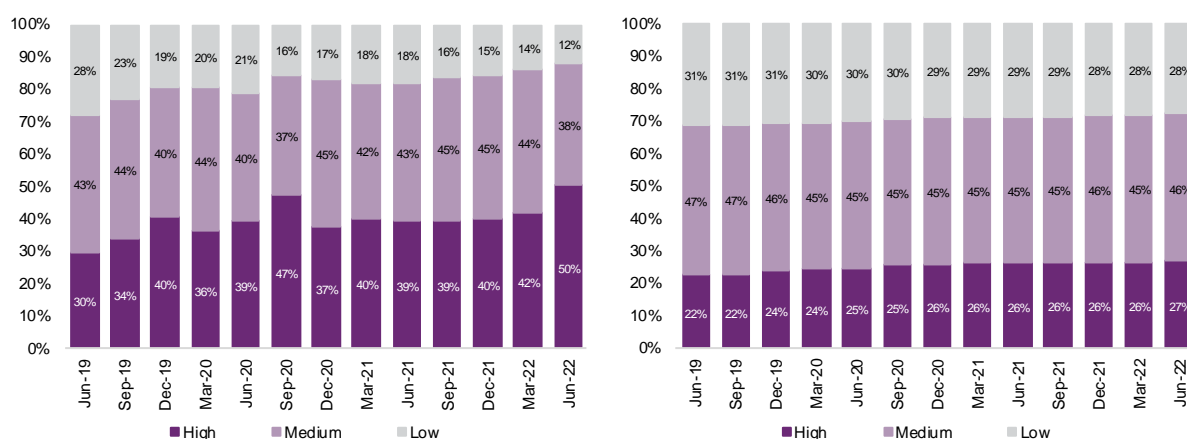


Table K.18 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,442	12%	142	42%	1,584	13%
7 to 14	2,658	23%	57	17%	2,715	22%
15 to 18	1,029	9%	18	5%	1,047	9%
19 to 24	1,302	11%	16	5%	1,318	11%
25 to 34	1,319	11%	11	3%	1,330	11%
35 to 44	956	8%	26	8%	982	8%
45 to 54	1,203	10%	28	8%	1,231	10%
55 to 64	1,417	12%	38	11%	1,455	12%
65+	438	4%	<11		442	4%
Total	11,764	100%	340	100%	12,104	100%

⁵⁶⁶ The distributions are calculated excluding participants with a missing reported level of function.

⁵⁶⁷ 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.19 Participant profile per quarter (participants in SIL) by age group – Tasmania ⁵⁶⁸

Age Group	Prior Quarters		2021-22 Q4		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	108	11%	<11		108	11%
25 to 34	169	18%	<11		169	18%
35 to 44	143	15%	<11		143	15%
45 to 54	194	21%	<11		194	21%
55 to 64	243	26%	<11		243	26%
65+	78	8%	<11		78	8%
Total	945	100%	<11		945	100%

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

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,442	13%	142	42%	1,584	14%
7 to 14	2,657	25%	57	17%	2,714	24%
15 to 18	1,020	9%	18	5%	1,038	9%
19 to 24	1,194	11%	16	5%	1,210	11%
25 to 34	1,150	11%	11	3%	1,161	10%
35 to 44	813	8%	26	8%	839	8%
45 to 54	1,009	9%	28	8%	1,037	9%
55 to 64	1,174	11%	38	11%	1,212	11%
65+	360	3%	<11		364	3%
Total	10,819	100%	340	100%	11,159	100%

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁶⁹

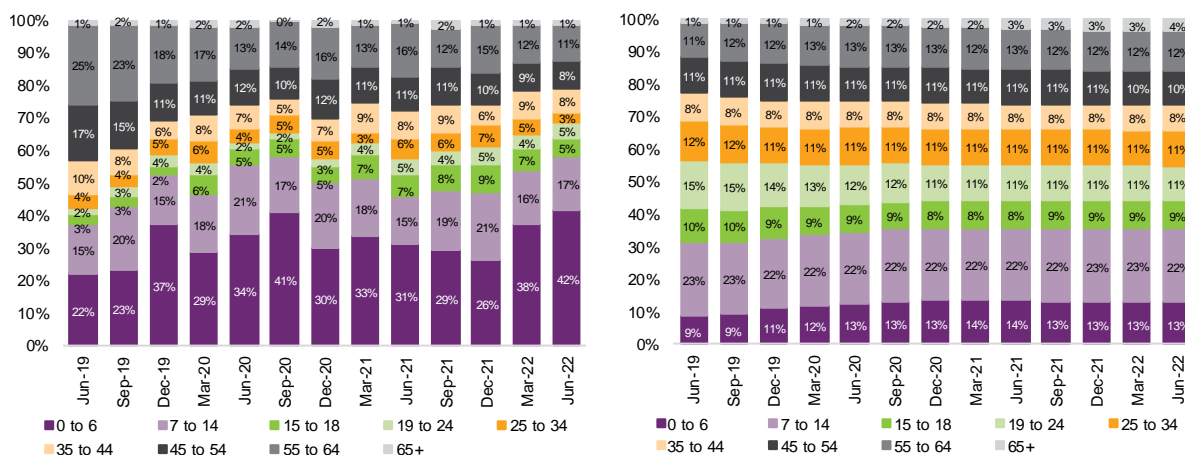


Table K.21 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	7,056	60%	200	59%	7,256	60%
Female	4,447	38%	134	39%	4,581	38%
Other	261	2%	<11		267	2%
Total	11,764	100%	340	100%	12,104	100%

⁵⁶⁸ 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.

⁵⁶⁹ 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.22 Participant profile per quarter (participants in SIL) by gender – Tasmania

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	541	57%	<11		541	57%
Female	381	40%	<11		381	40%
Other	23	2%	<11		23	2%
Total	945	100%	<11		945	100%

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

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	6,515	60%	200	59%	6,715	60%
Female	4,066	38%	134	39%	4,200	38%
Other	238	2%	<11	2%	244	2%
Total	10,819	100%	340	100%	11,159	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁷⁰

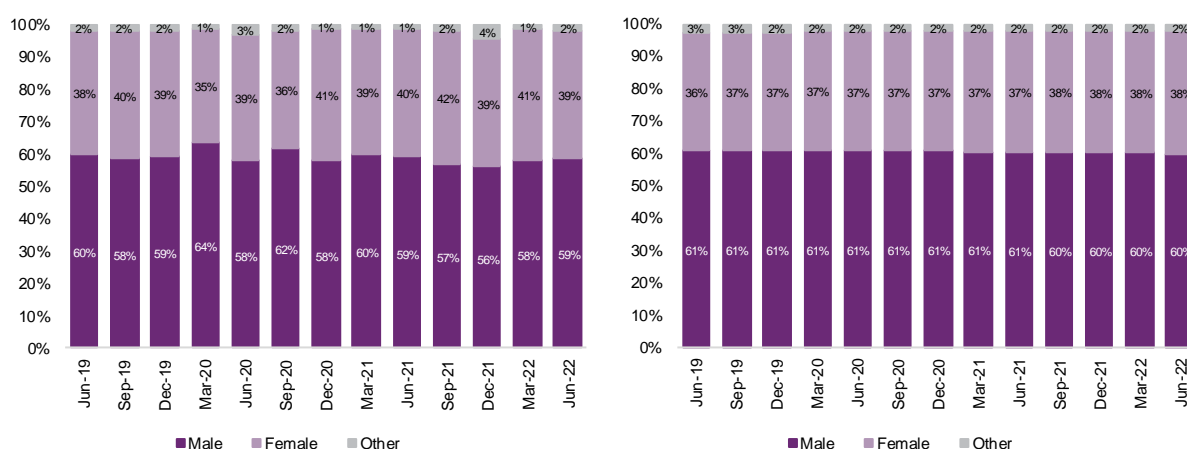


Table K.24 Participation rates by age group and gender at 30 June 2022 – Tasmania ⁵⁷¹

Age group	Participation Rate		
	Male	Female	Total
0-6	4.9%	2.4%	3.8%
7-14	6.6%	3.2%	5.2%
15-18	5.0%	2.6%	4.0%
19-24	4.2%	2.7%	3.6%
25-44	2.0%	1.5%	1.7%
45-64	2.0%	1.7%	1.9%
Total (aged 0-64)	3.3%	2.0%	2.7%

Table K.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania ⁵⁷²

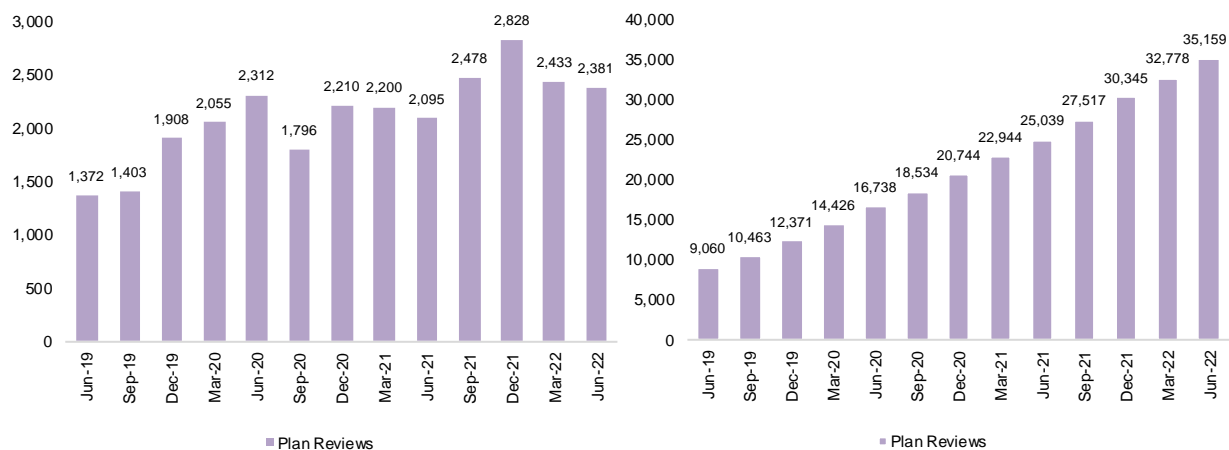
	Prior Quarters	2021-22 Q4	Total
Total plan reviews	32,778	2,381	35,159
Early intervention plans	5,331	523	5,854
Permanent disability plans	27,447	1,858	29,305

⁵⁷⁰ Ibid.

⁵⁷¹ 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.

⁵⁷² 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 K.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Tasmania



Part Two: Participant experience and outcomes

Table K.26 Number of baseline questionnaires completed by SFOF version – Tasmania ⁵⁷³

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	324	516	498	436	1,905
Participant school to 14	545	858	551	624	484	406	3,468
Participant 15 to 24	293	155	107	180	175	181	1,091
Participant 25 and over	173	490	1,569	940	705	564	4,441
Total Participant	1,027	1,618	2,551	2,260	1,862	1,587	10,905
Family 0 to 14	504	960	850	1,116	969	809	5,208
Family 15 to 24	154	134	74	120	122	109	713
Family 25 and over	<11	171	578	300	200	124	1,382
Total Family	667	1,265	1,502	1,536	1,291	1,042	7,303
Total	1,694	2,883	4,053	3,796	3,153	2,629	18,208

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	57%			
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			37%	
CC	% who choose who supports them			47%	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			21%	32%
CC	% who want more choice and control in their life			80%	78%

⁵⁷³ 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	61%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	50%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	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			32%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	28%

Table K.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		85%		
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			65%	42%
HW	% who did not have any difficulties accessing health services			70%	66%
LL	% who currently attend or previously attended school in a mainstream class			69%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				73%
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	25%	25%	27%
% receiving Carer Allowance	44%	37%	36%
% working in a paid job	40%	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	75%	83%	82%
% who say they (and their partner) are able to work as much as they want	45%	44%	61%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	88%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	27%	18%
% able to advocate for their child/family member	79%	73%	69%
% who have friends and family they see as often as they like	50%	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=372) - participants who entered between 1 July 2016 and 30 June 2021 – Tasmania ⁵⁷⁴

Question	% Yes
DL Has the NDIS improved your child's development?	80%
DL Has the NDIS improved your child's access to specialist services?	85%
CC Has the NDIS helped increase your child's ability to communicate what they want?	69%
REL Has the NDIS improved how your child fits into family life?	66%
S/CP Has the NDIS improved how your child fits into community life?	58%

⁵⁷⁴ Results in Tables K.31 to K.34 include participants who entered between 1 July 2016 and 30 June 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=894) - participants who entered between 1 July 2016 and 30 June 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?	47%
S/CP	Has the NDIS improved your child's social and recreational life?	40%

Table K.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=263) and ‘Participant 25 and over’ (n=1,360) - participants who entered between 1 July 2016 and 30 June 2021 – Tasmania

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	54%	76%
DL	Has the NDIS helped you with daily living activities?	55%	77%
REL	Has the NDIS helped you to meet more people?	40%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	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?	22%	26%
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?	46%	65%

Table K.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,428); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=633) - participants who entered between 1 July 2016 and 30 June 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?	58%	54%
Has the NDIS improved the level of support for your family?	66%	67%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	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=154) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania ⁵⁷⁵

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	84%	92%	+8%
DL	Has the NDIS improved your child's access to specialist services?	87%	93%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	74%	80%	+6%
REL	Has the NDIS improved how your child fits into family life?	69%	78%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	55%	66%	+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=622) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	65%	+10%
LL	Has the NDIS improved your child's access to education?	30%	36%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	53%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	45%	+6%

⁵⁷⁵ Results in Tables K.35 to K.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=181) and ‘Participant 25 and over’ (n=588) - participants who entered between 1 July 2016 and 30 June 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?	51%	57%	+6%	75%	78%	+3%
DL	Has the NDIS helped you with daily living activities?	51%	60%	+9%	80%	82%	+2%
REL	Has the NDIS helped you to meet more people?	46%	49%	+3%	55%	58%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	13%	-3%	32%	36%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	40%	+6%	49%	54%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	22%	0%	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?	49%	51%	+2%	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=637); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=160) - participants who entered between 1 July 2016 and 30 June 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?	50%	57%	+7%	56%	60%	+4%
	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%	71%	+9%	61%	68%	+7%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	71%	+7%			
	Has the NDIS improved your health and wellbeing?	34%	39%	+5%	31%	33%	+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=523) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania ⁵⁷⁶

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	57%	63%	71%	+14%
LL	Has the NDIS improved your child's access to education?	29%	30%	37%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	47%	55%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	44%	49%	+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=162) - participants who entered between 1 July 2016 and 30 June 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%	62%	63%	+10%
Has the NDIS helped you to meet more people?	50%	54%	51%	+1%
Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	12%	12%	+3%
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?	30%	33%	25%	-5%
Has your involvement with the NDIS helped you find a job that's right for you?	12%	13%	11%	-1%
Has the NDIS helped you be more involved?	46%	49%	52%	+6%

⁵⁷⁶ Results in Tables K.39 to K.43 include participants who had their first plan approved between 1 July 2016 and 30 June 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=399) - participants who entered between 1 July 2016 and 30 June 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%	85%	+6%
Has the NDIS helped you with daily living activities?	80%	82%	86%	+6%
Has the NDIS helped you to meet more people?	59%	63%	66%	+7%
Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	39%	41%	+7%
Has your involvement with the NDIS improved your health and wellbeing?	53%	59%	60%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	34%	31%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	16%	-1%
Has the NDIS helped you be more involved?	67%	69%	71%	+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=412) - participants who entered between 1 July 2016 and 30 June 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?	45%	48%	58%	+13%
Has the NDIS improved the level of support for your family?	54%	62%	70%	+16%
Has the NDIS improved your access to services, programs and activities in the community?	58%	66%	72%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	59%	67%	68%	+9%
Has the NDIS improved your health and wellbeing?	27%	29%	37%	+10%

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=125) - participants who entered between 1 July 2016 and 30 June 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?	63%	69%	70%	+7%
Has the NDIS helped you to access services, programs and activities in the community?	61%	67%	69%	+8%
Has the NDIS improved your health and wellbeing?	30%	24%	28%	-2%

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=432) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania⁵⁷⁷

	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%	53%	61%	66%	+19%
LL	Has the NDIS improved your child's access to education?	18%	21%	22%	23%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	30%	34%	43%	46%	+16%
S/CP	Has the NDIS improved your child's social and recreational life?	32%	36%	41%	45%	+13%

⁵⁷⁷ Results in Tables K.44 to K.48 include participants who had their first plan approved between 1 July 2016 and 30 June 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 30 June 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%	63%	62%	67%	+17%
DL	Has the NDIS helped you with daily living activities?	49%	59%	61%	63%	+14%
REL	Has the NDIS helped you to meet more people?	42%	50%	47%	49%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	8%	9%	11%	12%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	37%	35%	40%	+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?	19%	21%	22%	23%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	8%	9%	11%	10%	+2%
S/CP	Has the NDIS helped you be more involved?	43%	53%	55%	55%	+12%

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=149) - participants who entered between 1 July 2016 and 30 June 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%	77%	85%	82%	+2%
DL	Has the NDIS helped you with daily living activities?	80%	87%	94%	89%	+9%
REL	Has the NDIS helped you to meet more people?	62%	64%	76%	67%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	33%	42%	36%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	53%	62%	52%	+2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	31%	30%	26%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	21%	15%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	69%	72%	74%	73%	+4%

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=192) - participants who entered between 1 July 2016 and 30 June 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?	33%	35%	37%	44%	+11%
Has the NDIS improved the level of support for your family?	50%	56%	59%	64%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	52%	59%	65%	68%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	43%	51%	50%	55%	+12%
Has the NDIS improved your health and wellbeing?	29%	27%	40%	30%	+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=52) - participants who entered between 1 July 2016 and 30 June 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?	37%	55%	41%	52%	+15%
Has the NDIS improved the level of support for your family?	53%	68%	62%	70%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	57%	69%	57%	66%	+9%
Has the NDIS improved your health and wellbeing?	35%	32%	24%	26%	-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’.

Table K.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=101) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania

578

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	50%	56%	67%	55%	64%	+14%
LL	Has the NDIS improved your child's access to education?	21%	19%	33%	15%	20%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	31%	34%	49%	45%	44%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	44%	51%	55%	48%	+4%

Table K.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=121) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania

	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?	46%	52%	56%	57%	65%	+19%
DL	Has the NDIS helped you with daily living activities?	43%	55%	64%	60%	68%	+25%
REL	Has the NDIS helped you to meet more people?	39%	45%	48%	49%	51%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	11%	8%	12%	15%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	30%	31%	36%	42%	41%	+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?	24%	20%	21%	20%	23%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	4%	8%	5%	6%	+1%
S/CP	Has the NDIS helped you be more involved?	39%	51%	53%	53%	56%	+17%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

⁵⁷⁸ Results in Tables K.49 to K.50 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table K.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,153), 'participant social and community engagement rate' (n=1,167), 'parent and carer employment rate' (n=998) at entry, first and second plan review, and 'participant choice and control' (n=706) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania ⁵⁷⁹

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	9%	11%	13%	24%
Aged 25 to 34 years	27%	24%	29%	
Aged 35 to 44 years	23%	21%	18%	
Aged 45 to 54 years	20%	18%	19%	
Aged 55 to 64 years	15%	13%	12%	
Aged 65+ years	13%	10%	10%	
Aged 25 to 64 years	20%	18%	18%	
Aged 15 to 64 years	17%	16%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	26%	28%	26%	48%
Aged 25 to 34 years	25%	27%	28%	
Aged 35 to 44 years	29%	33%	31%	
Aged 45 to 54 years	31%	29%	32%	
Aged 55 to 64 years	30%	33%	34%	
Aged 65+ years	27%	33%	34%	
Aged 25+	29%	31%	32%	
Aged 15+	28%	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%	43%	41%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		51%	57%	75%
Aged 25+		75%	78%	
Aged 15+		69%	73%	

⁵⁷⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a second plan review to date.

Table K.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=728), 'participant social and community engagement rate' (n=733), 'parent and carer employment rate' (n=585) at entry, first, second and third plan review, and 'participant choice and control' (n=509) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania⁵⁸⁰

July 2019 and 60 June 2019 - Tasmania					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	5%	8%	11%	14%	24%
Aged 25 to 34 years	25%	34%	15%	23%	
Aged 35 to 44 years	28%	30%	19%	29%	
Aged 45 to 54 years	26%	28%	18%	19%	
Aged 55 to 64 years	20%	25%	17%	16%	
Aged 65+ years	Numbers are too small				
Aged 25 to 64 years	24%	28%	17%	22%	
Aged 15 to 64 years	19%	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%	30%	30%	32%	48%
Aged 25 to 34 years	30%	36%	32%	39%	
Aged 35 to 44 years	36%	43%	52%	46%	
Aged 45 to 54 years	36%	42%	40%	44%	
Aged 55 to 64 years	38%	44%	40%	44%	
Aged 65+ years	Numbers are too small				
Aged 25+	36%	41%	41%	44%	
Aged 15+	34%	38%	37%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	36%	39%	37%	42%	49%
Aged 15+	40%	44%	41%	42%	
All ages	37%	41%	39%	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%	85%	
Aged 15+		72%	72%	77%	

⁵⁸⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table K.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=338), 'participant social and community engagement rate' (n=337), 'parent and carer employment rate' (n=253) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=284) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania⁵⁸¹

Between 1 July 2019 and 30 June 2020 Tasmania						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	4%	7%	8%	13%	18%	24%
Aged 25 to 34 years	35%	35%	36%	23%	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 to 64 years	22%	23%	22%	15%	15%	
Aged 15 to 64 years	15%	16%	15%	14%	16%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	26%	33%	31%	29%	32%	48%
Aged 25 to 34 years	35%	37%	36%	27%	35%	
Aged 35 to 44 years	Numbers are too small					
Aged 45 to 54 years						
Aged 55 to 64 years						
Aged 65+ years						
Aged 25+	36%	37%	39%	35%	42%	
Aged 15+	32%	35%	35%	32%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	44%	42%	47%	43%	44%	49%
Aged 15+	50%	51%	51%	57%	52%	
All ages	47%	47%	49%	51%	48%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		50%	63%	62%	67%	75%
Aged 25+		80%	77%	85%	82%	
Aged 15+		64%	68%	69%	73%	

⁵⁸¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table K.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=116), 'participant social and community engagement rate' (n=117), 'parent and carer employment rate' (n=64), at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=139) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania⁵⁸²

Info collected between 1 July 2016 and 30 June 2017 - Tasmania								
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target	
Aged 15 to 24 years	11%	12%	13%	24%	30%	28%	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 to 64 years								
Aged 15 to 64 years	20%	23%	24%	28%	26%	29%		
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%	31%	33%	34%	32%	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+	32%	31%	30%	31%	30%	29%		
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target	
Aged 0 to 14 years	Numbers are too small						48%	
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		46%	52%	56%	57%	65%	75%	
Aged 25+		Numbers are too small						
Aged 15+		49%	55%	59%	60%	67%		

⁵⁸² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table K.55 Number of active plans by goal type and primary disability – Tasmania ⁵⁸³

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	246	60	110	358	210	109	450
Autism	845	3,037	1,797	1,227	1,491	2,639	463	663	3,886
Cerebral palsy	130	308	256	75	87	296	133	66	427
Developmental delay	95	790	296	363	221	734	<11	<11	859
Down syndrome	74	223	178	73	80	239	86	84	309
Global developmental delay	39	208	82	85	75	176	<11	<11	221
Hearing impairment	112	320	139	102	72	208	61	112	457
Intellectual disability	666	1,660	1,071	604	679	1,829	872	878	2,563
Multiple sclerosis	91	219	257	16	37	231	136	65	334
Psychosocial disability	259	581	656	210	216	790	491	279	1,038
Spinal cord injury	43	75	75	12	<11	77	55	30	121
Stroke	53	106	97	18	24	117	71	28	158
Visual impairment	63	150	92	45	22	139	66	56	199
Other neurological	136	311	288	44	90	342	227	68	476
Other physical	96	264	238	43	44	231	120	68	373
Other sensory/speech	<11	32	<11	17	<11	23	<11	<11	41
Other	38	138	98	15	27	138	82	26	192
Total	2,881	8,688	5,876	3,009	3,292	8,567	3,079	2,539	12,104

⁵⁸³ 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.56 Percentage of active plans by goal type and primary disability – Tasmania ⁵⁸⁴

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%	59%	55%	13%	24%	80%	47%	24%
Autism	22%	78%	46%	32%	38%	68%	12%	17%
Cerebral palsy	30%	72%	60%	18%	20%	69%	31%	15%
Developmental delay	11%	92%	34%	42%	26%	85%	n/a	n/a
Down syndrome	24%	72%	58%	24%	26%	77%	28%	27%
Global developmental delay	18%	94%	37%	38%	34%	80%	n/a	n/a
Hearing impairment	25%	70%	30%	22%	16%	46%	13%	25%
Intellectual disability	26%	65%	42%	24%	26%	71%	34%	34%
Multiple sclerosis	27%	66%	77%	5%	11%	69%	41%	19%
Psychosocial disability	25%	56%	63%	20%	21%	76%	47%	27%
Spinal cord injury	36%	62%	62%	10%	n/a	64%	45%	25%
Stroke	34%	67%	61%	11%	15%	74%	45%	18%
Visual impairment	32%	75%	46%	23%	11%	70%	33%	28%
Other neurological	29%	65%	61%	9%	19%	72%	48%	14%
Other physical	26%	71%	64%	12%	12%	62%	32%	18%
Other sensory/speech	n/a	78%	n/a	41%	n/a	56%	n/a	n/a
Other	20%	72%	51%	8%	14%	72%	43%	14%
Total	24%	72%	49%	25%	27%	71%	25%	21%

⁵⁸⁴ 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.57 Number of goals in active plans by goal type and primary disability – Tasmania ⁵⁸⁵

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	480	998	870	167	361	1,216	705	309	5,106
Autism	3,295	21,474	8,400	5,297	6,203	11,221	1,571	2,299	59,760
Cerebral palsy	586	2,143	1,216	307	371	1,340	551	269	6,783
Developmental delay	396	7,544	1,500	1,473	947	3,298	<11	<11	15,160
Down syndrome	335	1,414	779	365	320	1,076	301	344	4,934
Global developmental delay	194	2,363	478	393	359	852	<11	<11	4,649
Hearing impairment	408	1,508	613	386	256	779	192	341	4,483
Intellectual disability	2,476	8,503	4,462	2,173	2,625	7,301	3,005	2,949	33,494
Multiple sclerosis	259	808	817	54	106	650	394	193	3,281
Psychosocial disability	690	2,017	2,050	564	622	2,294	1,339	762	10,338
Spinal cord injury	155	325	300	42	50	306	200	94	1,472
Stroke	198	483	392	54	74	408	252	97	1,958
Visual impairment	251	822	348	149	68	527	227	205	2,597
Other neurological	445	1,639	1,140	141	345	1,294	809	200	6,013
Other physical	302	1,362	988	137	153	885	403	235	4,465
Other sensory/speech	20	184	24	52	24	84	<11	18	411
Other	140	686	419	71	86	463	236	101	2,202
Total	10,630	54,273	24,796	11,825	12,970	33,994	10,199	8,419	167,106

⁵⁸⁵ Participants have set over eighteen million goals in total across Australia since July 2016. The 167,106 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.58 Number of active plans by goal type and age group – Tasmania ⁵⁸⁶

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	191	1,461	588	679	401	1,375	<11	<11	1,584
7 to 14	479	2,267	1,248	879	1,211	1,636	54	27	2,715
15 to 18	239	790	484	351	383	719	90	233	1,047
19 to 24	409	858	515	346	291	874	440	752	1,318
25 to 34	417	810	634	277	268	908	574	618	1,330
35 to 44	286	614	533	180	205	718	434	354	982
45 to 54	344	748	736	155	227	924	564	296	1,231
55 to 64	389	889	864	118	245	1,087	692	223	1,455
65+	127	251	274	24	61	326	223	36	442
Total	2,881	8,688	5,876	3,009	3,292	8,567	3,079	2,539	12,104

Table K.59 Percentage of active plans by goal type and age group – Tasmania ⁵⁸⁷

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	12%	92%	37%	43%	25%	87%	n/a	n/a
7 to 14	18%	83%	46%	32%	45%	60%	2%	1%
15 to 18	23%	75%	46%	34%	37%	69%	9%	22%
19 to 24	31%	65%	39%	26%	22%	66%	33%	57%
25 to 34	31%	61%	48%	21%	20%	68%	43%	46%
35 to 44	29%	63%	54%	18%	21%	73%	44%	36%
45 to 54	28%	61%	60%	13%	18%	75%	46%	24%
55 to 64	27%	61%	59%	8%	17%	75%	48%	15%
65+	29%	57%	62%	5%	14%	74%	50%	8%
Total	24%	72%	49%	25%	27%	71%	25%	21%

⁵⁸⁶ 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.

⁵⁸⁷ 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 K.60 Number of goals in active plans by goal type and age group – Tasmania ⁵⁸⁸

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	908	14,883	3,186	2,973	1,769	6,552	30	<11	30,301
7 to 14	2,003	16,994	6,130	3,814	5,122	6,840	202	103	41,208
15 to 18	868	4,371	2,005	1,437	1,545	2,895	306	832	14,259
19 to 24	1,502	4,010	2,104	1,166	1,135	3,539	1,548	2,654	17,658
25 to 34	1,517	3,530	2,369	937	943	3,295	1,982	1,933	16,506
35 to 44	1,024	2,636	2,093	574	724	2,854	1,494	1,166	12,565
45 to 54	1,142	3,058	2,773	450	728	3,192	1,775	963	14,081
55 to 64	1,266	3,779	3,156	395	797	3,779	2,197	626	15,995
65+	400	1,012	980	79	207	1,048	665	142	4,533
Total	10,630	54,273	24,796	11,825	12,970	33,994	10,199	8,419	167,106

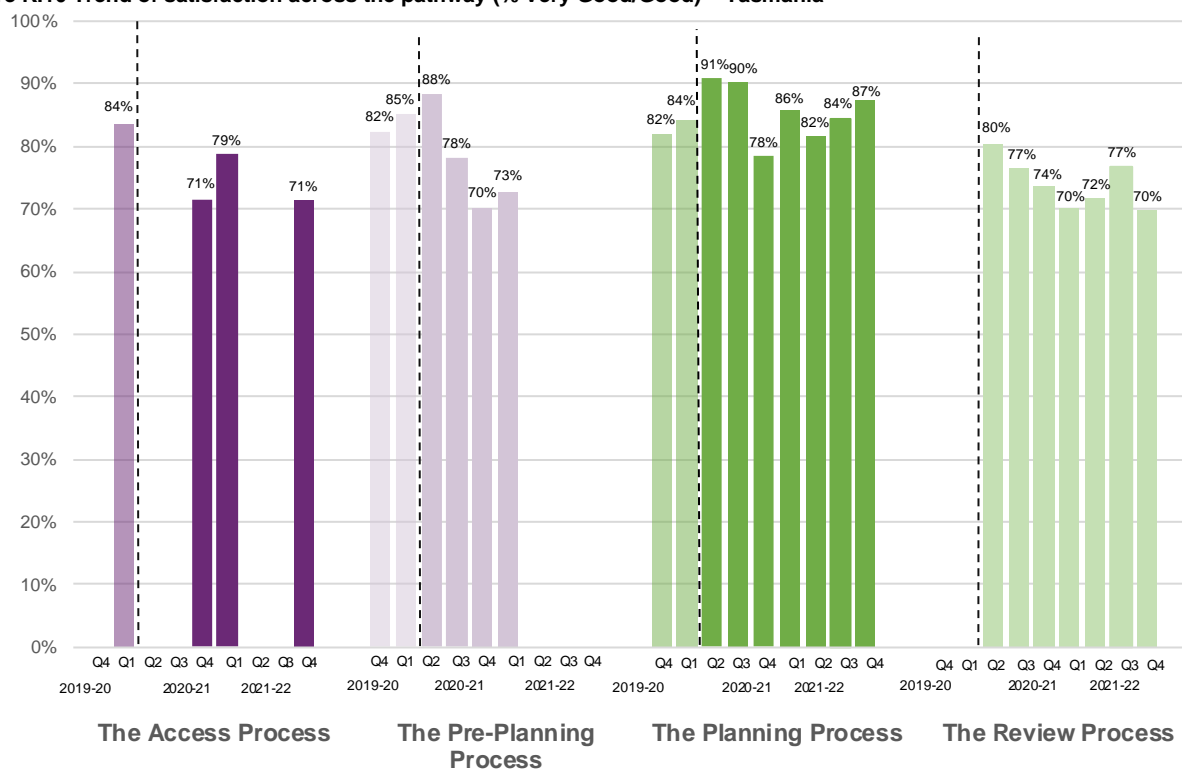
⁵⁸⁸ Participants have set over eighteen million goals in total across Australia since July 2016. The 167,106 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.61 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ⁵⁸⁹

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 116	n = 21
Are you happy with how coming into the NDIS has gone?	82%	86%
Was the person from the NDIS respectful?	96%	90%
Do you understand what will happen next with your plan?	73%	71%
% of participants rating their overall experience as Very Good or Good.	75%	71%
Pre-planning	n = 134	n = 18
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?	95%	n/a
Were decisions about your plan clearly explained?	78%	n/a
Are you clear on what happens next with your plan?	63%	n/a
Do you know where to go for more help with your plan?	70%	n/a
% of participants rating their overall experience as Very Good or Good.	78%	n/a
Planning	n = 807	n = 103
Did the person from the NDIS understand how your disability affects your life?	92%	88%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	87%	87%
Are you clear on what happens next with your plan?	82%	83%
Do you know where to go for more help with your plan?	90%	86%
% of participants rating their overall experience as Very Good or Good.	85%	87%
Plan review	n = 2,522	n = 447
Did the person from the NDIS understand how your disability affects your life?	83%	77%
Did you feel prepared for your plan review?	85%	81%
Is your NDIS plan helping you to make progress towards your goals?	87%	85%
% of participants rating their overall experience as Very Good or Good.	75%	70%

⁵⁸⁹ 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 ⁵⁹⁰ ⁵⁹¹ ⁵⁹²



⁵⁹⁰ 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.

⁵⁹¹ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁹² 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table K.62 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table K.63 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table K.62 Complaints by quarter – Tasmania ^{593 594}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	<11	<11	<11	<11
Complaint about LAC Partner	21	<11	23	22
Complaints about service providers	144	<11	151	126
Complaints about the Agency	1,813	147	1,960	1,137
Critical/ Reportable Incident	187	38	225	194
Unclassified	39	<11	39	35
Total	2,213	194	2,407	1,364
% of the number of active participants	6.2%	6.5%	6.2%	

⁵⁹³ Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints

⁵⁹⁴ .% 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.

Figure K.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania

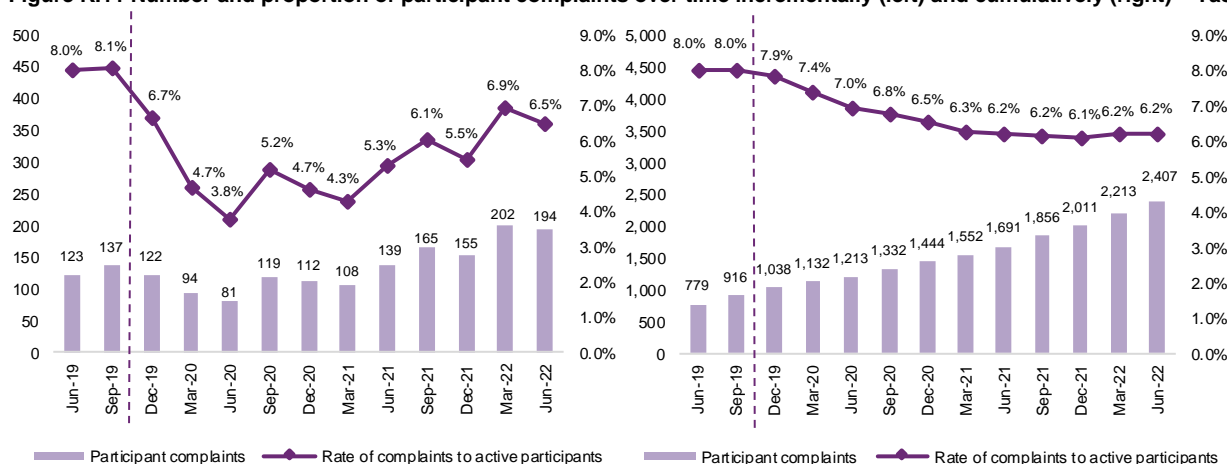


Table K.63 Participant complaints by type – Tasmania

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	83	(5%)	<11		83	(4%)
Information unclear	42	(2%)	<11		43	(2%)
NDIA Access	65	(4%)	<11		72	(4%)
NDIA Engagement	<11		<11		<11	
NDIA Finance	79	(4%)	14	(10%)	93	(5%)
NDIA Fraud and Compliance	<11		<11		<11	
NDIA Plan	300	(17%)	52	(35%)	352	(18%)
NDIA Process	113	(6%)	13	(9%)	126	(6%)
NDIA Resources	11	(1%)	<11		13	(1%)
NDIA Staff	64	(4%)	15	(10%)	79	(4%)
NDIA Timeliness	243	(13%)	35	(24%)	278	(14%)
Participation, engagement and inclusion	<11		<11		<11	
Provider Portal	<11		<11		<11	
Quality & Safeguards Commission	<11		<11		<11	
Reasonable and necessary supports	77	(4%)	<11		77	(4%)
Staff conduct - Agency	45	(2%)	<11		45	(2%)
The way the NDIA carried out its decision making	66	(4%)	<11		67	(3%)
Timeliness	297	(16%)	<11		298	(15%)
Other	312	(17%)	<11		316	(16%)
Total	1,813		147		1,960	
Complaint about ECA Partner						
ECA Engagement	<11		<11		<11	
ECA Fraud and Compliance	<11		<11		<11	
ECA Plan	<11		<11		<11	
ECA Process	<11		<11		<11	
ECA Resources	<11		<11		<11	
ECA Staff	<11		<11		<11	
ECA Timeliness	<11		<11		<11	
Other	<11		<11		<11	
Total	<11		<11		<11	
Complaint about LAC Partner						
LAC Engagement	<11		<11		<11	
LAC Fraud and Compliance	<11		<11		<11	

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Plan	<11		<11		<11	
LAC Process	<11		<11		<11	
LAC Resources	<11		<11		<11	
LAC Staff	<11		<11		<11	
LAC Timeliness	<11		<11		<11	
Other	<11		<11		<11	
Total	21		<11		23	
<i>Complaints about service providers</i>						
Provider costs.	<11		<11		<11	
Provider Finance	<11		<11		<11	
Provider Fraud and Compliance	<11		<11		<11	
Provider process	13	(9%)	<11		13	(9%)
Provider Service	35	(24%)	<11		39	(26%)
Provider Staff	<11		<11		<11	
Service Delivery	19	(13%)	<11		20	(13%)
Staff conduct	15	(10%)	<11		15	(10%)
Supports being provided	14	(10%)	<11		14	(9%)
Other	21	(15%)	<11		21	(14%)
Total	144		<11		151	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	36	(19%)	<11		45	(20%)
Allegations against Informal Supports	29	(16%)	<11		29	(13%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	35	(19%)	<11		39	(17%)
Provider reporting	87	(47%)	25	(66%)	112	(50%)
Other	<11		<11		<11	
Total	187		38		225	
<i>Unclassified</i>	39		<11		39	
Participants total	2,213		194		2,407	

Table K.64 AAT Cases by category at 30 June 2022 – Tasmania ⁵⁹⁵

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Total cases	164	100%	25	100%	189	100%
% of the number of active participants	<11		<11		<11	

⁵⁹⁵ The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.
June 2022 | NDIS Quarterly Report to disability ministers

Figure K.12 Number and proportion of AAT cases over time cumulatively – Tasmania ⁵⁹⁶

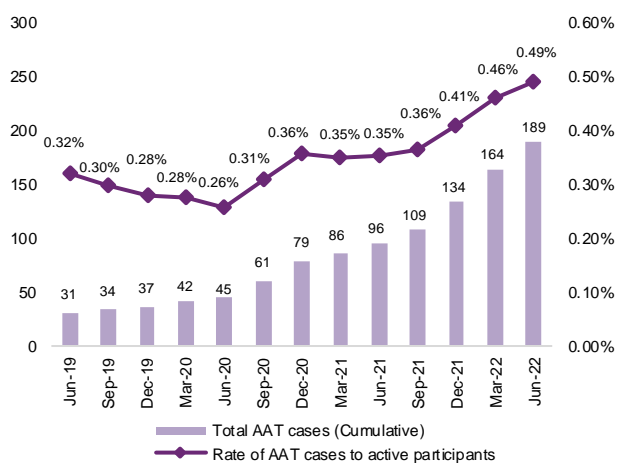


Table K.65 AAT cases by open/closed and decision – Tasmania ^{597 598}

	Number of cases	Number of unique active participants
AAT Cases	189	185
Open AAT Cases	81	81
Closed AAT Cases	108	104
<i>Resolved before hearing</i>	<i>106</i>	<i>102</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

⁵⁹⁶ There are insufficient numbers to show the incremental count of AAT cases.

⁵⁹⁷ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

⁵⁹⁸ 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.66 Key markets indicators by quarter – Tasmania ^{599 600}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.44	1.44
b) Number of providers delivering new types of supports	75	99
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	87%
<i>Therapeutic Supports (%)</i>	92%	94%
<i>Participate Community (%)</i>	88%	89%
<i>Early Childhood Supports (%)</i>	91%	92%
<i>Assist Personal Activities (%)</i>	89%	88%

Table K.67 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – Tasmania ⁶⁰¹

Activity	Number of providers
Active for the first time in 2021-22 Q4	36
Active in 2021-22 Q4 and also in previous quarters	499
Active in 2021-22 Q4	535
Inactive in 2021-22 Q4	989
Active ever	1,524

⁵⁹⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁰⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁰¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table K.68 Cumulative number of providers that have been ever active by registration group – Tasmania ⁶⁰²

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	28	<5	30	7%
Assistance Animals	14	<5	14	0%
Assistance with daily life tasks in a group or shared living arrangement	165	14	179	8%
Assistance with travel/transport arrangements	143	5	148	3%
Daily Personal Activities	300	8	308	3%
Group and Centre Based Activities	202	<5	205	1%
High Intensity Daily Personal Activities	188	<5	192	2%
Household tasks	239	6	245	3%
Interpreting and translation	26	<5	27	4%
Participation in community, social and civic activities	347	8	355	2%
Assistive Technology				
Assistive equipment for recreation	37	<5	39	5%
Assistive products for household tasks	36	<5	36	0%
Assistance products for personal care and safety	364	6	370	2%
Communication and information equipment	108	11	119	10%
Customised Prosthetics	103	<5	105	2%
Hearing Equipment	46	<5	47	2%
Hearing Services	13	<5	13	0%
Personal Mobility Equipment	146	10	156	7%
Specialised Hearing Services	13	<5	13	0%
Vision Equipment	39	<5	39	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	353	13	366	4%
Behaviour Support	112	<5	114	2%
Community nursing care for high needs	64	5	69	8%
Development of daily living and life skills	189	6	195	3%
Early Intervention supports for early childhood	207	<5	211	2%
Exercise Physiology and Physical Wellbeing activities	101	<5	102	1%
Innovative Community Participation	37	<5	41	11%
Specialised Driving Training	16	<5	17	6%
Therapeutic Supports	579	15	594	3%
Capital services				
Home modification design and construction	62	<5	64	3%
Specialist Disability Accommodation	16	<5	17	6%
Vehicle Modifications	38	<5	38	0%
Choice and control support services				
Management of funding for supports in participants plan	165	7	172	4%
Support Coordination	60	<5	64	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	67	<5	70	4%
Specialised Supported Employment	55	<5	57	4%
Total	1,488	36	1,524	2%

⁶⁰² Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table K.69 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2022 – Tasmania ⁶⁰³

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	24	30	20%	80%	100%
Assistance Animals	<5	14	14		100%	100%
Assistance with daily life tasks in a group or shared living arrangement	23	156	179	13%	87%	100%
Assistance with travel/transport arrangements	22	126	148	15%	85%	100%
Daily Personal Activities	37	271	308	12%	88%	100%
Group and Centre Based Activities	22	183	205	11%	89%	100%
High Intensity Daily Personal Activities	19	173	192	10%	90%	100%
Household tasks	45	200	245	18%	82%	100%
Interpreting and translation	<5	24	27		89%	100%
Participation in community, social and civic activities	47	308	355	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	<5	39	39		100%	100%
Assistive products for household tasks	<5	33	36		92%	100%
Assistance products for personal care and safety	36	334	370	10%	90%	100%
Communication and information equipment	20	99	119	17%	83%	100%
Customised Prosthetics	13	92	105	12%	88%	100%
Hearing Equipment	6	41	47	13%	87%	100%
Hearing Services	<5	13	13		100%	100%
Personal Mobility Equipment	18	138	156	12%	88%	100%
Specialised Hearing Services	<5	12	13		92%	100%
Vision Equipment	<5	36	39		92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	64	302	366	17%	83%	100%
Behaviour Support	27	87	114	24%	76%	100%
Community nursing care for high needs	6	63	69	9%	91%	100%
Development of daily living and life skills	27	168	195	14%	86%	100%
Early Intervention supports for early childhood	50	161	211	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	16	86	102	16%	84%	100%
Innovative Community Participation	11	30	41	27%	73%	100%
Specialised Driving Training	<5	14	17		82%	100%
Therapeutic Supports	205	389	594	35%	65%	100%
Capital services						
Home modification design and construction	9	55	64	14%	86%	100%
Specialist Disability Accommodation	<5	15	17		88%	100%
Vehicle Modifications	<5	34	38		89%	100%
Choice and control support services						
Management of funding for supports in participants plan	29	143	172	17%	83%	100%
Support Coordination	10	54	64	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	7	63	70	10%	90%	100%
Specialised Supported Employment	5	52	57	9%	91%	100%
Total	358	1,166	1,524	23%	77%	100%

⁶⁰³ Ibid.

Table K.70 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – Tasmania ⁶⁰⁴

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	<5	<5	<5	50%
Assistance Animals	12	<5	12	0%
Assistance with daily life tasks in a group or shared living arrangement	85	14	99	14%
Assistance with travel/transport arrangements	66	5	71	7%
Daily Personal Activities	120	8	128	6%
Group and Centre Based Activities	75	<5	78	4%
High Intensity Daily Personal Activities	72	<5	76	5%
Household tasks	101	6	107	6%
Interpreting and translation	13	<5	14	7%
Participation in community, social and civic activities	154	8	162	5%
Assistive Technology				
Assistive equipment for recreation	5	<5	7	29%
Assistive products for household tasks	6	<5	6	0%
Assistance products for personal care and safety	133	6	139	4%
Communication and information equipment	34	11	45	24%
Customised Prosthetics	34	<5	36	6%
Hearing Equipment	13	<5	14	7%
Hearing Services	<5	<5	<5	0%
Personal Mobility Equipment	39	10	49	20%
Specialised Hearing Services	<5	<5	<5	0%
Vision Equipment	10	<5	10	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	147	13	160	8%
Behaviour Support	49	<5	51	4%
Community nursing care for high needs	37	5	42	12%
Development of daily living and life skills	62	6	68	9%
Early Intervention supports for early childhood	52	<5	56	7%
Exercise Physiology and Physical Wellbeing activities	46	<5	47	2%
Innovative Community Participation	7	<5	11	36%
Specialised Driving Training	5	<5	6	17%
Therapeutic Supports	199	15	214	7%
Capital services				
Home modification design and construction	14	<5	16	13%
Specialist Disability Accommodation	10	<5	11	9%
Vehicle Modifications	5	<5	5	0%
Choice and control support services				
Management of funding for supports in participants plan	109	7	116	6%
Support Coordination	21	<5	25	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	30	<5	33	9%
Specialised Supported Employment	30	<5	32	6%
Total	499	36	535	7%

⁶⁰⁴ Ibid.

Table K.71 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – Tasmania

605

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	<5	<5			
Assistance Animals	<5	12	12		100%	100%
Assistance with daily life tasks in a group or shared living arrangement	10	89	99	10%	90%	100%
Assistance with travel/transport arrangements	6	65	71	8%	92%	100%
Daily Personal Activities	15	113	128	12%	88%	100%
Group and Centre Based Activities	<5	74	78		95%	100%
High Intensity Daily Personal Activities	5	71	76	7%	93%	100%
Household tasks	16	91	107	15%	85%	100%
Interpreting and translation	<5	13	14		93%	100%
Participation in community, social and civic activities	22	140	162	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	<5	7	7		100%	100%
Assistive products for household tasks	<5	6	6		100%	100%
Assistance products for personal care and safety	11	128	139	8%	92%	100%
Communication and information equipment	5	40	45	11%	89%	100%
Customised Prosthetics	<5	36	36		100%	100%
Hearing Equipment	<5	12	14		86%	100%
Hearing Services	<5	<5	<5			
Personal Mobility Equipment	<5	49	49		100%	100%
Specialised Hearing Services	<5	<5	<5			
Vision Equipment	<5	10	10		100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	28	132	160	18%	83%	100%
Behaviour Support	9	42	51	18%	82%	100%
Community nursing care for high needs	<5	40	42		95%	100%
Development of daily living and life skills	5	63	68	7%	93%	100%
Early Intervention supports for early childhood	6	50	56	11%	89%	100%
Exercise Physiology and Physical Wellbeing activities	<5	45	47		96%	100%
Innovative Community Participation	<5	11	11		100%	100%
Specialised Driving Training	<5	6	6		100%	100%
Therapeutic Supports	62	152	214	29%	71%	100%
Capital services						
Home modification design and construction	<5	16	16		100%	100%
Specialist Disability Accommodation	<5	10	11		91%	100%
Vehicle Modifications	<5	5	5		100%	100%
Choice and control support services						
Management of funding for supports in participants plan	18	98	116	16%	84%	100%
Support Coordination	<5	21	25		84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	<5	30	33		91%	100%
Specialised Supported Employment	<5	32	32		100%	100%
Total	121	414	535	23%	77%	100%

605 Ibid.

Figure K.13 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – Tasmania ⁶⁰⁶

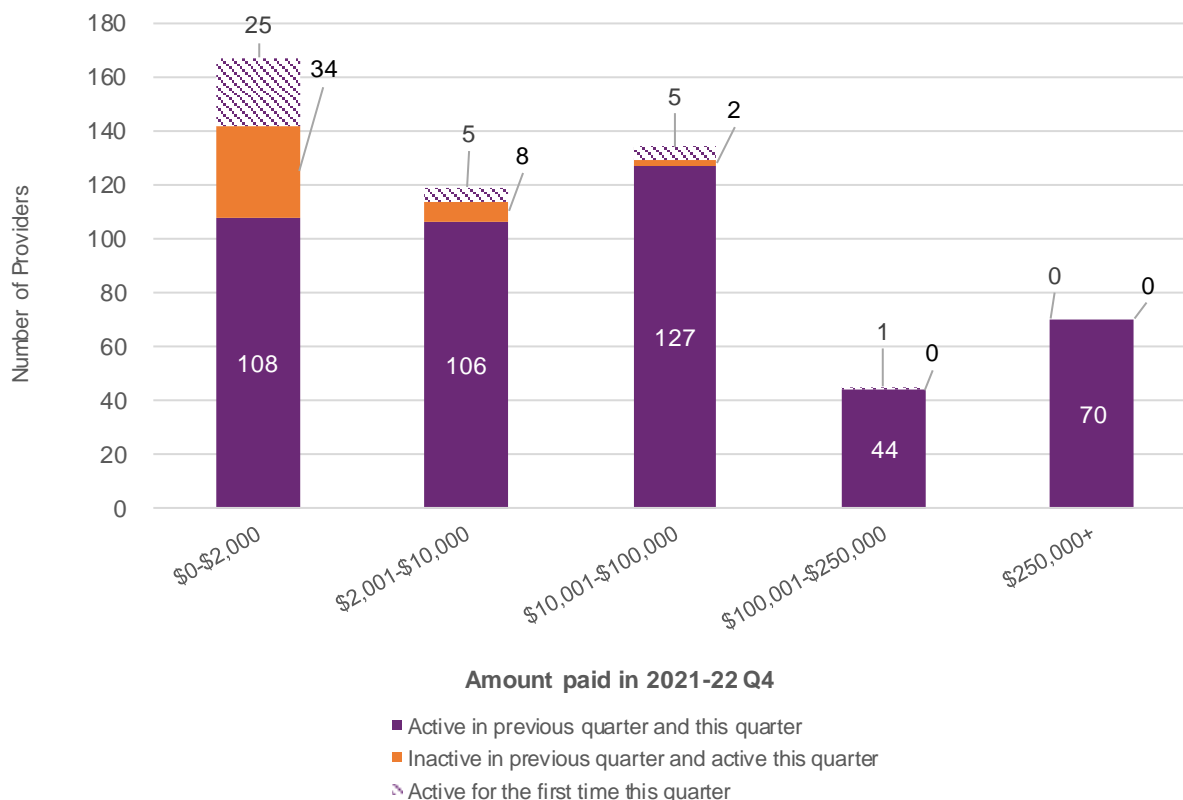
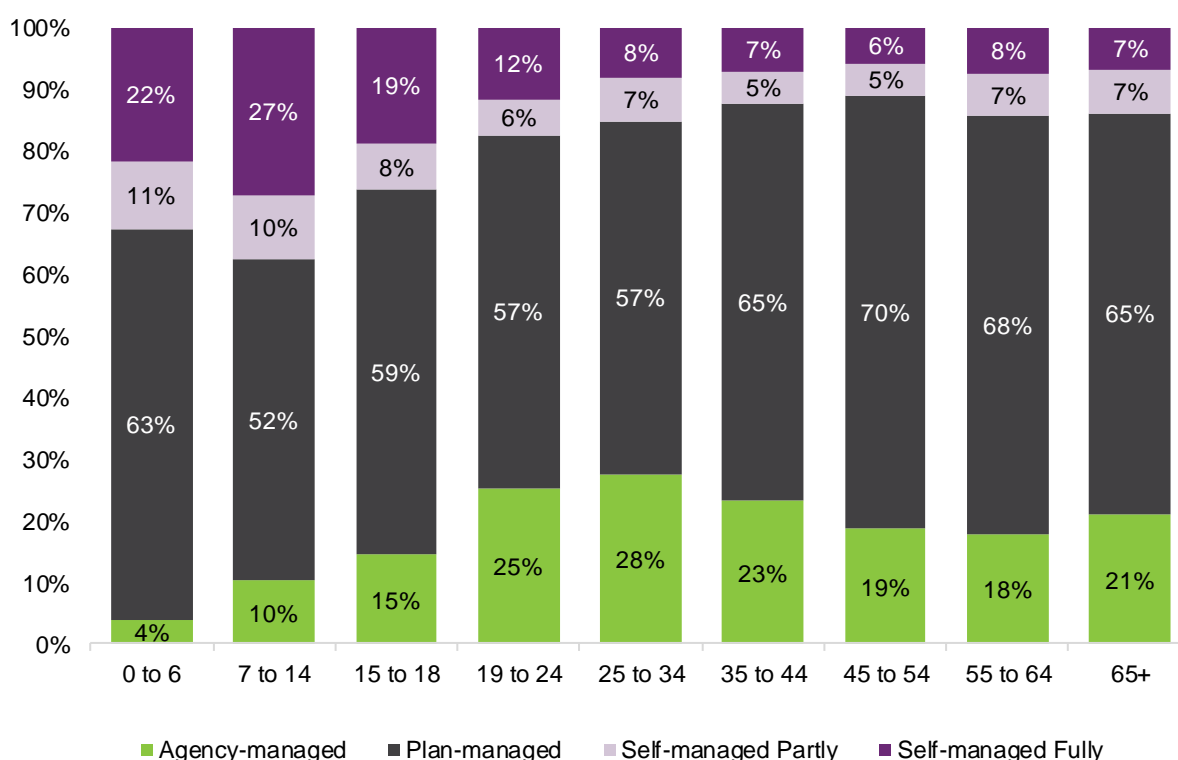


Figure K.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – Tasmania ⁶⁰⁷ ⁶⁰⁸



⁶⁰⁶ 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.

⁶⁰⁷ For the total number of active participants in each age group, see Table K.18.

⁶⁰⁸ 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 30 June 2022 – Tasmania ^{609 610}

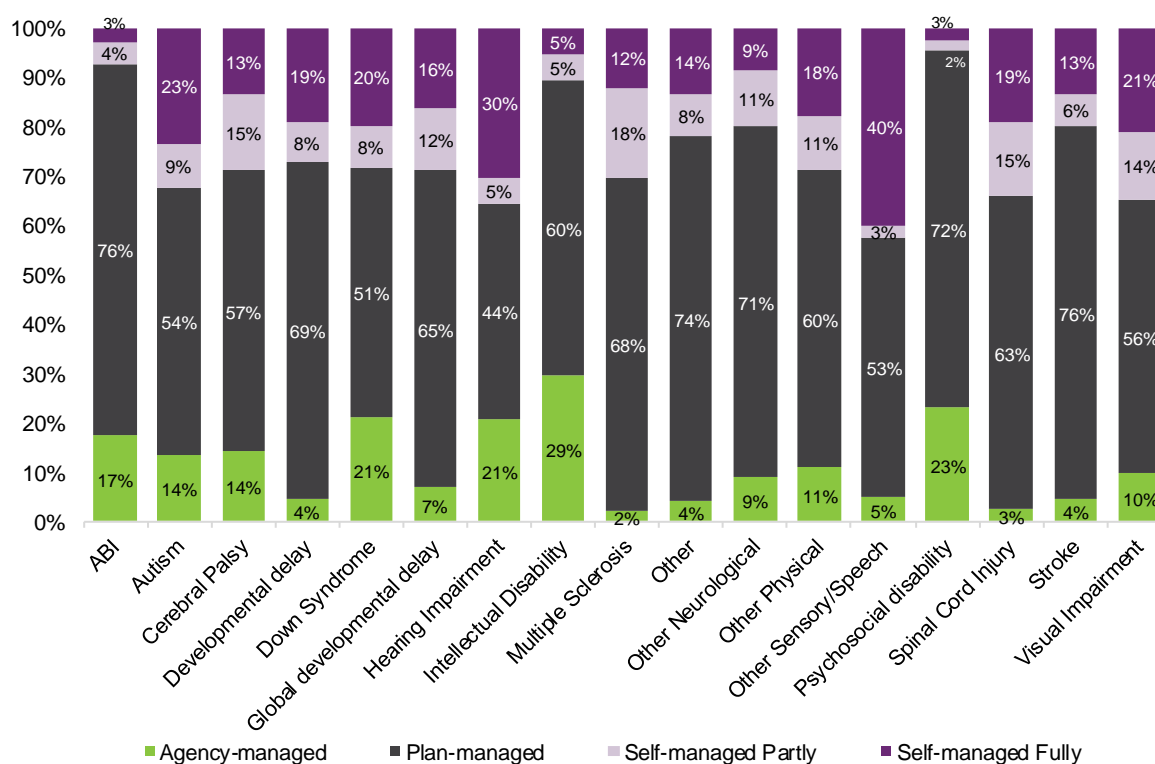


Table K.72 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ⁶¹¹

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	16%	12%	15%
Self-managed partly	8%	8%	8%
Plan-managed	59%	67%	61%
Agency-managed	18%	12%	17%
Total	100%	100%	100%

⁶⁰⁹ For the total number of active participants in each primary disability group, see Table K.14.

⁶¹⁰ 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.

⁶¹¹ Ibid.

Figure K.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁶¹²

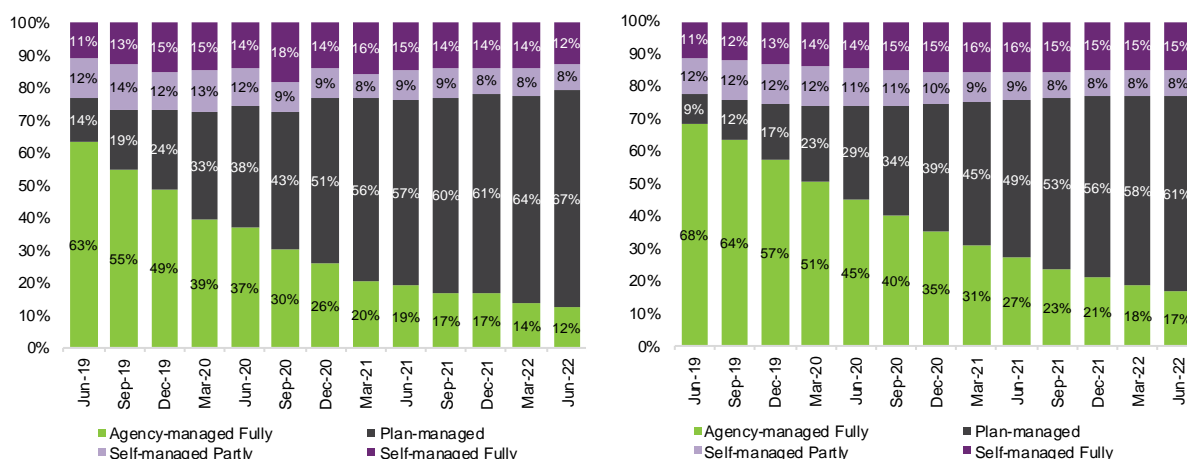


Table K.73 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania

	Prior Quarters	2021-22 Q4	Total
Self-managed	9%	9%	9%
Plan-managed	29%	46%	31%
Agency-managed	62%	45%	60%
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

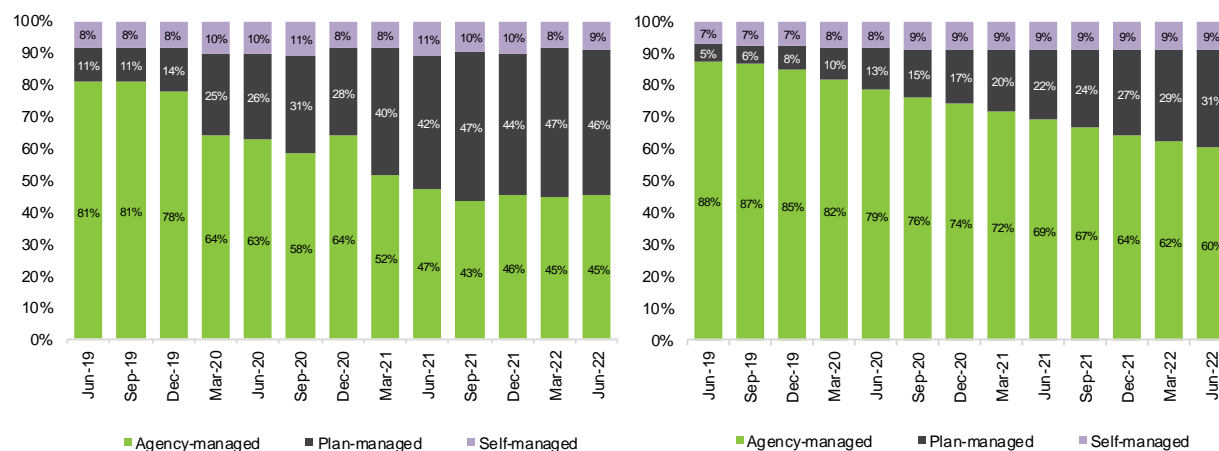


Table K.74 Distribution of active participants by support coordination and quarter of plan approval – Tasmania

	Prior Quarters	2021-22 Q4	Total
Support coordination	46%	56%	48%

⁶¹² 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.75 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁶¹³

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	6,711	68%	298	68%	7,009	68%
30 to 59 days	1,078	11%	53	12%	1,131	11%
60 to 89 days	519	5%	28	6%	547	5%
Activated within 90 days	8,308	84%	379	87%	8,687	85%
90 to 119 days	335	3%	16	4%	351	3%
120 days and over	1,005	10%	18	4%	1,023	10%
Activated after 90 days	1,340	14%	34	8%	1,374	13%
No payments	189	2%	25	6%	214	2%
Total plans approved	9,837	100%	438	100%	10,275	100%

⁶¹³ Plans approved after the end of 2021-22 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.76 Proportion of participants who have activated within 12 months at 30 June 2022 – Tasmania ⁶¹⁴

	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	863	900	96%
Not Aboriginal and Torres Strait Islander	7,414	7,691	96%
Not Stated	1,835	1,903	96%
Total	10,112	10,494	96%
by Culturally and Linguistically Diverse status			
CALD	315	325	97%
Not CALD	9,788	10,159	96%
Not Stated	<11	<11	
Total	10,112	10,494	96%
by Remoteness			
Major Cities	<11	<11	
Regional	9,987	10,360	96%
Remote	125	134	93%
Missing	<11	<11	
Total	10,112	10,494	96%
by Primary Disability type			
Autism	3,332	3,470	96%
Intellectual disability (including Down syndrome)	2,583	2,681	96%
Psychosocial disability	829	848	98%
Developmental delay (including global developmental delay)	617	653	94%
Other	2,751	2,842	97%
Total	10,112	10,494	96%
by Gender			
Male	6,065	6,332	96%
Female	3,824	3,932	97%
Other	223	230	97%
Total	10,112	10,494	96%
by Age Group			
0-6	1,021	1,065	96%
7-14	2,346	2,423	97%
15-18	886	922	96%
19-24	1,153	1,242	93%
25-34	1,153	1,242	93%
35-44	840	855	98%
45-54	1,072	1,083	99%
55-64	1,246	1,261	99%
65+	395	401	99%
Total	10,112	10,494	96%

⁶¹⁴ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table K.77 Distribution of plans by utilisation – Tasmania ^{615 616}

Plan utilisation	Total
0 to 50%	31%
50% to 75%	23%
> 75%	46%
Total	100%

Table K.78 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁶¹⁷

	Prior Quarters	2021-22 Q4	Total
Daily Activities	13%	16%	14%
Health & Wellbeing	65%	66%	65%
Lifelong Learning	23%	21%	23%
Other	25%	30%	26%
Non-categorised	18%	13%	17%
Any mainstream service	95%	94%	95%

⁶¹⁵ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶¹⁶ 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.

⁶¹⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table K.79 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
Total Committed	17.4	50.5	65.9	100.7	190.5	402.0	663.4	846.5	940.0

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Tasmania

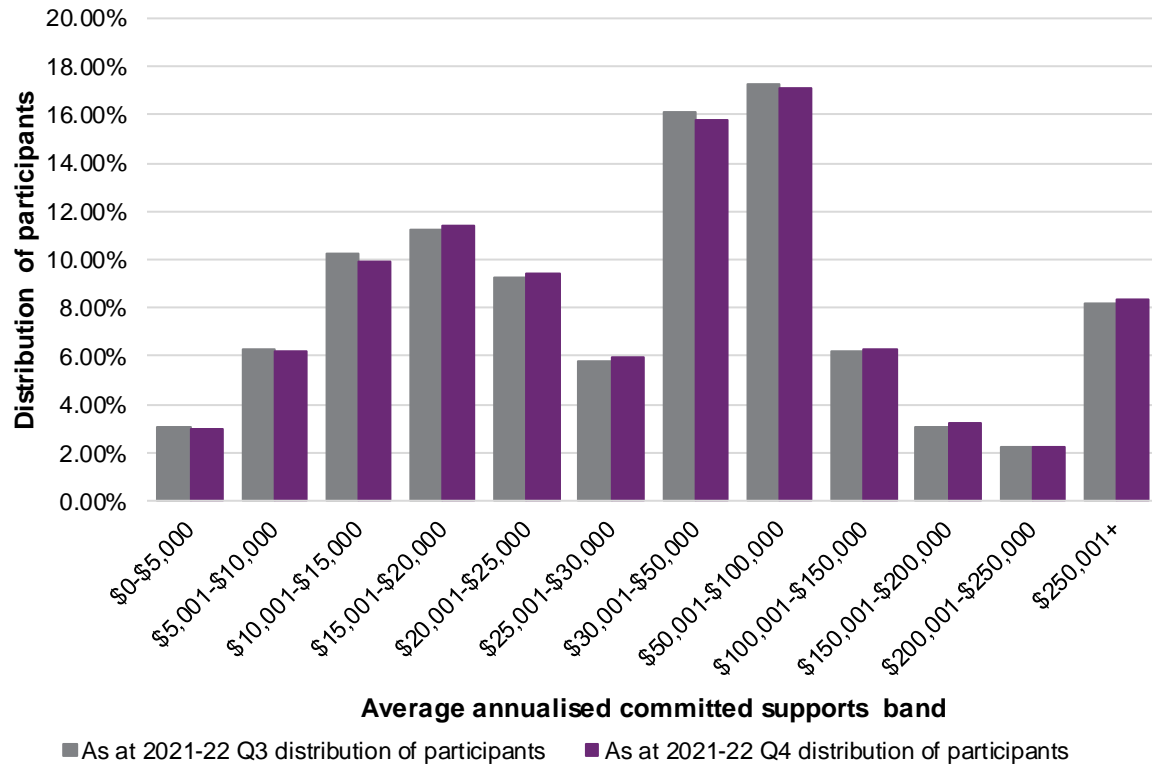
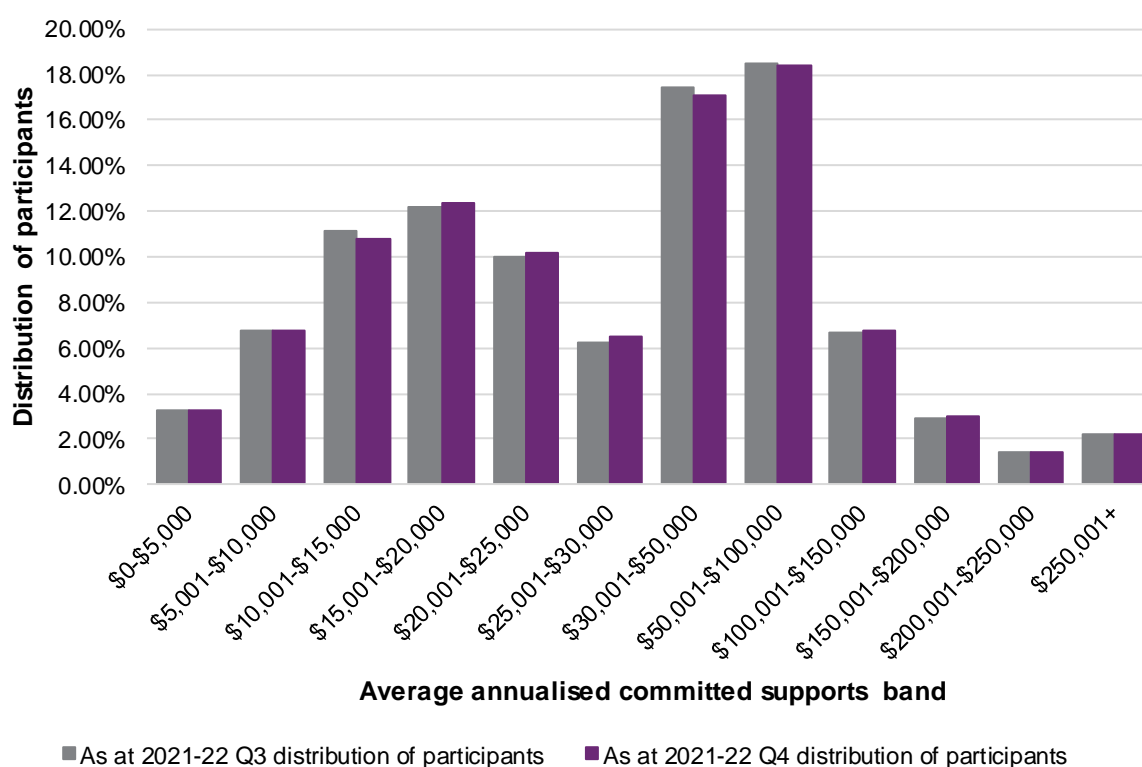


Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Tasmania



Note: In Figures K.20 to K.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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.20 Average annualised committed supports and average payments by age group as at 30 June 2022 – Tasmania

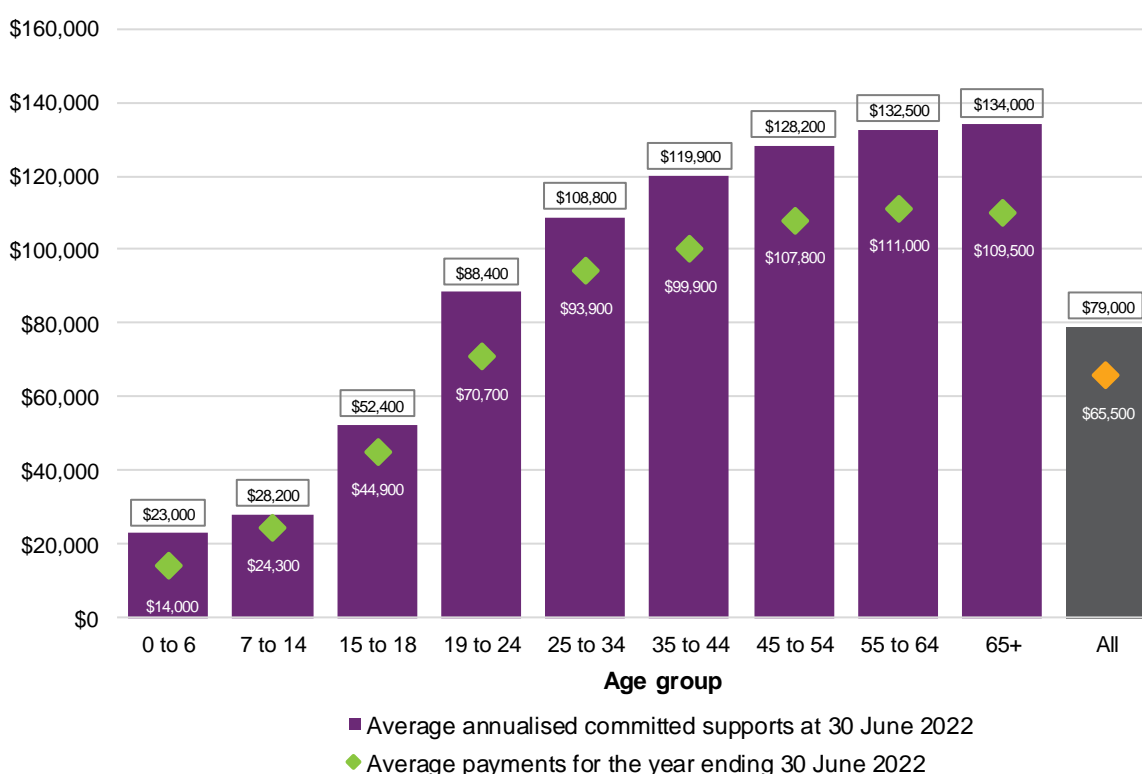


Figure K.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – Tasmania

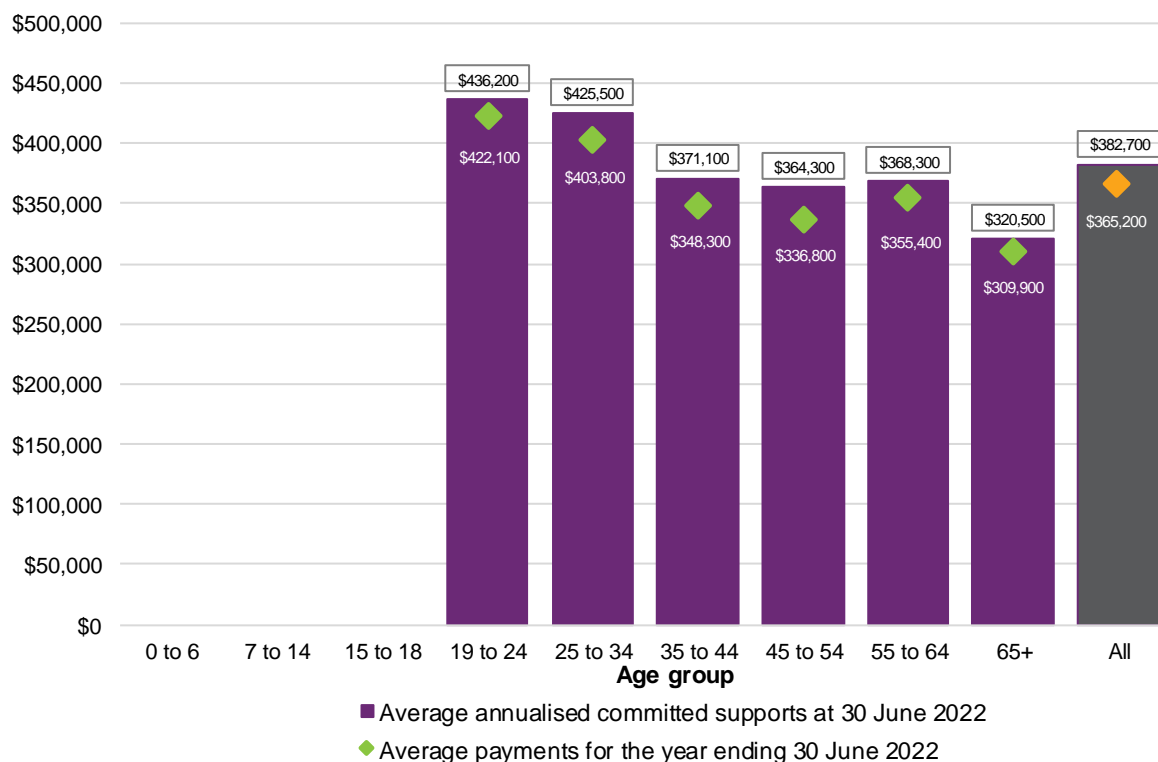


Figure K.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – Tasmania

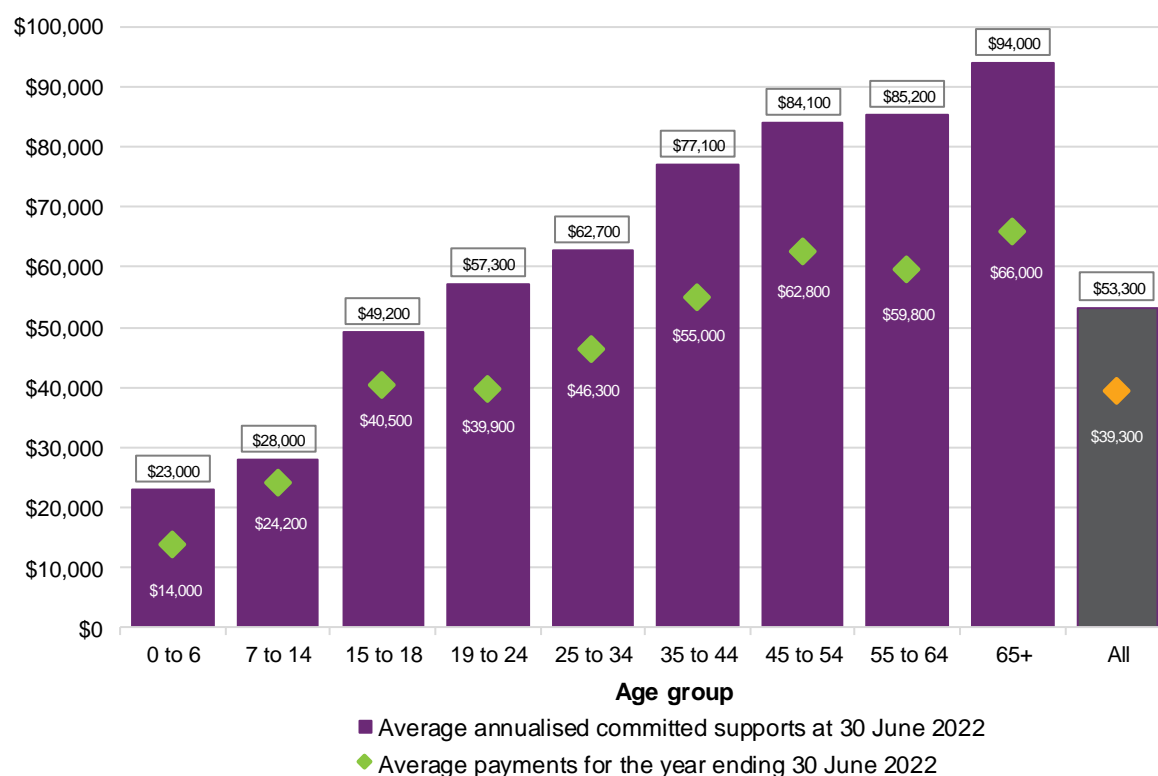


Figure K.23 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – Tasmania

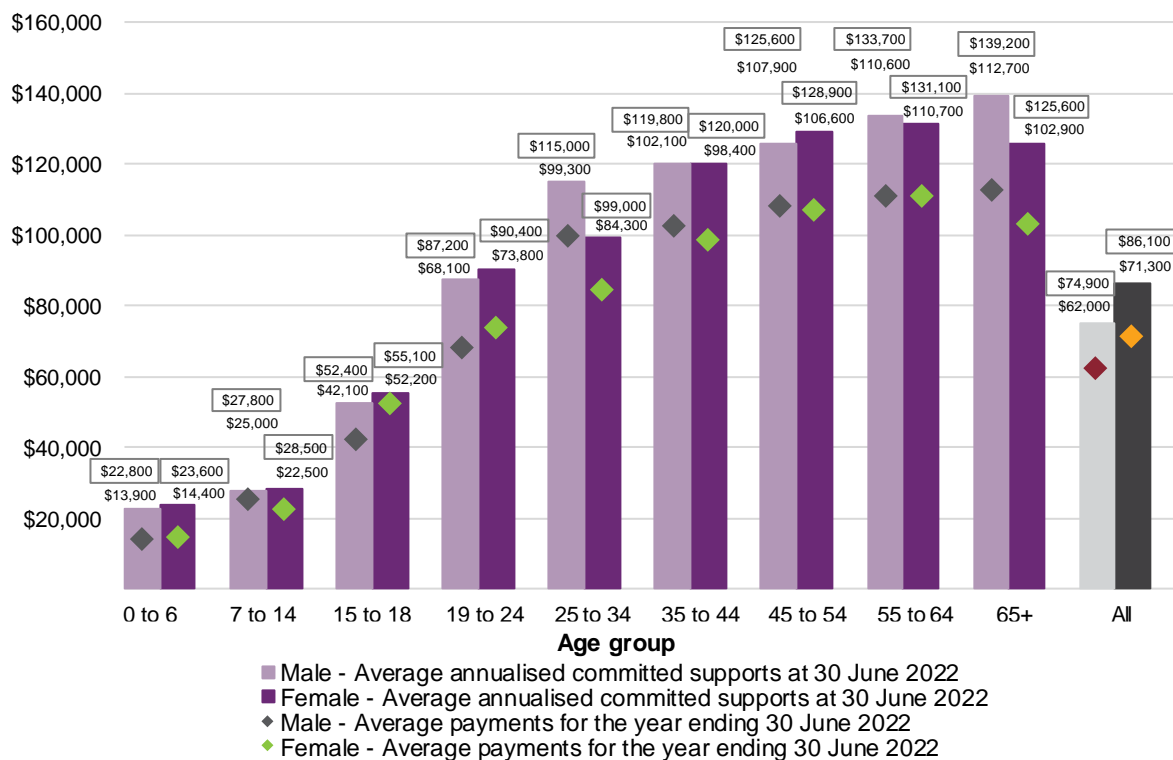


Figure K.24 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – Tasmania

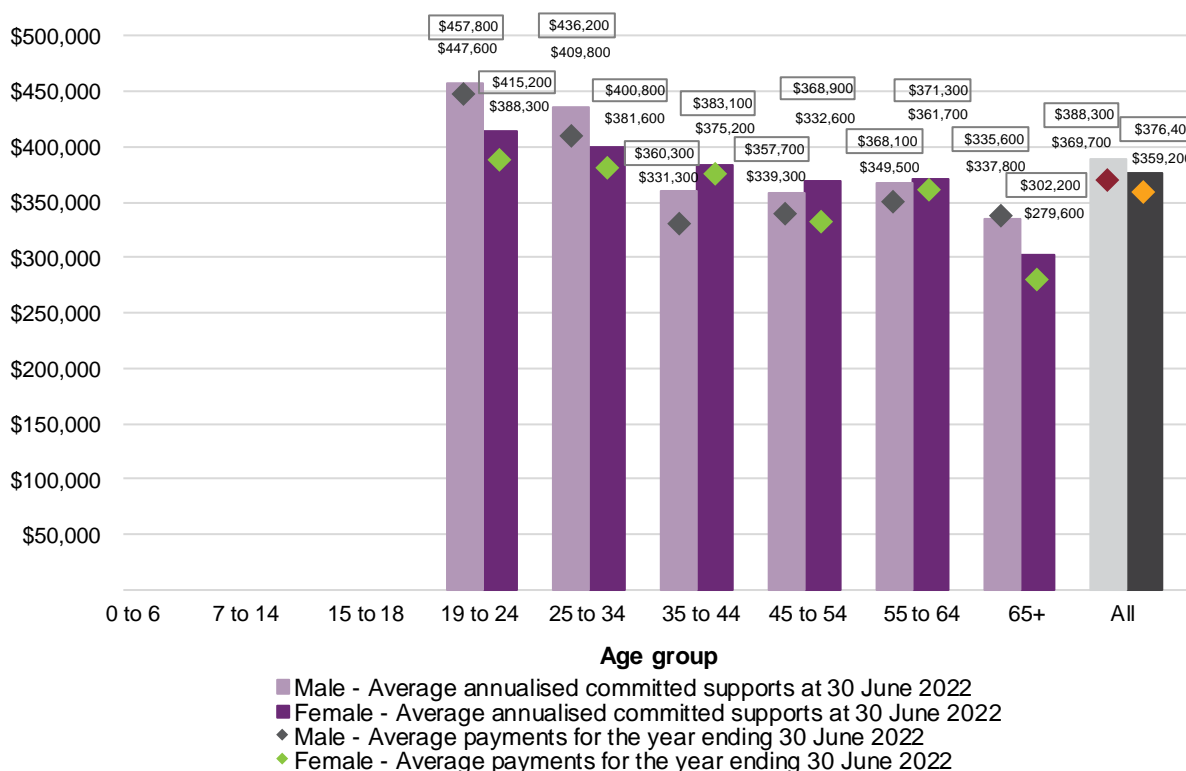


Figure K.25 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – Tasmania

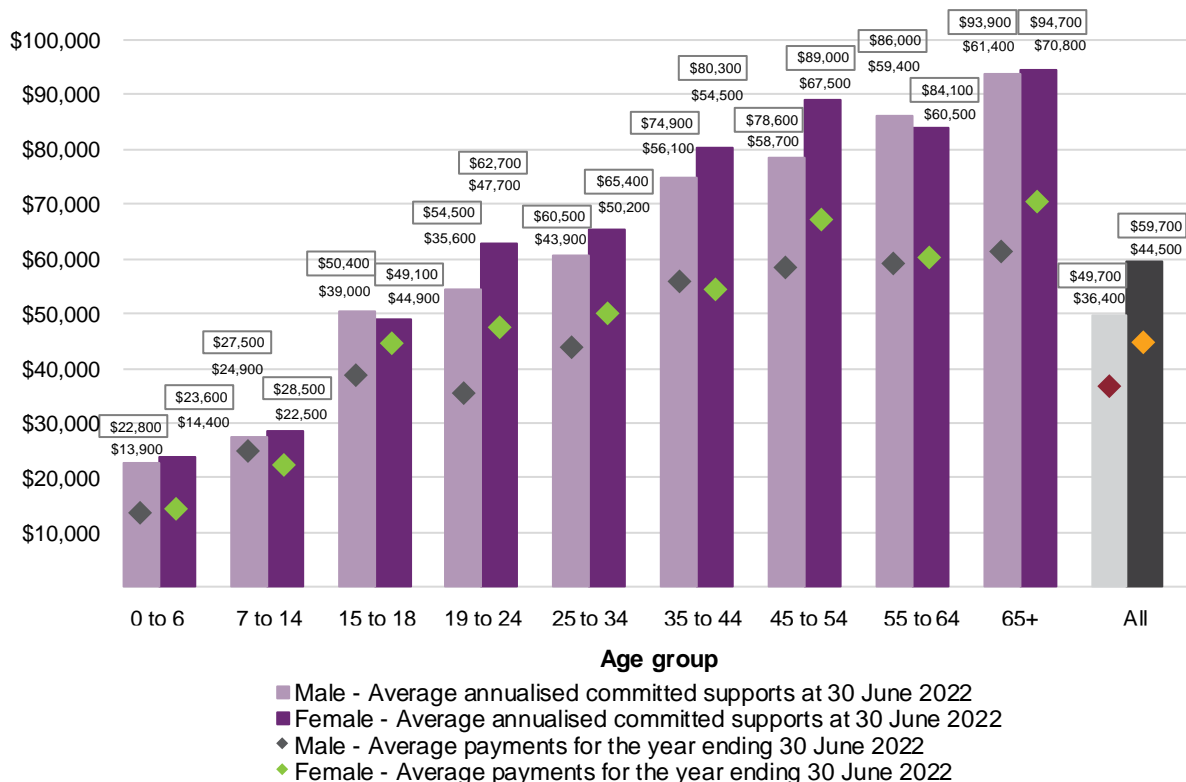


Figure K.26 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – Tasmania

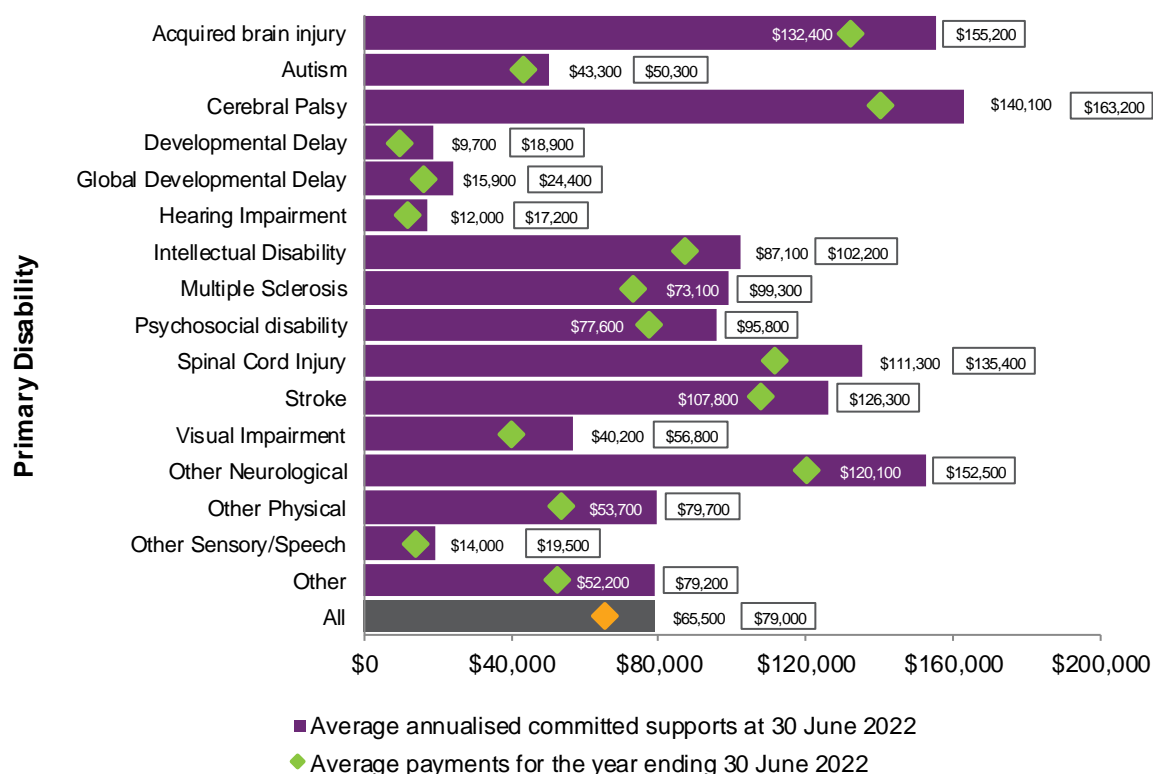


Figure K.27 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – Tasmania

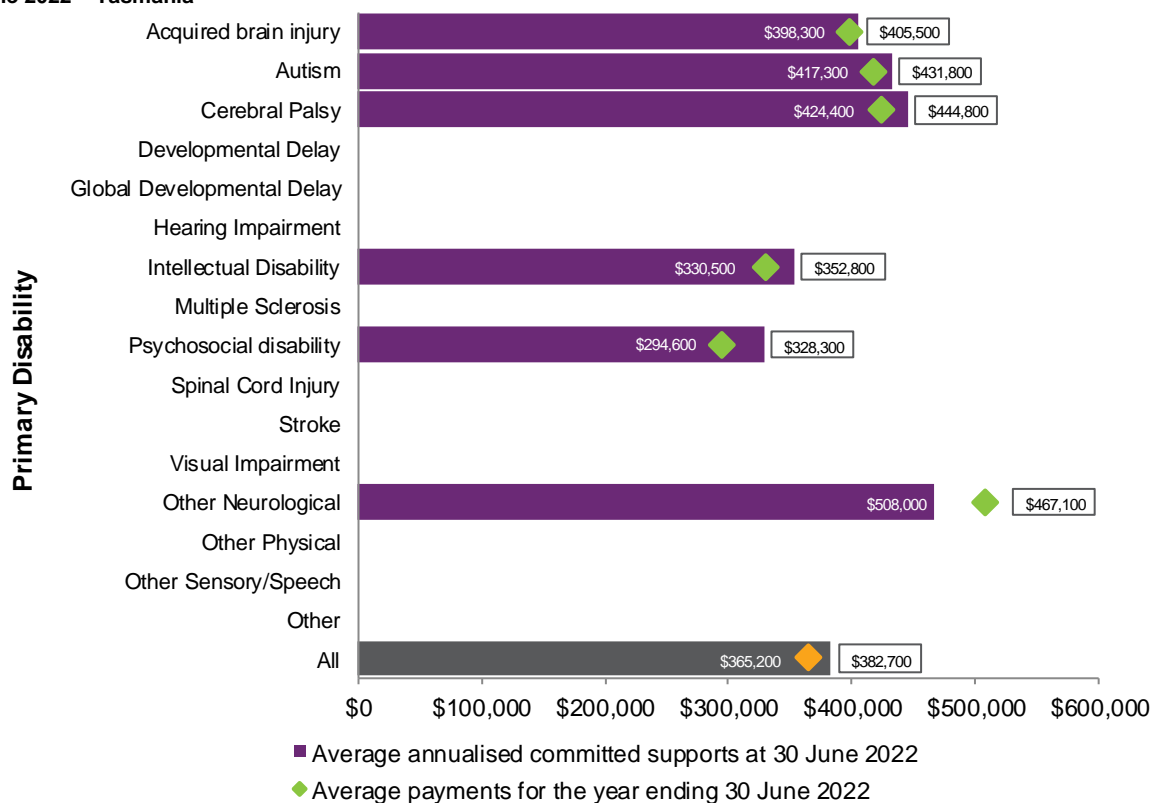


Figure K.28 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – Tasmania

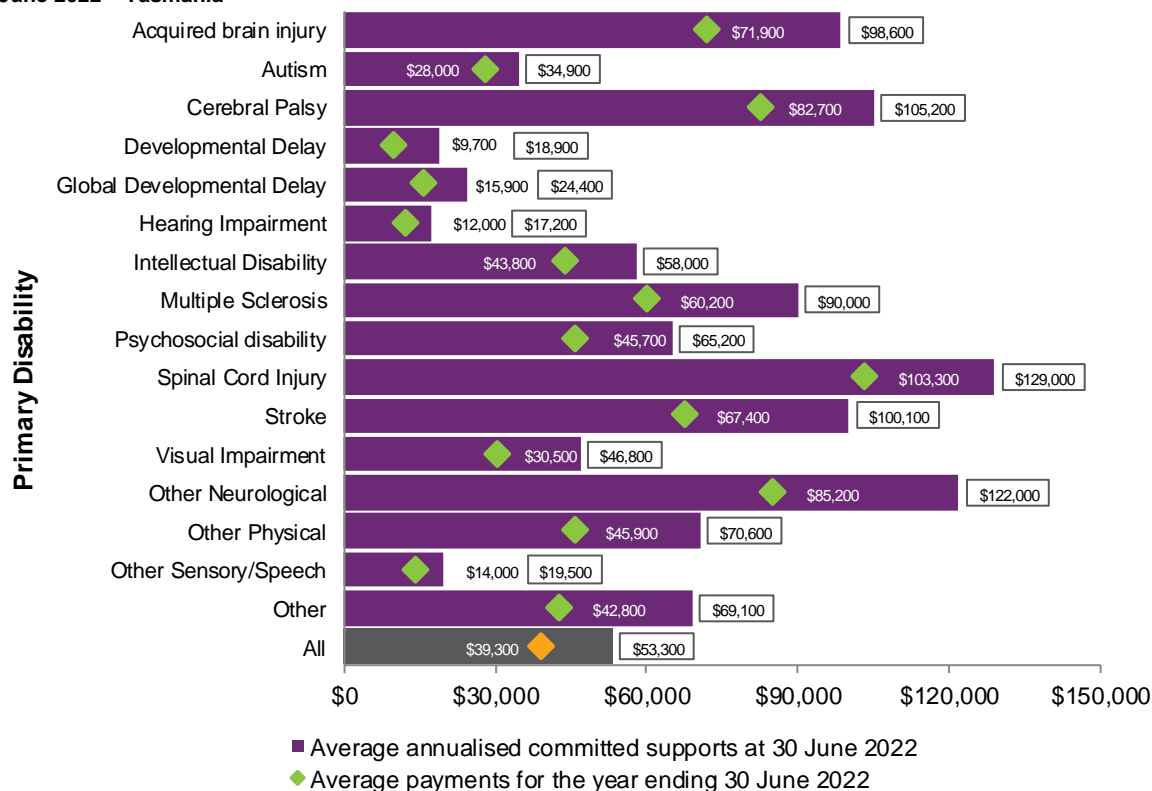


Figure K.29 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – Tasmania

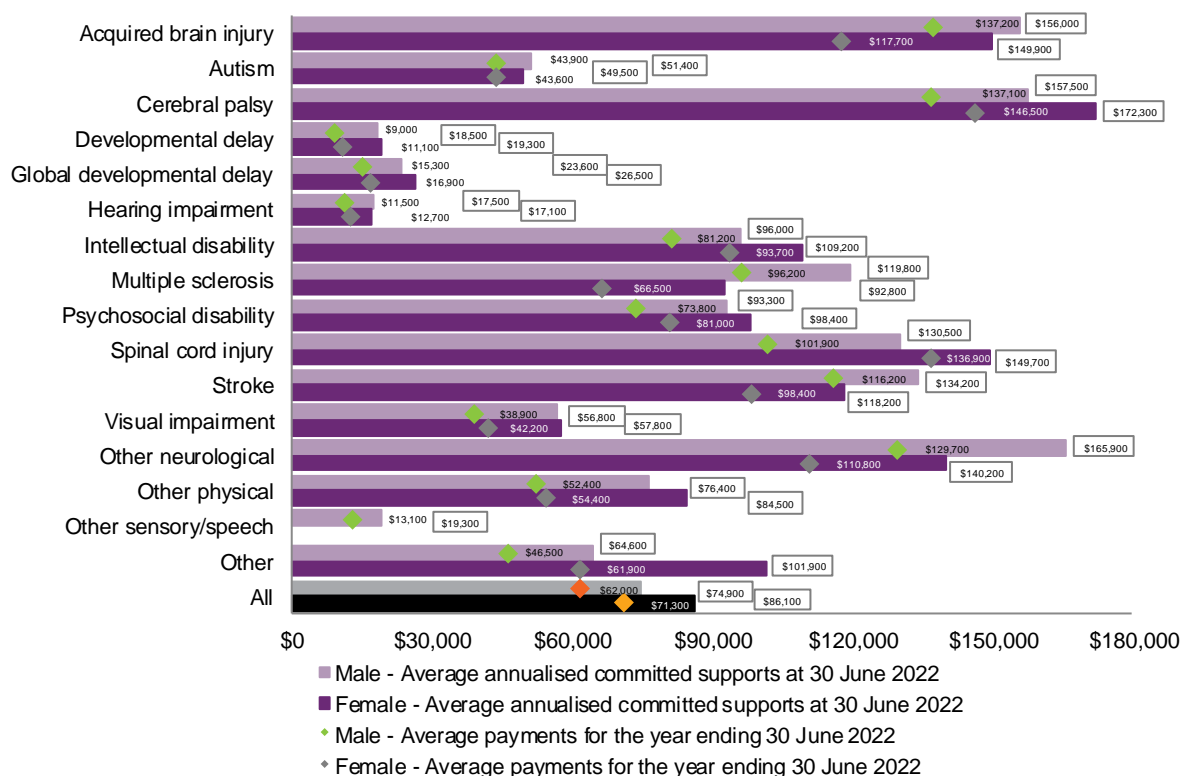


Figure K.30 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – Tasmania

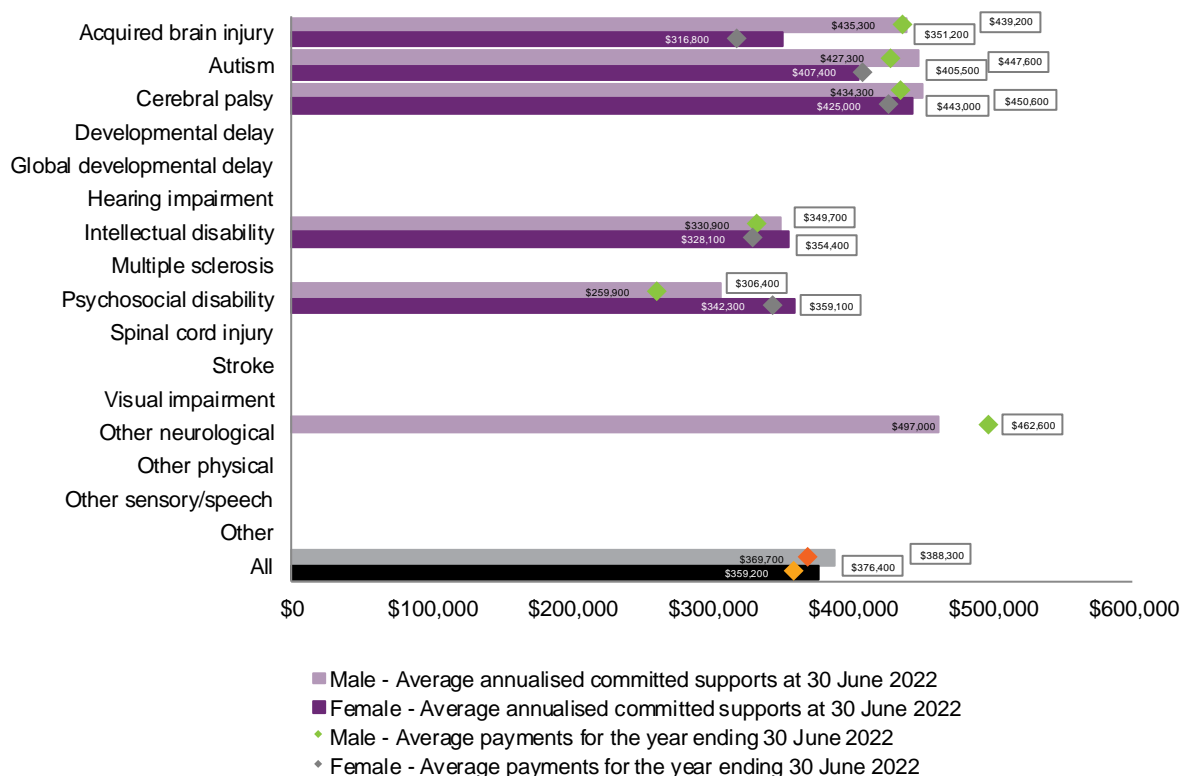


Figure K.31 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – Tasmania

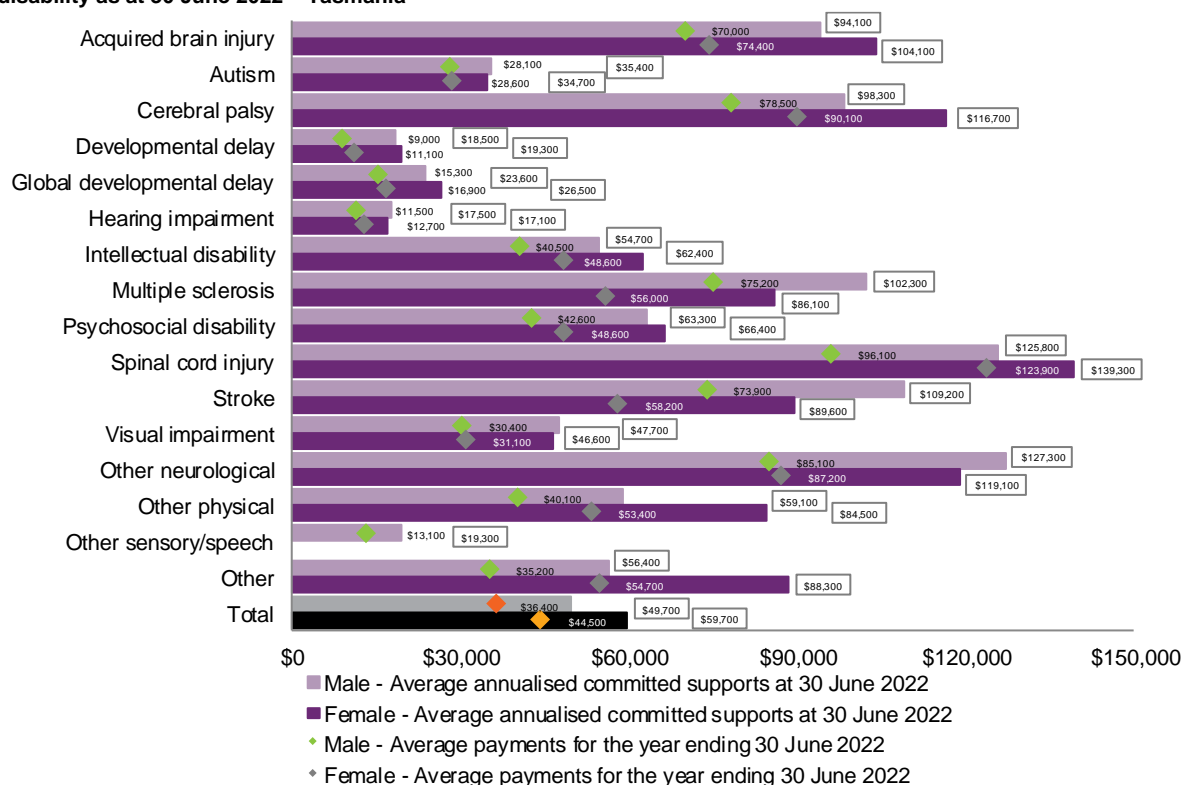


Figure K.32 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – Tasmania

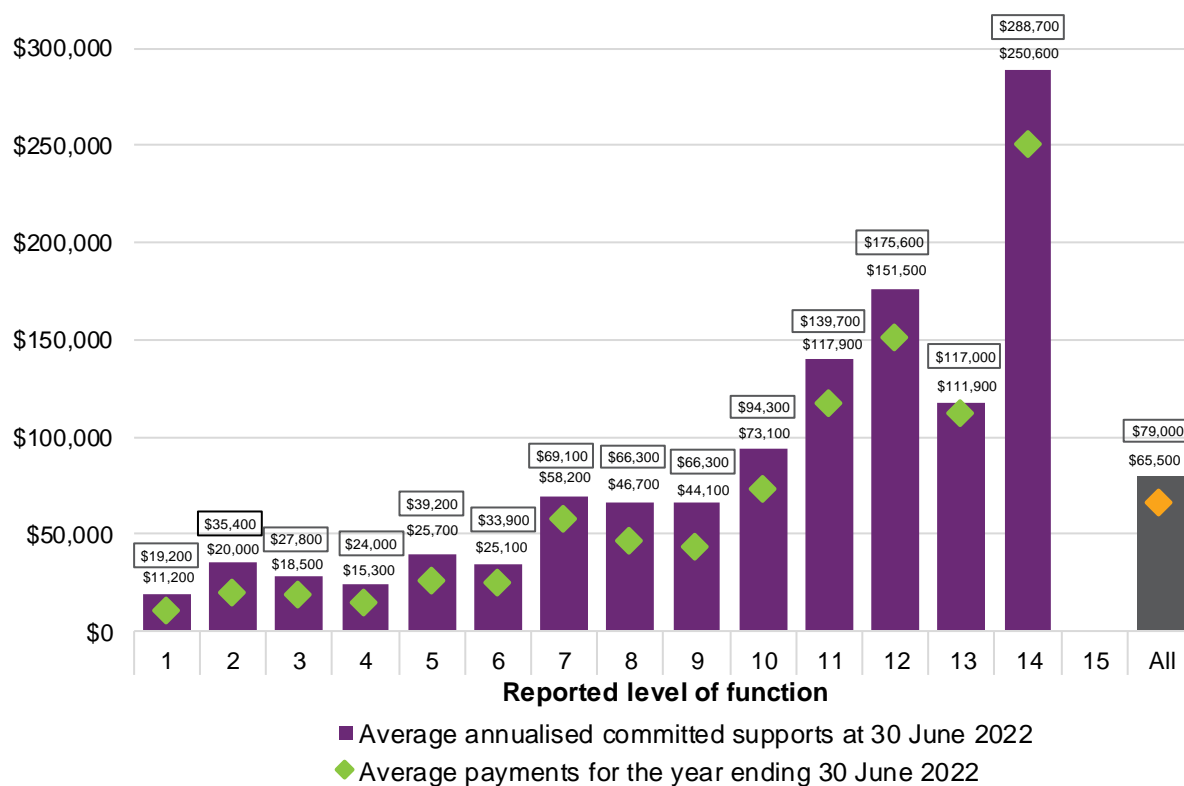


Figure K.33 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – Tasmania

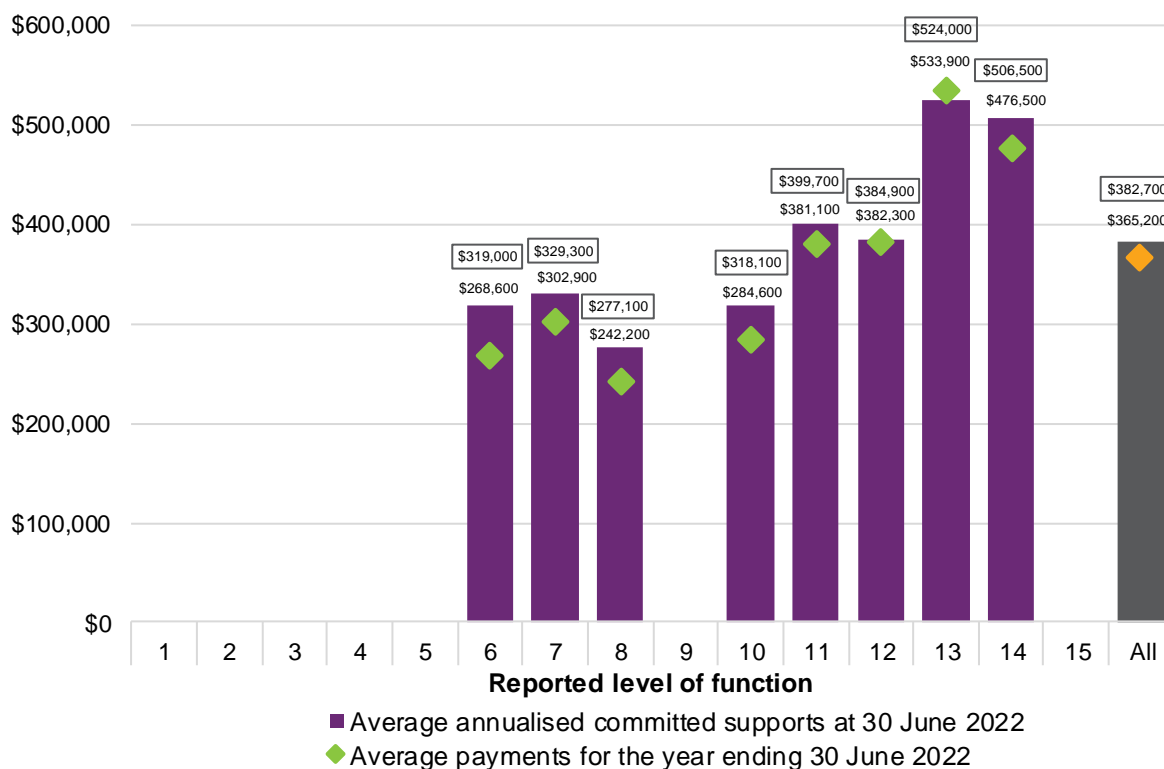


Figure K.34 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – Tasmania

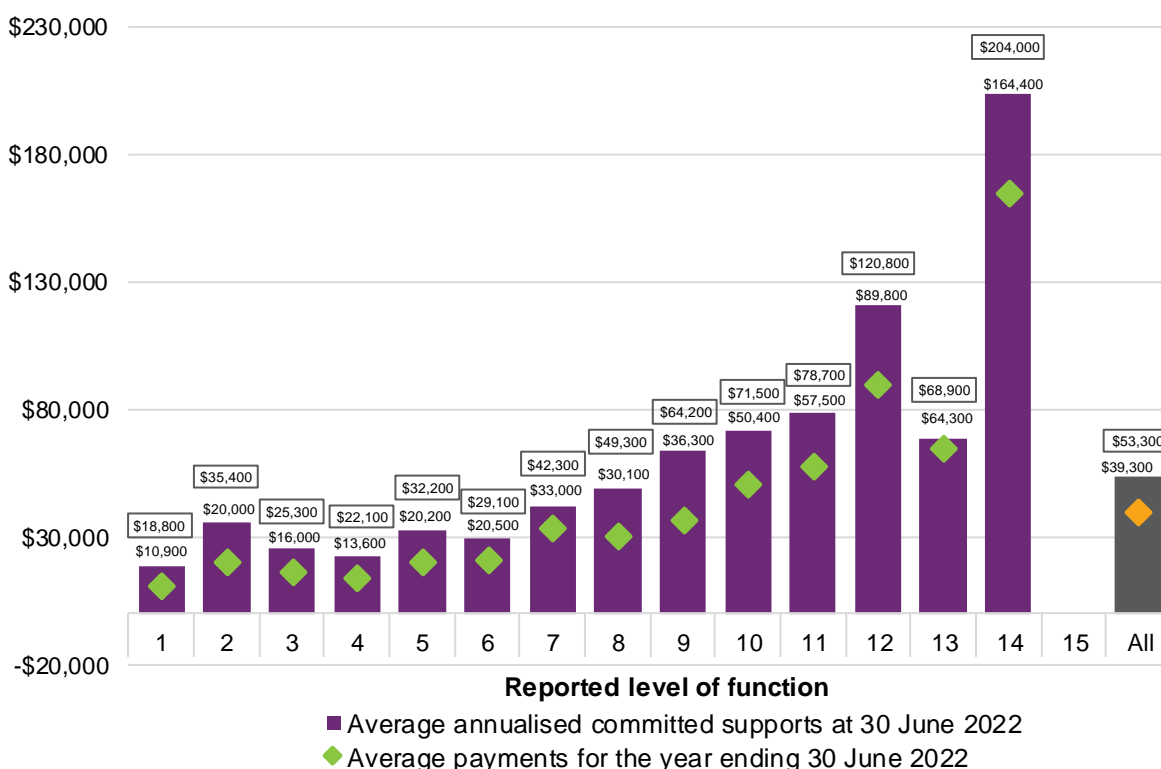
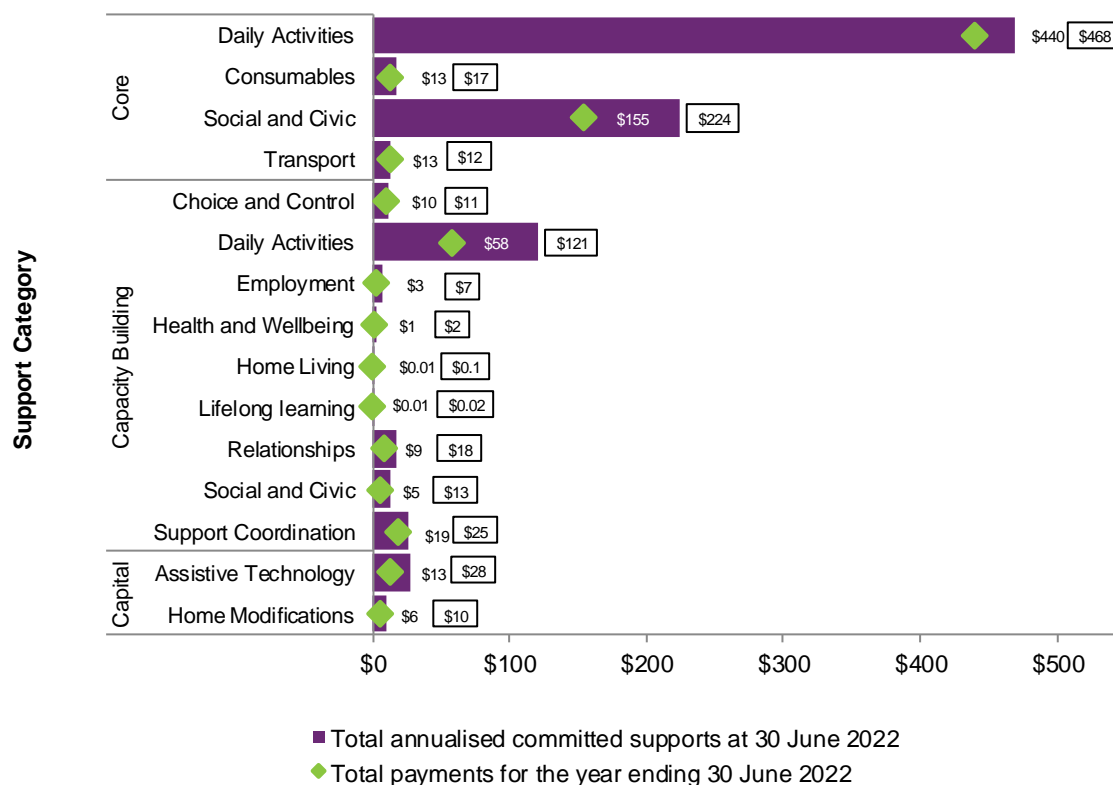


Figure K.35 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – Tasmania

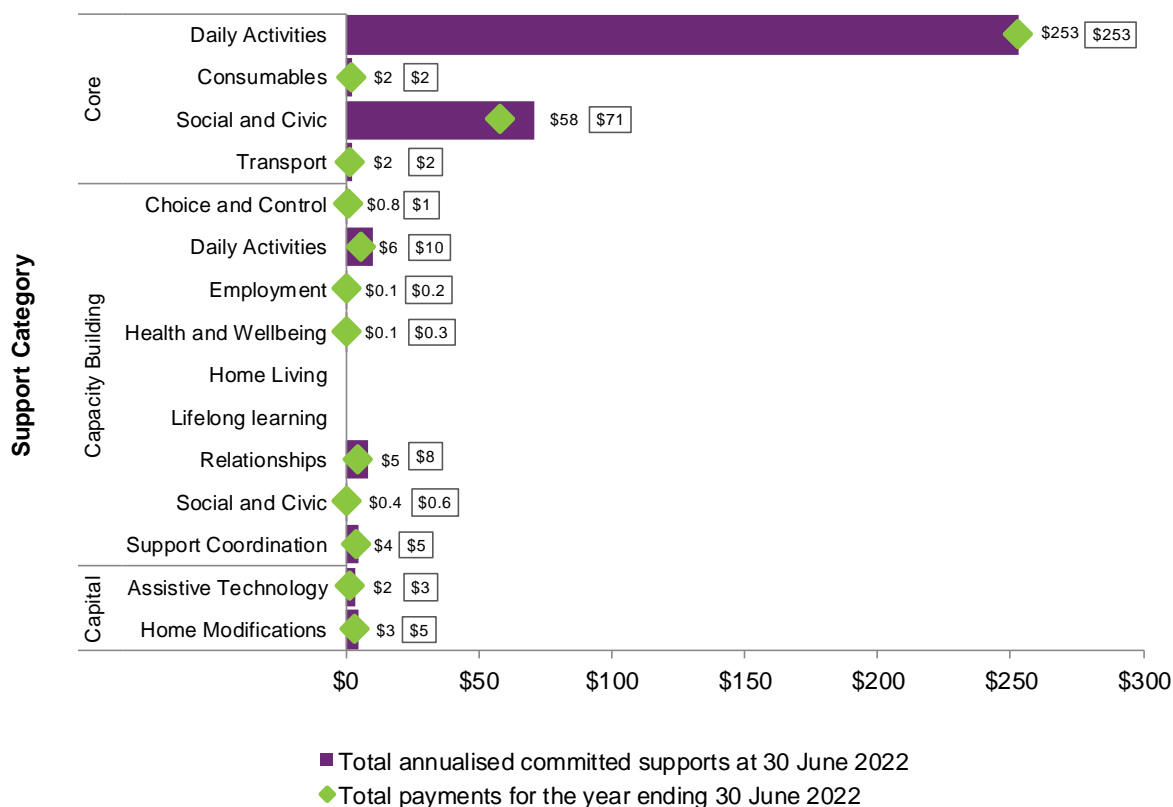
618 619



⁶¹⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁶¹⁹ Total payments for home modifications in Tasmania were \$6.1m. Of which, \$3.5m (57%) has been paid for specialised disability accommodation (SDA) supports, and \$2.6m (43%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in Tasmania in June 2022. Total annualised committed supports for home modifications in Tasmania were \$9.9m. Of which, \$5.1m (51.7%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.8m (48.3%) 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 30 June 2022 (\$m) – Tasmania ^{620 621}



⁶²⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁶²¹ Total payments for home modifications in Tasmania were \$3.03m. Of which, \$2.97m (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.06m (2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in Tasmania in June 2022. Total annualised committed supports for home modifications in Tasmania were \$4.6m. Of which, \$4.5m (97.7%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1m (2.3%) 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 30 June 2022 (\$m) – Tasmania ^{622 623}

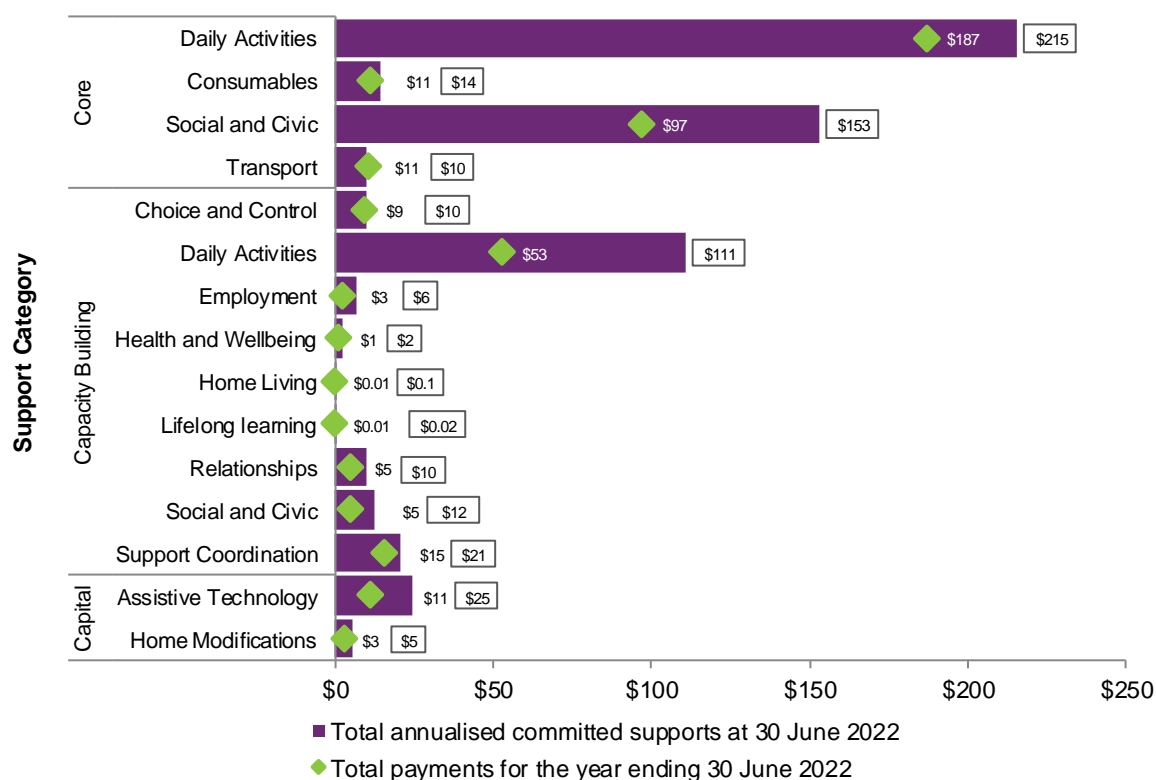


Table K.80 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ⁶²⁴

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	17.4	50.5	65.9	100.7	190.5	402.0	663.4	846.5	940.0
Total Paid	9.7	35.9	48.3	78.1	154.3	297.3	478.6	631.8	724.0
% utilised to date	56%	71%	73%	78%	81%	74%	72%	75%	77%

⁶²² Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁶²³ Total payments for home modifications in Tasmania were \$3.1m. Of which, \$0.5m (16%) has been paid for specialised disability accommodation (SDA) supports, and \$2.6m (84%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.02m processed off-system in Tasmania in June 2022. Total annualised committed supports for home modifications in Tasmania were \$5.2m. Of which, \$0.6m (10.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.7m (89.1%) has been allocated for non-SDA supports.

⁶²⁴ 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 March 2022 and 30 June 2022 – Tasmania

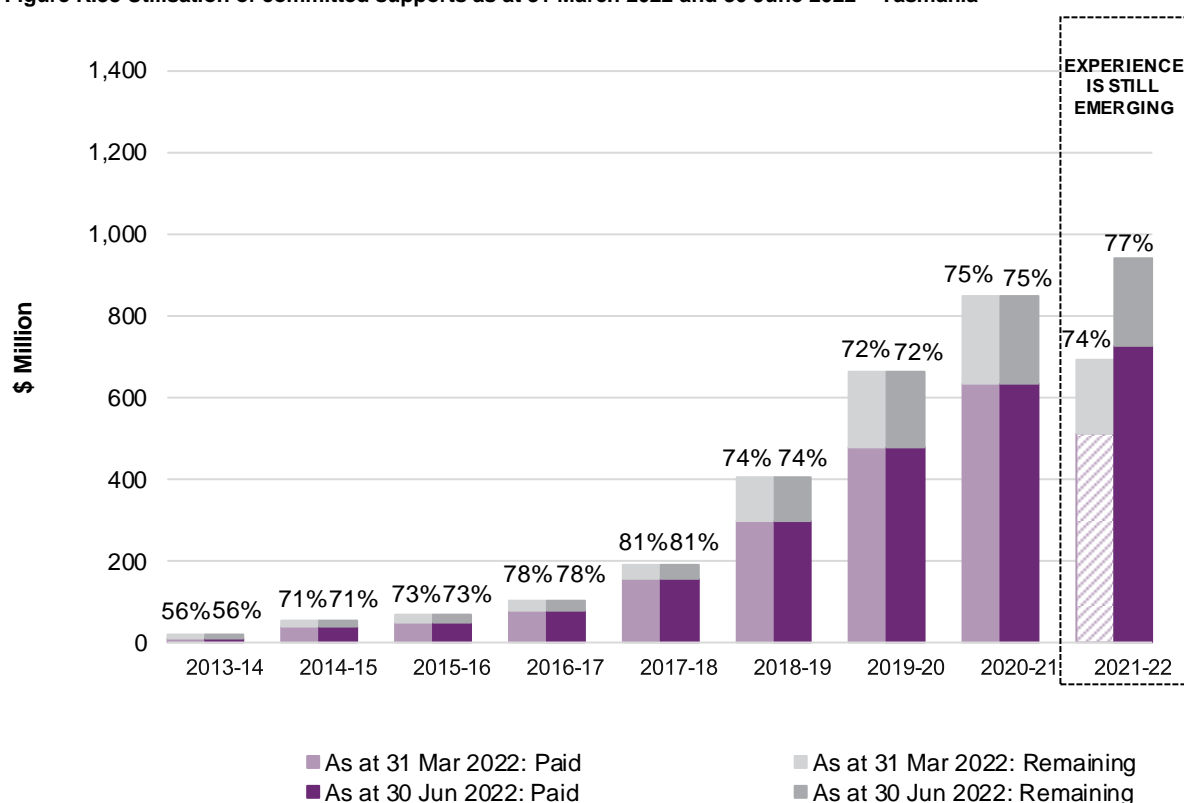
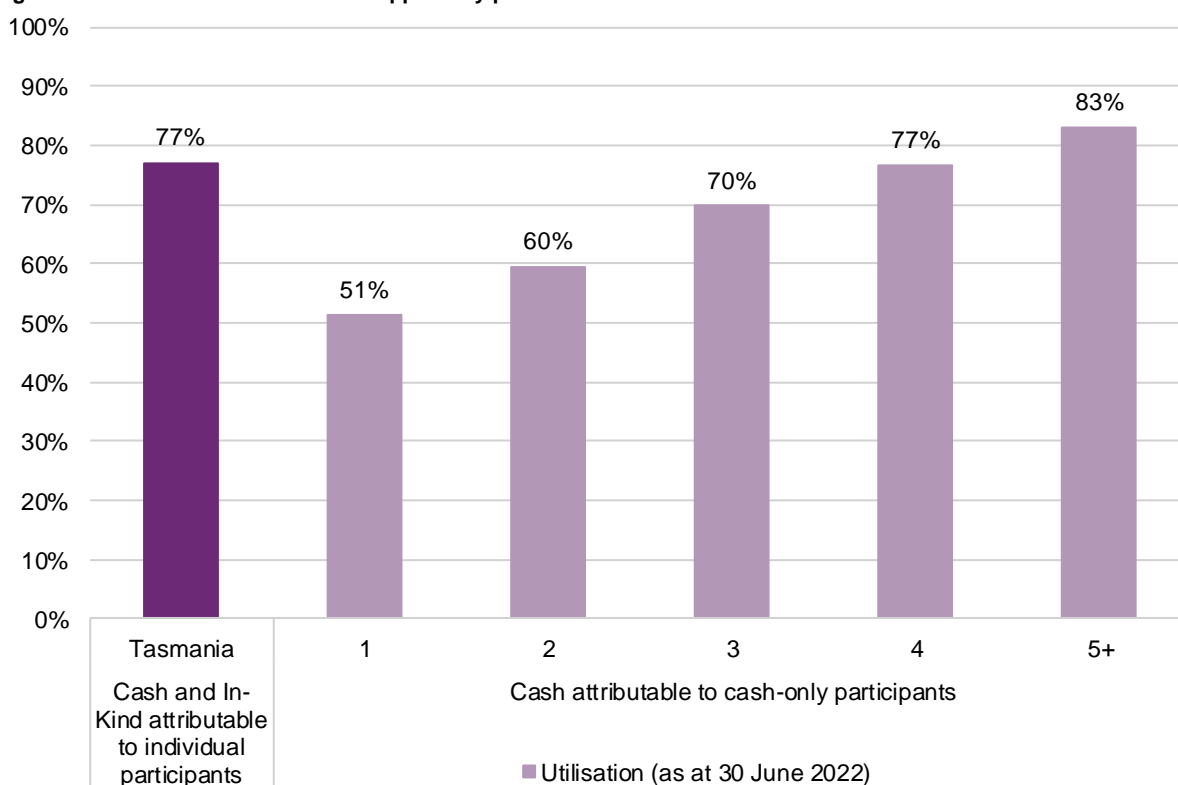


Figure K.39 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – Tasmania ⁶²⁵



⁶²⁵ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure K.40 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – Tasmania ⁶²⁶

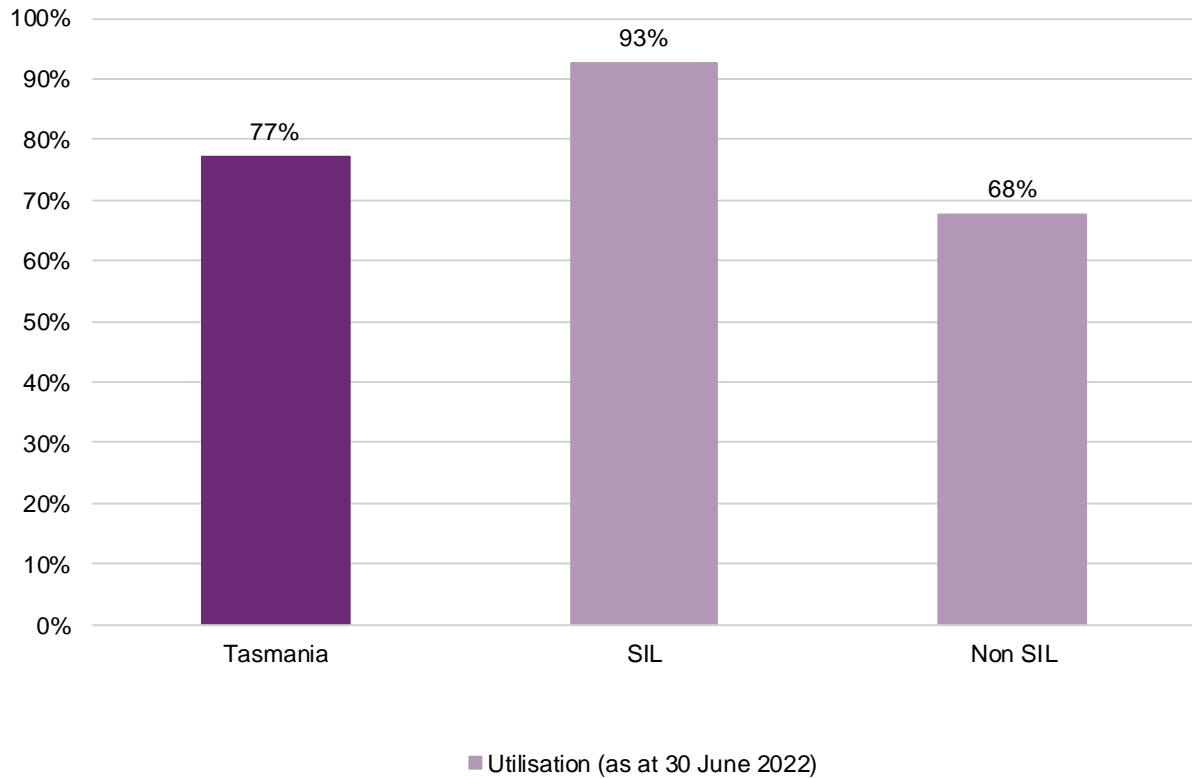
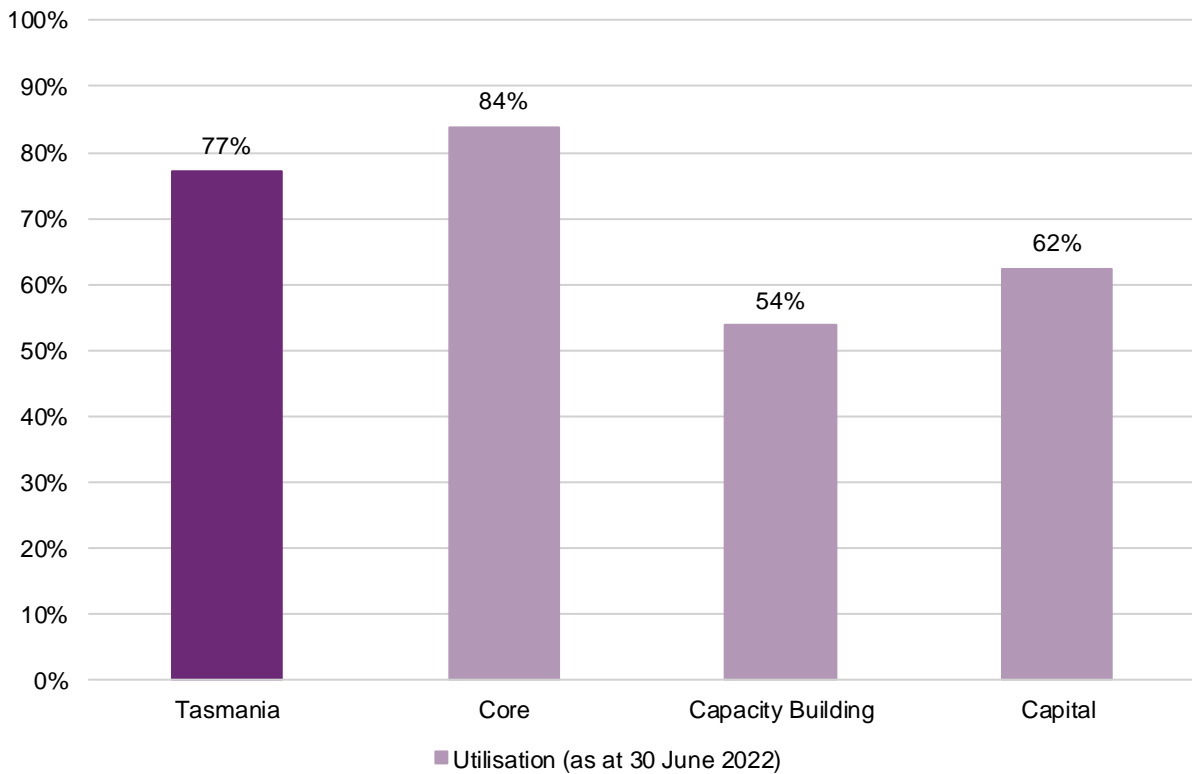


Figure K.41 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – Tasmania ⁶²⁷



⁶²⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

⁶²⁷ Ibid.

Figure K.42 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – Tasmania ^{628 629}

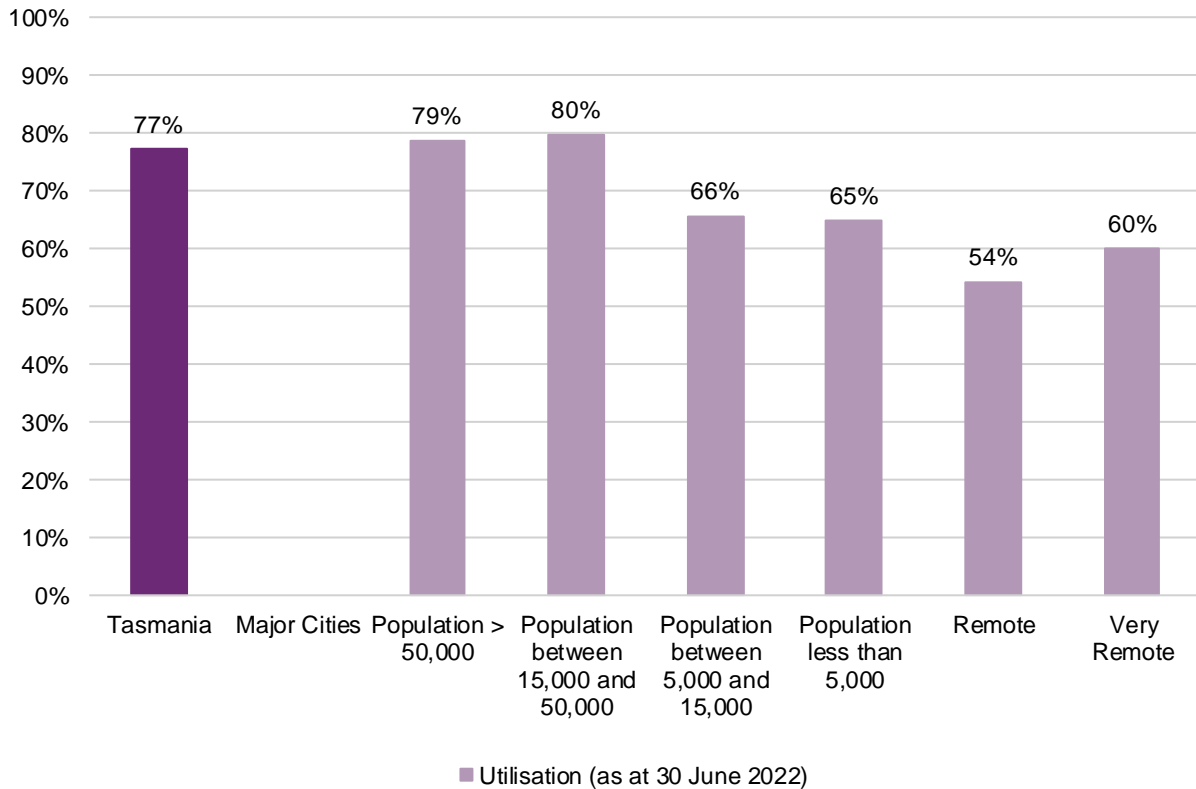


Table K.81 Inflation quarterly trends by type of inflation as at 30 June 2022 - Tasmania ⁶³⁰

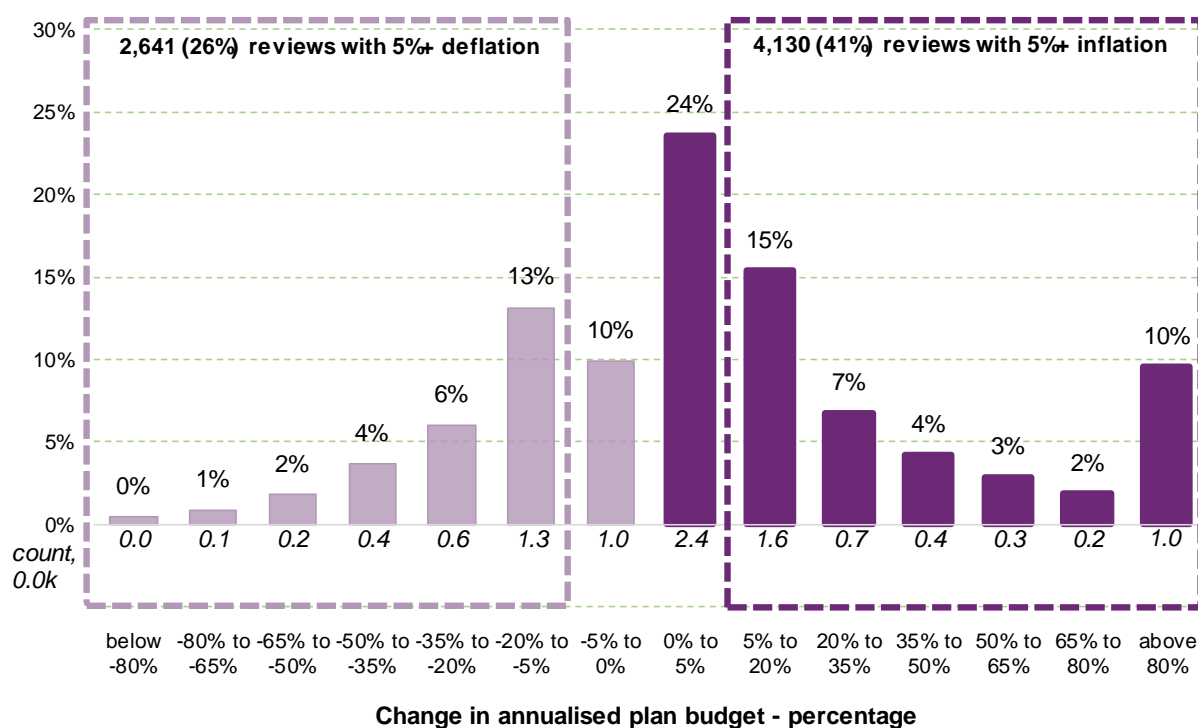
	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	6.9%	6.9%	3.7%	6.2%	5.5%	7.2%	5.7%	7.8%
Interplan Inflation	6.7%	1.3%	1.8%	-2.4%	3.5%	4.1%	1.1%	2.6%
Total Inflation	13.6%	8.3%	5.5%	3.8%	9.1%	11.4%	6.8%	10.4%

⁶²⁸ Ibid.

⁶²⁹ Utilisation is not shown if there is insufficient data in the group.

⁶³⁰ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure K.43 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – Tasmania ⁶³¹



⁶³¹ Ibid.

Appendix L:

Australian Capital Territory

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory ⁶³²

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Australian Capital Territory	9,089	260	9,349	169	9,518

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ⁶³³

	Prior Quarters	2021-22 Q4	Total
Access decisions	12,810	379	13,189
Active Eligible	9,211	290	9,501
<i>New</i>	6,453	284	6,737
<i>State</i>	2,448	<11	2,453
<i>Commonwealth</i>	310	<11	311
Active Participant Plans (excl ECA)	9,089	260	9,349
<i>New</i>	6,333	257	6,590
<i>State</i>	2,446	<11	2,449
<i>Commonwealth</i>	310	<11	310
Active Participant Plans	9,254	429	9,518
<i>Early Intervention (s25)</i>	3,123	149	3,272
<i>Permanent Disability (s24)</i>	5,966	111	6,077
<i>ECA</i>	165	169	169

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – Australian Capital Territory

Exits	Total
Total participant exits	1,339
<i>Early Intervention participants</i>	765
<i>Permanent disability participants</i>	574

⁶³² 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.

⁶³³ 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 ⁶³⁴

	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
End of 2021-22 Q4	2,449	310	6,590	169	9,518

Table L.5 Cumulative numbers of active participants by entry criteria into the Scheme – Australian Capital Territory ⁶³⁵

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	3,272	6,077	169	9,518

⁶³⁴ This table shows the total numbers of active participants at the end of each period.

⁶³⁵ Ibid.

Table L.6 Assessment of access by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q4		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	3,316	94%	132	99%	3,448	94%
7 to 14	2,052	84%	55	90%	2,107	84%
15 to 18	652	86%	21	91%	673	86%
19 to 24	492	84%	15	65%	507	83%
25 to 34	788	81%	14	78%	802	81%
35 to 44	952	77%	16	47%	968	76%
45 to 54	1,057	77%	15	45%	1,072	76%
55 to 64	1,310	74%	25	51%	1,335	73%
65+	65	54%	<11		66	53%
Missing	<11		<11		<11	
Total	10,684	83%	294	78%	10,978	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	2,432	95%	991	93%	25	93%	3,448	94%
7 to 14	1,401	85%	680	81%	26	84%	2,107	84%
15 to 18	421	88%	237	82%	15	100%	673	86%
19 to 24	275	89%	218	76%	14	93%	507	83%
25 to 34	413	84%	376	77%	13	72%	802	81%
35 to 44	489	79%	469	73%	<11		968	76%
45 to 54	525	82%	536	71%	11	65%	1,072	76%
55 to 64	609	77%	719	71%	<11		1,335	73%
65+	30	57%	35	49%	<11		66	53%
Missing	<11		<11		<11		<11	
Total	6,595	87%	4,261	78%	122	80%	10,978	83%

Table L.8 Assessment of access by disability – Australian Capital Territory ⁶³⁶

Disability	Prior Quarters		2021-22 Q4		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	242	94%	<11		250	94%
Autism	3,131	97%	101	99%	3,232	97%
Cerebral palsy	319	95%	<11		321	95%
Developmental delay	1,252	93%	99	98%	1,351	93%
Global developmental delay	179	97%	<11		189	97%
Hearing impairment	477	85%	<11		482	84%
Intellectual disability	1,569	96%	12	92%	1,581	96%
Multiple sclerosis	220	90%	<11		226	90%
Psychosocial disability	1,246	69%	15	33%	1,261	68%
Spinal cord injury	90	93%	<11		92	93%
Stroke	154	90%	<11		155	89%
Visual impairment	197	92%	<11		203	93%
Other neurological	496	77%	12	86%	508	77%
Other physical	673	54%	<11		679	53%
Other sensory/speech	265	58%	<11		266	58%
Other	135	48%	<11		143	47%
Missing	39	39%	<11		39	38%
Total	10,684	83%	294	78%	10,978	83%

⁶³⁶ Down syndrome is included in intellectual disability.

Table L.9 Assessment of access by disability and gender – Australian Capital Territory ⁶³⁷

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	173	94%	76	95%	<11		250	94%
Autism	2,275	97%	900	96%	57	100%	3,232	97%
Cerebral palsy	180	96%	141	93%	<11		321	95%
Developmental delay	950	94%	393	93%	<11		1,351	93%
Global developmental delay	143	97%	45	98%	<11		189	97%
Hearing impairment	215	86%	260	83%	<11		482	84%
Intellectual disability	887	96%	683	95%	11	100%	1,581	96%
Multiple sclerosis	52	91%	171	89%	<11		226	90%
Psychosocial disability	652	73%	591	64%	18	72%	1,261	68%
Spinal cord injury	66	94%	25	93%	<11		92	93%
Stroke	82	88%	72	90%	<11		155	89%
Visual impairment	102	91%	100	94%	<11		203	93%
Other neurological	282	79%	223	75%	<11		508	77%
Other physical	259	56%	411	52%	<11		679	53%
Other sensory/speech	192	60%	74	56%	<11		266	58%
Other	65	51%	78	45%	<11		143	47%
Missing	20	34%	18	42%	<11		39	38%
Total	6,595	87%	4,261	78%	122	80%	10,978	83%

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

Table L.10 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	410	4.5%	11	4.2%	421	4.5%
Not Aboriginal and Torres Strait Islander	7,458	82.1%	199	76.5%	7,657	81.9%
Not Stated	1,221	13.4%	50	19.2%	1,271	13.6%
Total	9,089	100.0%	260	100.0%	9,349	100.0%

⁶³⁷ Ibid.

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{638 639}

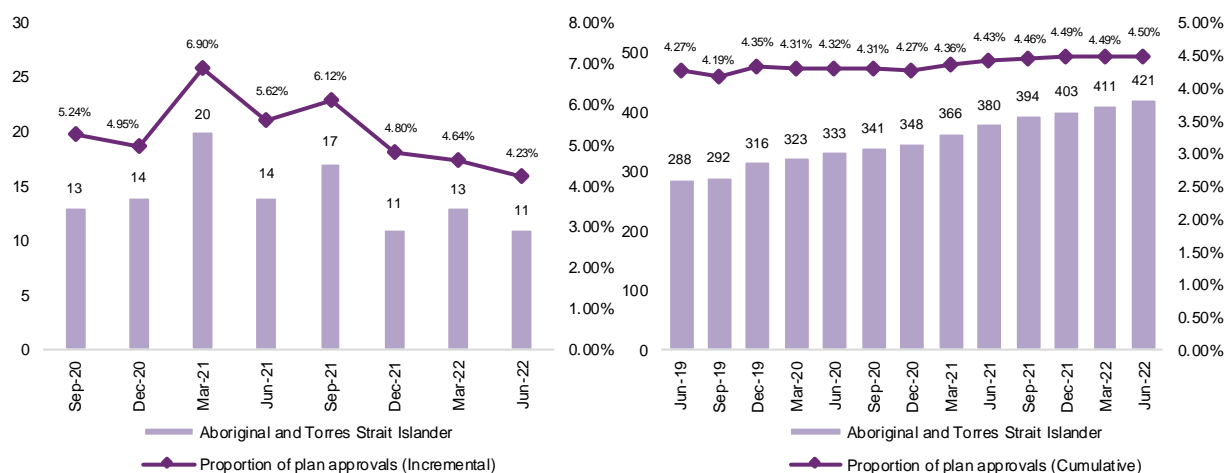
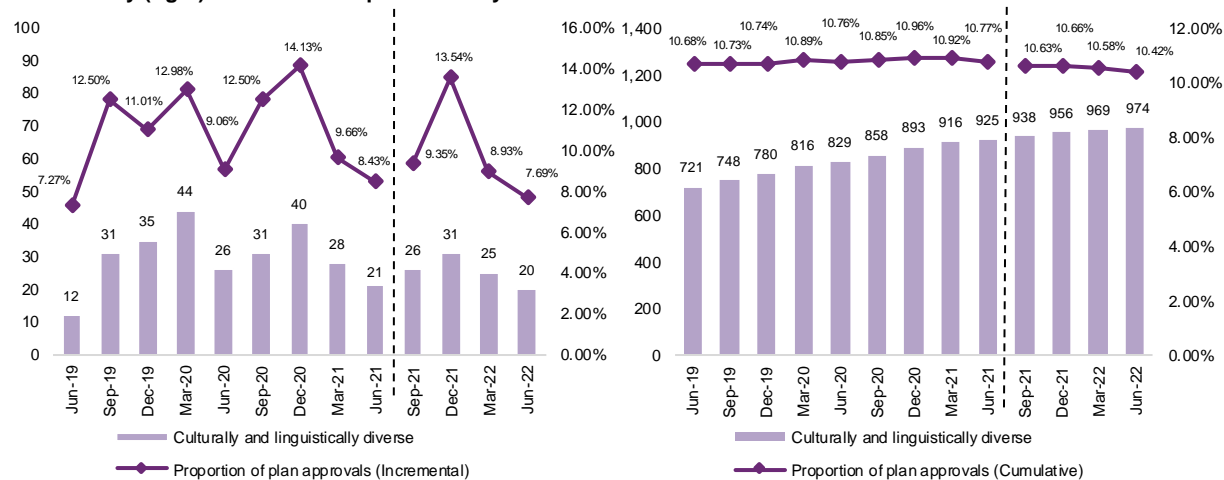


Table L.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ⁶⁴⁰

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	954	10.5%	20	7.7%	974	10.4%
Not culturally and linguistically diverse	8,070	88.8%	240	92.3%	8,310	88.9%
Not stated	65	0.7%	<11		65	0.7%
Total	9,089	100.0%	260	100.0%	9,349	100.0%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{641 642}



⁶³⁸ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁶³⁹ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to September 2020 quarter.

⁶⁴⁰ 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.

⁶⁴¹ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁶⁴² 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 30 June 2022 – Australian Capital Territory ^{643 644}

	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 ⁶⁴⁵

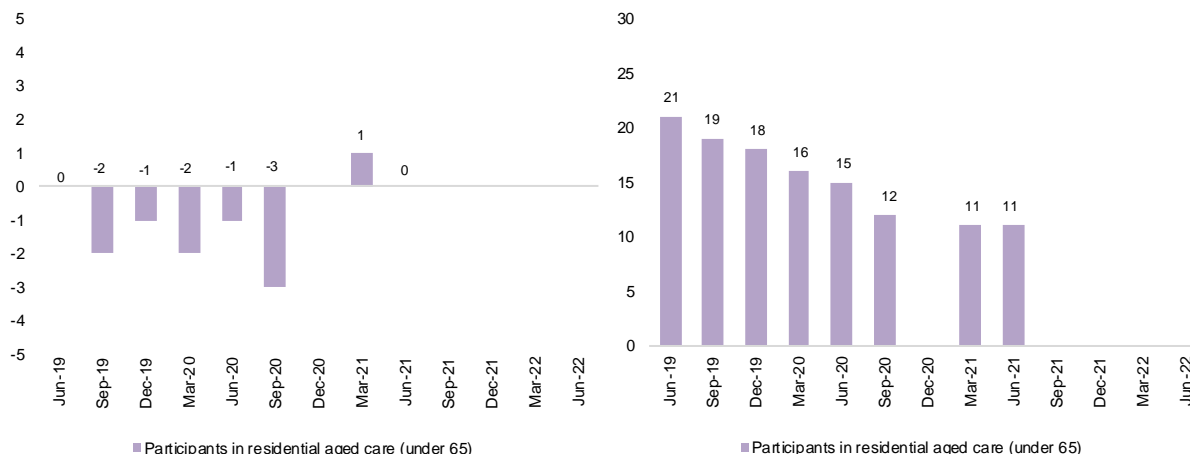


Table L.13 Participant profile per quarter by remoteness – Australian Capital Territory ^{646 647}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	9,077	99.9%	260	100.0%	9,337	99.9%
Population > 50,000	11	0.1%	<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	9,089	100.0%	260	100.0%	9,349	100.0%

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

⁶⁴³ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁶⁴⁴ There are a further 28 active participants aged 65 years or over who are currently in residential aged care.

⁶⁴⁵ 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 June 2021 quarter.

⁶⁴⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

⁶⁴⁷ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table L.14 Participant profile per quarter by primary disability group – Australian Capital Territory ^{648 649 650}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	3,037	33%	92	35%	3,129	33%
Intellectual disability	1,461	16%	<11		1,468	16%
Psychosocial disability	1,112	12%	16	6%	1,128	12%
Developmental delay	707	8%	83	32%	790	8%
Hearing impairment	435	5%	<11		441	5%
Other neurological	383	4%	11	4%	394	4%
Other physical	533	6%	<11		541	6%
Cerebral palsy	294	3%	<11		296	3%
Acquired brain injury	213	2%	<11		216	2%
Global developmental delay	137	2%	<11		144	2%
Visual impairment	180	2%	<11		185	2%
Multiple sclerosis	204	2%	<11		209	2%
Stroke	136	1%	<11		140	1%
Spinal cord injury	77	1%	<11		79	1%
Other	105	1%	<11		114	1%
Other sensory/speech	75	1%	<11		75	1%
Total	9,089	100%	260	100%	9,349	100%

Table L.15 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{651 652}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	60	11%	<11		60	11%
Intellectual disability	216	41%	<11		216	41%
Psychosocial disability	96	18%	<11		96	18%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	41	8%	<11		41	8%
Other physical	<11		<11		<11	
Cerebral palsy	43	8%	<11		43	8%
Acquired brain injury	33	6%	<11		33	6%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	11	2%	<11		11	2%
Spinal cord injury	<11		<11		<11	
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	524	100%	<11		524	100%

⁶⁴⁸ Table order based on national proportions in Table E.14 (highest to lowest).

⁶⁴⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁶⁵⁰ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Australian Capital Territory (222).

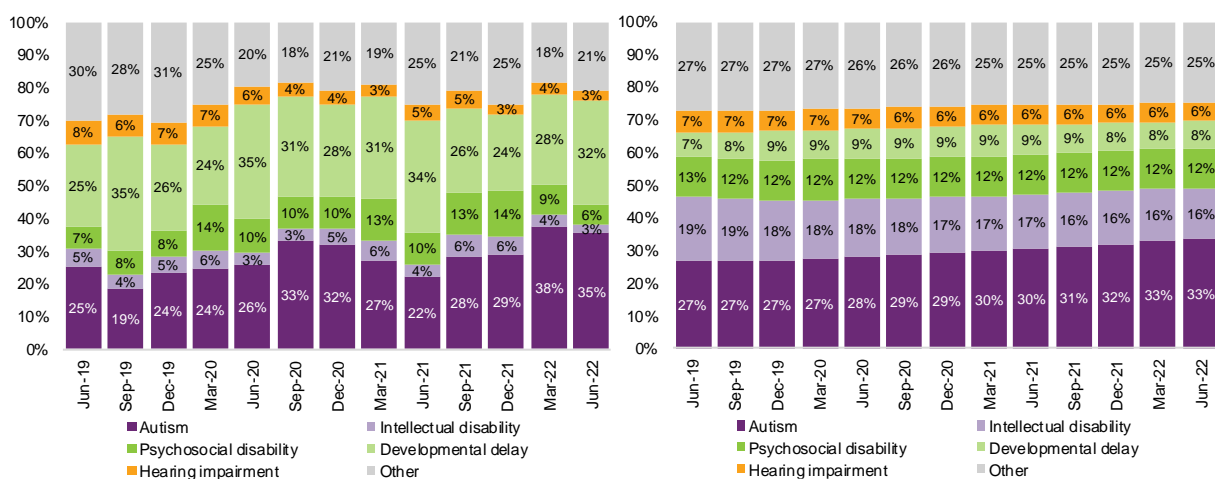
⁶⁵¹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁶⁵² Down syndrome is included in intellectual disability, representing 7% of participants in SIL (39).

Table L.16 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ⁶⁵³

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	2,977	35%	92	35%	3,069	35%
Intellectual disability	1,245	15%	<11		1,252	14%
Psychosocial disability	1,016	12%	16	6%	1,032	12%
Developmental delay	707	8%	83	32%	790	9%
Hearing impairment	435	5%	<11		441	5%
Other neurological	342	4%	11	4%	353	4%
Other physical	529	6%	<11		537	6%
Cerebral palsy	251	3%	<11		253	3%
Acquired brain injury	180	2%	<11		183	2%
Global developmental delay	137	2%	<11		144	2%
Visual impairment	180	2%	<11		185	2%
Multiple sclerosis	196	2%	<11		201	2%
Stroke	125	1%	<11		129	1%
Spinal cord injury	72	1%	<11		74	1%
Other	98	1%	<11		107	1%
Other sensory/speech	75	1%	<11		75	1%
Total	8,565	100%	260	100%	8,825	100%

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁵⁴



⁶⁵³ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (183).

⁶⁵⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table L.17 Participant profile per quarter by reported level of function – Australian Capital Territory ⁶⁵⁵

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	958	11%	56	22%	1,014	11%
2 (High Function)	20	0%	<11		24	0%
3 (High Function)	463	5%	23	9%	486	5%
4 (High Function)	875	10%	17	7%	892	10%
5 (High Function)	548	6%	22	8%	570	6%
6 (Moderate Function)	2,029	22%	78	30%	2,107	23%
7 (Moderate Function)	463	5%	16	6%	479	5%
8 (Moderate Function)	667	7%	<11		676	7%
9 (Moderate Function)	57	1%	<11		57	1%
10 (Moderate Function)	931	10%	18	7%	949	10%
11 (Low Function)	271	3%	<11		272	3%
12 (Low Function)	1,020	11%	<11		1,030	11%
13 (Low Function)	618	7%	<11		623	7%
14 (Low Function)	151	2%	<11		152	2%
15 (Low Function)	<11		<11		<11	
Missing	18	0%	<11		18	0%
Total	9,089	100%	260	100%	9,349	100%

Figure L.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁵⁶

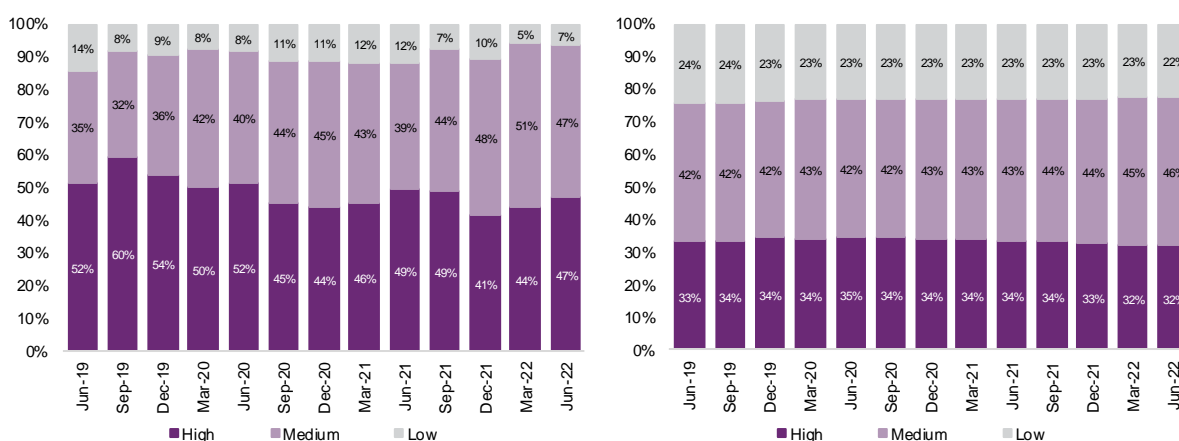


Table L.18 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,074	12%	109	42%	1,183	13%
7 to 14	2,361	26%	50	19%	2,411	26%
15 to 18	768	8%	16	6%	784	8%
19 to 24	866	10%	<11		876	9%
25 to 34	817	9%	19	7%	836	9%
35 to 44	803	9%	18	7%	821	9%
45 to 54	890	10%	14	5%	904	10%
55 to 64	960	11%	23	9%	983	11%
65+	550	6%	<11		551	6%
Total	9,089	100%	260	100%	9,349	100%

⁶⁵⁵ The distributions are calculated excluding participants with a missing reported level of function.

⁶⁵⁶ 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.19 Participant profile per quarter (participants in SIL) by age group – Australian Capital Territory ⁶⁵⁷

Age Group	Prior Quarters		2021-22 Q4		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	37	7%	<11		37	7%
25 to 34	77	15%	<11		77	15%
35 to 44	93	18%	<11		93	18%
45 to 54	131	25%	<11		131	25%
55 to 64	136	26%	<11		136	26%
65+	45	9%	<11		45	9%
Total	524	100%	<11		524	100%

Table L.20 Participant profile per quarter (participants not in SIL) by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,074	13%	109	42%	1,183	13%
7 to 14	2,361	28%	50	19%	2,411	27%
15 to 18	763	9%	16	6%	779	9%
19 to 24	829	10%	<11		839	10%
25 to 34	740	9%	19	7%	759	9%
35 to 44	710	8%	18	7%	728	8%
45 to 54	759	9%	14	5%	773	9%
55 to 64	824	10%	23	9%	847	10%
65+	505	6%	<11		506	6%
Total	8,565	100%	260	100%	8,825	100%

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory

658

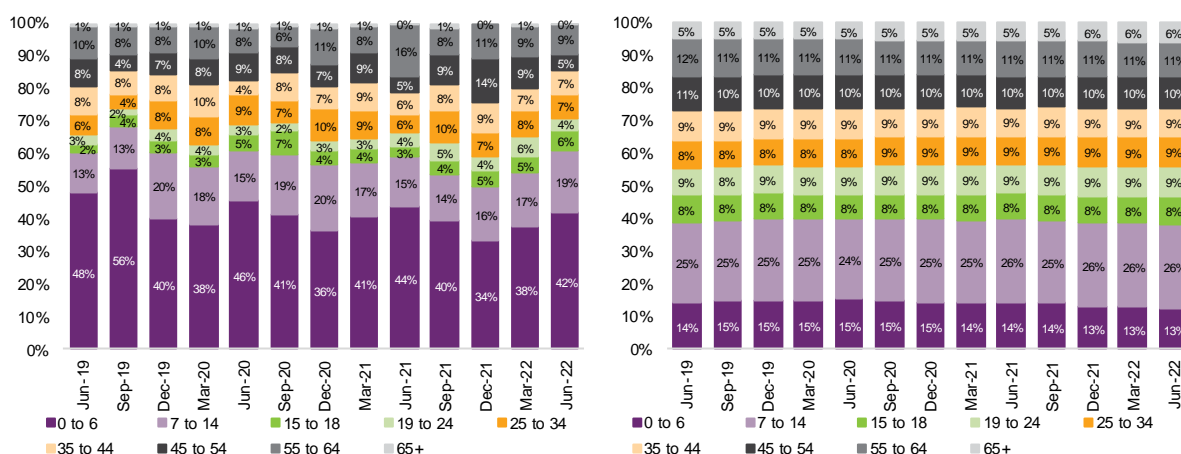


Table L.21 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	5,425	60%	152	58%	5,577	60%
Female	3,560	39%	102	39%	3,662	39%
Other	104	1%	<11		110	1%
Total	9,089	100%	260	100%	9,349	100%

⁶⁵⁷ 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.

⁶⁵⁸ 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.22 Participant profile per quarter (participants in SIL) by gender – Australian Capital Territory

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	322	61%	<11		322	61%
Female	199	38%	<11		199	38%
Other	<11		<11		<11	<11
Total	524	100%	<11		524	100%

Table L.23 Participant profile per quarter (participants not in SIL) by gender – Australian Capital Territory

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	5,103	60%	152	58%	5,255	60%
Female	3,361	39%	102	39%	3,463	39%
Other	101	1%	<11		107	1%
Total	8,565	100%	260	100%	8,825	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁵⁹

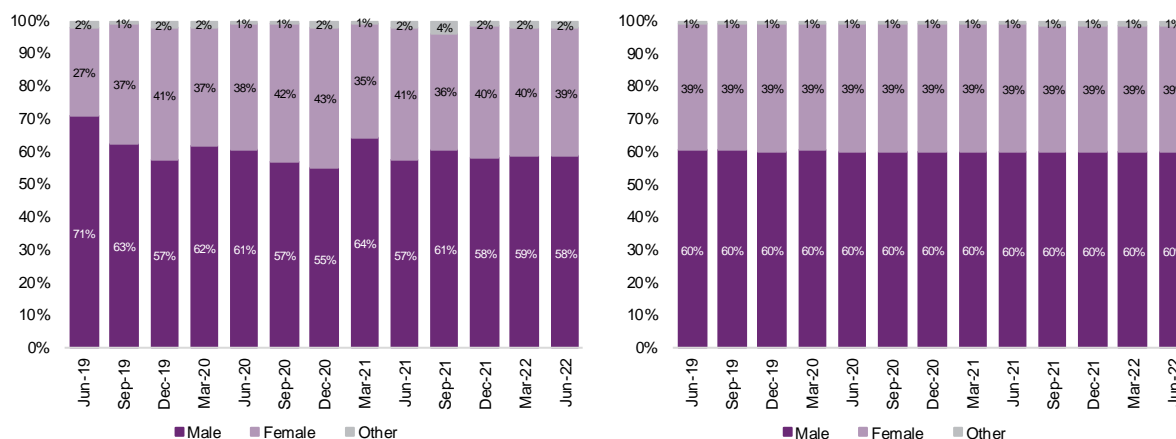


Table L.24 Participation rates by age group and gender at 30 June 2022 – Australian Capital Territory ⁶⁶⁰

Age group	Participation Rate		
	Male	Female	Total
0-6	3.9%	1.7%	2.9%
7-14	7.2%	3.3%	5.4%
15-18	5.1%	2.8%	4.0%
19-24	2.8%	1.6%	2.2%
25-44	1.3%	1.1%	1.2%
45-64	1.8%	1.9%	1.9%
Total (aged 0-64)	2.8%	1.7%	2.3%

Table L.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory ⁶⁶¹

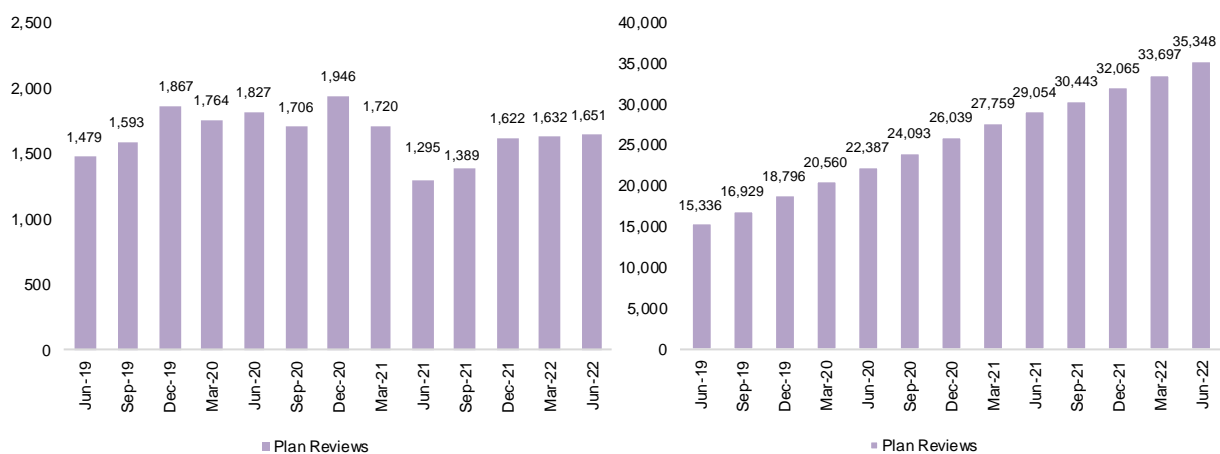
	Prior Quarters	2021-22 Q4	Total
Total plan reviews	33,697	1,651	35,348
Early intervention plans	10,079	501	10,580
Permanent disability plans	23,618	1,150	24,768

⁶⁵⁹ Ibid.

⁶⁶⁰ 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.

⁶⁶¹ 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 ⁶⁶²

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	172	157	272	352	318	298	1,569
Participant school to 14	201	177	263	292	278	274	1,485
Participant 15 to 24	174	75	78	86	82	104	599
Participant 25 and over	811	237	288	358	353	360	2,407
Total Participant	1,358	646	901	1,088	1,031	1,036	6,060
Family 0 to 14	314	318	529	633	595	566	2,955
Family 15 to 24	45	42	63	49	57	75	331
Family 25 and over	25	46	85	123	108	102	489
Total Family	384	406	677	805	760	743	3,775
Total	1,742	1,052	1,578	1,893	1,791	1,779	9,835

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	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		24%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		83%		
CC	% who are happy with the level of independence/control they have now			34%	
CC	% who choose who supports them			50%	70%
CC	% who choose what they do each day			58%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			24%	28%
CC	% who want more choice and control in their life			74%	70%

⁶⁶² 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		16%		
REL	% with no friends other than family or paid staff			25%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	33%

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		82%		
HM	% who are happy with their home			76%	66%
HM	% who feel safe or very safe in their home			84%	65%
HW	% who rate their health as good, very good or excellent			58%	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			25%	31%
WK	% who volunteer			12%	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%	12%	9%
% receiving Carer Allowance	17%	23%	15%
% working in a paid job	60%	68%	50%
Of those in a paid job, % in permanent employment	87%	86%	88%
Of those in a paid job, % working 15 hours or more	88%	94%	91%
% who say they (and their partner) are able to work as much as they want	52%	57%	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	85%	93%	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	25%	19%	11%
% able to advocate for their child/family member	81%	69%	65%
% who have friends and family they see as often as they like	51%	49%	50%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		41%	
% who feel in control selecting services		39%	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			30%
% 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=304) - participants who entered between 1 July 2016 and 30 June 2021 – Australian Capital Territory ⁶⁶³

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?	77%
S/CP Has the NDIS improved how your child fits into community life?	66%

⁶⁶³ Results in Tables L.31 to L.34 include participants who entered between 1 July 2016 and 30 June 2021 and have had a first plan review to date.

Table L.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=474) - participants who entered between 1 July 2016 and 30 June 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?	52%
REL	Has the NDIS improved your child's relationships with family and friends?	65%
S/CP	Has the NDIS improved your child's social and recreational life?	62%

Table L.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=125) and ‘Participant 25 and over’ (n=498) - participants who entered between 1 July 2016 and 30 June 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?	68%	77%
DL	Has the NDIS helped you with daily living activities?	65%	80%
REL	Has the NDIS helped you to meet more people?	49%	57%
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?	56%	65%
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%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	24%
S/CP	Has the NDIS helped you be more involved?	49%	62%

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=232) - participants who entered between 1 July 2016 and 30 June 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?	79%	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?	83%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	57%	49%

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=248) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory

664

	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?	83%	86%	+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%	73%	+3%

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=295) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	79%	86%	+7%
LL	Has the NDIS improved your child's access to education?	56%	61%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	67%	70%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	66%	66%	0%

⁶⁶⁴ Results in Tables L.35 to L.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=71) and ‘Participant 25 and over’ (n=313) - participants who entered between 1 July 2016 and 30 June 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?	63%	71%	+8%	72%	77%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	69%	+1%	76%	82%	+6%
REL	Has the NDIS helped you to meet more people?	43%	56%	+13%	49%	55%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	18%	0%	31%	31%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	59%	+12%	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?	23%	31%	+8%	31%	28%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	8%	17%	+9%	19%	16%	-3%
S/CP	Has the NDIS helped you be more involved?	49%	61%	+12%	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=448); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=66) - participants who entered between 1 July 2016 and 30 June 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%	78%	+6%	55%	61%	+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?	79%	83%	+4%	71%	61%	-10%
	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%	63%	+4%	54%	48%	-6%

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=143) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory

665

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	88%	95%	100%	+12%
DL	Has the NDIS improved your child's access to specialist services?	88%	91%	95%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	87%	89%	+10%
REL	Has the NDIS improved how your child fits into family life?	75%	78%	78%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	57%	58%	68%	+11%

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=205) - participants who entered between 1 July 2016 and 30 June 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?	77%	79%	81%	+4%
LL	Has the NDIS improved your child's access to education?	47%	52%	54%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	58%	64%	66%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	52%	56%	63%	+11%

⁶⁶⁵ Results in Tables L.39 to L.44 include participants who had their first plan approved between 1 July 2016 and 30 June 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=98) - participants who entered between 1 July 2016 and 30 June 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?	66%	67%	73%	+7%
Has the NDIS helped you with daily living activities?	65%	69%	76%	+11%
Has the NDIS helped you to meet more people?	51%	45%	48%	-3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	16%	18%	0%
Has your involvement with the NDIS improved your health and wellbeing?	53%	50%	57%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	28%	31%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	23%	21%	18%	-5%
Has the NDIS helped you be more involved?	57%	56%	59%	+2%

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=373) - participants who entered between 1 July 2016 and 30 June 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?	72%	76%	81%	+9%
Has the NDIS helped you with daily living activities?	76%	83%	86%	+10%
Has the NDIS helped you to meet more people?	52%	52%	59%	+7%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	22%	26%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	55%	61%	67%	+12%
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%	12%	14%	+2%
Has the NDIS helped you be more involved?	57%	61%	66%	+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=246) - participants who entered between 1 July 2016 and 30 June 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?	66%	72%	77%	+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%	82%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	83%	85%	+6%
Has the NDIS improved your health and wellbeing?	45%	49%	53%	+8%

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=41) - participants who entered between 1 July 2016 and 30 June 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?	46%	64%	70%	+24%
Has the NDIS improved the level of support for your family?	59%	59%	77%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	63%	61%	73%	+10%
Has the NDIS improved your health and wellbeing?	44%	50%	41%	-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=139) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory⁶⁶⁶

	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%	70%	76%	80%	+20%
LL	Has the NDIS improved your child's access to education?	37%	43%	48%	55%	+18%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	54%	61%	64%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	49%	52%	54%	+8%

Table L.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=74) - participants who entered between 1 July 2016 and 30 June 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?	55%	65%	63%	67%	+12%
DL	Has the NDIS helped you with daily living activities?	49%	62%	62%	66%	+17%
REL	Has the NDIS helped you to meet more people?	37%	43%	33%	47%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	13%	12%	10%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	46%	42%	51%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	31%	17%	24%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	18%	17%	16%	+1%
S/CP	Has the NDIS helped you be more involved?	43%	54%	48%	55%	+12%

⁶⁶⁶ Results in Tables L.45 to L.48 include participants who had their first plan approved between 1 July 2016 and 30 June 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=232) - participants who entered between 1 July 2016 and 30 June 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?	73%	73%	78%	81%	+8%
DL	Has the NDIS helped you with daily living activities?	74%	79%	81%	84%	+10%
REL	Has the NDIS helped you to meet more people?	50%	52%	60%	59%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	19%	23%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	59%	61%	64%	68%	+9%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	28%	25%	26%	-5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%	19%	17%	-3%
S/CP	Has the NDIS helped you be more involved?	56%	56%	64%	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=119) - participants who entered between 1 July 2016 and 30 June 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?	59%	62%	67%	74%	+15%
Has the NDIS improved the level of support for your family?	73%	85%	88%	84%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	78%	87%	80%	82%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	78%	82%	+10%
Has the NDIS improved your health and wellbeing?	39%	47%	55%	58%	+19%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third and fourth plan review, for ‘Family 15 to 24’ and ‘Family 25 and over’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 0 to school’.

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=51) - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory⁶⁶⁷

	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%	72%	76%	74%	80%	+7%
LL	Has the NDIS improved your child's access to education?	52%	52%	56%	54%	63%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	58%	49%	49%	55%	63%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	56%	59%	63%	48%	57%	+1%

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=46) - participants who entered between 1 July 2016 and 30 June 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?	64%	70%	62%	67%	79%	+15%
DL	Has the NDIS helped you with daily living activities?	58%	68%	61%	75%	81%	+23%
REL	Has the NDIS helped you to meet more people?	53%	65%	54%	52%	57%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	18%	12%	20%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	60%	65%	57%	56%	65%	+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?	37%	35%	27%	32%	42%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	11%	8%	12%	8%	+1%
S/CP	Has the NDIS helped you be more involved?	49%	63%	57%	69%	69%	+20%

⁶⁶⁷ Results in Tables L.49 to L.51 include participants who had their first plan approved between 1 July 2016 and 30 June 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=172) - participants who entered between 1 July 2016 and 30 June 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?	73%	82%	83%	78%	84%	+11%
DL	Has the NDIS helped you with daily living activities?	79%	83%	88%	87%	91%	+12%
REL	Has the NDIS helped you to meet more people?	54%	56%	56%	54%	64%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	22%	17%	23%	25%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	66%	71%	71%	71%	75%	+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?	32%	31%	29%	23%	31%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	16%	21%	16%	-3%
S/CP	Has the NDIS helped you be more involved?	58%	64%	63%	63%	69%	+11%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third, fourth and fifth plan review, for '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=445), 'participant social and community engagement rate' (n=443), 'parent and carer employment rate' (n=534) at entry, first and second plan review, and 'participant choice and control' (n=338) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory ⁶⁶⁸

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	12%	18%	27%	24%
Aged 25 to 34 years	45%	48%	44%	
Aged 35 to 44 years	31%	28%	27%	
Aged 45 to 54 years	32%	32%	29%	
Aged 55 to 64 years	22%	19%	19%	
Aged 65+ years	16%	13%	6%	
Aged 25 to 64 years	32%	31%	29%	
Aged 15 to 64 years	28%	28%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	42%	37%	39%	48%
Aged 25 to 34 years	40%	46%	51%	
Aged 35 to 44 years	30%	36%	32%	
Aged 45 to 54 years	31%	35%	40%	
Aged 55 to 64 years	47%	53%	47%	
Aged 65+ years	38%	36%	38%	
Aged 25+	37%	42%	42%	
Aged 15+	38%	41%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	57%	61%	63%	49%
Aged 15+	59%	62%	62%	
All ages	57%	62%	63%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		63%	71%	75%
Aged 25+		72%	77%	
Aged 15+		70%	76%	

⁶⁶⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=470), 'participant social and community engagement rate' (n=473), 'parent and carer employment rate' (n=277) at entry, first, second and third plan review, and 'participant choice and control' (n=432) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory ⁶⁶⁹

10 and 30 June 2019 Australian Capital Territory					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	17%	25%	28%	25%	24%
Aged 25 to 34 years	32%	32%	32%	40%	
Aged 35 to 44 years	40%	39%	28%	36%	
Aged 45 to 54 years	33%	32%	25%	31%	
Aged 55 to 64 years	24%	27%	22%	25%	
Aged 65+ years	Numbers are too small				
Aged 25 to 64 years	33%	33%	27%	33%	
Aged 15 to 64 years	30%	32%	27%	32%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	29%	29%	29%	28%	48%
Aged 25 to 34 years	28%	31%	35%	40%	
Aged 35 to 44 years	41%	45%	40%	46%	
Aged 45 to 54 years	39%	42%	44%	41%	
Aged 55 to 64 years	40%	44%	44%	43%	
Aged 65+ years	Numbers are too small				
Aged 25+	39%	42%	42%	43%	
Aged 15+	37%	40%	40%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	50%	54%	61%	57%	49%
Aged 15+	61%	66%	69%	66%	
All ages	52%	56%	63%	59%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		66%	67%	73%	75%
Aged 25+		72%	76%	81%	
Aged 15+		71%	74%	79%	

⁶⁶⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table L.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=298), 'participant social and community engagement rate' (n=297), 'parent and carer employment rate' (n=113) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=284) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory ⁶⁷⁰

Between 1 July 2016 and 30 June 2018							Australian Capital Territory
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target	
Aged 15 to 24 years	Numbers are too small					24%	
Aged 25 to 34 years	32%	33%	32%	29%	31%		
Aged 35 to 44 years	42%	44%	44%	49%	43%		
Aged 45 to 54 years	36%	43%	36%	35%	31%		
Aged 55 to 64 years	29%	26%	30%	19%	21%		
Aged 65+ years	Numbers are too small						
Aged 25 to 64 years	35%	36%	36%	34%	32%		
Aged 15 to 64 years	32%	34%	34%	34%	34%		
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	44%	49%	54%	62%	62%		
Aged 35 to 44 years	39%	45%	52%	54%	52%		
Aged 45 to 54 years	36%	34%	44%	50%	44%		
Aged 55 to 64 years	27%	40%	43%	39%	44%		
Aged 65+ years	Numbers are too small						
Aged 25+	36%	41%	48%	50%	50%		
Aged 15+	36%	41%	47%	48%	49%		
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target	
Aged 0 to 14 years	50%	56%	51%	62%	64%	49%	
Aged 15+	Numbers are too small						
All ages	57%	60%	59%	64%	67%		
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target	
Aged 15 to 24 years		55%	65%	63%	67%	75%	
Aged 25+		73%	73%	78%	81%		
Aged 15+		69%	71%	74%	78%		

⁶⁷⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table L.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=228), 'participant social and community engagement rate' (n=224), 'parent and carer employment rate' (n=31) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=196) at first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory ⁶⁷¹

Induced between 1 July 2016 and 30 June 2017 - 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	49%	37%	33%	36%	29%	32%	
Aged 35 to 44 years	25%	28%	29%	41%	32%	33%	
Aged 45 to 54 years	Numbers are too small						
Aged 55 to 64 years							
Aged 65+ years							
Aged 25 to 64 years	33%	29%	27%	29%	27%	26%	
Aged 15 to 64 years	31%	27%	26%	29%	27%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						48%
Aged 25 to 34 years	38%	42%	40%	33%	50%	46%	
Aged 35 to 44 years	32%	43%	45%	51%	55%	50%	
Aged 45 to 54 years	Numbers are too small						
Aged 55 to 64 years							
Aged 65+ years							
Aged 25+	37%	42%	46%	46%	49%	48%	
Aged 15+	37%	41%	45%	47%	49%	47%	
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		64%	70%	62%	67%	79%	75%
Aged 25+		73%	82%	83%	78%	84%	
Aged 15+		71%	80%	79%	75%	83%	

⁶⁷¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fifth plan review to date.

Table L.56 Number of active plans by goal type and primary disability – Australian Capital Territory ⁶⁷²

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	59	152	148	38	47	159	77	66	216
Autism	524	2,663	1,338	1,244	1,452	2,168	235	631	3,129
Cerebral palsy	68	240	188	67	54	191	65	80	296
Developmental delay	185	717	388	549	330	549	<11	<11	790
Down syndrome	49	182	135	51	60	172	58	94	222
Global developmental delay	33	136	79	104	74	85	<11	<11	144
Hearing impairment	100	322	113	104	62	240	68	96	441
Intellectual disability	255	979	580	370	375	874	299	425	1,246
Multiple sclerosis	68	157	151	11	30	127	76	54	209
Psychosocial disability	259	717	766	235	263	865	432	403	1,128
Spinal cord injury	19	55	47	18	<11	47	28	26	79
Stroke	36	114	84	14	20	92	34	28	140
Visual impairment	51	157	80	45	12	137	48	64	185
Other neurological	96	294	245	68	80	272	131	78	394
Other physical	113	427	359	79	57	339	137	104	541
Other sensory/speech	19	57	27	31	29	38	<11	<11	75
Other	24	94	58	24	21	80	41	19	114
Total	1,958	7,463	4,786	3,052	2,974	6,435	1,738	2,172	9,349

⁶⁷² 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 ⁶⁷³

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%	70%	69%	18%	22%	74%	36%	31%
Autism	17%	85%	43%	40%	46%	69%	8%	20%
Cerebral palsy	23%	81%	64%	23%	18%	65%	22%	27%
Developmental delay	23%	91%	49%	69%	42%	69%	n/a	n/a
Down syndrome	22%	82%	61%	23%	27%	77%	26%	42%
Global developmental delay	23%	94%	55%	72%	51%	59%	n/a	n/a
Hearing impairment	23%	73%	26%	24%	14%	54%	15%	22%
Intellectual disability	20%	79%	47%	30%	30%	70%	24%	34%
Multiple sclerosis	33%	75%	72%	5%	14%	61%	36%	26%
Psychosocial disability	23%	64%	68%	21%	23%	77%	38%	36%
Spinal cord injury	24%	70%	59%	23%	n/a	59%	35%	33%
Stroke	26%	81%	60%	10%	14%	66%	24%	20%
Visual impairment	28%	85%	43%	24%	6%	74%	26%	35%
Other neurological	24%	75%	62%	17%	20%	69%	33%	20%
Other physical	21%	79%	66%	15%	11%	63%	25%	19%
Other sensory/speech	25%	76%	36%	41%	39%	51%	n/a	n/a
Other	21%	82%	51%	21%	18%	70%	36%	17%
Total	21%	80%	51%	33%	32%	69%	19%	23%

⁶⁷³ 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 ⁶⁷⁴

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	650	557	109	153	578	257	177	2,695
Autism	1,943	16,638	5,141	4,961	5,415	8,083	785	2,014	44,980
Cerebral palsy	302	1,509	769	249	215	819	281	247	4,391
Developmental delay	685	5,265	1,706	2,339	1,286	2,143	<11	<11	13,434
Down syndrome	176	1,045	482	217	212	654	177	309	3,272
Global developmental delay	138	963	359	446	270	321	<11	<11	2,497
Hearing impairment	289	1,328	383	313	181	718	176	282	3,670
Intellectual disability	822	5,055	2,186	1,464	1,340	3,291	1,039	1,335	16,532
Multiple sclerosis	205	732	623	34	102	465	248	176	2,585
Psychosocial disability	782	2,680	2,605	696	721	2,662	1,233	1,163	12,542
Spinal cord injury	60	261	161	69	16	177	101	70	915
Stroke	147	670	349	63	67	329	141	77	1,843
Visual impairment	159	652	238	129	26	419	134	174	1,931
Other neurological	368	1,439	1,040	281	261	1,008	448	267	5,112
Other physical	400	2,036	1,335	263	183	1,154	444	328	6,143
Other sensory/speech	40	224	67	71	84	109	11	15	621
Other	78	540	238	87	79	299	133	73	1,527
Total	6,808	41,687	18,239	11,791	10,611	23,229	5,618	6,707	124,690

⁶⁷⁴ Participants have set over eighteen million goals in total across Australia since July 2016. The 124,690 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.59 Number of active plans by goal type and age group – Australian Capital Territory ⁶⁷⁵

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	1,089	642	844	497	890	<11	<11	1,183
7 to 14	356	2,132	871	1,082	1,140	1,457	31	20	2,411
15 to 18	133	655	293	257	324	546	44	202	784
19 to 24	189	665	401	248	210	577	171	550	876
25 to 34	203	600	461	179	188	599	276	475	836
35 to 44	221	582	517	144	181	590	280	341	821
45 to 54	230	635	593	142	170	646	333	324	904
55 to 64	229	696	642	103	183	730	415	216	983
65+	133	409	366	53	81	400	185	44	551
Total	1,958	7,463	4,786	3,052	2,974	6,435	1,738	2,172	9,349

Table L.60 Percentage of active plans by goal type and age group – Australian Capital Territory ⁶⁷⁶

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	22%	92%	54%	71%	42%	75%	n/a	n/a
7 to 14	15%	88%	36%	45%	47%	60%	1%	1%
15 to 18	17%	84%	37%	33%	41%	70%	6%	26%
19 to 24	22%	76%	46%	28%	24%	66%	20%	63%
25 to 34	24%	72%	55%	21%	22%	72%	33%	57%
35 to 44	27%	71%	63%	18%	22%	72%	34%	42%
45 to 54	25%	70%	66%	16%	19%	71%	37%	36%
55 to 64	23%	71%	65%	10%	19%	74%	42%	22%
65+	24%	74%	66%	10%	15%	73%	34%	8%
Total	21%	80%	51%	33%	32%	69%	19%	23%

⁶⁷⁵ 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.

⁶⁷⁶ 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 L.61 Number of goals in active plans by goal type and age group – Australian Capital Territory ⁶⁷⁷

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	1,119	8,835	3,198	3,948	2,147	3,779	12	<11	23,038
7 to 14	1,240	13,786	3,171	4,143	4,008	5,280	71	75	31,774
15 to 18	411	3,180	933	940	1,162	1,907	194	647	9,374
19 to 24	589	3,032	1,349	804	698	1,877	535	1,687	10,571
25 to 34	743	2,751	1,671	541	680	2,149	897	1,414	10,846
35 to 44	744	2,580	1,947	486	596	2,051	933	1,065	10,402
45 to 54	780	2,833	2,307	467	550	2,318	1,102	1,061	11,418
55 to 64	762	3,054	2,349	297	542	2,547	1,306	640	11,497
65+	420	1,636	1,314	165	228	1,321	568	118	5,770
Total	6,808	41,687	18,239	11,791	10,611	23,229	5,618	6,707	124,690

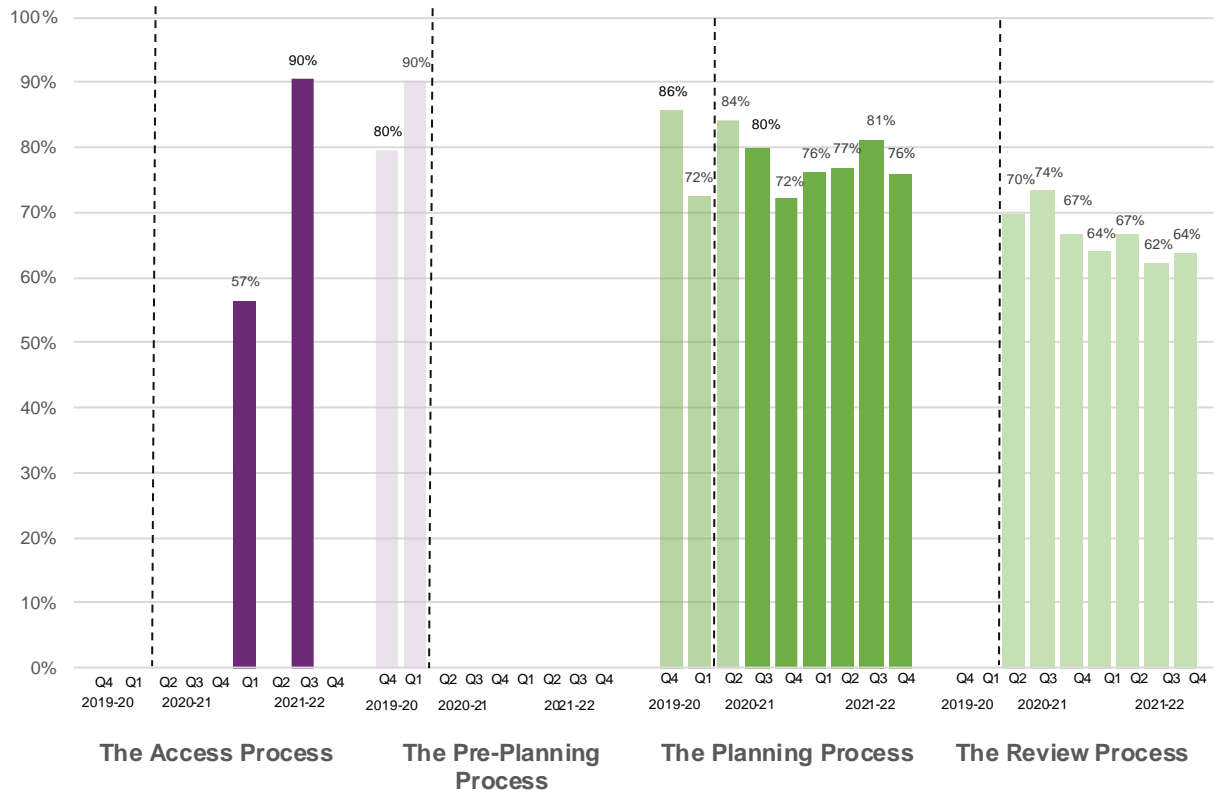
⁶⁷⁷ Participants have set over eighteen million goals in total across Australia since July 2016. The 124,690 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

Table L.62 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory ⁶⁷⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 111	n = 17
Are you happy with how coming into the NDIS has gone?	78%	n/a
Was the person from the NDIS respectful?	96%	n/a
Do you understand what will happen next with your plan?	81%	n/a
% of participants rating their overall experience as Very Good or Good.	68%	n/a
Pre-planning	n = 88	n = 11
Did the person from the NDIS understand how your disability affects your life?	75%	n/a
Did you understand why you needed to give the information you did?	88%	n/a
Were decisions about your plan clearly explained?	61%	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?	60%	n/a
% of participants rating their overall experience as Very Good or Good.	70%	n/a
Planning	n = 517	n = 92
Did the person from the NDIS understand how your disability affects your life?	87%	82%
Did you understand why you needed to give the information you did?	94%	97%
Were decisions about your plan clearly explained?	80%	80%
Are you clear on what happens next with your plan?	81%	79%
Do you know where to go for more help with your plan?	87%	80%
% of participants rating their overall experience as Very Good or Good.	78%	76%
Plan review	n = 2,137	n = 375
Did the person from the NDIS understand how your disability affects your life?	75%	71%
Did you feel prepared for your plan review?	84%	82%
Is your NDIS plan helping you to make progress towards your goals?	86%	87%
% of participants rating their overall experience as Very Good or Good.	68%	64%

⁶⁷⁸ 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 ^{679 680 681}



⁶⁷⁹ 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.

⁶⁸⁰ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁶⁸¹ 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table L.63 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table L.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 ^{682 683}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	<11	<11	<11	<11
Complaint about LAC Partner	43	<11	45	43
Complaints about service providers	111	<11	118	104
Complaints about the Agency	2,226	133	2,359	1,273
Critical/ Reportable Incident	118	20	138	109
Unclassified	169	<11	169	146
Total	2,671	162	2,833	1,483
% of the number of active participants	6.7%	7.0%	6.8%	

⁶⁸² Note that 61% of all complainants made only one complaint, 21% made two complaints and 18% made three or more complaints.

⁶⁸³ % 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.

Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory

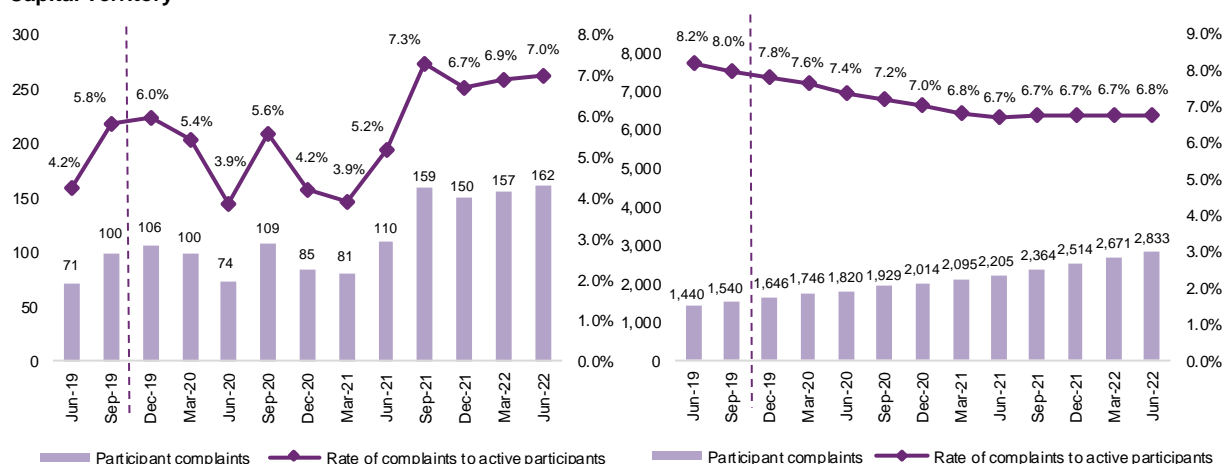


Table L.64 Participant complaints by type – Australian Capital Territory

Complaints by source, subject and type		Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request							
Complaints about the Agency							
Individual needs	189	(8%)	<11		189	(8%)	
Information unclear	42	(2%)	<11		42	(2%)	
NDIA Access	44	(2%)	<11		48	(2%)	
NDIA Engagement	<11		<11		<11		
NDIA Finance	86	(4%)	14	(11%)	100	(4%)	
NDIA Fraud and Compliance	<11		<11		<11		
NDIA Plan	301	(14%)	51	(38%)	352	(15%)	
NDIA Process	116	(5%)	22	(17%)	138	(6%)	
NDIA Resources	16	(1%)	<11		19	(1%)	
NDIA Staff	72	(3%)	<11		82	(3%)	
NDIA Timeliness	218	(10%)	26	(20%)	244	(10%)	
Participation, engagement and inclusion	24	(1%)	<11		24	(1%)	
Provider Portal	<11		<11		<11		
Quality & Safeguards Commission	<11		<11		<11		
Reasonable and necessary supports	133	(6%)	<11		133	(6%)	
Staff conduct - Agency	28	(1%)	<11		28	(1%)	
The way the NDIA carried out its decision making	64	(3%)	<11		65	(3%)	
Timeliness	417	(19%)	<11		417	(18%)	
Other	459	(21%)	<11		460	(19%)	
Total	2,226		133		2,359		
Complaint about ECA Partner							
ECA Engagement	<11		<11		<11		
ECA Fraud and Compliance	<11		<11		<11		
ECA Plan	<11		<11		<11		
ECA Process	<11		<11		<11		
ECA Resources	<11		<11		<11		
ECA Staff	<11		<11		<11		
ECA Timeliness	<11		<11		<11		
Other	<11		<11		<11		
Total	<11		<11		<11		
Complaint about LAC Partner							
LAC Engagement	<11		<11		<11		

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
LAC Fraud and Compliance	<11		<11		<11	
LAC Plan	11	(26%)	<11		11	(24%)
LAC Process	<11		<11		<11	
LAC Resources	<11		<11		<11	
LAC Staff	18	(42%)	<11		19	(42%)
LAC Timeliness	<11		<11		<11	
Other	<11		<11		<11	
Total	43		<11		45	
<i>Complaints about service providers</i>						
Provider costs.	<11		<11		<11	
Provider Finance	<11		<11		<11	
Provider Fraud and Compliance	<11		<11		<11	
Provider process	15	(14%)	<11		15	(13%)
Provider Service	14	(13%)	<11		21	(18%)
Provider Staff	<11		<11		<11	
Service Delivery	20	(18%)	<11		20	(17%)
Staff conduct	<11		<11		<11	
Supports being provided	14	(13%)	<11		14	(12%)
Other	17	(15%)	<11		17	(14%)
Total	111		<11		118	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	21	(18%)	<11		21	(15%)
Allegations against Informal Supports	18	(15%)	<11		18	(13%)
Allegations against NDIA Staff/Partners	<11		<11		<11	
Participant threat	28	(24%)	<11		35	(25%)
Provider reporting	51	(43%)	13	(65%)	64	(46%)
Other	<11		<11		<11	
Total	118		20		138	
<i>Unclassified</i>	169		<11		169	
Participants total	2,671		162		2,833	

Table L.65 AAT Cases by category at 30 June 2022 – Australian Capital Territory

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Access	188	31%	17	28%	205	30%
Plan	374	61%	37	62%	411	61%
Plan Review	26	4%	<11		27	4%
Other	25	4%	<11		30	4%
Total cases	613	100%	60	100%	673	100%
% of the number of active participants	1.55%		2.59%		1.61%	

Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

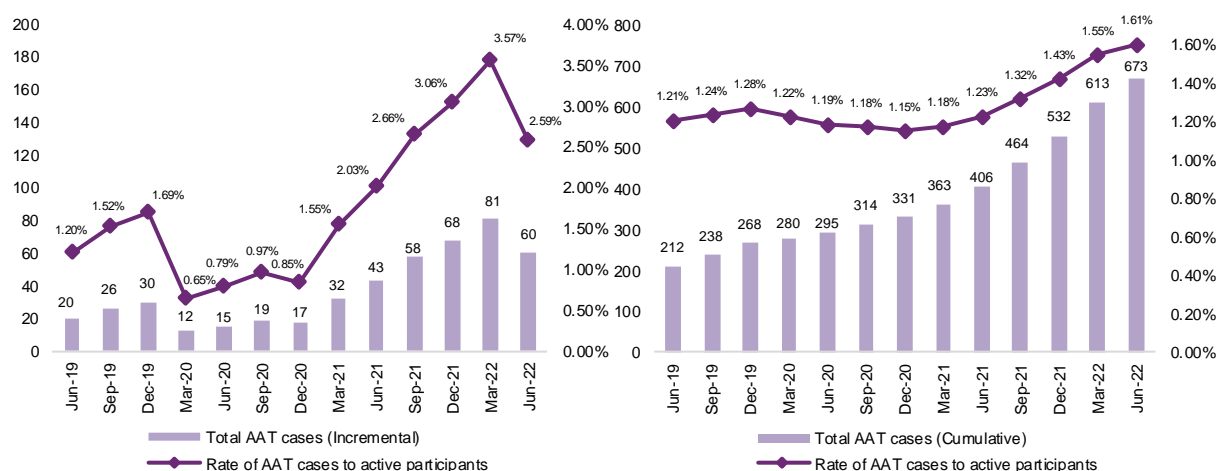


Table L.66 AAT cases by open/closed and decision – Australian Capital Territory ^{684 685}

	Number of cases	Number of unique active participants
AAT Cases	673	614
Open AAT Cases	198	195
Closed AAT Cases	475	438
<i>Resolved before hearing</i>	<i>452</i>	<i>419</i>
<i>Gone to hearing and received a substantive decision</i>	<i>23</i>	<i>19</i>

⁶⁸⁴ Of the 23 cases which went to hearing and received a substantive decision: 15 affirmed the Agency's decision, 2 varied the Agency's decision and 6 set aside the Agency's decision.

⁶⁸⁵ 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 ^{686 687}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	0.93	0.93
b) Number of providers delivering new types of supports	78	83
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	80%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	93%	92%
<i>Early Childhood Supports (%)</i>	84%	84%
<i>Assist Personal Activities (%)</i>	94%	93%

Table L.68 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – Australian Capital Territory ⁶⁸⁸

Activity	Number of providers
Active for the first time in 2021-22 Q4	27
Active in 2021-22 Q4 and also in previous quarters	391
Active in 2021-22 Q4	418
Inactive in 2021-22 Q4	1,057
Active ever	1,475

⁶⁸⁶ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁸⁷ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁸⁸ 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 ⁶⁸⁹

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	26	<5	26	0%
Assistance Animals	16	<5	16	0%
Assistance with daily life tasks in a group or shared living arrangement	128	10	138	8%
Assistance with travel/transport arrangements	94	<5	98	4%
Daily Personal Activities	270	6	276	2%
Group and Centre Based Activities	136	<5	138	1%
High Intensity Daily Personal Activities	178	5	183	3%
Household tasks	281	8	289	3%
Interpreting and translation	25	<5	26	4%
Participation in community, social and civic activities	274	6	280	2%
Assistive Technology				
Assistive equipment for recreation	44	<5	45	2%
Assistive products for household tasks	34	<5	35	3%
Assistance products for personal care and safety	336	8	344	2%
Communication and information equipment	89	8	97	9%
Customised Prosthetics	119	5	124	4%
Hearing Equipment	36	<5	38	6%
Hearing Services	14	<5	14	0%
Personal Mobility Equipment	170	<5	173	2%
Specialised Hearing Services	22	<5	22	0%
Vision Equipment	31	<5	33	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	330	9	339	3%
Behaviour Support	114	<5	116	2%
Community nursing care for high needs	58	<5	59	2%
Development of daily living and life skills	154	<5	158	3%
Early Intervention supports for early childhood	229	6	235	3%
Exercise Physiology and Physical Wellbeing activities	118	<5	120	2%
Innovative Community Participation	51	<5	54	6%
Specialised Driving Training	26	<5	28	8%
Therapeutic Supports	623	12	635	2%
Capital services				
Home modification design and construction	58	<5	59	2%
Specialist Disability Accommodation	13	<5	14	8%
Vehicle Modifications	34	<5	34	0%
Choice and control support services				
Management of funding for supports in participants plan	180	8	188	4%
Support Coordination	52	<5	54	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	58	<5	58	0%
Specialised Supported Employment	37	<5	39	5%
Total	1,448	27	1,475	2%

⁶⁸⁹ 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 30 June 2022 – Australian Capital Territory ⁶⁹⁰

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	20	26	23%	77%	100%
Assistance Animals	<5	13	16		81%	100%
Assistance with daily life tasks in a group or shared living arrangement	14	124	138	10%	90%	100%
Assistance with travel/transport arrangements	9	89	98	9%	91%	100%
Daily Personal Activities	32	244	276	12%	88%	100%
Group and Centre Based Activities	15	123	138	11%	89%	100%
High Intensity Daily Personal Activities	18	165	183	10%	90%	100%
Household tasks	64	225	289	22%	78%	100%
Interpreting and translation	5	21	26	19%	81%	100%
Participation in community, social and civic activities	34	246	280	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	5	40	45	11%	89%	100%
Assistive products for household tasks	5	30	35	14%	86%	100%
Assistance products for personal care and safety	36	308	344	10%	90%	100%
Communication and information equipment	16	81	97	16%	84%	100%
Customised Prosthetics	12	112	124	10%	90%	100%
Hearing Equipment	5	33	38	13%	87%	100%
Hearing Services	<5	13	14		93%	100%
Personal Mobility Equipment	27	146	173	16%	84%	100%
Specialised Hearing Services	<5	20	22		91%	100%
Vision Equipment	5	28	33	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	50	289	339	15%	85%	100%
Behaviour Support	22	94	116	19%	81%	100%
Community nursing care for high needs	5	54	59	8%	92%	100%
Development of daily living and life skills	18	140	158	11%	89%	100%
Early Intervention supports for early childhood	67	168	235	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	28	92	120	23%	77%	100%
Innovative Community Participation	15	39	54	28%	72%	100%
Specialised Driving Training	<5	25	28		89%	100%
Therapeutic Supports	192	443	635	30%	70%	100%
Capital services						
Home modification design and construction	<5	55	59		93%	100%
Specialist Disability Accommodation	<5	14	14		100%	100%
Vehicle Modifications	<5	30	34		88%	100%
Choice and control support services						
Management of funding for supports in participants plan	29	159	188	15%	85%	100%
Support Coordination	11	43	54	20%	80%	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	<5	36	39		92%	100%
Total	333	1,142	1,475	23%	77%	100%

⁶⁹⁰ Ibid.

Table L.71 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – Australian Capital Territory ⁶⁹¹

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	<5	<5	<5	0%
Assistance Animals	7	<5	7	0%
Assistance with daily life tasks in a group or shared living arrangement	61	10	71	14%
Assistance with travel/transport arrangements	21	<5	25	16%
Daily Personal Activities	110	6	116	5%
Group and Centre Based Activities	48	<5	50	4%
High Intensity Daily Personal Activities	53	5	58	9%
Household tasks	86	8	94	9%
Interpreting and translation	10	<5	11	9%
Participation in community, social and civic activities	113	6	119	5%
Assistive Technology				
Assistive equipment for recreation	<5	<5	<5	50%
Assistive products for household tasks	<5	<5	<5	100%
Assistance products for personal care and safety	86	8	94	9%
Communication and information equipment	22	8	30	27%
Customised Prosthetics	25	5	30	17%
Hearing Equipment	10	<5	12	17%
Hearing Services	<5	<5	<5	
Personal Mobility Equipment	37	<5	40	8%
Specialised Hearing Services	<5	<5	<5	0%
Vision Equipment	9	<5	11	18%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	130	9	139	6%
Behaviour Support	43	<5	45	4%
Community nursing care for high needs	24	<5	25	4%
Development of daily living and life skills	41	<5	45	9%
Early Intervention supports for early childhood	59	6	65	9%
Exercise Physiology and Physical Wellbeing activities	45	<5	47	4%
Innovative Community Participation	14	<5	17	18%
Specialised Driving Training	7	<5	9	22%
Therapeutic Supports	160	12	172	7%
Capital services				
Home modification design and construction	6	<5	7	14%
Specialist Disability Accommodation	<5	<5	5	20%
Vehicle Modifications	<5	<5	<5	0%
Choice and control support services				
Management of funding for supports in participants plan	109	8	117	7%
Support Coordination	7	<5	9	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	19	<5	19	0%
Specialised Supported Employment	19	<5	21	10%
Total	391	27	418	6%

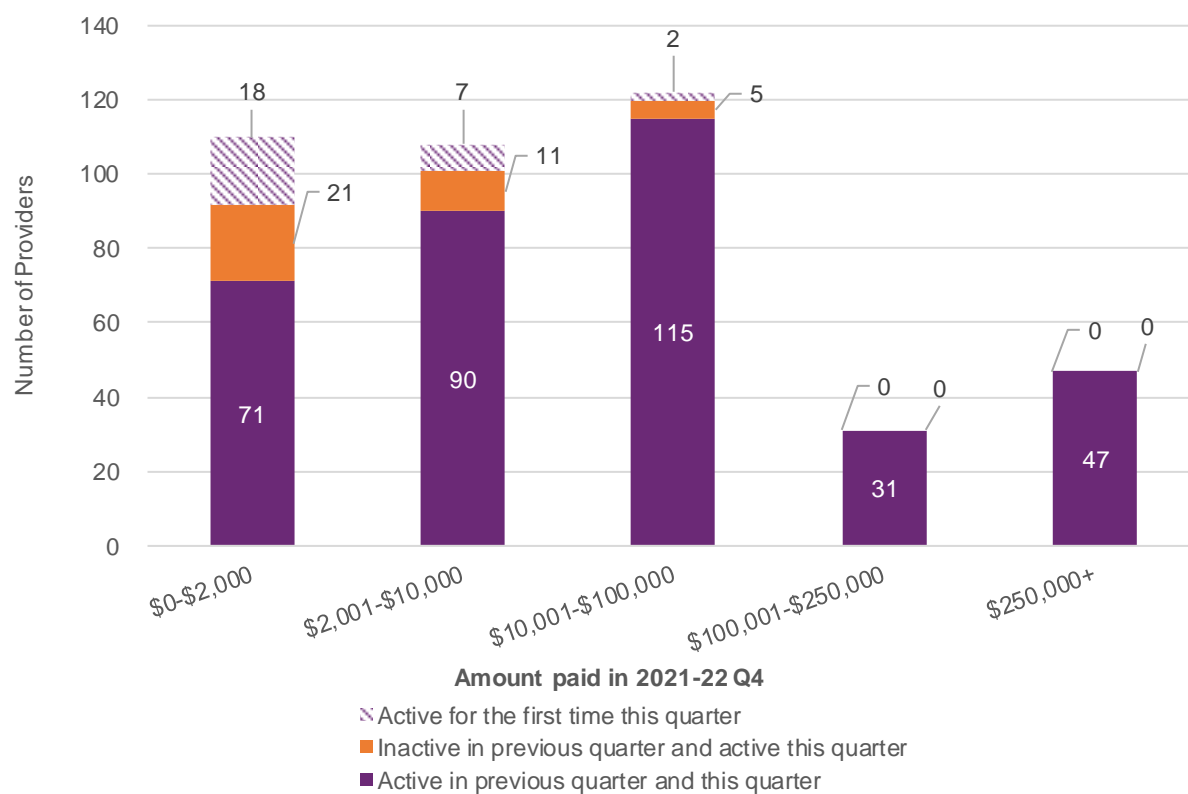
⁶⁹¹ Ibid.

Table L.72 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – Australian Capital Territory ⁶⁹²

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	<5	<5			
Assistance Animals	<5	5	7		71%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	65	71	8%	92%	100%
Assistance with travel/transport arrangements	<5	23	25		92%	100%
Daily Personal Activities	13	103	116	11%	89%	100%
Group and Centre Based Activities	6	44	50	12%	88%	100%
High Intensity Daily Personal Activities	6	52	58	10%	90%	100%
Household tasks	12	82	94	13%	87%	100%
Interpreting and translation	<5	8	11		73%	100%
Participation in community, social and civic activities	13	106	119	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	<5	<5	<5			
Assistive products for household tasks	<5	<5	<5			
Assistance products for personal care and safety	12	82	94	13%	87%	100%
Communication and information equipment	6	24	30	20%	80%	100%
Customised Prosthetics	<5	28	30		93%	100%
Hearing Equipment	<5	8	12		67%	100%
Hearing Services	<5	<5	<5			
Personal Mobility Equipment	<5	37	40		93%	100%
Specialised Hearing Services	<5	<5	<5			
Vision Equipment	<5	10	11		91%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	17	122	139	12%	88%	100%
Behaviour Support	<5	41	45		91%	100%
Community nursing care for high needs	<5	22	25		88%	100%
Development of daily living and life skills	5	40	45	11%	89%	100%
Early Intervention supports for early childhood	6	59	65	9%	91%	100%
Exercise Physiology and Physical Wellbeing activities	5	42	47	11%	89%	100%
Innovative Community Participation	5	12	17	29%	71%	100%
Specialised Driving Training	<5	9	9		100%	100%
Therapeutic Supports	34	138	172	20%	80%	100%
Capital services						
Home modification design and construction	<5	7	7		100%	100%
Specialist Disability Accommodation	<5	5	5		100%	100%
Vehicle Modifications	<5	<5	<5			
Choice and control support services						
Management of funding for supports in participants plan	18	99	117	15%	85%	100%
Support Coordination	<5	8	9		89%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	<5	17	19		89%	100%
Specialised Supported Employment	<5	18	21		86%	100%
Total	62	356	418	15%	85%	100%

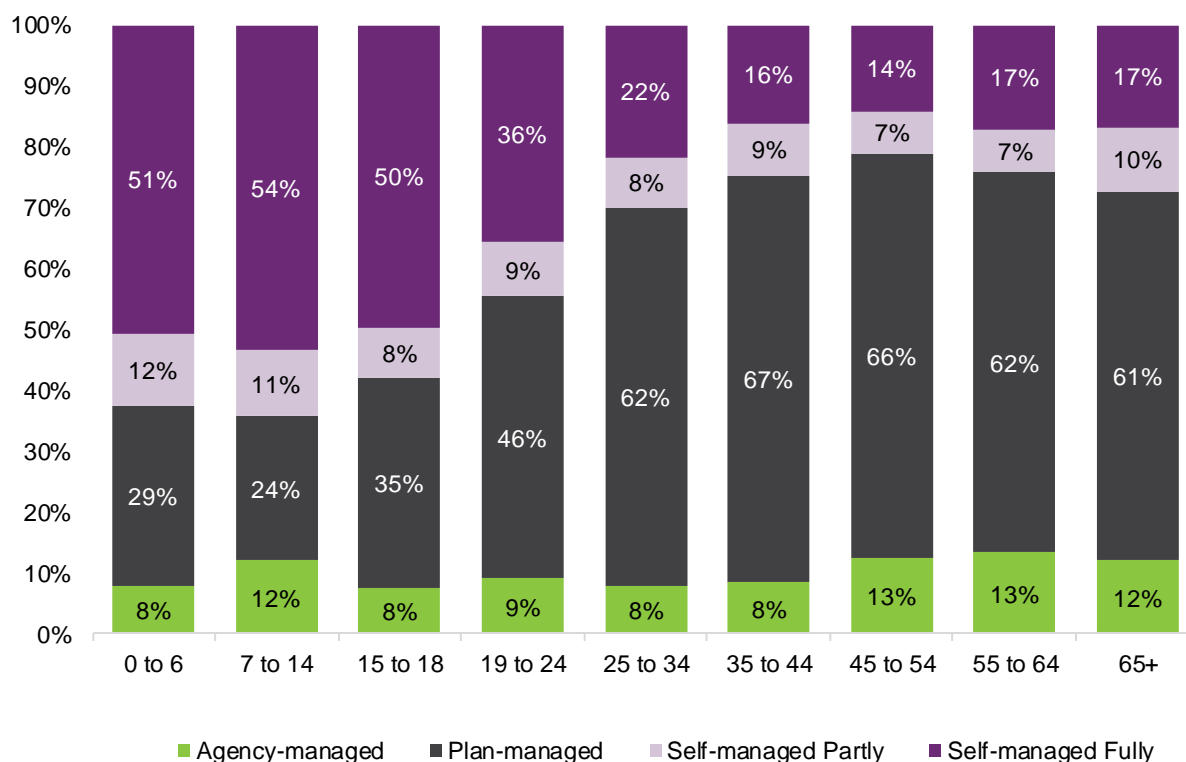
⁶⁹² Ibid.

Figure L.12 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – Australian Capital Territory⁶⁹³



⁶⁹³ 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 30 June 2022 – Australian Capital Territory ⁶⁹⁴ ⁶⁹⁵



⁶⁹⁴ For the total number of active participants in each age group, see Table L.18.

⁶⁹⁵ 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 30 June 2022 – Australian Capital Territory ^{696 697}

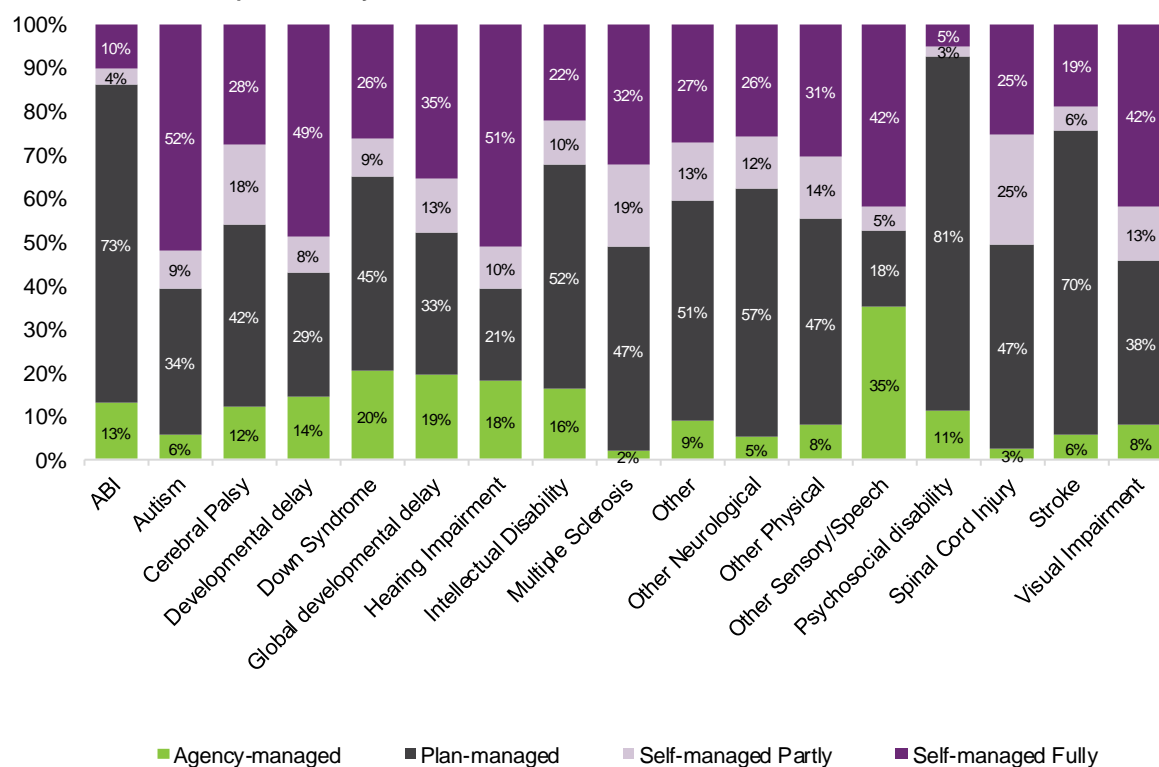


Table L.73 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁶⁹⁸

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	36%	33%	35%
Self-managed partly	10%	8%	9%
Plan-managed	44%	50%	45%
Agency-managed	11%	9%	10%
Total	100%	100%	100%

⁶⁹⁶ For the total number of active participants in each primary disability group, see Table L.14.

⁶⁹⁷ 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.

⁶⁹⁸ Ibid.

Figure L.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁹⁹

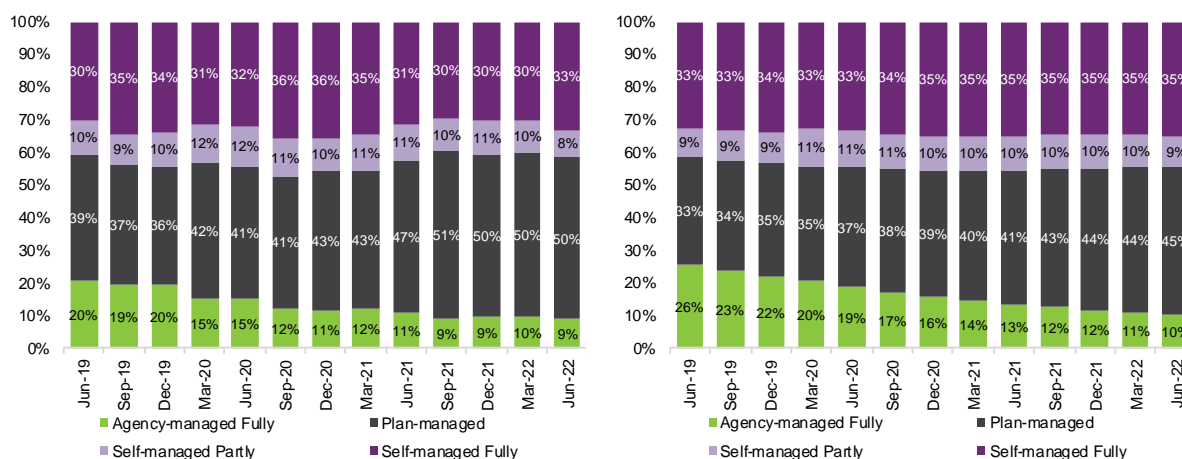


Table L.74 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2021-22 Q4	Total
Self-managed	20%	21%	20%
Plan-managed	46%	53%	47%
Agency-managed	35%	26%	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

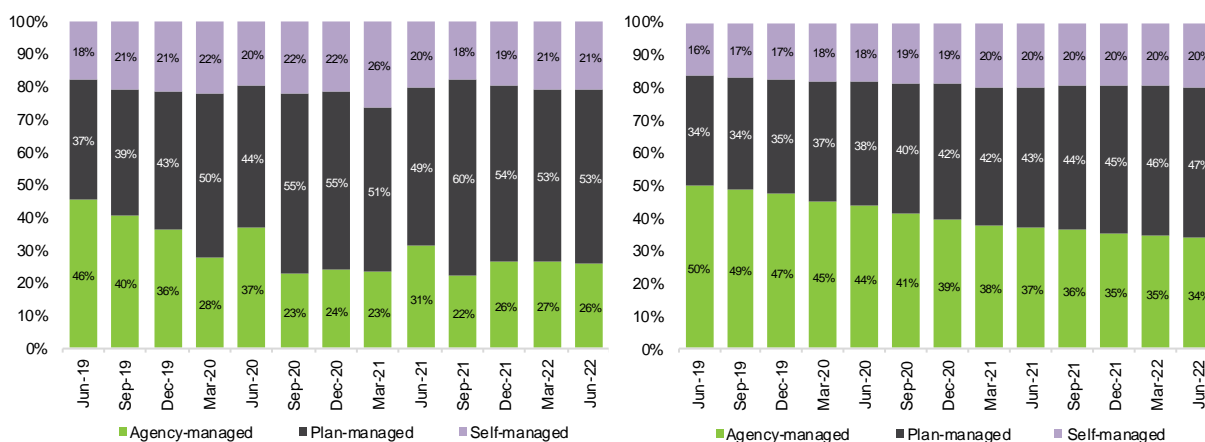


Table L.75 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2021-22 Q4	Total
Support coordination	37%	42%	38%

⁶⁹⁹ 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 ⁷⁰⁰

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	3,354	60%	140	60%	3,494	60%
30 to 59 days	832	15%	29	13%	861	15%
60 to 89 days	371	7%	17	7%	388	7%
Activated within 90 days	4,557	81%	186	80%	4,743	81%
90 to 119 days	193	3%	<11		202	3%
120 days and over	702	13%	14	6%	716	12%
Activated after 90 days	895	16%	23	10%	918	16%
No payments	160	3%	23	10%	183	3%
Total plans approved	5,612	100%	232	100%	5,844	100%

⁷⁰⁰ Plans approved after the end of 2021-22 Q2 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 30 June 2022 – Australian Capital Territory ⁷⁰¹

	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	347	370	94%
Not Aboriginal and Torres Strait Islander	6,588	6,848	96%
Not Stated	1,039	1,094	95%
Total	7,974	8,312	96%
by Culturally and Linguistically Diverse status			
CALD	837	873	96%
Not CALD	7,072	7,374	96%
Not Stated	65	65	100%
Total	7,974	8,312	96%
by Remoteness			
Major Cities	7,963	8,301	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
Total	7,974	8,312	96%
by Primary Disability type			
Autism	2,673	2,777	96%
Intellectual disability (including Down syndrome)	1,367	1,420	96%
Psychosocial disability	991	1,019	97%
Developmental delay (including global developmental delay)	604	634	95%
Other	2,339	2,462	95%
Total	7,974	8,312	96%
by Gender			
Male	4,739	4,965	95%
Female	3,153	3,263	97%
Other	82	84	98%
Total	7,974	8,312	96%
by Age Group			
0-6	765	799	96%
7-14	2,169	2,236	97%
15-18	678	732	93%
19-24	746	819	91%
25-34	717	751	95%
35-44	723	740	98%
45-54	788	810	97%
55-64	870	890	98%
65+	518	535	97%
Total	7,974	8,312	96%

⁷⁰¹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table L.78 Distribution of plans by utilisation – Australian Capital Territory ^{702 703}

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

⁷⁰⁴

	Prior Quarters	2021-22 Q4	Total
Daily Activities	9%	9%	9%
Health & Wellbeing	70%	68%	70%
Lifelong Learning	34%	32%	33%
Other	24%	27%	25%
Non-categorised	10%	7%	9%
Any mainstream service	95%	94%	95%

⁷⁰² This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁷⁰³ 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.

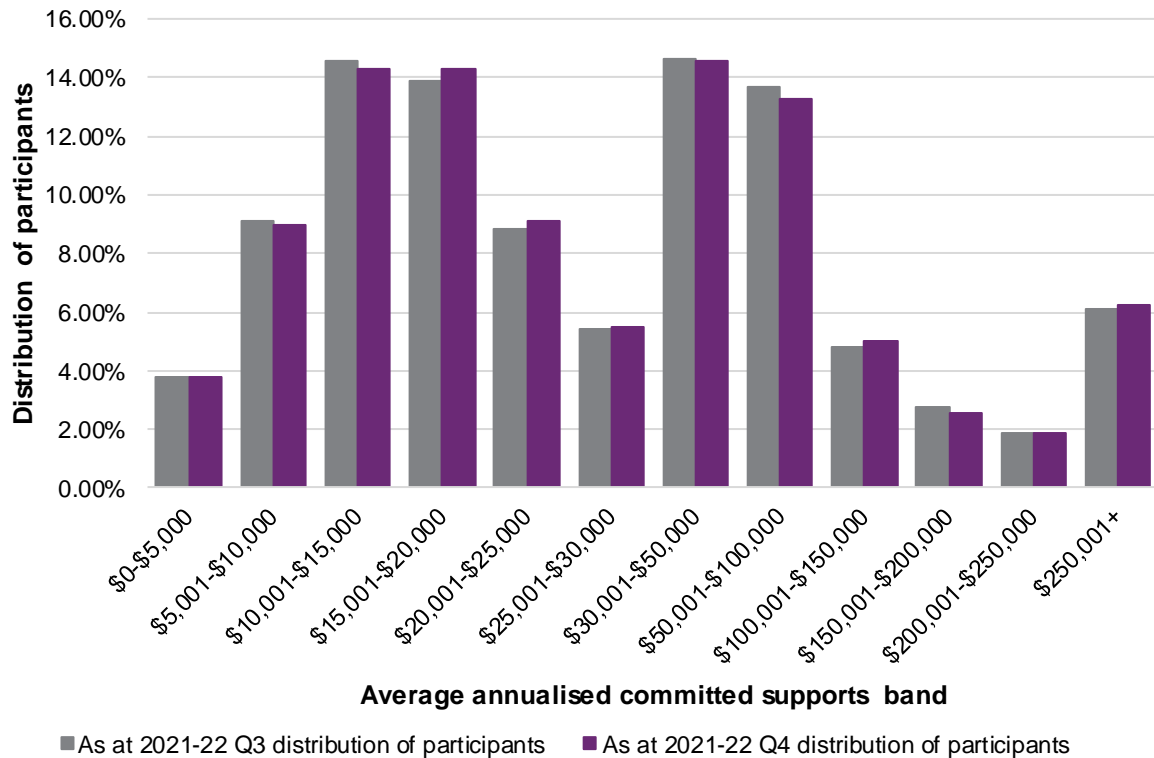
⁷⁰⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table L.80 Committed supports by financial year (\$m) – Australian Capital Territory ⁷⁰⁵

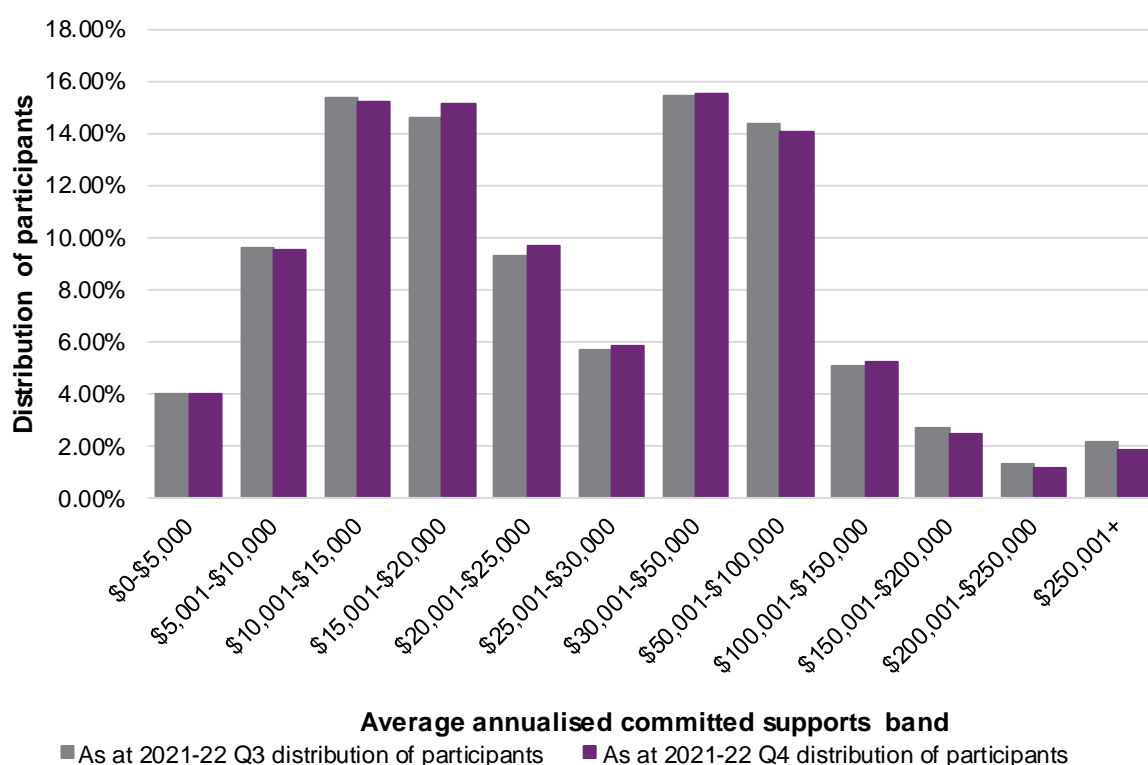
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	0.3	25.3	127.7	267.1	305.3	366.7	459.4	549.3	586.0

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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Australian Capital Territory



⁷⁰⁵ 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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Australian Capital Territory



Note: In Figures L.19 to L.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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.19 Average annualised committed supports and average payments by age group as at 30 June 2022 – Australian Capital Territory

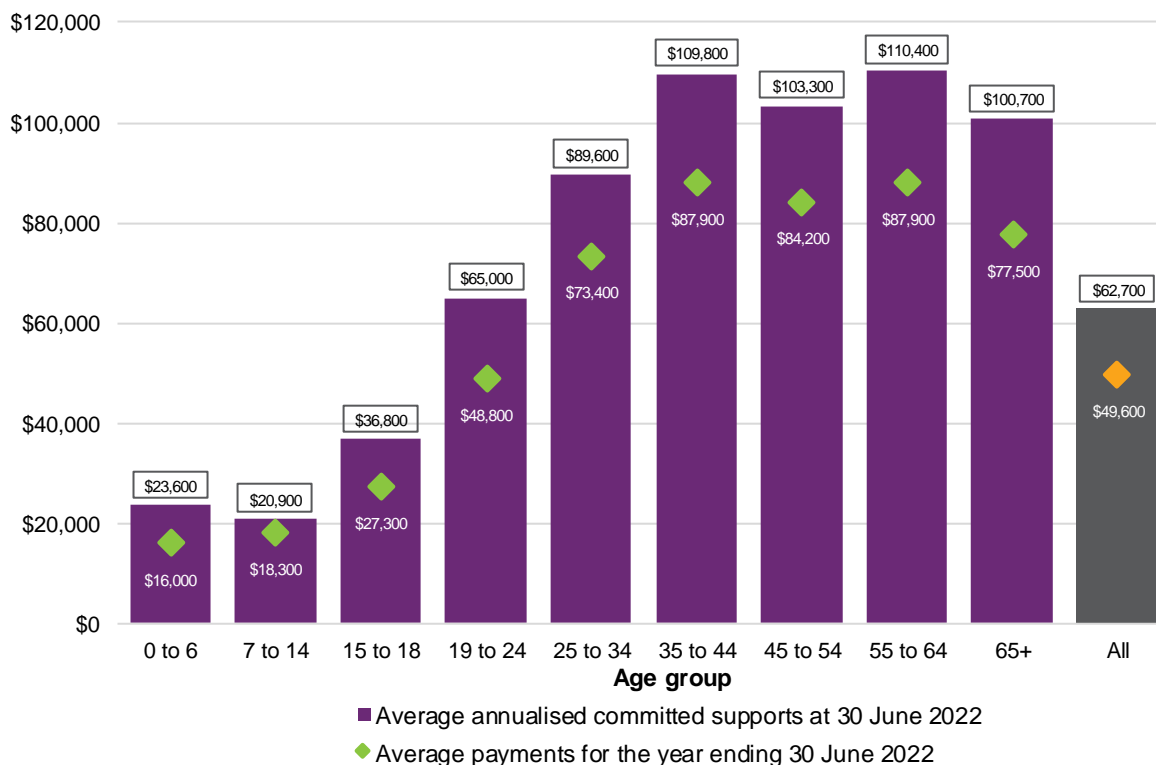


Figure L.20 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – Australian Capital Territory

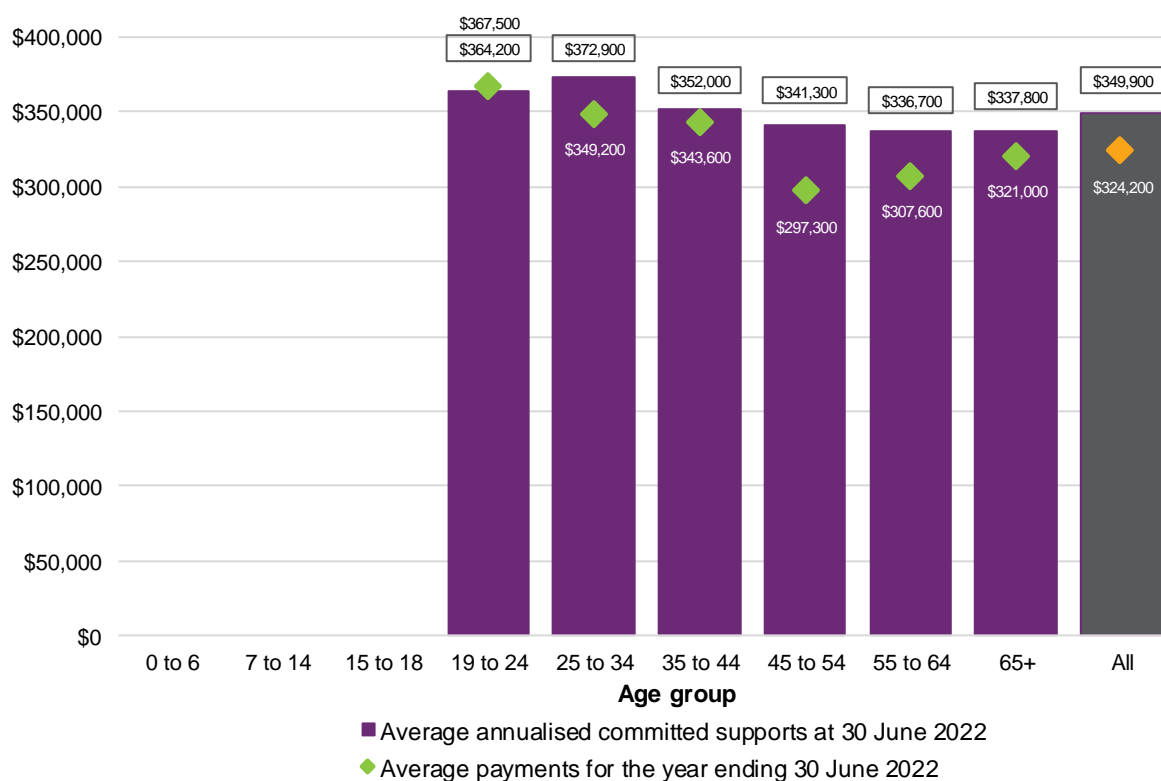


Figure L.21 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – Australian Capital Territory

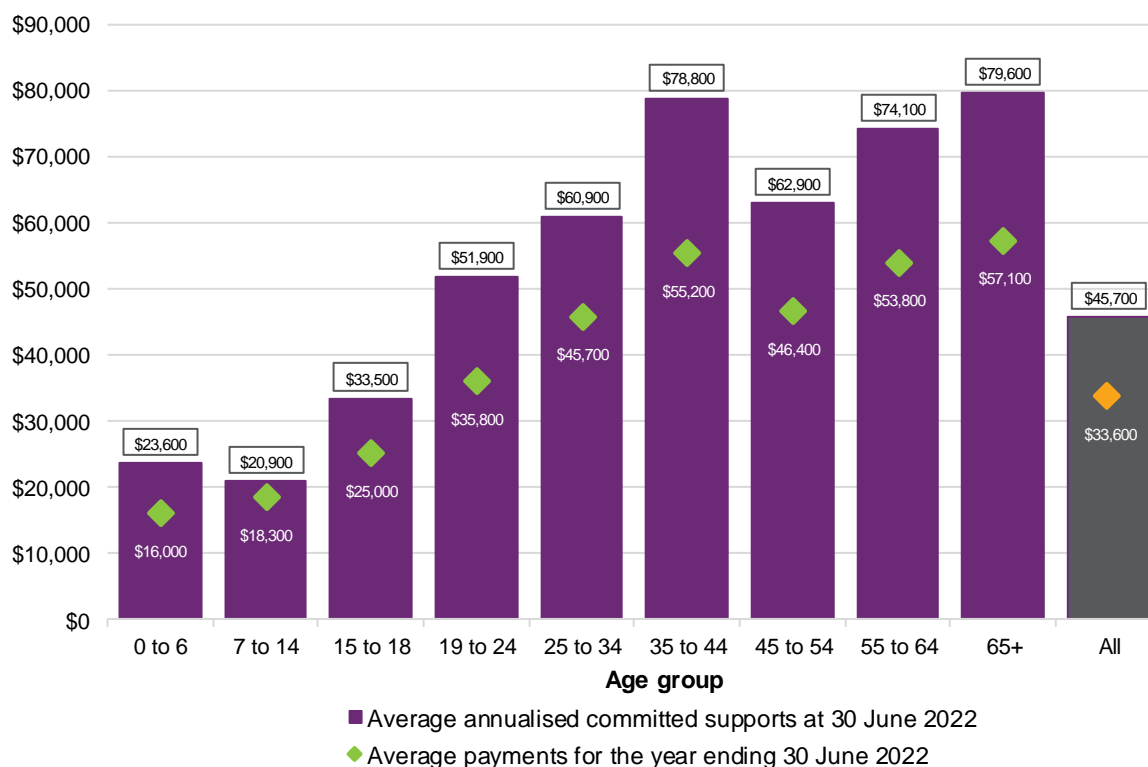


Figure L.22 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – Australian Capital Territory

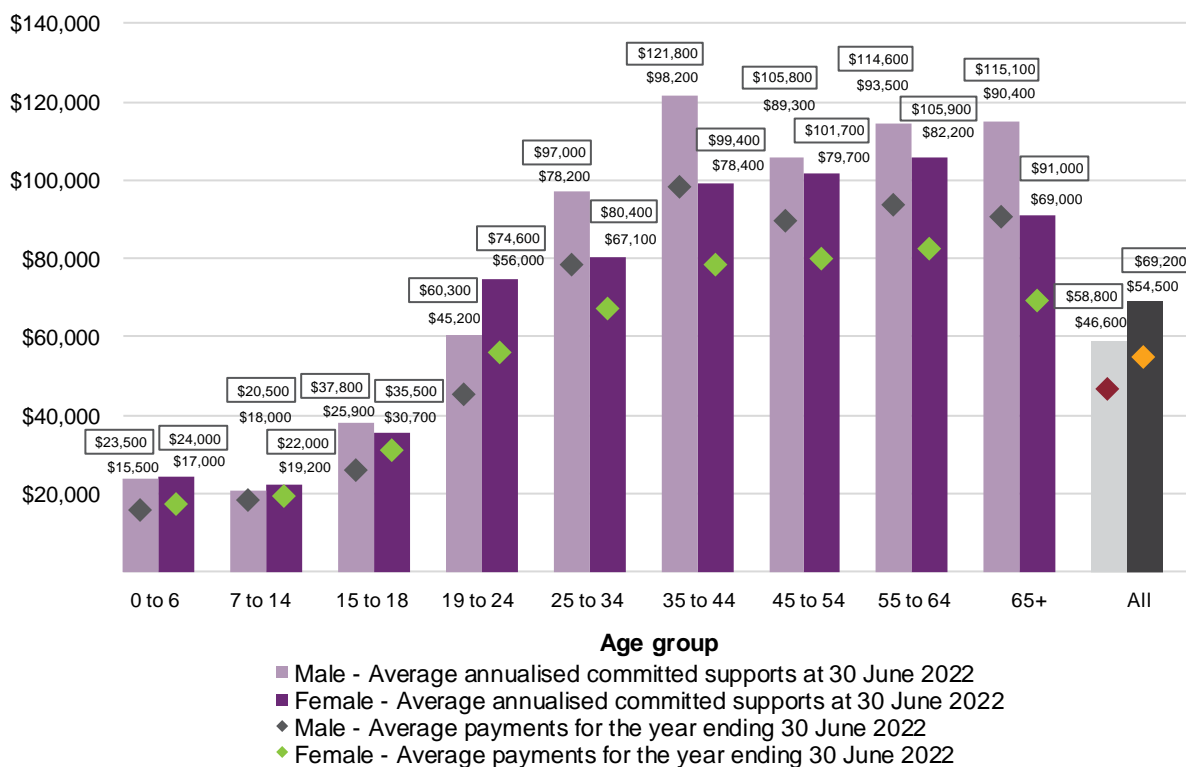


Figure L.23 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – Australian Capital Territory

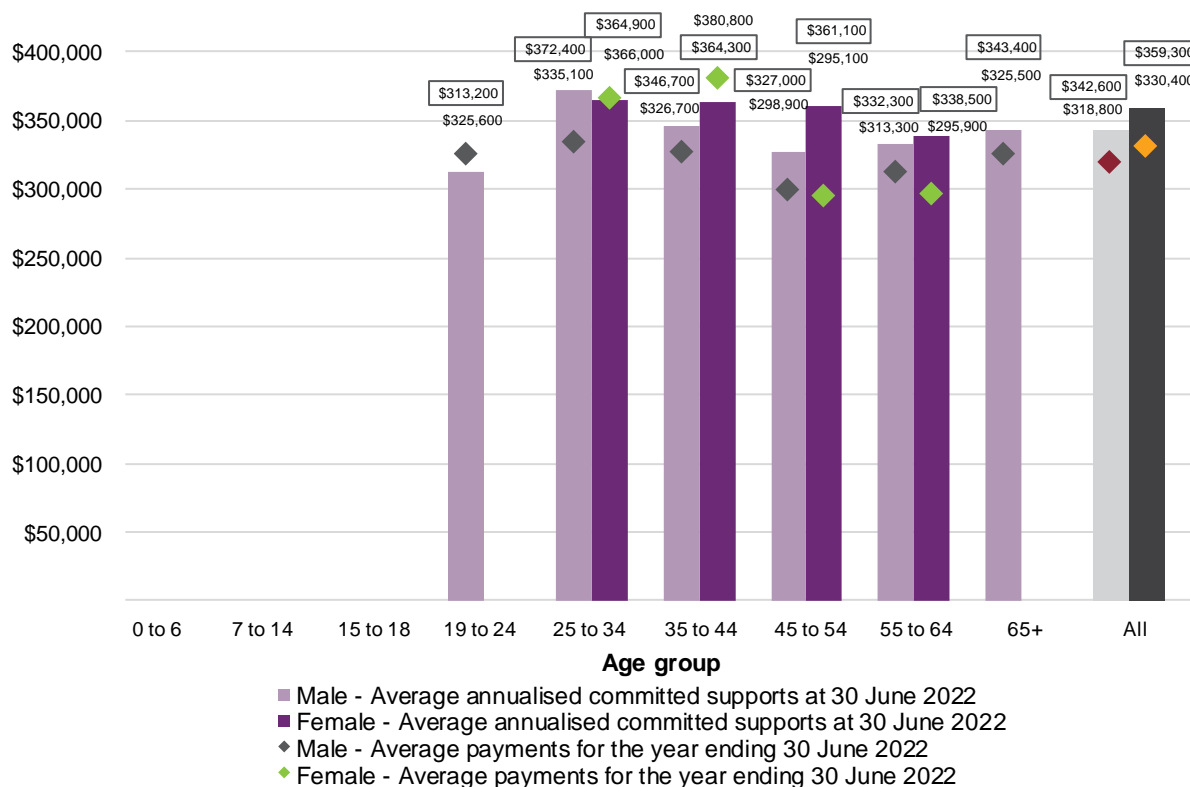


Figure L.24 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – Australian Capital Territory

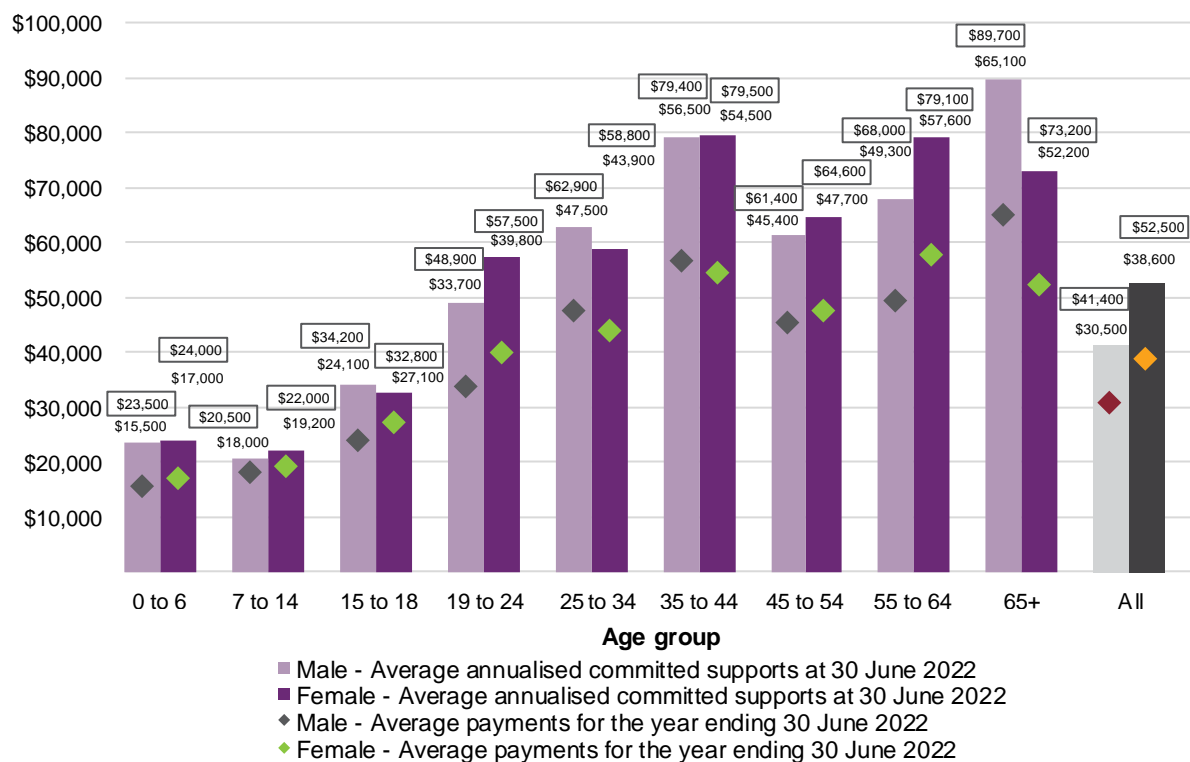


Figure L.25 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – Australian Capital Territory

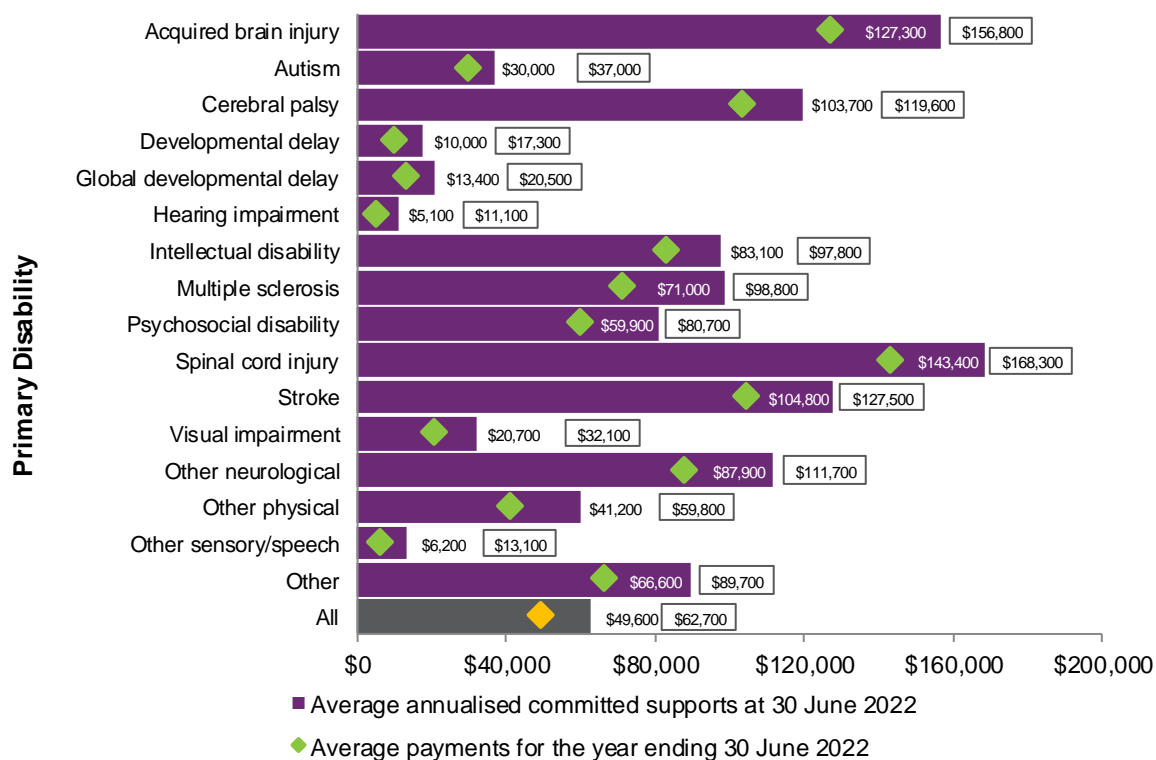


Figure L.26 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – Australian Capital Territory

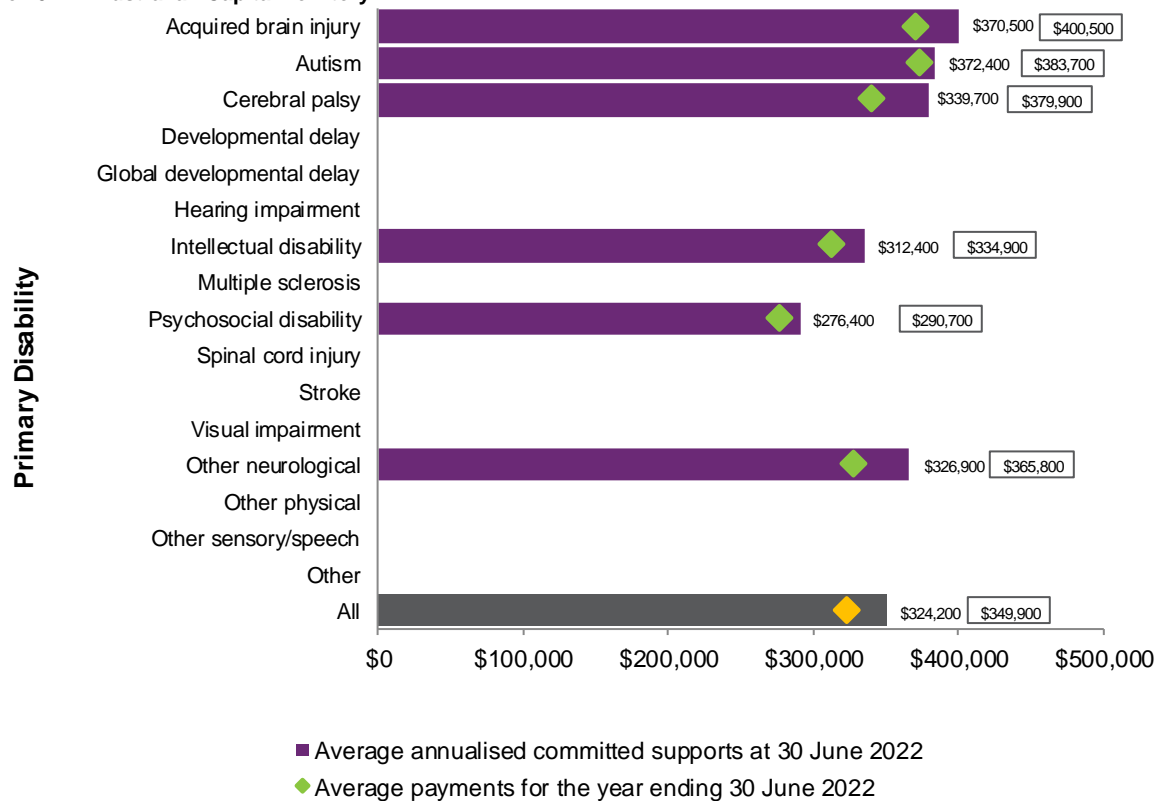


Figure L.27 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – Australian Capital Territory

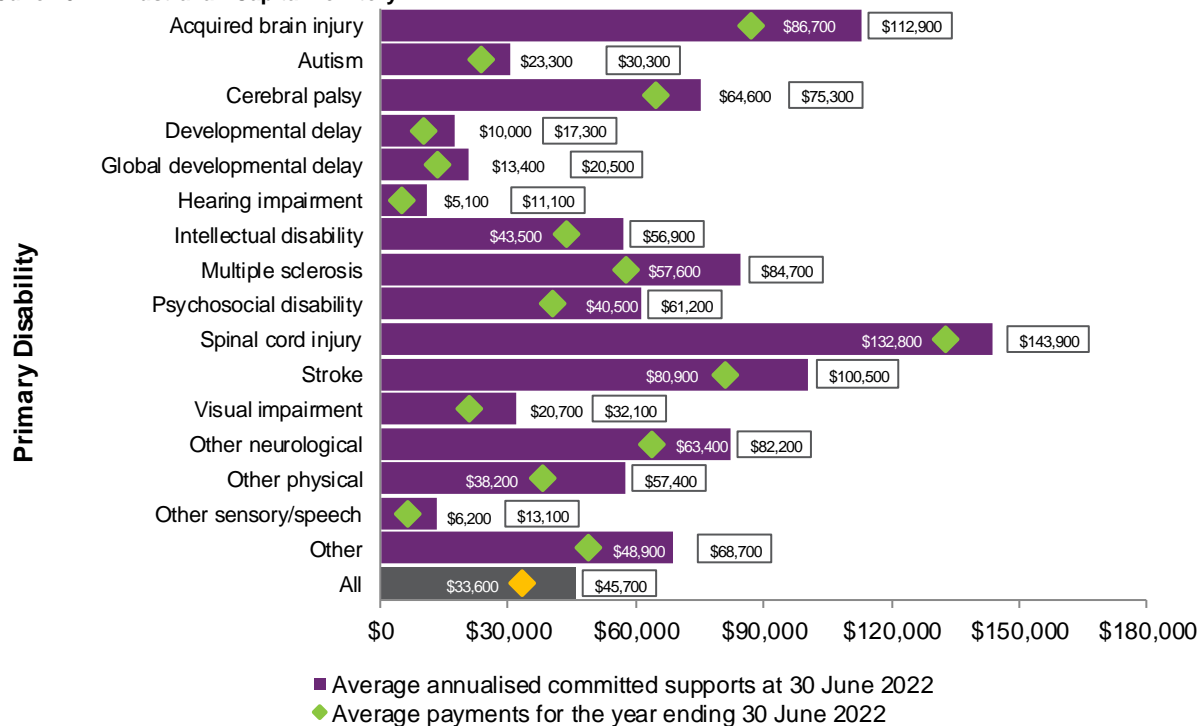


Figure L.28 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – Australian Capital Territory

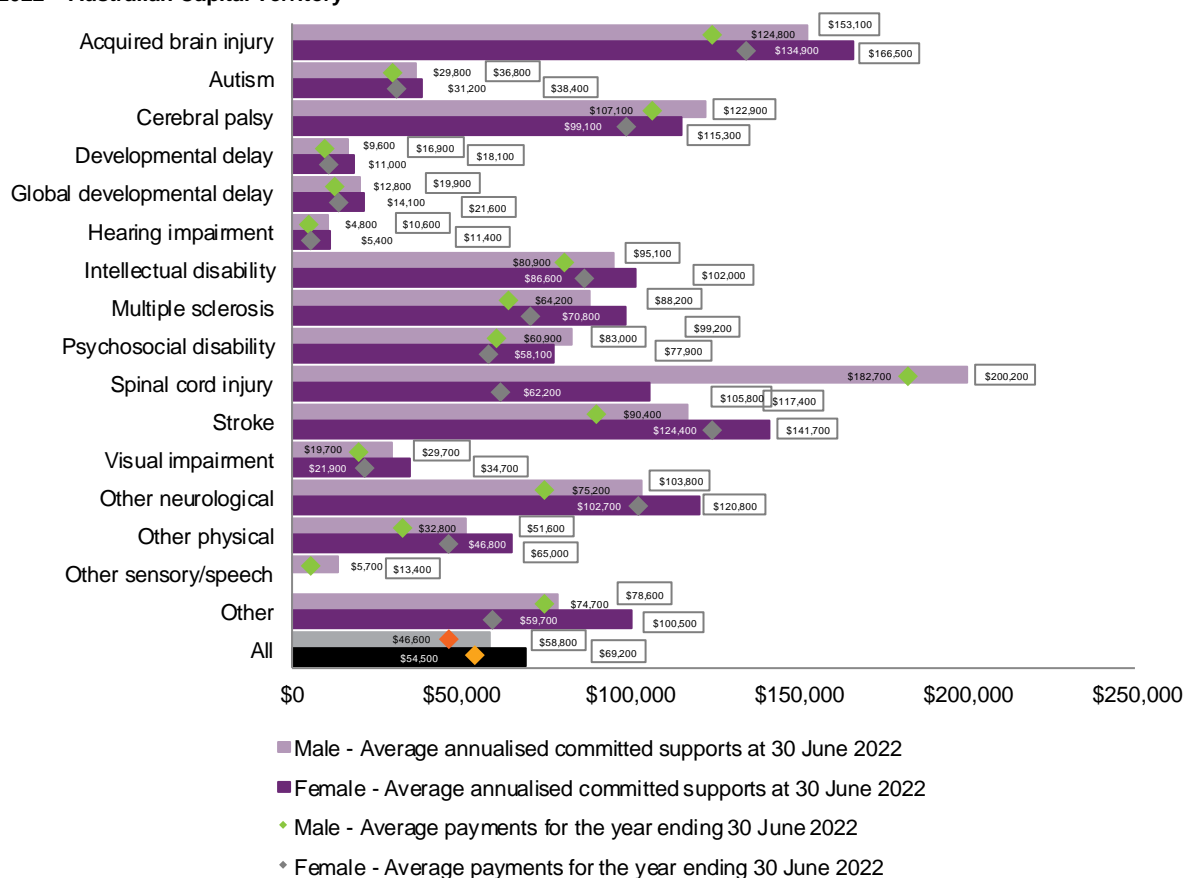


Figure L.29 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – Australian Capital Territory

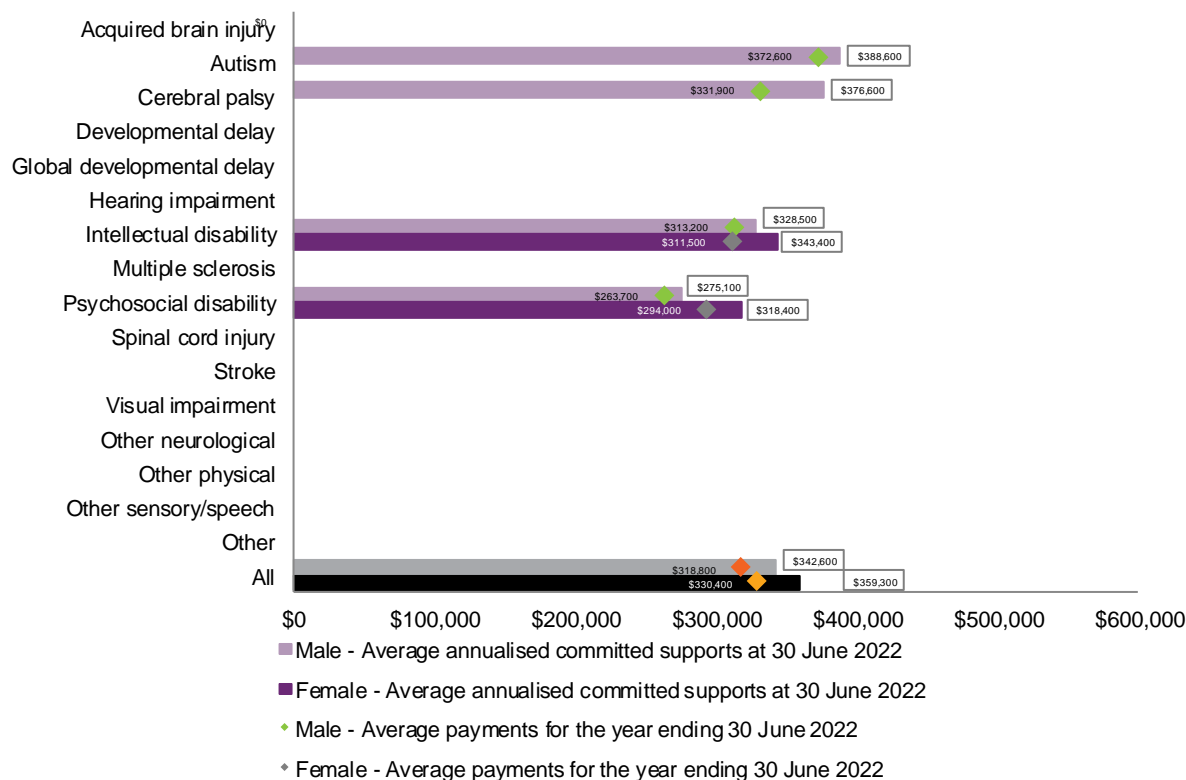


Figure L.30 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – Australian Capital Territory

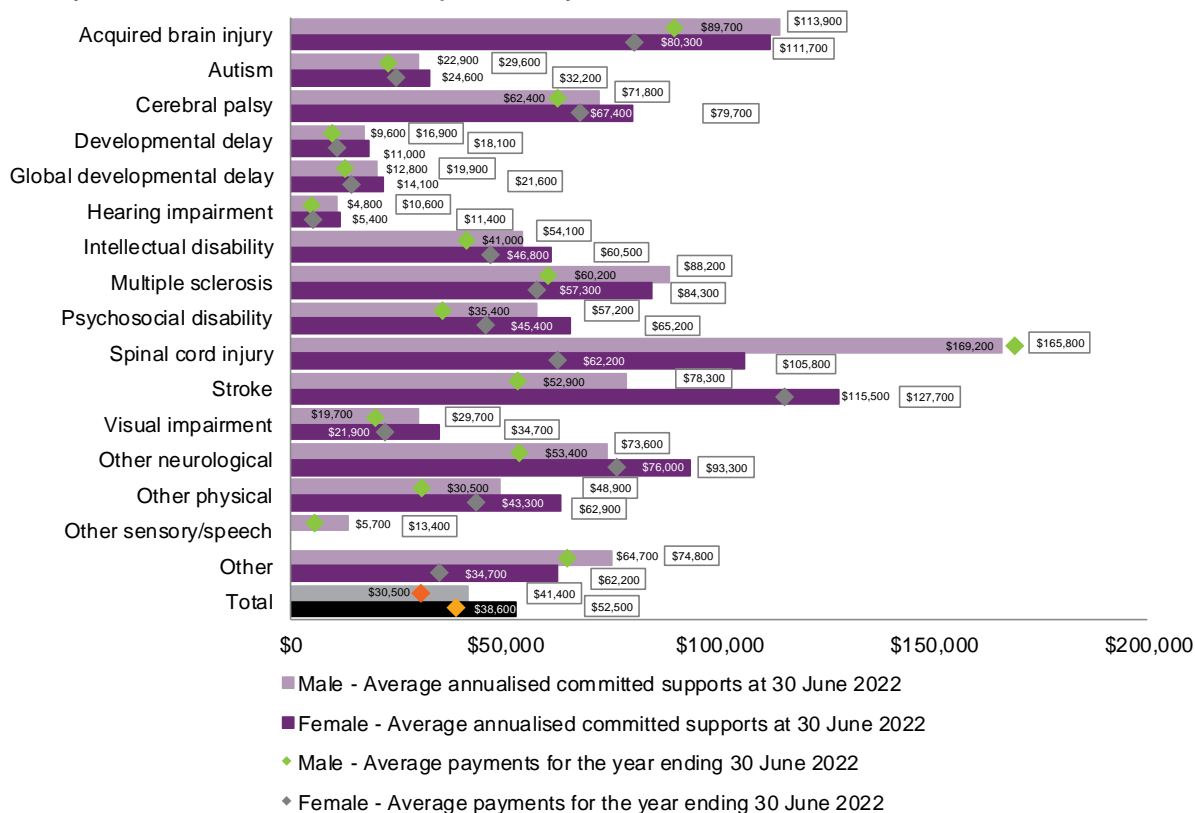


Figure L.31 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – Australian Capital Territory

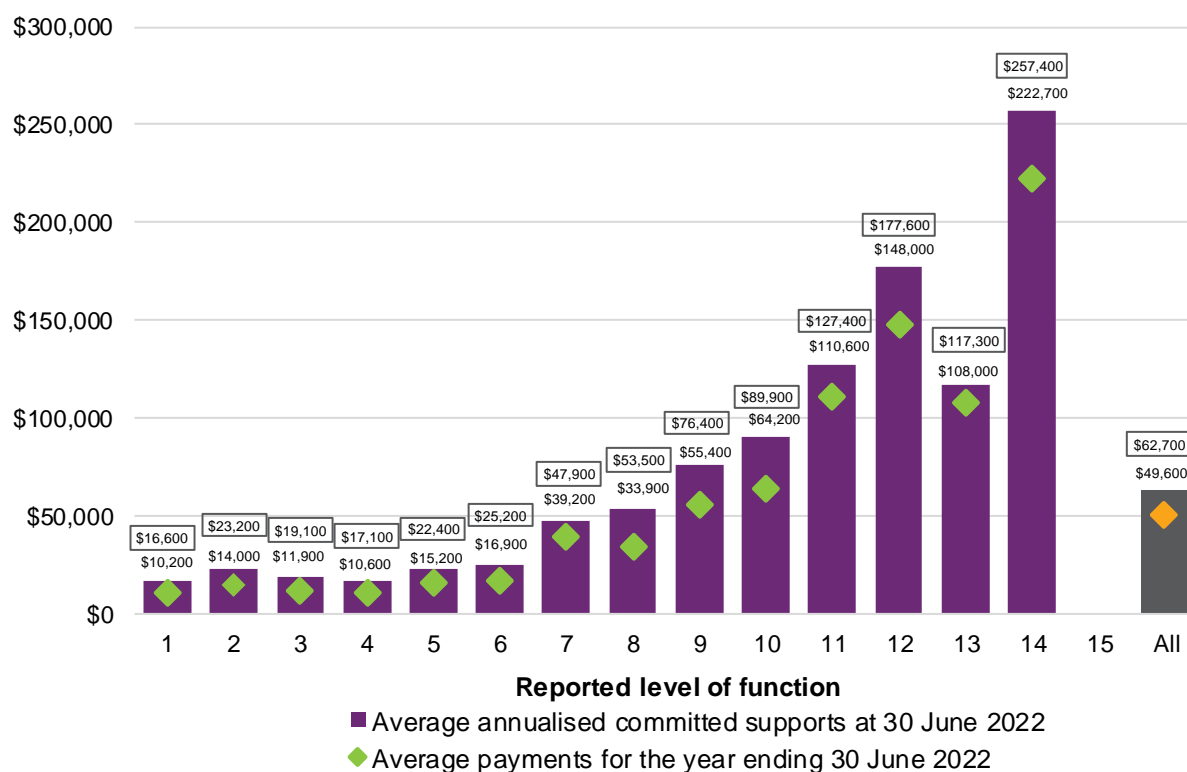


Figure L.32 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – Australian Capital Territory

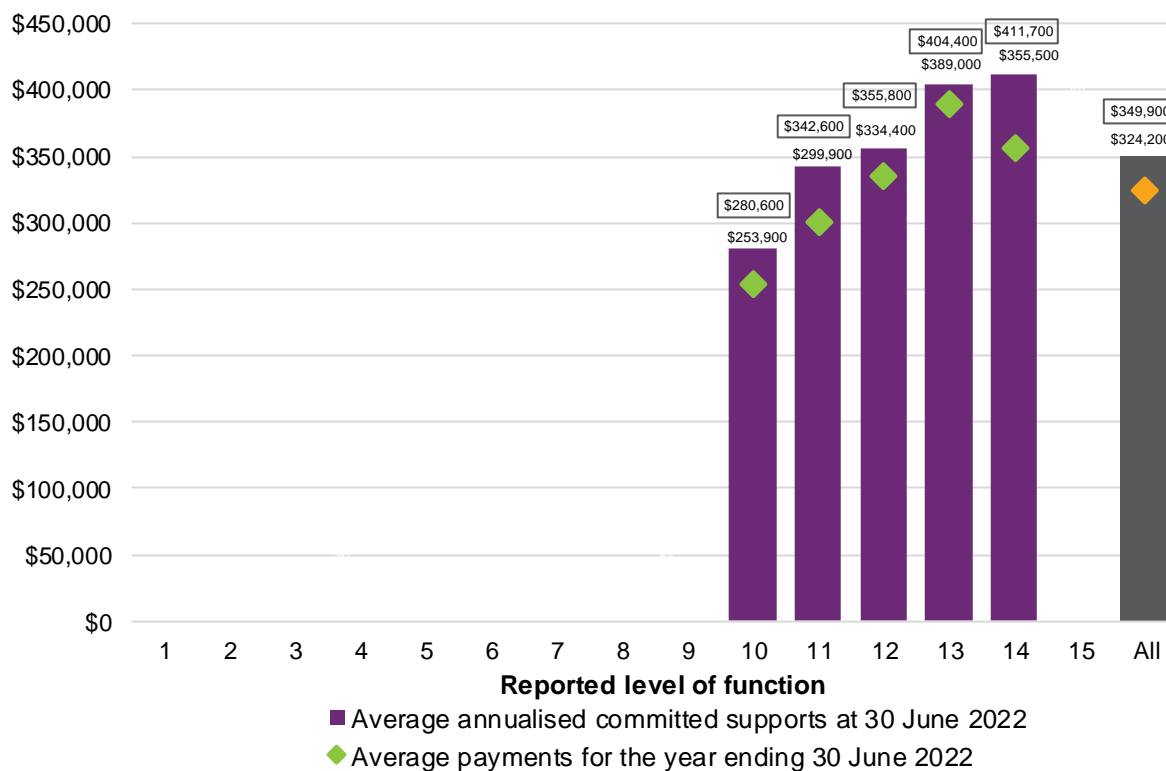


Figure L.33 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – Australian Capital Territory

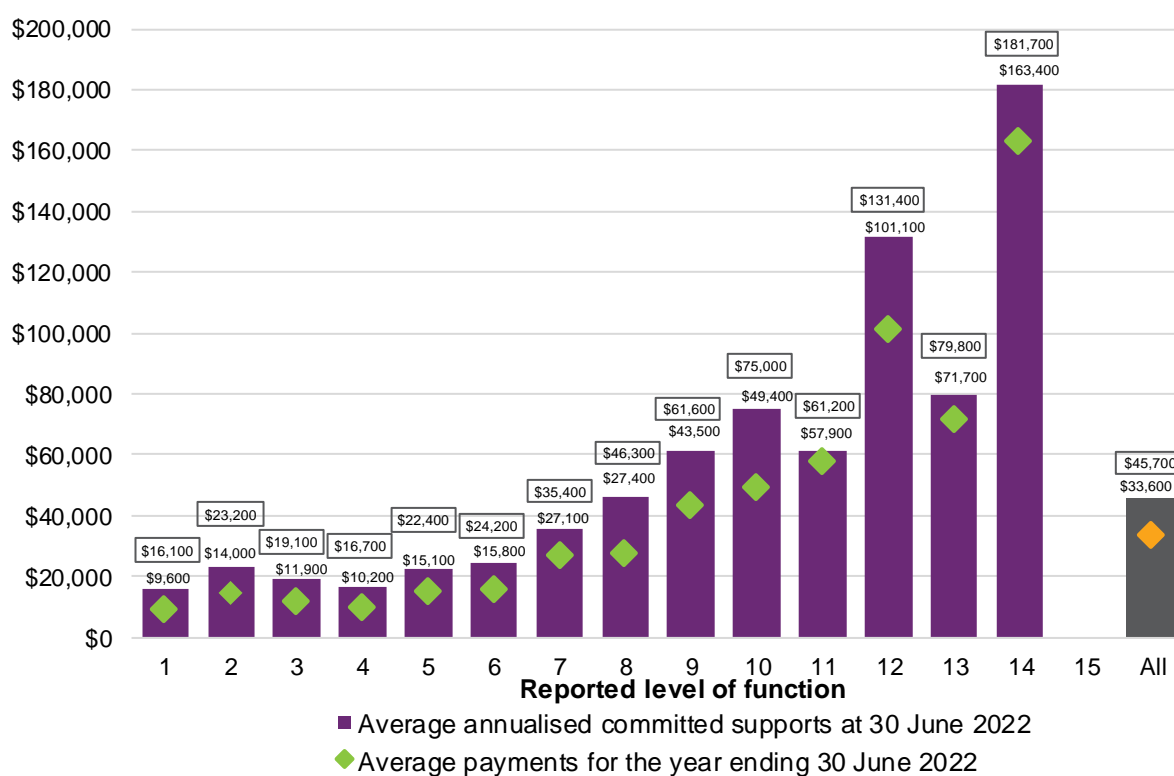
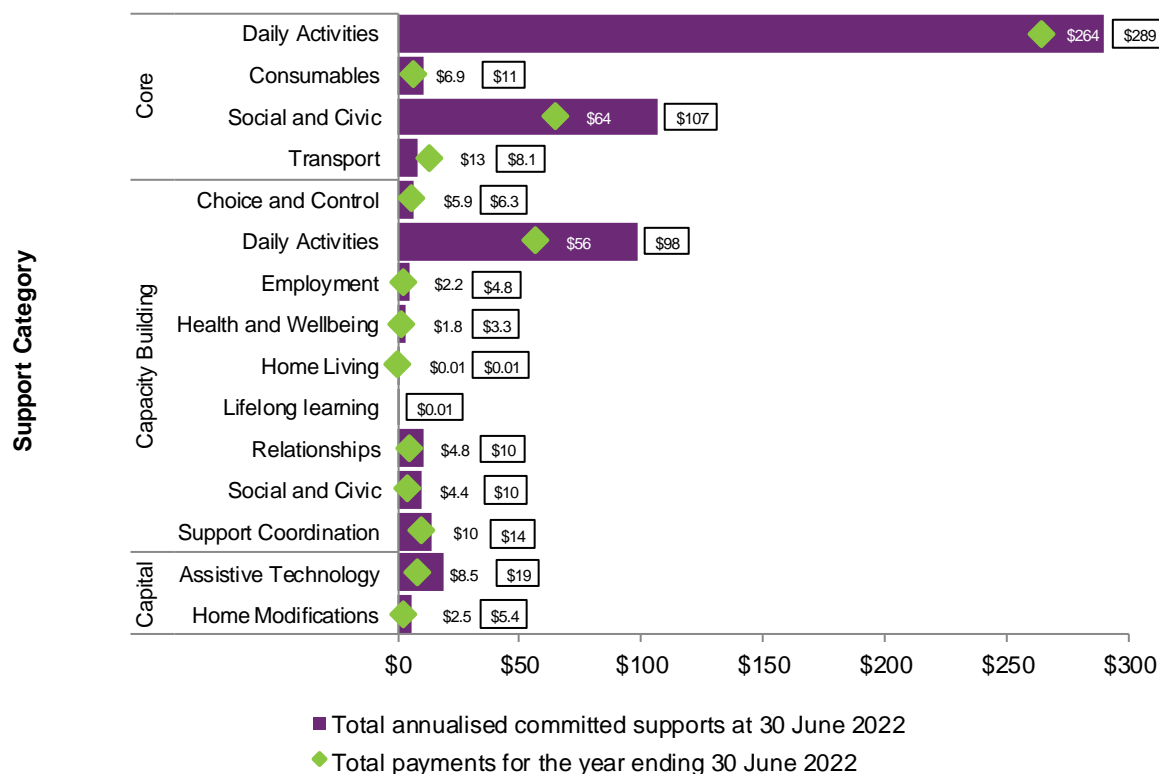


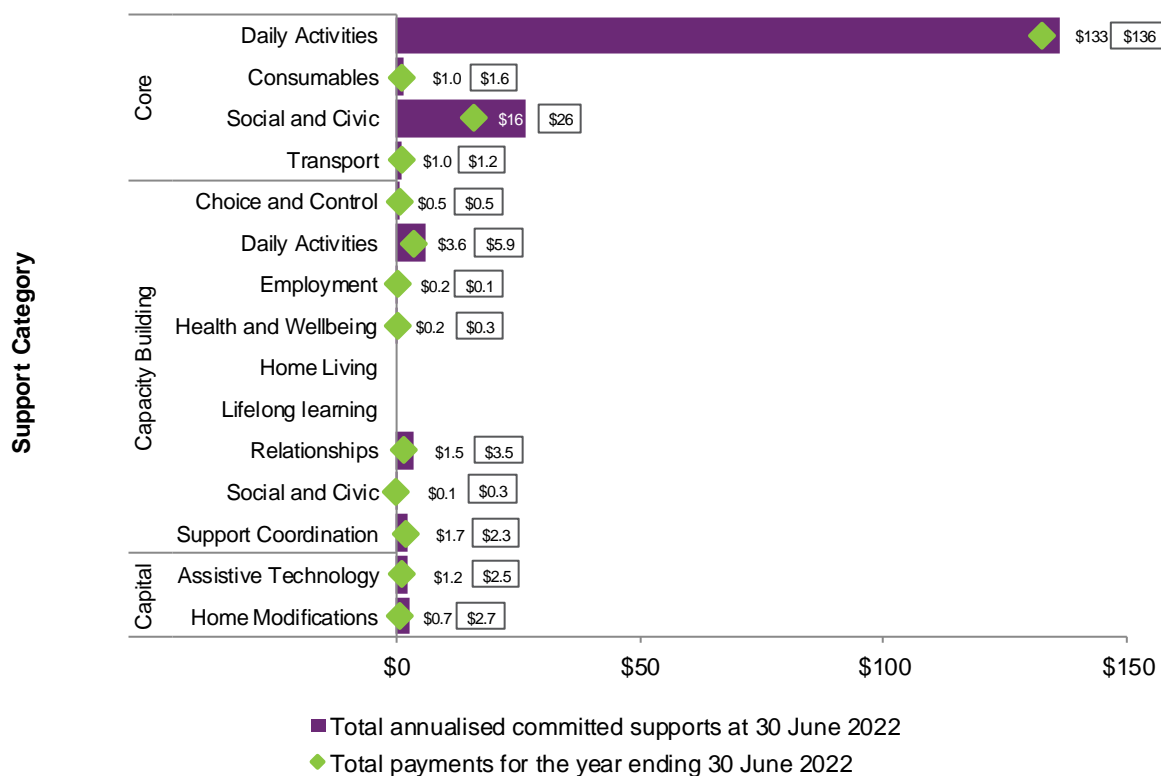
Figure L.34 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – Australian Capital Territory^{706 707}



⁷⁰⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁷⁰⁷ Total payments for home modifications in Australian Capital Territory were \$2.5m. Of which, \$1.4m (57.9%) has been paid for specialised disability accommodation (SDA) supports, and \$1.1m (42.1%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in Australian Capital Territory in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$5.4m. Of which, \$3.6m (67%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.8m (33%) 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 30 June 2022 (\$m) – Australian Capital Territory ^{708 709}



⁷⁰⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁷⁰⁹ Total payments for home modifications in Australian Capital Territory were \$0.7m. Of which, \$0.6m (97.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02m (2.9%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in Australian Capital Territory in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$2.7m. Of which, \$2.6m (99.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.01m (0.2%) 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 30 June 2022 (\$m) – Australian Capital Territory ^{710 711}

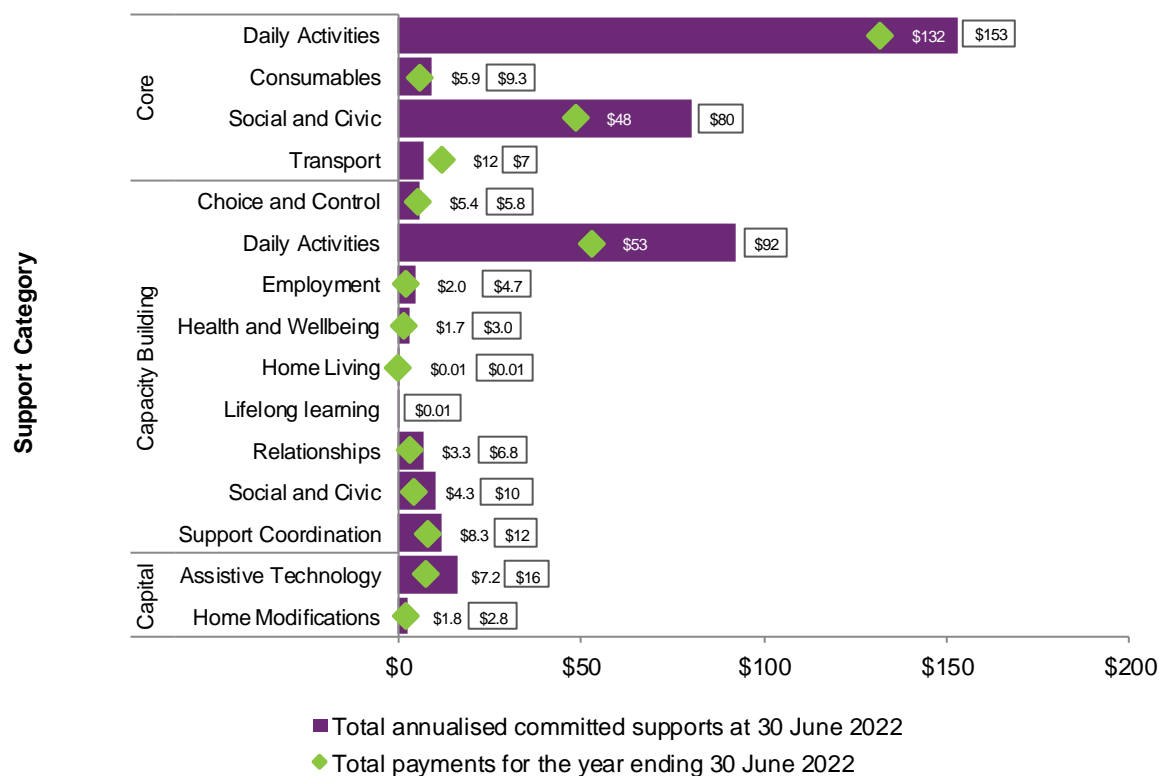


Table L.81 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{712 713}

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	0.3	25.3	127.7	267.1	305.3	366.7	459.4	549.3	586.0
Total Paid	0.2	20.9	110.5	181.5	220.8	276.1	336.0	412.1	441.5
% utilised to date	55%	82%	87%	68%	72%	75%	73%	75%	75%

⁷¹⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁷¹¹ Total payments for home modifications in Australian Capital Territory were \$1.8m. Of which, \$0.8m (43.6%) has been paid for specialised disability accommodation (SDA) supports, and \$1m (56.4%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.01m processed off-system in Australian Capital Territory in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$2.8m. Of which, \$1.0m (34.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.8m (65.1%) has been allocated for non-SDA supports.

⁷¹² 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.

⁷¹³ 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 March 2022 and 30 June 2022 – Australian Capital Territory

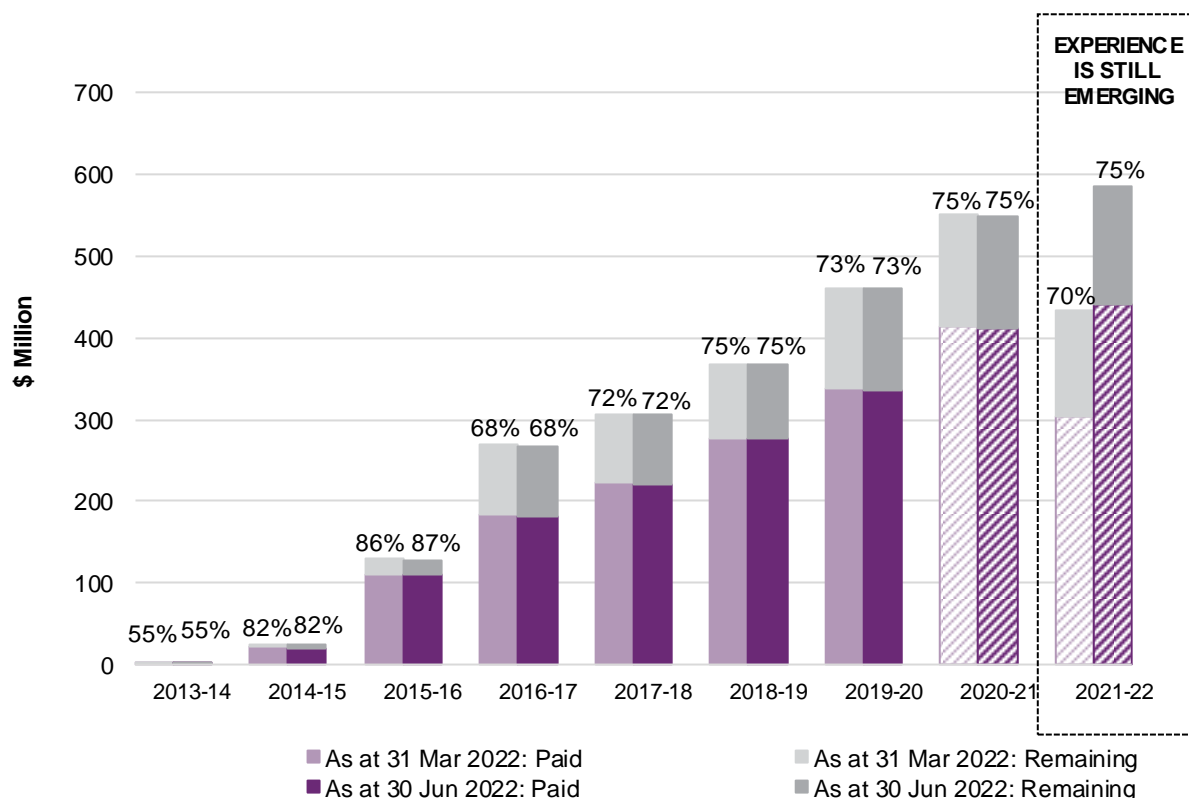
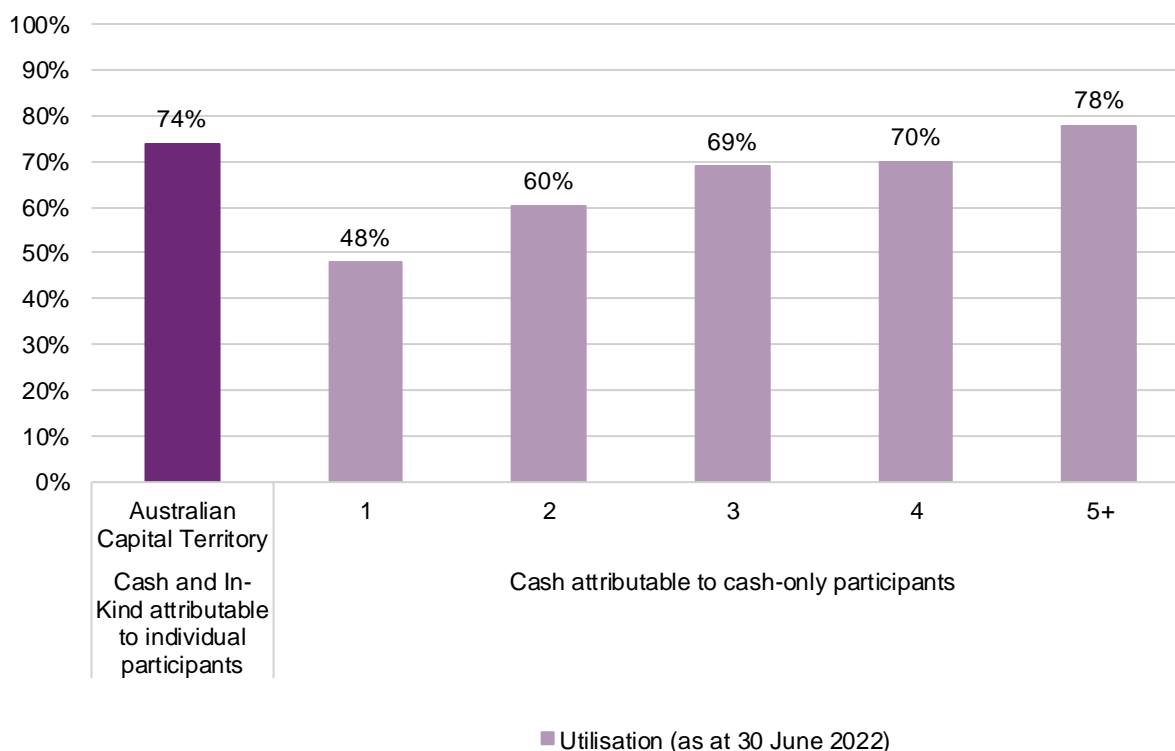


Figure L.38 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – Australian Capital Territory⁷¹⁴



⁷¹⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure L.39 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – Australian Capital Territory

⁷¹⁵

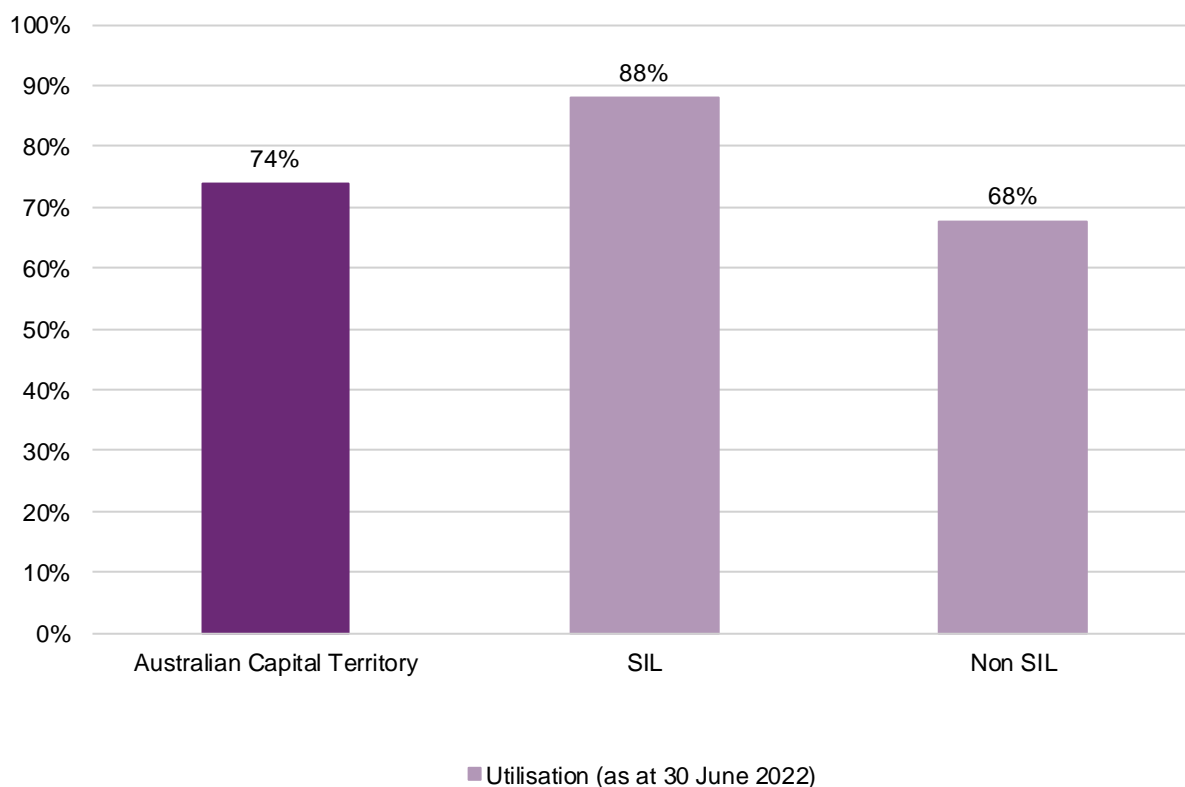
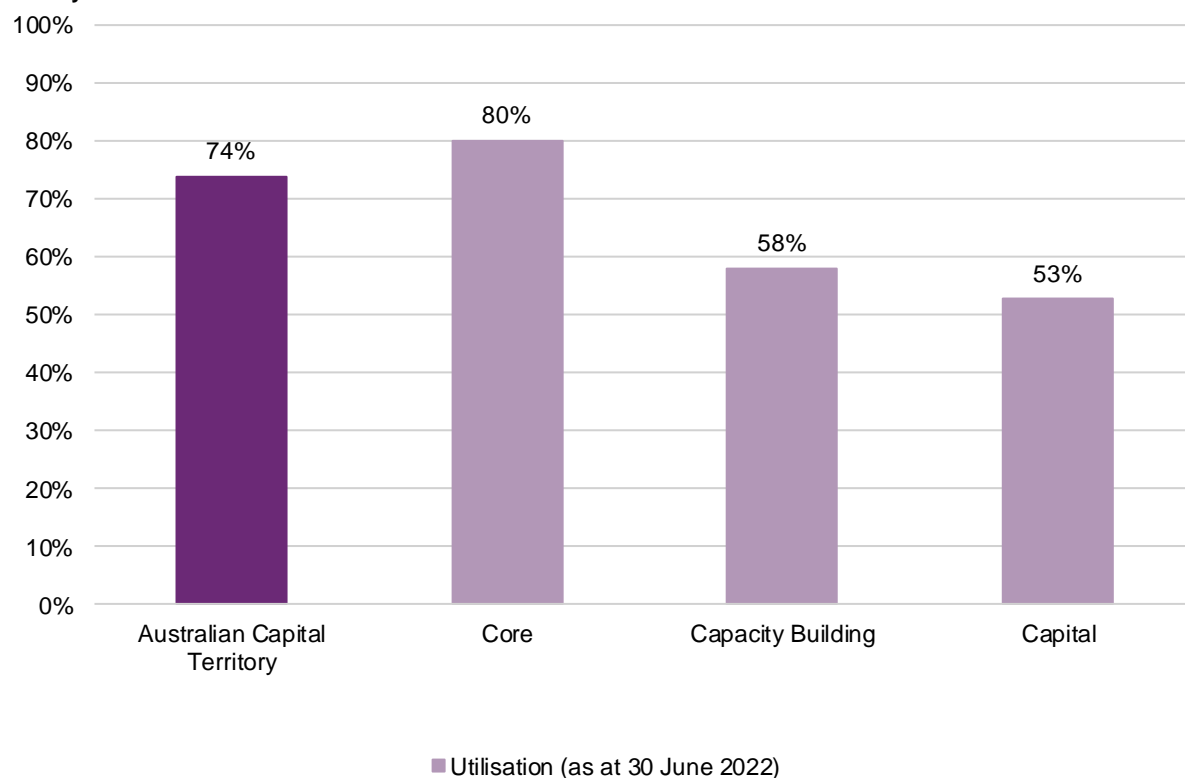


Figure L.40 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – Australian Capital Territory

⁷¹⁶



⁷¹⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

⁷¹⁶ Ibid.

Figure L.41 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – Australian Capital Territory ^{717 718}

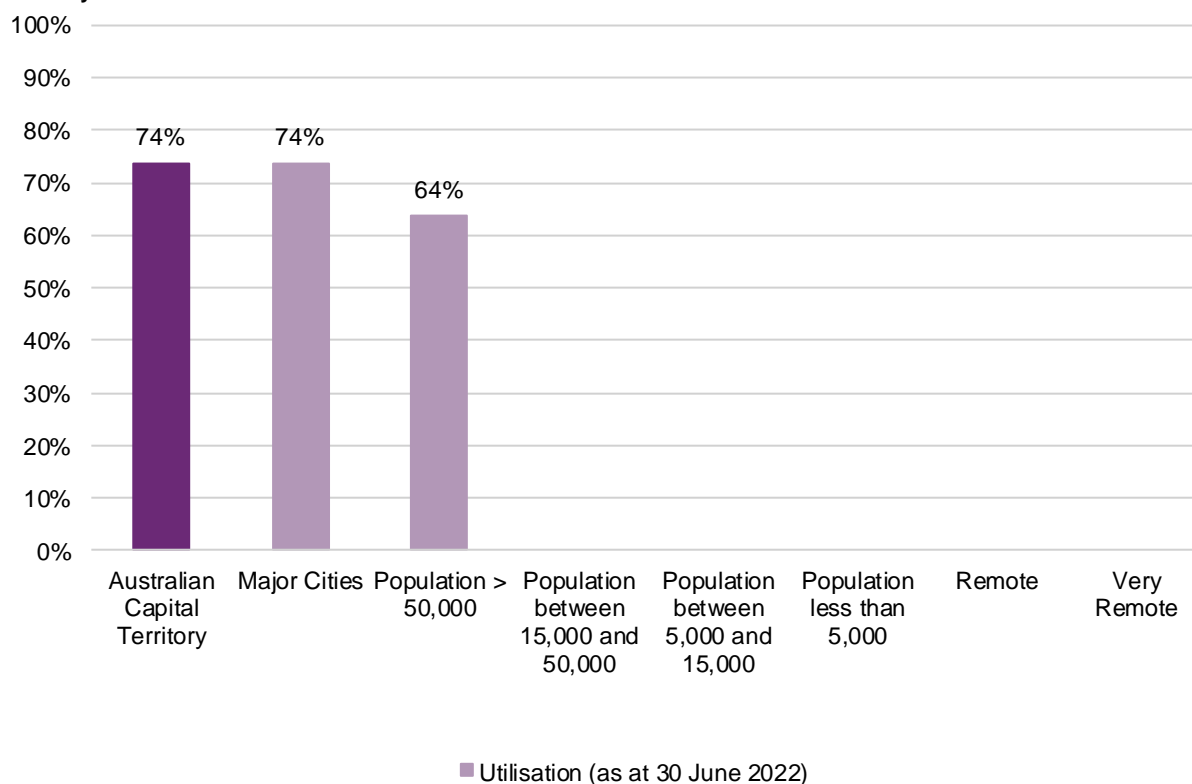


Table L.82 Inflation quarterly trends by type of inflation as at 30 June 2022 - Australian Capital Territory ⁷¹⁹

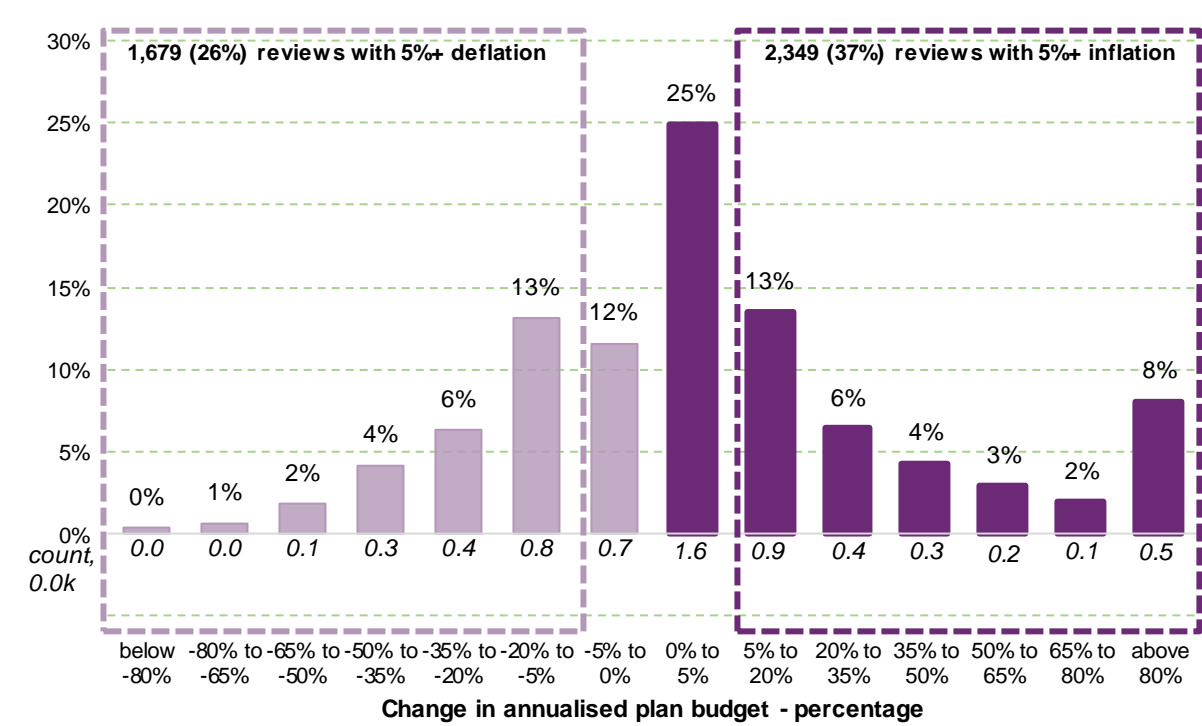
	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	9.4%	8.3%	2.5%	3.3%	4.3%	3.0%	3.9%	5.5%
Interplan Inflation	3.3%	4.5%	0.0%	-0.8%	0.9%	5.4%	2.0%	4.6%
Total Inflation	12.7%	12.8%	2.4%	2.6%	5.2%	8.5%	5.9%	10.0%

⁷¹⁷ Ibid.

⁷¹⁸ Utilisation is not shown if there is insufficient data in the group.

⁷¹⁹ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure L.42 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – Australian Capital Territory ⁷²⁰



⁷²⁰ Ibid.
June 2022 | NDIS Quarterly Report to disability ministers

Appendix M: Northern Territory

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – Northern Territory ⁷²¹

	Prior Quarters	2021-22 Q4	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Northern Territory	4,736	227	4,963	116	5,079

Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory ⁷²²

	Prior Quarters	2021-22 Q4	Total
Access decisions	6,163	272	6,435
Active Eligible	4,969	216	5,185
<i>New</i>	2,869	202	3,071
<i>State</i>	1,688	<11	1,696
<i>Commonwealth</i>	412	<11	418
Active Participant Plans (excl ECA)	4,736	227	4,963
<i>New</i>	2,670	212	2,882
<i>State</i>	1,659	<11	1,669
<i>Commonwealth</i>	407	<11	412
Active Participant Plans	4,839	343	5,079
<i>Early Intervention (s25)</i>	1,350	126	1,476
<i>Permanent Disability (s24)</i>	3,386	101	3,487
<i>ECA</i>	103	116	116

Table M.3 Exits from the Scheme since 1 July 2013 as at 30 June 2022 – Northern Territory

Exits	Total
Total participant exits	295
<i>Early Intervention participants</i>	77
<i>Permanent disability participants</i>	218

⁷²¹ 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.

⁷²² 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 ⁷²³

	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
End of 2021-22 Q4	1,669	412	2,882	116	5,079

Table M.5 Cumulative numbers of active participants by entry criteria into the Scheme – Northern Territory ⁷²⁴

	Participant cohort			
	Early Intervention (s25)	Permanent Disability (s24)	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
End of 2021-22 Q4	1,476	3,487	116	5,079

⁷²³ This table shows the total numbers of active participants at the end of each period.

⁷²⁴ Ibid.

Table M.6 Assessment of access by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q4		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	1,494	96%	94	95%	1,588	96%
7 to 14	972	85%	33	77%	1,005	85%
15 to 18	318	86%	13	81%	331	86%
19 to 24	277	88%	<11		285	87%
25 to 34	465	85%	<11		473	85%
35 to 44	552	85%	19	76%	571	85%
45 to 54	627	82%	19	76%	646	81%
55 to 64	615	79%	22	54%	637	78%
65+	32	58%	<11		32	57%
Missing	<11		<11		<11	
Total	5,352	87%	216	79%	5,568	87%

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	1,126	96%	455	96%	<11		1,588	96%
7 to 14	703	85%	296	85%	<11		1,005	85%
15 to 18	219	88%	110	81%	<11		331	86%
19 to 24	182	89%	101	84%	<11		285	87%
25 to 34	294	88%	175	81%	<11		473	85%
35 to 44	341	88%	225	81%	<11		571	85%
45 to 54	358	83%	287	80%	<11		646	81%
55 to 64	349	80%	283	75%	<11		637	78%
65+	11	46%	21	68%	<11		32	57%
Missing	<11		<11		<11		<11	
Total	3,583	88%	1,953	84%	32	73%	5,568	87%

Table M.8 Assessment of access by disability – Northern Territory ⁷²⁵

Disability	Prior Quarters		2021-22 Q4		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	335	94%	<11		336	94%
Autism	1,110	98%	28	97%	1,138	98%
Cerebral palsy	201	97%	<11		202	97%
Developmental delay	654	97%	70	95%	724	97%
Global developmental delay	129	98%	<11		138	98%
Hearing impairment	226	86%	<11		231	86%
Intellectual disability	1,018	94%	38	100%	1,056	95%
Multiple sclerosis	24	92%	<11		26	93%
Psychosocial disability	542	75%	18	64%	560	74%
Spinal cord injury	95	98%	<11		99	98%
Stroke	188	87%	15	94%	203	88%
Visual impairment	76	80%	<11		78	80%
Other neurological	254	78%	<11		259	77%
Other physical	284	61%	11	48%	295	61%
Other sensory/speech	34	45%	<11		35	45%
Other	150	56%	<11		156	53%
Missing	32	97%	<11		32	97%
Total	5,352	87%	216	79%	5,568	87%

Table M.9 Assessment of access by disability and gender – Northern Territory ⁷²⁶

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	240	94%	96	93%	<11		336	94%
Autism	861	98%	264	99%	13	100%	1,138	98%
Cerebral palsy	112	98%	90	97%	<11		202	97%
Developmental delay	517	97%	204	98%	<11		724	97%
Global developmental delay	93	99%	45	96%	<11		138	98%
Hearing impairment	116	88%	113	84%	<11		231	86%
Intellectual disability	626	95%	426	94%	<11		1,056	95%
Multiple sclerosis	<11		20	95%	<11		26	93%
Psychosocial disability	394	79%	161	66%	<11		560	74%
Spinal cord injury	73	97%	26	100%	<11		99	98%
Stroke	97	87%	106	88%	<11		203	88%
Visual impairment	37	80%	41	80%	<11		78	80%
Other neurological	144	79%	114	75%	<11		259	77%
Other physical	146	62%	149	60%	<11		295	61%
Other sensory/speech	30	50%	<11		<11		35	45%
Other	77	50%	79	58%	<11		156	53%
Missing	14	100%	14	93%	<11		32	97%
Total	3,583	88%	1,953	84%	32	73%	5,568	87%

⁷²⁵ Down syndrome is included in intellectual disability.⁷²⁶ 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 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,395	50.6%	108	47.6%	2,503	50.4%
Not Aboriginal and Torres Strait Islander	1,970	41.6%	79	34.8%	2,049	41.3%
Not Stated	371	7.8%	40	17.6%	411	8.3%
Total	4,736	100.0%	227	100.0%	4,963	100.0%

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory⁷²⁷

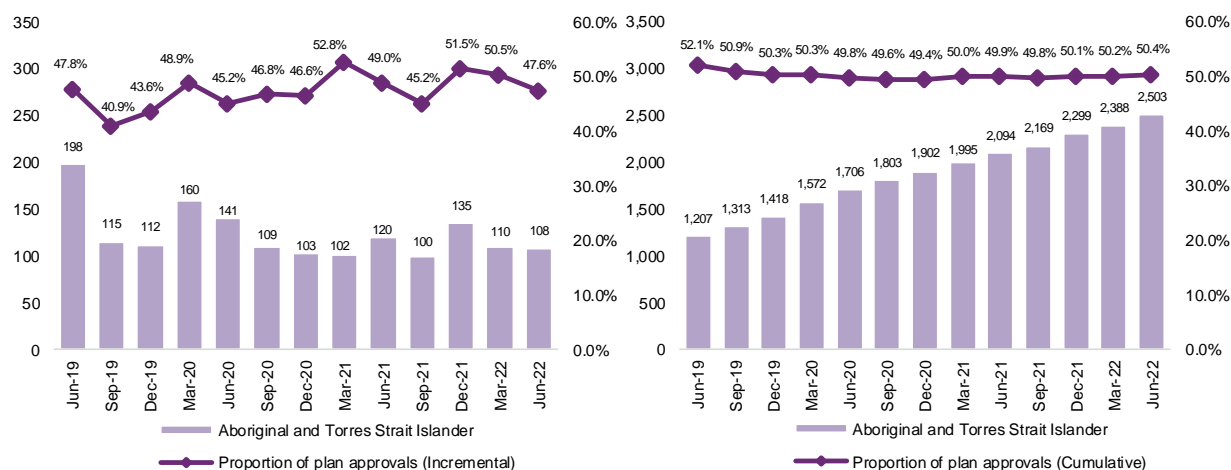


Table M.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory⁷²⁸

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	311	6.6%	11	4.8%	322	6.5%
Not culturally and linguistically diverse	4,416	93.2%	216	95.2%	4,632	93.3%
Not stated	<11		<11		<11	
Total	4,736	100.0%	227	100.0%	4,963	100.0%

⁷²⁷ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁷²⁸ 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 ^{729 730}

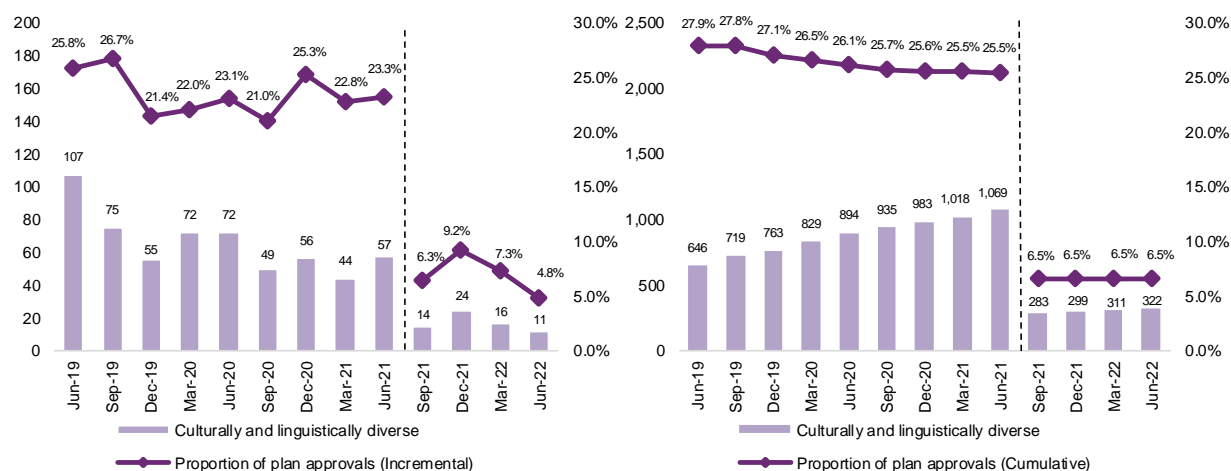
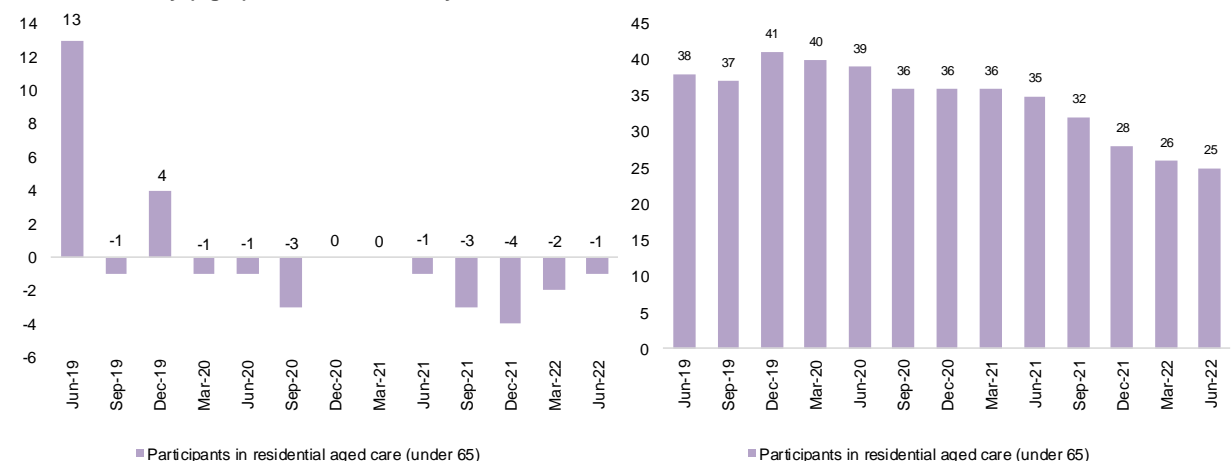


Table M.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2022 – Northern Territory ^{731 732}

	Total
Age group	N
Total YPIRAC (under 65)	25

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 ⁷³³



⁷²⁹ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

⁷³⁰ 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.

⁷³¹ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

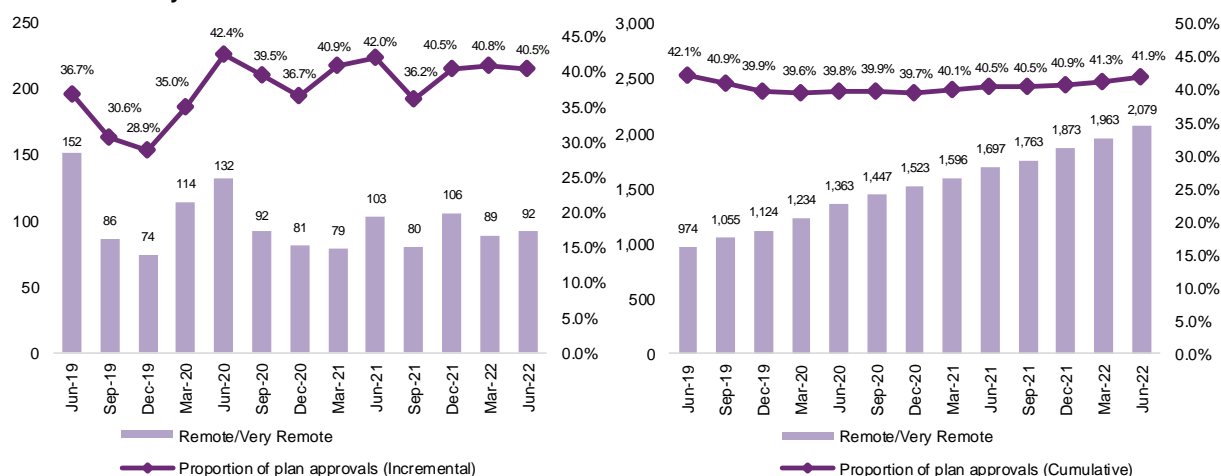
⁷³² There are a further 14 active participants aged 65 years or over who are currently in residential aged care.

⁷³³ 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 ^{734 735}

Participant profile	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,693	56.9%	127	55.9%	2,820	56.9%
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	53	1.1%	<11		61	1.2%
Remote	944	19.9%	69	30.4%	1,013	20.4%
Very Remote	1,043	22.0%	23	10.1%	1,066	21.5%
Missing	<11		<11		<11	
Total	4,736	100.0%	227	100.0%	4,963	100.0%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{736 737}



⁷³⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

⁷³⁵ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁷³⁶ Ibid.

⁷³⁷ 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. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of participants exiting the Scheme or moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

Table M.14 Participant profile per quarter by primary disability group – Northern Territory ^{738 739 740}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	1,084	23%	28	12%	1,112	22%
Intellectual disability	928	20%	32	14%	960	19%
Psychosocial disability	490	10%	21	9%	511	10%
Developmental delay	543	11%	76	33%	619	12%
Hearing impairment	203	4%	<11		210	4%
Other neurological	212	4%	<11		217	4%
Other physical	209	4%	<11		218	4%
Cerebral palsy	191	4%	<11		192	4%
Acquired brain injury	294	6%	<11		297	6%
Global developmental delay	113	2%	<11		123	2%
Visual impairment	66	1%	<11		71	1%
Multiple sclerosis	23	0%	<11		23	0%
Stroke	158	3%	16	7%	174	4%
Spinal cord injury	79	2%	<11		84	2%
Other	115	2%	<11		123	2%
Other sensory/speech	28	1%	<11		29	1%
Total	4,736	100%	227	100%	4,963	100%

Table M.15 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{741 742}

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	29	7%	<11		29	6%
Intellectual disability	133	30%	<11		133	30%
Psychosocial disability	52	12%	<11		52	12%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	32	7%	<11		33	7%
Other physical	<11		<11		<11	
Cerebral palsy	57	13%	<11		57	13%
Acquired brain injury	73	16%	<11		73	16%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	37	8%	<11		37	8%
Spinal cord injury	16	4%	<11		16	4%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	446	100%	<11		447	100%

⁷³⁸ Table order based on national proportions in Table E.14 (highest to lowest).

⁷³⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁷⁴⁰ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Northern Territory (106).

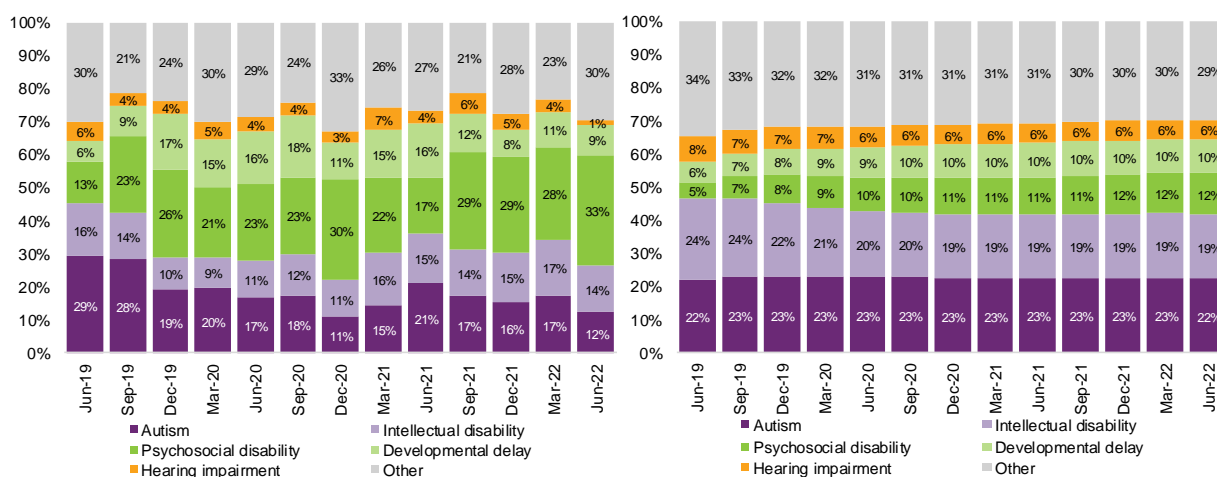
⁷⁴¹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁷⁴² Down syndrome is included in intellectual disability, representing 3% of participants in SIL (15).

Table M.16 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ⁷⁴³

Disability	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Autism	1,055	25%	28	12%	1,083	24%
Intellectual disability	795	19%	32	14%	827	18%
Psychosocial disability	438	10%	21	9%	459	10%
Developmental delay	543	13%	76	34%	619	14%
Hearing impairment	203	5%	<11		210	5%
Other neurological	180	4%	<11		184	4%
Other physical	204	5%	<11		213	5%
Cerebral palsy	134	3%	<11		135	3%
Acquired brain injury	221	5%	<11		224	5%
Global developmental delay	113	3%	<11		123	3%
Visual impairment	64	1%	<11		69	2%
Multiple sclerosis	22	1%	<11		22	0%
Stroke	121	3%	16	7%	137	3%
Spinal cord injury	63	1%	<11		68	2%
Other	106	2%	<11		114	3%
Other sensory/speech	28	1%	<11		29	1%
Total	4,290	100%	226	100%	4,516	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁴⁴



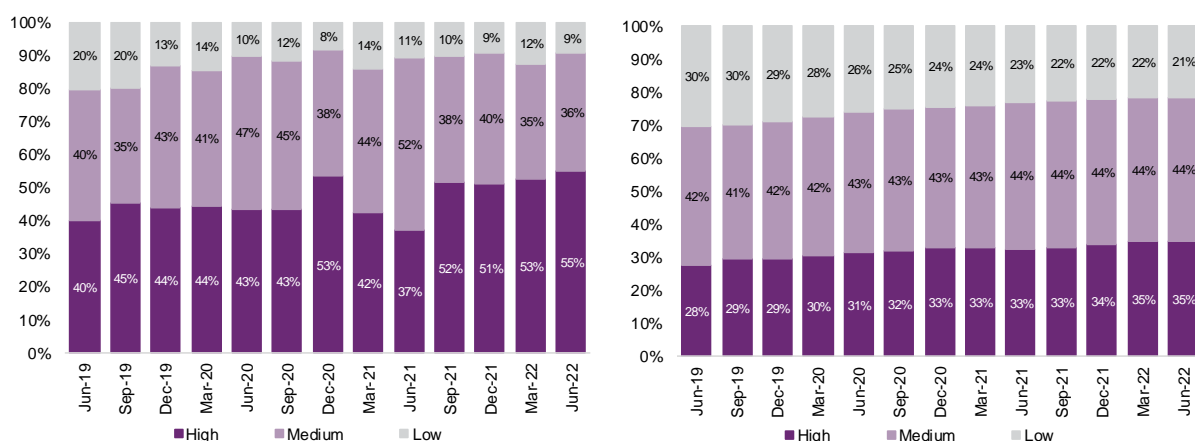
⁷⁴³ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (91).

⁷⁴⁴ 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 ⁷⁴⁵

Level of Function	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	741	16%	65	29%	806	16%
2 (High Function)	<11		<11		<11	
3 (High Function)	287	6%	21	9%	308	6%
4 (High Function)	263	6%	14	6%	277	6%
5 (High Function)	312	7%	25	11%	337	7%
6 (Moderate Function)	893	19%	33	15%	926	19%
7 (Moderate Function)	241	5%	12	5%	253	5%
8 (Moderate Function)	399	8%	14	6%	413	8%
9 (Moderate Function)	27	1%	<11		28	1%
10 (Moderate Function)	527	11%	21	9%	548	11%
11 (Low Function)	120	3%	<11		121	2%
12 (Low Function)	516	11%	16	7%	532	11%
13 (Low Function)	294	6%	<11		298	6%
14 (Low Function)	108	2%	<11		108	2%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	4,736	100%	227	100%	4,963	100%

Figure M.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁴⁶



⁷⁴⁵ The distributions are calculated excluding participants with a missing reported level of function.

⁷⁴⁶ 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.18 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	780	16%	96	42%	876	18%
7 to 14	1,200	25%	32	14%	1,232	25%
15 to 18	341	7%	13	6%	354	7%
19 to 24	338	7%	<11		347	7%
25 to 34	418	9%	<11		427	9%
35 to 44	502	11%	17	7%	519	10%
45 to 54	520	11%	20	9%	540	11%
55 to 64	495	10%	28	12%	523	11%
65+	142	3%	<11		145	3%
Total	4,736	100%	227	100%	4,963	100%

Table M.19 Participant profile per quarter (participants in SIL) by age group – Northern Territory ⁷⁴⁷

Age Group	Prior Quarters		2021-22 Q4		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	43	10%	<11		43	10%
25 to 34	81	18%	<11		81	18%
35 to 44	95	21%	<11		95	21%
45 to 54	110	25%	<11		110	25%
55 to 64	85	19%	<11		86	19%
65+	28	6%	<11		28	6%
Total	446	100%	<11		447	100%

Table M.20 Participant profile per quarter (participants not in SIL) by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
0 to 6	780	18%	96	42%	876	19%
7 to 14	1,199	28%	32	14%	1,231	27%
15 to 18	338	8%	13	6%	351	8%
19 to 24	295	7%	<11		304	7%
25 to 34	337	8%	<11		346	8%
35 to 44	407	9%	17	8%	424	9%
45 to 54	410	10%	20	9%	430	10%
55 to 64	410	10%	27	12%	437	10%
65+	114	3%	<11		117	3%
Total	4,290	100%	226	100%	4,516	100%

⁷⁴⁷ 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 M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁴⁸

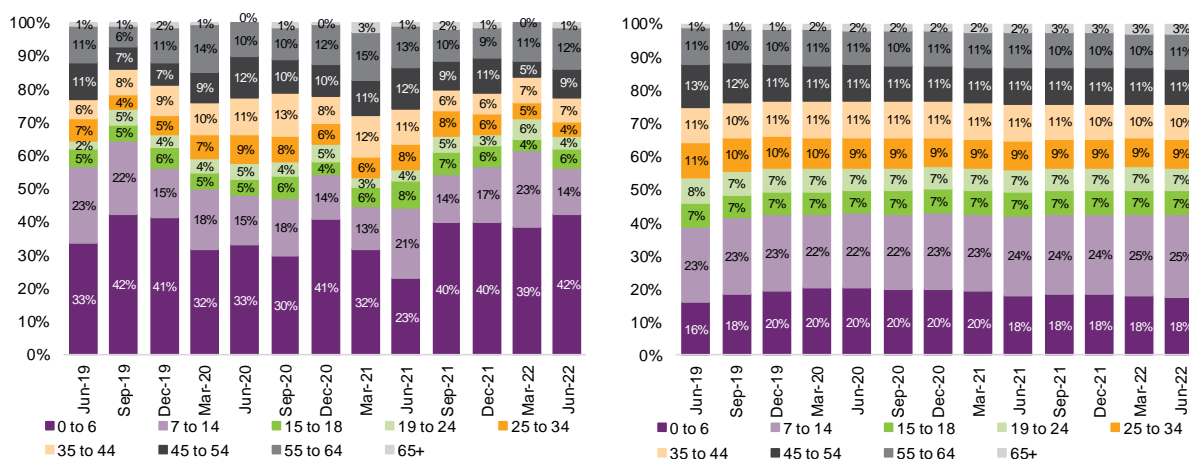


Table M.21 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	3,077	65%	147	65%	3,224	65%
Female	1,635	35%	78	34%	1,713	35%
Other	24	1%	<11		26	1%
Total	4,736	100%	227	100%	4,963	100%

Table M.22 Participant profile per quarter (participants in SIL) by gender – Northern Territory

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	268	60%	<11		269	60%
Female	177	40%	<11		177	40%
Other	<11		<11		<11	
Total	446	100%	<11		447	100%

Table M.23 Participant profile per quarter (participants not in SIL) by gender – Northern Territory

Gender	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Male	2,809	65%	146	65%	2,955	65%
Female	1,458	34%	78	35%	1,536	34%
Other	23	1%	<11		25	1%
Total	4,290	100%	226	100%	4,516	100%

⁷⁴⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁴⁹

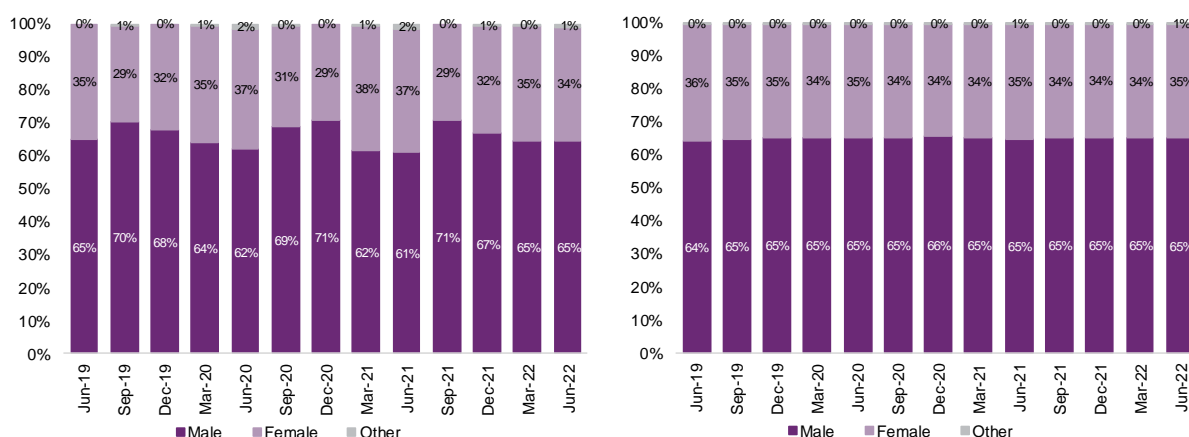


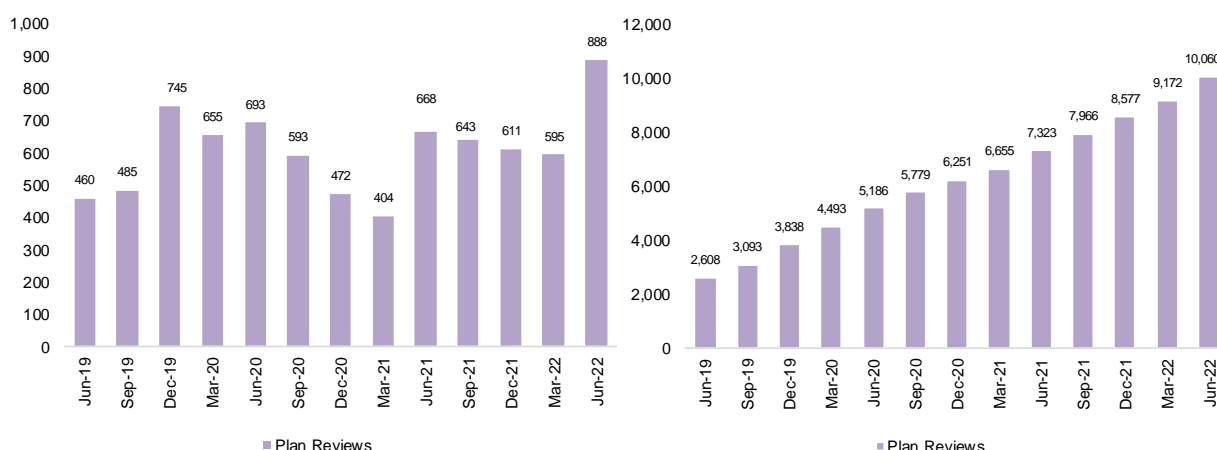
Table M.24 Participation rates by age group at 30 June 2022 – Northern Territory ⁷⁵⁰

Age group	Participation Rate		
	Male	Female	Total
0-6	4.7%	1.9%	3.4%
7-14	6.1%	2.6%	4.4%
15-18	3.5%	1.7%	2.7%
19-24	2.3%	1.2%	1.8%
25-44	1.3%	0.9%	1.1%
45-64	2.0%	1.6%	1.8%
Total (aged 0-64)	2.7%	1.4%	2.1%

Table M.25 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory ⁷⁵¹

	Prior Quarters	2021-22 Q4	Total
Total plan reviews	9,172	888	10,060
<i>Early intervention plans</i>	1,543	234	1,777
<i>Permanent disability plans</i>	7,629	654	8,283

Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory



⁷⁴⁹ Ibid.

⁷⁵⁰ 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.

⁷⁵¹ 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 M.26 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁷⁵²

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	24	39	157	260	184	271	935
Participant school to 14	37	72	478	313	219	261	1,380
Participant 15 to 24	26	63	182	101	85	91	548
Participant 25 and over	157	244	505	398	344	294	1,942
Total Participant	244	418	1,322	1,072	832	917	4,805
Family 0 to 14	57	97	600	542	358	453	2,107
Family 15 to 24	<11	32	125	71	52	54	336
Family 25 and over	15	56	226	192	96	85	670
Total Family	74	185	951	805	506	592	3,113
Total	318	603	2,273	1,877	1,338	1,509	7,918

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%	52%
CC	% who choose what they do each day			39%	62%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			14%	18%
CC	% who want more choice and control in their life			83%	78%

⁷⁵² Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table 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	51%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	66%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	64%	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%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	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%	59%
HW	% who rate their health as good, very good or excellent			72%	39%
HW	% who did not have any difficulties accessing health services			66%	50%
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				73%
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%	15%
WK	% who volunteer			9%	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%	15%	12%
% receiving Carer Allowance	21%	20%	13%
% working in a paid job	45%	57%	36%
Of those in a paid job, % in permanent employment	83%	85%	82%
Of those in a paid job, % working 15 hours or more	89%	95%	90%
% who say they (and their partner) are able to work as much as they want	62%	57%	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%	85%	77%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	33%	32%
% able to advocate for their child/family member	63%	53%	39%
% who have friends and family they see as often as they like	59%	55%	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%	69%

Table M.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=131) - participants who entered between 1 July 2016 and 30 June 2021 – Northern Territory ⁷⁵³

	Question	% Yes
DL	Has the NDIS improved your child's development?	70%
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?	60%
REL	Has the NDIS improved how your child fits into family life?	48%
S/CP	Has the NDIS improved how your child fits into community life?	48%

Table M.32 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=437) - participants who entered between 1 July 2016 and 30 June 2021 – Northern Territory

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	52%
LL	Has the NDIS improved your child's access to education?	36%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	43%

Table M.33 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=123) and ‘Participant 25 and over’ (n=425) - participants who entered between 1 July 2016 and 30 June 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%	65%
DL	Has the NDIS helped you with daily living activities?	55%	67%
REL	Has the NDIS helped you to meet more people?	44%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	40%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	18%
S/CP	Has the NDIS helped you be more involved?	49%	61%

⁷⁵³ Results in Tables M.31 to M.34 include participants who entered between 1 July 2016 and 30 June 2021 and have had a first plan review to date.

Table M.34 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=604); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=252) - participants who entered between 1 July 2016 and 30 June 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?	54%	60%
Has the NDIS improved the level of support for your family?	65%	65%
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%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	
Has the NDIS improved your health and wellbeing?	36%	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=70) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory ⁷⁵⁴

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	87%	89%	+2%
DL	Has the NDIS improved your child's access to specialist services?	86%	94%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	85%	+1%
REL	Has the NDIS improved how your child fits into family life?	66%	66%	0%
S/CP	Has the NDIS improved how your child fits into community life?	59%	59%	0%

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=148) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	59%	+4%
LL	Has the NDIS improved your child's access to education?	36%	38%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	47%	+1%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	43%	+2%

⁷⁵⁴ Results in Tables M.35 to M.38 include participants who had their first plan approved between 1 July 2016 and 30 June 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=76) and ‘Participant 25 and over’ (n=197) - participants who entered between 1 July 2016 and 30 June 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?	61%	65%	+4%	58%	69%	+11%
DL	Has the NDIS helped you with daily living activities?	70%	75%	+5%	66%	80%	+14%
REL	Has the NDIS helped you to meet more people?	54%	55%	+1%	52%	61%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	41%	40%	-1%	40%	48%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	47%	+2%	55%	60%	+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?	38%	39%	+1%	26%	32%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	-1%	13%	15%	+2%
S/CP	Has the NDIS helped you be more involved?	57%	61%	+4%	62%	71%	+9%

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=134); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=61) - participants who entered between 1 July 2016 and 30 June 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%	46%	58%	+12%
	Has the NDIS improved the level of support for your family?	54%	63%	+9%	59%	71%	+12%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	69%	+3%	61%	73%	+12%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	67%	+6%			
	Has the NDIS improved your health and wellbeing?	32%	34%	+2%	35%	45%	+10%

There is insufficient data to show results for “Has the NDIS helped?” questions 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=100) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory ⁷⁵⁵

	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?	43%	51%	55%	+12%
LL	Has the NDIS improved your child's access to education?	32%	24%	43%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	38%	34%	45%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	32%	39%	40%	+8%

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=64) - participants who entered between 1 July 2016 and 30 June 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?	58%	80%	68%	+10%
Has the NDIS helped you with daily living activities?	57%	77%	69%	+12%
Has the NDIS helped you to meet more people?	53%	68%	58%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	37%	31%	+8%
Has your involvement with the NDIS improved your health and wellbeing?	47%	52%	50%	+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%	26%	33%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	26%	+11%
Has the NDIS helped you be more involved?	51%	67%	65%	+14%

⁷⁵⁵ Results in Tables M.39 to M.42 include participants who had their first plan approved between 1 July 2016 and 30 June 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=169) - participants who entered between 1 July 2016 and 30 June 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?	57%	60%	71%	+14%
Has the NDIS helped you with daily living activities?	63%	76%	80%	+17%
Has the NDIS helped you to meet more people?	47%	55%	61%	+14%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	35%	44%	+13%
Has your involvement with the NDIS improved your health and wellbeing?	46%	51%	59%	+13%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	20%	15%	28%	+8%
Has your involvement with the NDIS helped you find a job that's right for you?	13%	6%	18%	+5%
Has the NDIS helped you be more involved?	45%	53%	66%	+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=94) - participants who entered between 1 July 2016 and 30 June 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?	57%	45%	65%	+8%
Has the NDIS improved the level of support for your family?	47%	46%	62%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	59%	68%	73%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	71%	72%	+11%
Has the NDIS improved your health and wellbeing?	34%	37%	47%	+13%

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=89) - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory

756

Question		Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	52%	69%	73%	73%	+21%
DL	Has the NDIS helped you with daily living activities?	52%	73%	76%	79%	+27%
REL	Has the NDIS helped you to meet more people?	40%	51%	73%	66%	+26%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	41%	52%	58%	+22%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	45%	63%	64%	+20%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	23%	33%	35%	+13%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	6%	7%	15%	17%	+11%
S/CP	Has the NDIS helped you be more involved?	43%	63%	64%	69%	+26%

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'.

⁷⁵⁶ Results in Table M.43 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table M.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=435), 'participant social and community engagement rate' (n=435), 'parent and carer employment rate' (n=251) at entry, first and second plan review, and 'participant choice and control' (n=247) at first and second plan review - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory⁷⁵⁷

June 2020 - Northern Territory				
Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	6%	8%	14%	24%
Aged 25 to 34 years	19%	18%	20%	
Aged 35 to 44 years	10%	4%	9%	
Aged 45 to 54 years	15%	9%	15%	
Aged 55 to 64 years	8%	10%	13%	
Aged 65+ years	Numbers are too small			
Aged 25 to 64 years	13%	11%	14%	
Aged 15 to 64 years	11%	10%	14%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	46%	48%	48%	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+	45%	46%	47%	
Aged 15+	45%	47%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	52%	56%	55%	49%
Aged 15+	46%	57%	49%	
All ages	49%	56%	53%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		61%	65%	75%
Aged 25+		58%	69%	
Aged 15+		59%	68%	

⁷⁵⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=268), 'participant social and community engagement rate' (n=274), 'parent and carer employment rate' (n=127) at entry, first, second and third plan review, and 'participant choice and control' (n=207) at first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory⁷⁵⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	13%	16%	5%	20%	24%
Aged 25 to 34 years	14%	15%	5%	16%	
Aged 35 to 44 years	Numbers are too small				
Aged 45 to 54 years	21%	21%	13%	23%	
Aged 55 to 64 years	8%	3%	0%	6%	
Aged 65+ years	Numbers are too small				
Aged 25 to 64 years	14%	13%	7%	15%	
Aged 15 to 64 years	14%	14%	6%	16%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	41%	43%	35%	34%	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+	39%	38%	36%	44%	
Aged 15+	39%	39%	36%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	55%	63%	54%	61%	49%
Aged 15+	Numbers are too small				
All ages	55%	61%	53%	59%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		58%	80%	68%	75%
Aged 25+		57%	60%	71%	
Aged 15+		57%	65%	70%	

⁷⁵⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a third plan review to date.

Table M.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=123), 'participant social and community engagement rate' (n=121), 'parent and carer employment rate' (n=15) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=92) at first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory ⁷⁵⁹

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 to 64 years	13%	9%	9%	13%	12%	24%
Aged 15 to 64 years	12%	9%	8%	16%	12%	
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+	53%	49%	51%	48%	54%	48%
Aged 15+	55%	51%	53%	49%	55%	
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+		52%	69%	73%	73%	
Aged 15+		49%	65%	73%	68%	

There is insufficient data to show results for progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' at first, second, third, fourth and fifth plan review.

⁷⁵⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fourth plan review to date.

Table M.47 Number of active plans by goal type and primary disability – Northern Territory ⁷⁶⁰

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	93	229	164	72	153	246	135	77	297
Autism	278	960	340	370	609	693	81	138	1,112
Cerebral palsy	63	151	105	51	95	137	56	36	192
Developmental delay	61	590	222	257	230	366	<11	<11	619
Down syndrome	30	91	54	30	38	79	23	31	106
Global developmental delay	11	115	40	54	49	63	<11	<11	123
Hearing impairment	58	171	41	61	68	120	28	40	210
Intellectual disability	236	664	328	341	462	619	221	267	854
Multiple sclerosis	11	17	20	<11	<11	23	<11	<11	23
Psychosocial disability	152	343	285	139	238	429	194	188	511
Spinal cord injury	40	63	47	12	21	67	48	25	84
Stroke	51	148	106	21	59	146	73	27	174
Visual impairment	17	56	21	19	20	49	27	19	71
Other neurological	66	157	133	44	86	159	99	44	217
Other physical	63	170	119	29	63	154	77	45	218
Other sensory/speech	<11	25	<11	12	17	16	<11	<11	29
Other	40	105	73	19	42	93	51	28	123
Total	1,278	4,055	2,105	1,532	2,256	3,459	1,130	974	4,963

⁷⁶⁰ 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.48 Percentage of active plans by goal type and primary disability – Northern Territory ⁷⁶¹

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	31%	77%	55%	24%	52%	83%	45%	26%
Autism	25%	86%	31%	33%	55%	62%	7%	12%
Cerebral palsy	33%	79%	55%	27%	49%	71%	29%	19%
Developmental delay	10%	95%	36%	42%	37%	59%	n/a	n/a
Down syndrome	28%	86%	51%	28%	36%	75%	22%	29%
Global developmental delay	9%	93%	33%	44%	40%	51%	n/a	n/a
Hearing impairment	28%	81%	20%	29%	32%	57%	13%	19%
Intellectual disability	28%	78%	38%	40%	54%	72%	26%	31%
Multiple sclerosis	48%	74%	87%	n/a	n/a	100%	n/a	n/a
Psychosocial disability	30%	67%	56%	27%	47%	84%	38%	37%
Spinal cord injury	48%	75%	56%	14%	25%	80%	57%	30%
Stroke	29%	85%	61%	12%	34%	84%	42%	16%
Visual impairment	24%	79%	30%	27%	28%	69%	38%	27%
Other neurological	30%	72%	61%	20%	40%	73%	46%	20%
Other physical	29%	78%	55%	13%	29%	71%	35%	21%
Other sensory/speech	n/a	86%	n/a	41%	59%	55%	n/a	n/a
Other	33%	85%	59%	15%	34%	76%	41%	23%
Total	26%	82%	42%	31%	45%	70%	23%	20%

⁷⁶¹ 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.49 Number of goals in active plans by goal type and primary disability – Northern Territory ⁷⁶²

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	371	1,180	720	320	693	1,084	542	277	5,187
Autism	1,059	7,037	1,296	1,394	2,292	2,592	320	496	16,486
Cerebral palsy	285	1,276	529	224	443	726	310	154	3,947
Developmental delay	227	5,647	938	958	822	1,530	18	<11	10,142
Down syndrome	92	602	201	99	170	306	93	110	1,673
Global developmental delay	41	946	142	228	165	247	<11	<11	1,775
Hearing impairment	177	904	142	207	251	430	86	121	2,318
Intellectual disability	886	3,974	1,398	1,465	2,016	2,646	888	960	14,233
Multiple sclerosis	36	56	101	<11	30	73	34	11	347
Psychosocial disability	634	1,472	1,183	583	1,046	1,751	847	711	8,227
Spinal cord injury	195	366	205	50	97	344	219	95	1,571
Stroke	254	828	472	84	257	693	302	85	2,975
Visual impairment	45	239	59	99	60	175	74	62	813
Other neurological	285	860	554	219	367	720	377	181	3,563
Other physical	281	786	403	88	195	515	255	145	2,668
Other sensory/speech	12	140	16	30	42	46	<11	<11	296
Other	182	648	310	90	157	358	178	92	2,015
Total	5,062	26,961	8,669	6,144	9,103	14,236	4,548	3,513	78,236

⁷⁶² Participants have set over eighteen million goals in total across Australia since July 2016. The 78,236 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.50 Number of active plans by goal type and age group – Northern Territory ⁷⁶³

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	83	839	332	365	339	529	<11	<11	876
7 to 14	248	1,086	330	468	651	667	45	12	1,232
15 to 18	114	279	100	147	200	247	47	114	354
19 to 24	114	256	128	121	170	263	119	208	347
25 to 34	164	307	211	113	191	339	163	208	427
35 to 44	173	366	281	133	225	417	200	185	519
45 to 54	179	398	329	100	239	449	252	136	540
55 to 64	154	412	312	68	194	437	228	98	523
65+	49	112	82	17	47	111	67	13	145
Total	1,278	4,055	2,105	1,532	2,256	3,459	1,130	974	4,963

Table M.51 Percentage of active plans by goal type and age group – Northern Territory ⁷⁶⁴

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	9%	96%	38%	42%	39%	60%	n/a	n/a
7 to 14	20%	88%	27%	38%	53%	54%	4%	1%
15 to 18	32%	79%	28%	42%	56%	70%	13%	32%
19 to 24	33%	74%	37%	35%	49%	76%	34%	60%
25 to 34	38%	72%	49%	26%	45%	79%	38%	49%
35 to 44	33%	71%	54%	26%	43%	80%	39%	36%
45 to 54	33%	74%	61%	19%	44%	83%	47%	25%
55 to 64	29%	79%	60%	13%	37%	84%	44%	19%
65+	34%	77%	57%	12%	32%	77%	46%	9%
Total	26%	82%	42%	31%	45%	70%	23%	20%

⁷⁶³ 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.

⁷⁶⁴ 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 M.52 Number of goals in active plans by goal type and age group – Northern Territory ⁷⁶⁵

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	324	8,675	1,464	1,513	1,316	2,319	43	<11	15,654
7 to 14	808	7,681	1,128	1,629	2,415	2,305	161	44	16,171
15 to 18	452	1,439	350	585	749	910	190	410	5,085
19 to 24	495	1,417	614	582	834	1,249	567	785	6,543
25 to 34	627	1,426	853	465	828	1,403	669	756	7,027
35 to 44	681	1,733	1,216	577	980	1,820	758	669	8,434
45 to 54	812	1,991	1,433	416	1,013	1,963	1,032	462	9,122
55 to 64	665	2,009	1,297	279	783	1,793	895	354	8,075
65+	198	590	314	98	185	474	233	33	2,125
Total	5,062	26,961	8,669	6,144	9,103	14,236	4,548	3,513	78,236

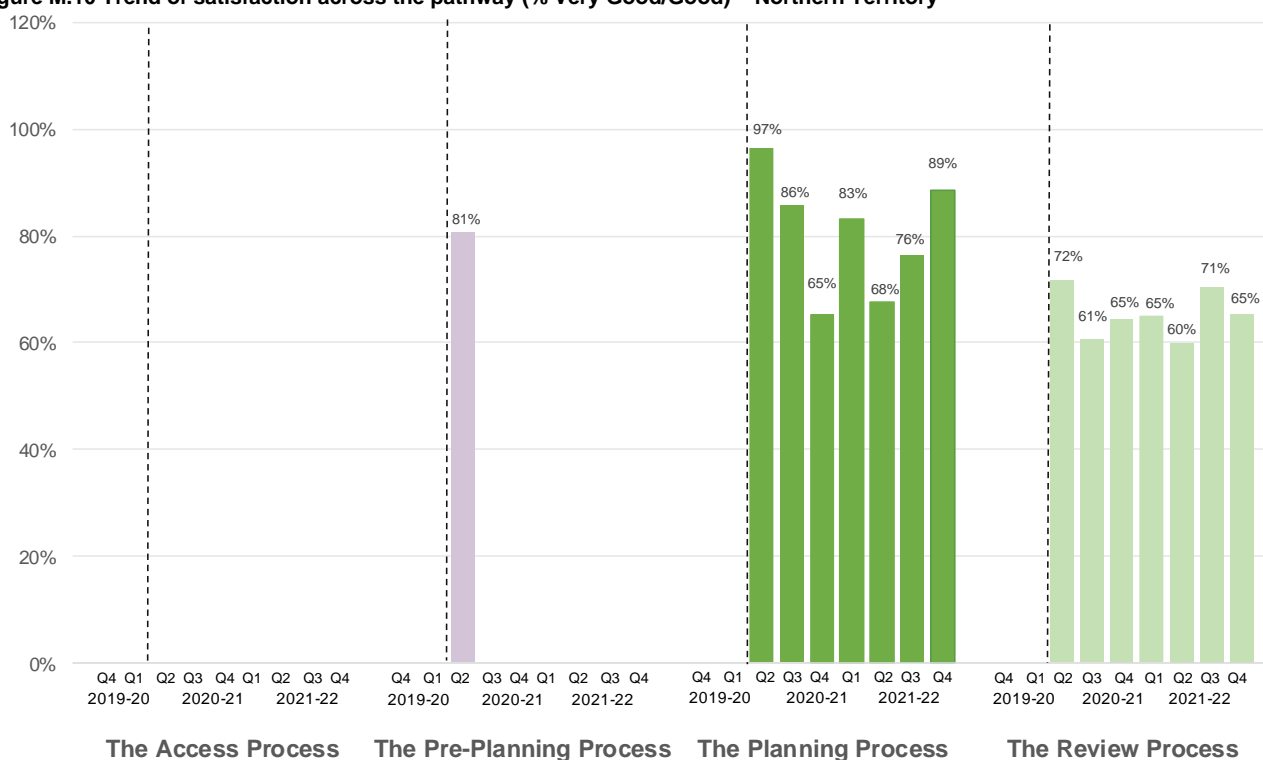
⁷⁶⁵ Participants have set over eighteen million goals in total across Australia since July 2016. The 78,236 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

Table M.53 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory ⁷⁶⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q4
Access	n = 75	n = 14
Are you happy with how coming into the NDIS has gone?	73%	n/a
Was the person from the NDIS respectful?	96%	n/a
Do you understand what will happen next with your plan?	67%	n/a
% of participants rating their overall experience as Very Good or Good.	64%	n/a
Pre-planning	n = 89	n = 11
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?	89%	n/a
Were decisions about your plan clearly explained?	69%	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?	73%	n/a
% of participants rating their overall experience as Very Good or Good.	76%	n/a
Planning	n = 243	n = 35
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?	99%	89%
Were decisions about your plan clearly explained?	83%	86%
Are you clear on what happens next with your plan?	79%	80%
Do you know where to go for more help with your plan?	87%	89%
% of participants rating their overall experience as Very Good or Good.	79%	89%
Plan review	n = 496	n = 121
Did the person from the NDIS understand how your disability affects your life?	77%	65%
Did you feel prepared for your plan review?	80%	79%
Is your NDIS plan helping you to make progress towards your goals?	82%	88%
% of participants rating their overall experience as Very Good or Good.	65%	65%

⁷⁶⁶ 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 M.10 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory ^{767 768 769}



⁷⁶⁷ 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.

⁷⁶⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁷⁶⁹ 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 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table M.54 shows the number of complaints in 2021-22 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table M.55 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table M.54 Complaints by quarter – Northern Territory ^{770 771}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q4	Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECA Partner	<11	<11	<11	<11
Complaint about LAC Partner	12	<11	12	11
Complaints about service providers	49	<11	55	41
Complaints about the Agency	539	68	607	382
Critical/ Reportable Incident	231	20	251	188
Unclassified	17	<11	18	15
Total	849	95	944	568
% of the number of active participants	6.8%	7.8%	6.9%	

⁷⁷⁰ Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

⁷⁷¹ % 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.

Figure M.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory

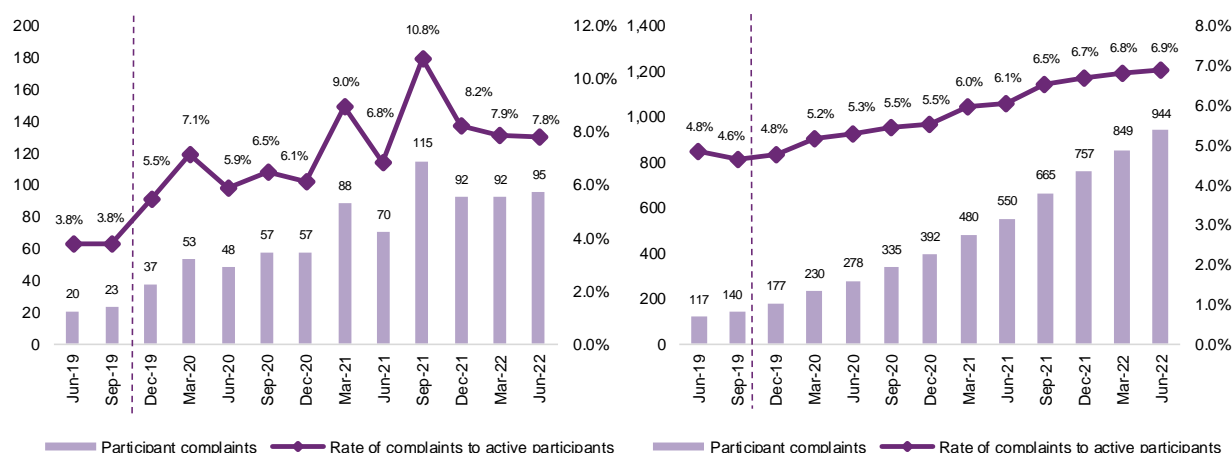


Table M.55 Participant complaints by type – Northern Territory

Complaints by source, subject and type	Prior Quarters		2021-22 Q4		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	11	(2%)	<11		11	(2%)
Information unclear	<11		<11		<11	
NDIA Access	<11		<11		<11	
NDIA Engagement	<11		<11		<11	
NDIA Finance	62	(12%)	<11		68	(11%)
NDIA Fraud and Compliance	<11		<11		<11	
NDIA Plan	123	(23%)	25	(37%)	148	(24%)
NDIA Process	56	(10%)	<11		62	(10%)
NDIA Resources	<11		<11		<11	
NDIA Staff	28	(5%)	<11		29	(5%)
NDIA Timeliness	130	(24%)	22	(32%)	152	(25%)
Participation, engagement and inclusion	<11		<11		<11	
Provider Portal	<11		<11		<11	
Quality & Safeguards Commission	<11		<11		<11	
Reasonable and necessary supports	<11		<11		<11	
Staff conduct - Agency	<11		<11		<11	
The way the NDIA carried out its decision making	11	(2%)	<11		12	(2%)
Timeliness	35	(6%)	<11		35	(6%)
Other	52	(10%)	<11		52	(9%)
Total	539		68		607	
Complaint about ECA Partner						
ECA Engagement	<11		<11		<11	
ECA Fraud and Compliance	<11		<11		<11	
ECA Plan	<11		<11		<11	
ECA Process	<11		<11		<11	
ECA Resources	<11		<11		<11	
ECA Staff	<11		<11		<11	
ECA Timeliness	<11		<11		<11	
Other	<11		<11		<11	
Total	<11		<11		<11	
Complaint about LAC Partner						
LAC Engagement	<11		<11		<11	

Complaints by source, subject and type		Prior Quarters		2021-22 Q4		Total	
LAC Fraud and Compliance		<11		<11		<11	
LAC Plan		<11		<11		<11	
LAC Process		<11		<11		<11	
LAC Resources		<11		<11		<11	
LAC Staff		<11		<11		<11	
LAC Timeliness		<11		<11		<11	
Other		<11		<11		<11	
Total		12		<11		12	
Complaints about service providers							
Provider costs.		<11		<11		<11	
Provider Finance		<11		<11		<11	
Provider Fraud and Compliance		<11		<11		<11	
Provider process		<11		<11		<11	
Provider Service		11	(22%)	<11		13	(24%)
Provider Staff		<11		<11		<11	
Service Delivery		<11		<11		<11	
Staff conduct		<11		<11		<11	
Supports being provided		<11		<11		<11	
Other		14	(29%)	<11		14	(25%)
Total		49		<11		55	
Critical/ Reportable Incident							
Allegations against a provider		75	(32%)	<11		83	(33%)
Allegations against Informal Supports		32	(14%)	<11		32	(13%)
Allegations against NDIA Staff/Partners		<11		<11		<11	
Participant threat		41	(18%)	<11		43	(17%)
Provider reporting		83	(36%)	<11		93	(37%)
Other		<11		<11		<11	
Total		231		20		251	
Unclassified		17		<11		18	
Participants total		849		95		944	

Table M.56 AAT Cases by category at 30 June 2022 – Northern Territory ⁷⁷²

Category	Prior Quarters		2021-22 Q4		Total	
	N	%	N	%	N	%
Total cases	12	100%	<11		12	100%
% of the number of active participants	<11		<11		<11	

There is insufficient data to show the number and proportion of AAT cases over time.

⁷⁷² The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.
June 2022 | NDIS Quarterly Report to disability ministers

Table M.57 AAT cases by open/closed and decision – Northern Territory ^{773 774}

	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>

⁷⁷³ Ibid.

⁷⁷⁴ 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 M.58 Key markets indicators by quarter – Northern Territory ^{775 776}

Market indicators	Previous Quarter	2021-22 Q4
a) Average number of active providers per active participant	1.71	1.72
b) Number of providers delivering new types of supports	80	77
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	78%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	81%	85%
<i>Early Childhood Supports (%)</i>	82%	80%
<i>Assist Personal Activities (%)</i>	81%	87%

Table M.59 Cumulative number of providers that have been ever active as at 30 June 2022 by quarter of activity – Northern Territory ⁷⁷⁷

Activity	Number of providers
Active for the first time in 2021-22 Q4	28
Active in 2021-22 Q4 and also in previous quarters	299
Active in 2021-22 Q4	327
Inactive in 2021-22 Q4	577
Active ever	904

⁷⁷⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷⁷⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷⁷⁷ Active providers refer to those who have received payment for support Agency-managed participants.

Table M.60 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁷⁷⁸

Registration Group	Prior Quarters	2021-22 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	20	<5	20	0%
Assistance Animals	5	<5	5	0%
Assistance with daily life tasks in a group or shared living arrangement	117	<5	120	3%
Assistance with travel/transport arrangements	98	<5	102	4%
Daily Personal Activities	161	<5	165	2%
Group and Centre Based Activities	95	<5	99	4%
High Intensity Daily Personal Activities	104	5	109	5%
Household tasks	123	<5	124	1%
Interpreting and translation	16	<5	17	6%
Participation in community, social and civic activities	214	14	228	7%
Assistive Technology				
Assistive equipment for recreation	18	<5	19	6%
Assistive products for household tasks	19	<5	20	5%
Assistance products for personal care and safety	247	11	258	4%
Communication and information equipment	68	<5	71	4%
Customised Prosthetics	63	<5	66	5%
Hearing Equipment	26	<5	28	8%
Hearing Services	7	<5	7	0%
Personal Mobility Equipment	94	<5	98	4%
Specialised Hearing Services	12	<5	13	8%
Vision Equipment	25	<5	25	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	217	13	230	6%
Behaviour Support	70	<5	72	3%
Community nursing care for high needs	41	<5	43	5%
Development of daily living and life skills	103	5	108	5%
Early Intervention supports for early childhood	129	6	135	5%
Exercise Physiology and Physical Wellbeing activities	46	<5	46	0%
Innovative Community Participation	38	<5	41	8%
Specialised Driving Training	16	<5	20	25%
Therapeutic Supports	343	<5	346	1%
Capital services				
Home modification design and construction	35	<5	35	0%
Specialist Disability Accommodation	5	<5	5	0%
Vehicle Modifications	21	<5	21	0%
Choice and control support services				
Management of funding for supports in participants plan	108	10	118	9%
Support Coordination	57	<5	59	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	31	<5	32	3%
Specialised Supported Employment	31	<5	32	3%
Total	876	28	904	3%

⁷⁷⁸ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table M.61 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2022 – Northern Territory ⁷⁷⁹

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	19	20		95%	100%
Assistance Animals	<5	5	5		100%	100%
Assistance with daily life tasks in a group or shared living arrangement	11	109	120	9%	91%	100%
Assistance with travel/transport arrangements	9	93	102	9%	91%	100%
Daily Personal Activities	15	150	165	9%	91%	100%
Group and Centre Based Activities	6	93	99	6%	94%	100%
High Intensity Daily Personal Activities	11	98	109	10%	90%	100%
Household tasks	19	105	124	15%	85%	100%
Interpreting and translation	<5	15	17		88%	100%
Participation in community, social and civic activities	25	203	228	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	<5	19	19		100%	100%
Assistive products for household tasks	<5	19	20		95%	100%
Assistance products for personal care and safety	23	235	258	9%	91%	100%
Communication and information equipment	11	60	71	15%	85%	100%
Customised Prosthetics	6	60	66	9%	91%	100%
Hearing Equipment	<5	26	28		93%	100%
Hearing Services	<5	7	7		100%	100%
Personal Mobility Equipment	9	89	98	9%	91%	100%
Specialised Hearing Services	<5	13	13		100%	100%
Vision Equipment	<5	23	25		92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	32	198	230	14%	86%	100%
Behaviour Support	16	56	72	22%	78%	100%
Community nursing care for high needs	<5	40	43		93%	100%
Development of daily living and life skills	10	98	108	9%	91%	100%
Early Intervention supports for early childhood	20	115	135	15%	85%	100%
Exercise Physiology and Physical Wellbeing activities	<5	42	46		91%	100%
Innovative Community Participation	5	36	41	12%	88%	100%
Specialised Driving Training	<5	16	20		80%	100%
Therapeutic Supports	81	265	346	23%	77%	100%
Capital services						
Home modification design and construction	<5	33	35		94%	100%
Specialist Disability Accommodation	<5	5	5		100%	100%
Vehicle Modifications	<5	20	21		95%	100%
Choice and control support services						
Management of funding for supports in participants plan	17	101	118	14%	86%	100%
Support Coordination	5	54	59	8%	92%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	<5	32	32		100%	100%
Specialised Supported Employment	<5	30	32		94%	100%
Total	154	750	904	17%	83%	100%

⁷⁷⁹ Ibid.

Table M.62 Number and proportion of providers active in 2021-22 Q4 by registration group and first quarter of activity – Northern Territory ⁷⁸⁰

Registration Group	Active in previous quarters and in 2021-22 Q4	Active for the first time in 2021-22 Q4	Total	% active for the first time in 2021-22 Q4
Assistance services				
Accommodation / Tenancy Assistance	<5	<5	<5	0%
Assistance Animals	<5	<5	<5	0%
Assistance with daily life tasks in a group or shared living arrangement	73	<5	76	4%
Assistance with travel/transport arrangements	31	<5	35	11%
Daily Personal Activities	70	<5	74	5%
Group and Centre Based Activities	52	<5	56	7%
High Intensity Daily Personal Activities	49	5	54	9%
Household tasks	57	<5	58	2%
Interpreting and translation	6	<5	7	14%
Participation in community, social and civic activities	100	14	114	12%
Assistive Technology				
Assistive equipment for recreation	<5	<5	<5	33%
Assistive products for household tasks	<5	<5	<5	33%
Assistance products for personal care and safety	71	11	82	13%
Communication and information equipment	26	<5	29	10%
Customised Prosthetics	19	<5	22	14%
Hearing Equipment	8	<5	10	20%
Hearing Services	<5	<5	<5	0%
Personal Mobility Equipment	29	<5	33	12%
Specialised Hearing Services	<5	<5	<5	33%
Vision Equipment	7	<5	7	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	106	13	119	11%
Behaviour Support	38	<5	40	5%
Community nursing care for high needs	25	<5	27	7%
Development of daily living and life skills	48	5	53	9%
Early Intervention supports for early childhood	41	6	47	13%
Exercise Physiology and Physical Wellbeing activities	28	<5	28	0%
Innovative Community Participation	17	<5	20	15%
Specialised Driving Training	<5	<5	6	67%
Therapeutic Supports	103	<5	106	3%
Capital services				
Home modification design and construction	9	<5	9	0%
Specialist Disability Accommodation	<5	<5	<5	0%
Vehicle Modifications	<5	<5	<5	0%
Choice and control support services				
Management of funding for supports in participants plan	72	10	82	12%
Support Coordination	28	<5	30	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	16	<5	17	6%
Specialised Supported Employment	21	<5	22	5%
Total	299	28	327	9%

⁷⁸⁰ Ibid.

Table M.63 Number and proportion of providers active in 2021-22 Q4 in each registration group by legal entity type – Northern Territory ⁷⁸¹

Registration Group	Active					
	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	<5	<5	<5			
Assistance Animals	<5	<5	<5			
Assistance with daily life tasks in a group or shared living arrangement	<5	72	76		95%	100%
Assistance with travel/transport arrangements	<5	32	35		91%	100%
Daily Personal Activities	7	67	74	9%	91%	100%
Group and Centre Based Activities	<5	53	56		95%	100%
High Intensity Daily Personal Activities	<5	50	54		93%	100%
Household tasks	6	52	58	10%	90%	100%
Interpreting and translation	<5	6	7		86%	100%
Participation in community, social and civic activities	13	101	114	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	<5	<5	<5			
Assistive products for household tasks	<5	<5	<5			
Assistance products for personal care and safety	<5	79	82		96%	100%
Communication and information equipment	<5	28	29		97%	100%
Customised Prosthetics	<5	21	22		95%	100%
Hearing Equipment	<5	10	10		100%	100%
Hearing Services	<5	<5	<5			
Personal Mobility Equipment	<5	30	33		91%	100%
Specialised Hearing Services	<5	<5	<5			
Vision Equipment	<5	6	7		86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	15	104	119	13%	87%	100%
Behaviour Support	<5	36	40		90%	100%
Community nursing care for high needs	<5	26	27		96%	100%
Development of daily living and life skills	5	48	53	9%	91%	100%
Early Intervention supports for early childhood	<5	43	47		91%	100%
Exercise Physiology and Physical Wellbeing activities	<5	27	28		96%	100%
Innovative Community Participation	<5	18	20		90%	100%
Specialised Driving Training	<5	6	6		100%	100%
Therapeutic Supports	16	90	106	15%	85%	100%
Capital services						
Home modification design and construction	<5	9	9		100%	100%
Specialist Disability Accommodation	<5	<5	<5			
Vehicle Modifications	<5	<5	<5			
Choice and control support services						
Management of funding for supports in participants plan	10	72	82	12%	88%	100%
Support Coordination	<5	27	30		90%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	<5	17	17		100%	100%
Specialised Supported Employment	<5	21	22		95%	100%
Total	46	281	327	14%	86%	100%

⁷⁸¹ Ibid.

Figure M.12 Distribution of active providers in 2021-22 Q4 by their status in 2021-22 Q3 and payment band in 2021-22 Q4 – Northern Territory ⁷⁸²

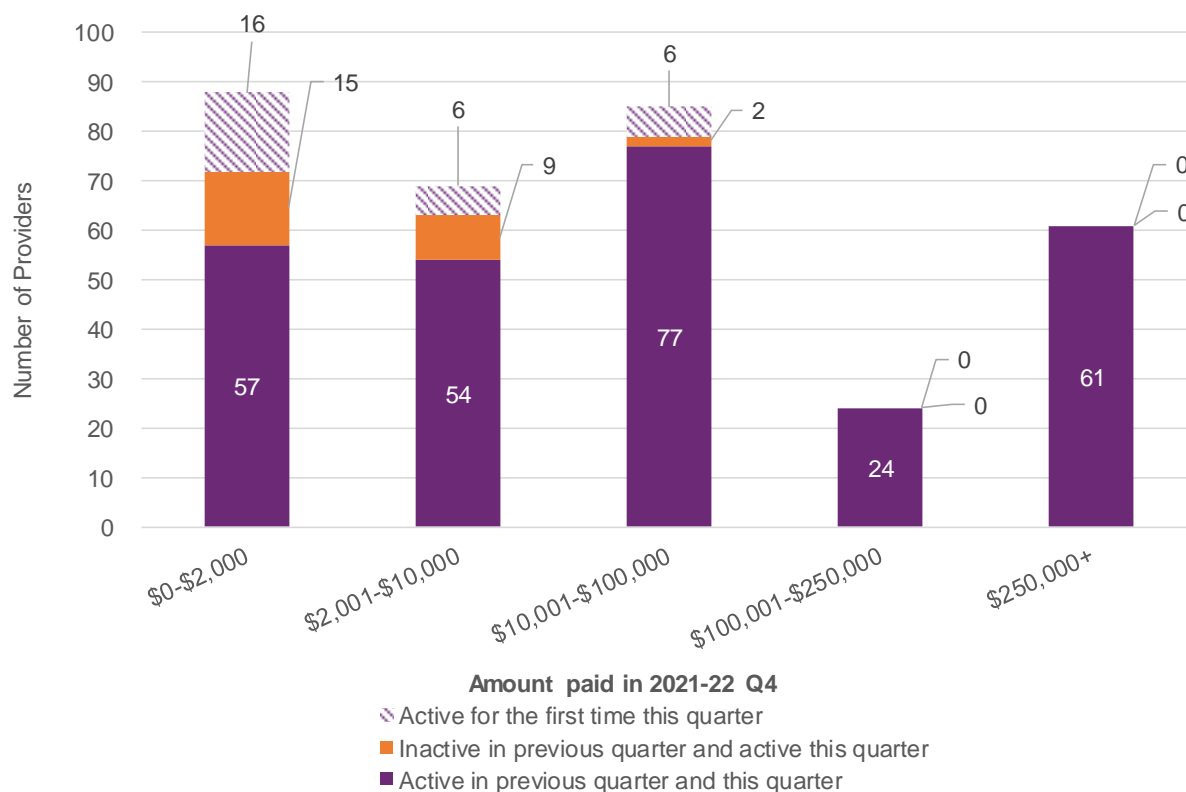
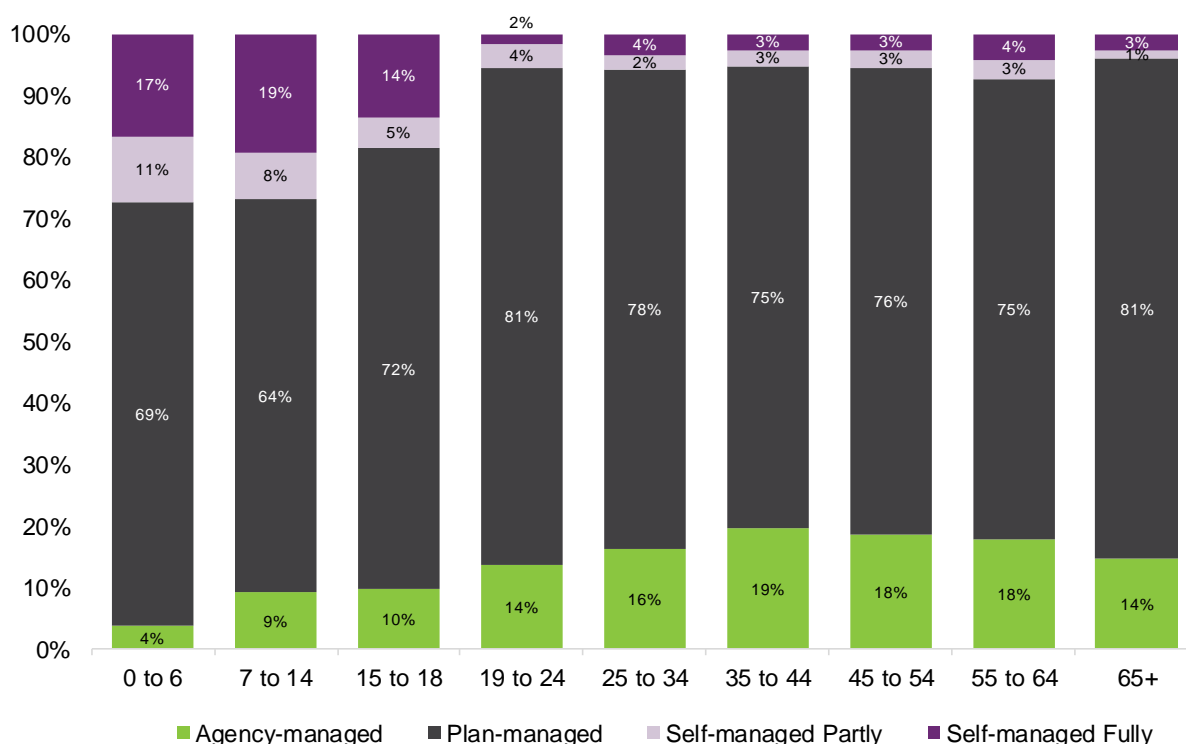


Figure M.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2022 – Northern Territory ^{783 784}



⁷⁸² 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.

⁷⁸³ For the total number of active participants in each age group, see Table M.18.

⁷⁸⁴ 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.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2022 – Northern Territory ^{785 786}

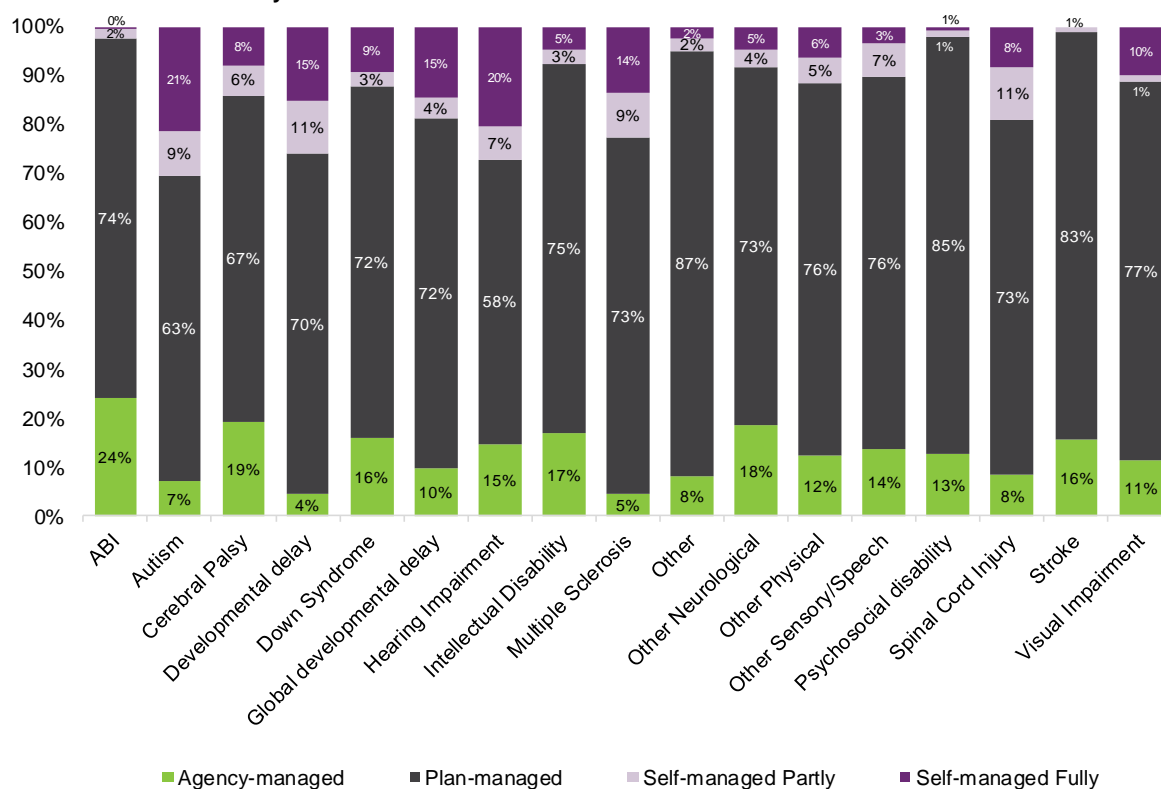


Table M.64 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory ⁷⁸⁷

	Prior Quarters	2021-22 Q4	Total
Self-managed fully	10%	10%	10%
Self-managed partly	5%	6%	6%
Plan-managed	71%	75%	72%
Agency-managed	13%	8%	12%
Total	100%	100%	100%

⁷⁸⁵ For the total number of active participants in each primary disability group, see Table M.14.

⁷⁸⁶ 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.

⁷⁸⁷ Ibid.

Figure M.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁸⁸

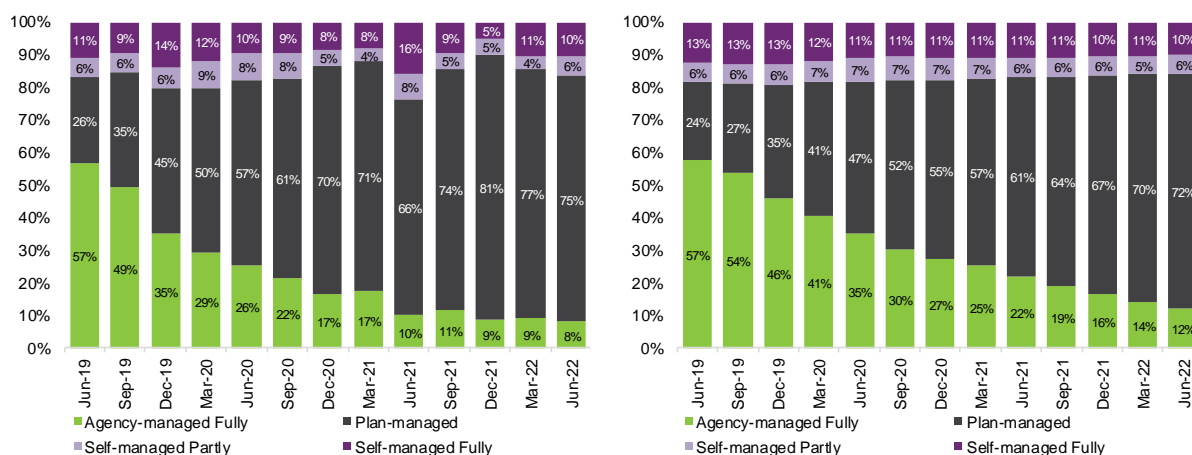


Table M.65 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory

	Prior Quarters	2021-22 Q4	Total
Self-managed	4%	5%	4%
Plan-managed	31%	54%	33%
Agency-managed	65%	41%	63%
Total	100%	100%	100%

Figure M.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory

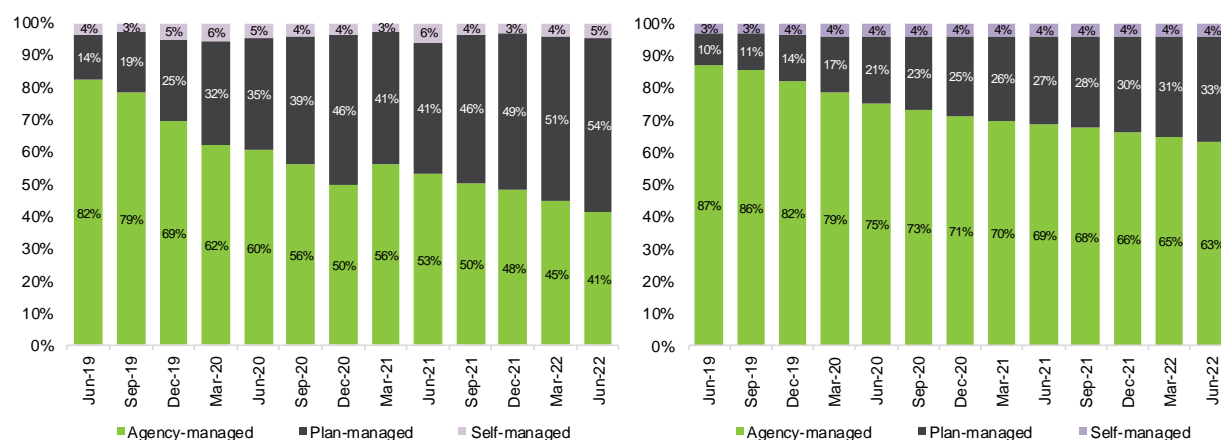


Table M.66 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory

	Prior Quarters	2021-22 Q4	Total
Support coordination	74%	72%	74%

⁷⁸⁸ 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.67 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁷⁸⁹

Plan activation	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	2,669	65%	174	66%	2,843	65%
30 to 59 days	511	12%	39	15%	550	13%
60 to 89 days	228	6%	12	5%	240	5%
Activated within 90 days	3,408	83%	225	86%	3,633	83%
90 to 119 days	182	4%	<11	3%	190	4%
120 days and over	462	11%	12	5%	474	11%
Activated after 90 days	644	16%	20	8%	664	15%
No payments	68	2%	18	7%	86	2%
Total plans approved	4,120	100%	263	100%	4,383	100%

⁷⁸⁹ Plans approved after the end of 2021-22 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table M.68 Proportion of participants who have activated within 12 months at 30 June 2022 – Northern Territory ⁷⁹⁰

	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	1,988	2,055	97%
Not Aboriginal and Torres Strait Islander	1,646	1,696	97%
Not Stated	279	290	96%
Total	3,913	4,041	97%
by Culturally and Linguistically Diverse status			
CALD	257	259	99%
Not CALD	3,647	3,773	97%
Not Stated	<11	<11	
Total	3,913	4,041	97%
by Remoteness			
Major Cities	<11	<11	
Regional	2,247	2,324	97%
Remote	1,663	1,714	97%
Missing	<11	<11	
Total	3,913	4,041	97%
by Primary Disability type			
Autism	927	960	97%
Intellectual disability (including Down syndrome)	807	822	98%
Psychosocial disability	410	417	98%
Developmental delay (including global developmental delay)	410	437	94%
Other	1,359	1,405	97%
Total	3,913	4,041	97%
by Gender			
Male	2,532	2,613	97%
Female	1,361	1,408	97%
Other	20	20	100%
Total	3,913	4,041	97%
by Age Group			
0-6	494	516	96%
7-14	1,035	1,074	96%
15-18	276	295	94%
19-24	298	308	97%
25-34	362	372	97%
35-44	446	454	98%
45-54	450	462	97%
55-64	420	427	98%
65+	132	133	99%
Total	3,913	4,041	97%

⁷⁹⁰ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.
June 2022 | NDIS Quarterly Report to disability ministers

Table M.69 Distribution of plans by utilisation – Northern Territory ^{791 792}

Plan utilisation	Total
0 to 50%	40%
50% to 75%	23%
> 75%	37%
Total	100%

Table M.70 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁷⁹³

	Prior Quarters	2021-22 Q4	Total
Daily Activities	16%	17%	16%
Health & Wellbeing	56%	61%	57%
Lifelong Learning	19%	20%	19%
Other	22%	24%	23%
Non-categorised	15%	11%	14%
Any mainstream service	96%	95%	96%

⁷⁹¹ This table only considers participants with initial plans approved up to 31 December 2021, and includes committed supports and payments for supports provided up to 31 March 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁷⁹² 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.

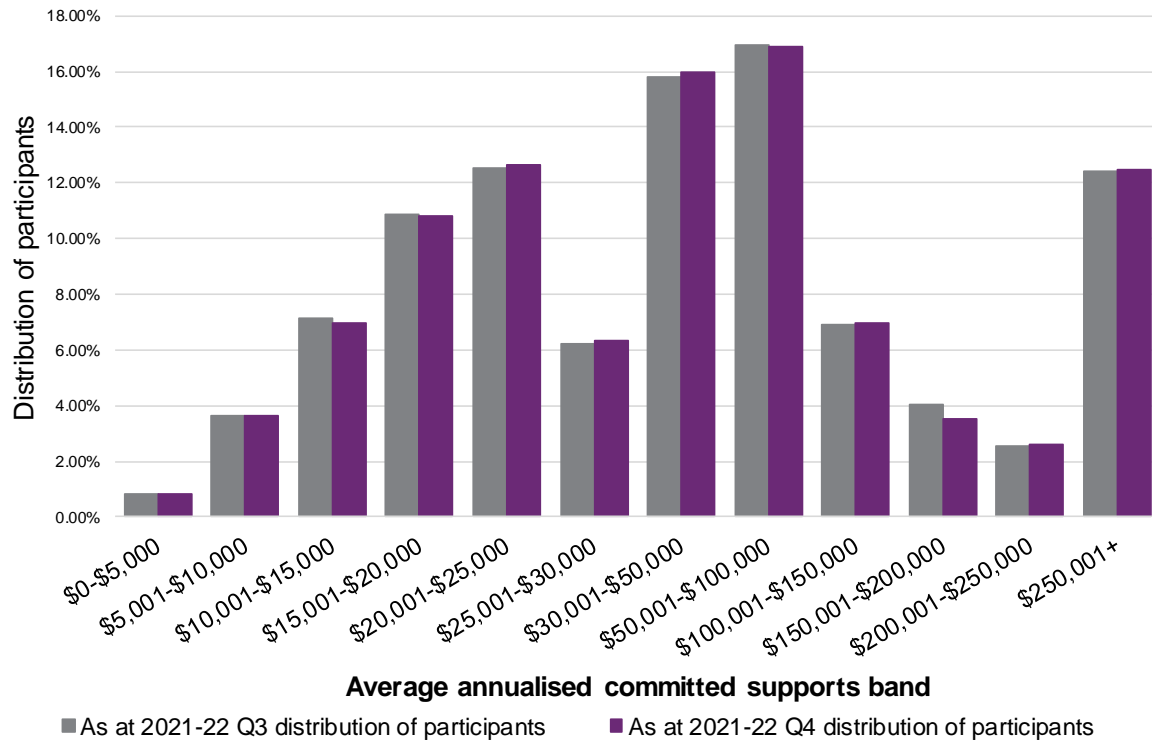
⁷⁹³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Table M.71 Committed supports by financial year (\$m) – Northern Territory ⁷⁹⁴

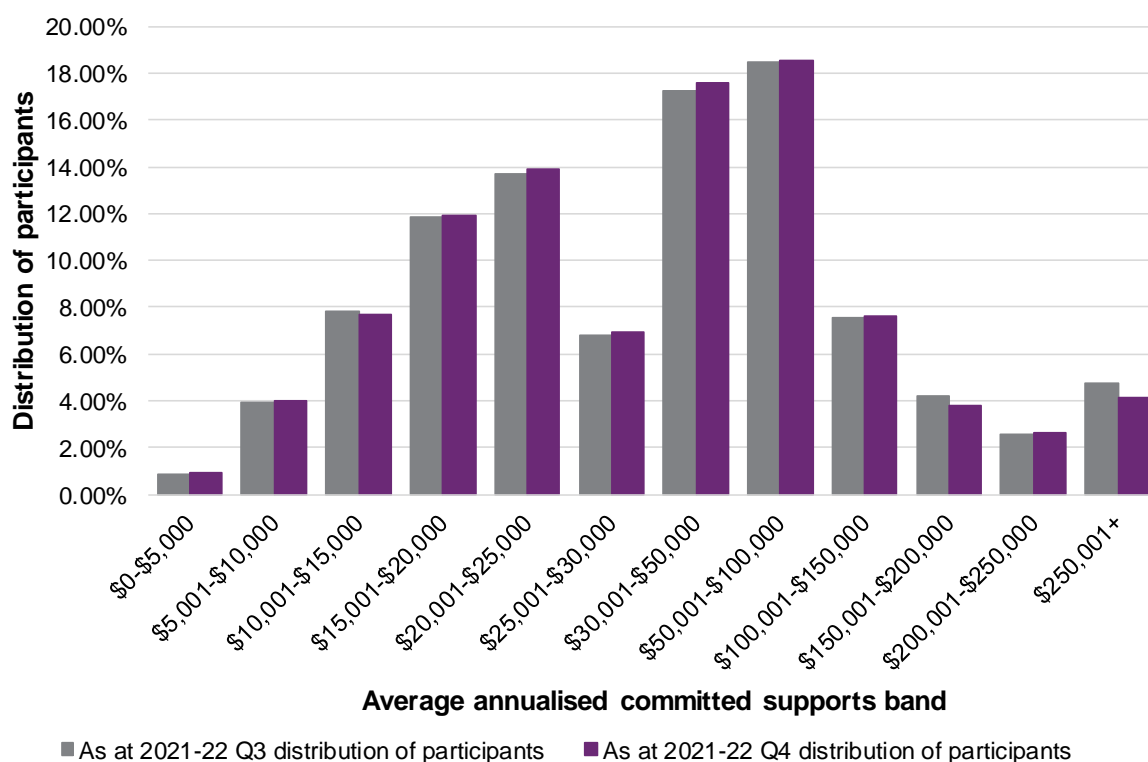
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	0.1	2.0	5.8	20.6	101.1	203.0	393.3	522.5	540.3

Figure M.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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Northern Territory



⁷⁹⁴ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Northern Territory.

Figure M.18 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 Q4 compared with active participants with initial plan approvals as at 2021-22 Q3 – Northern Territory



Note: In Figures M.19 to M.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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 by age group as at 30 June 2022 – Northern Territory



Figure M.20 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2022 – Northern Territory

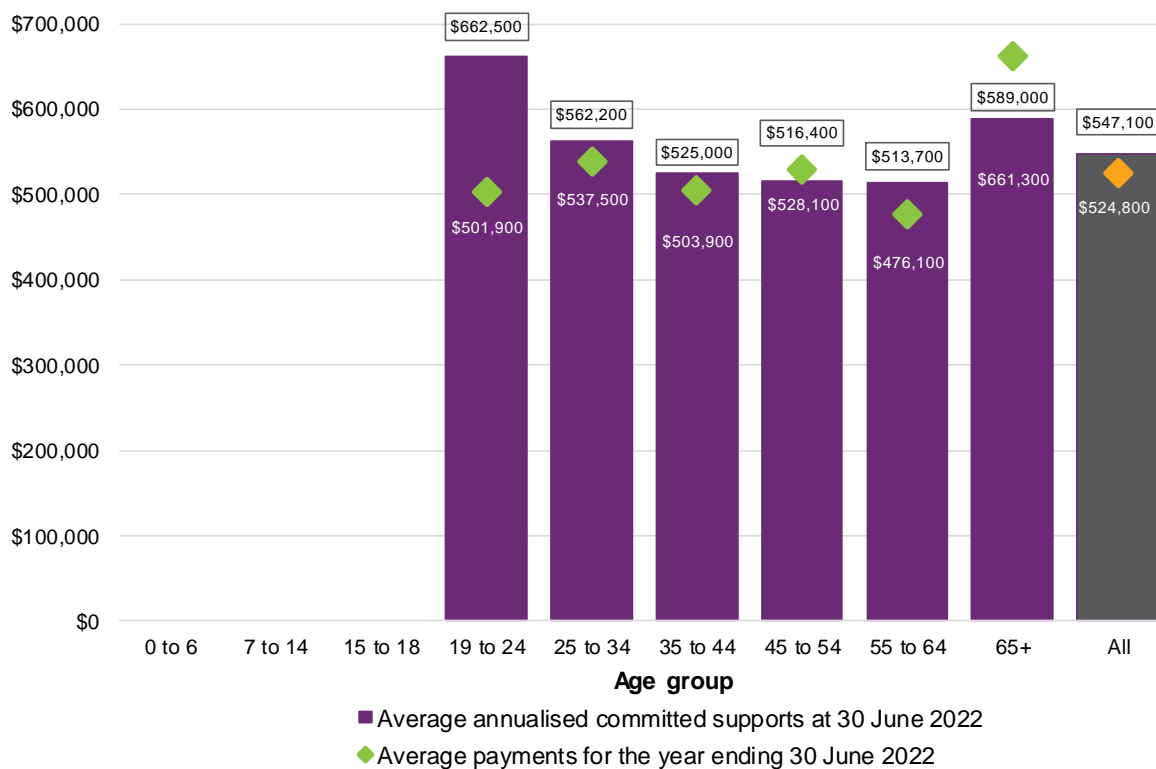


Figure M.21 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2022 – Northern Territory

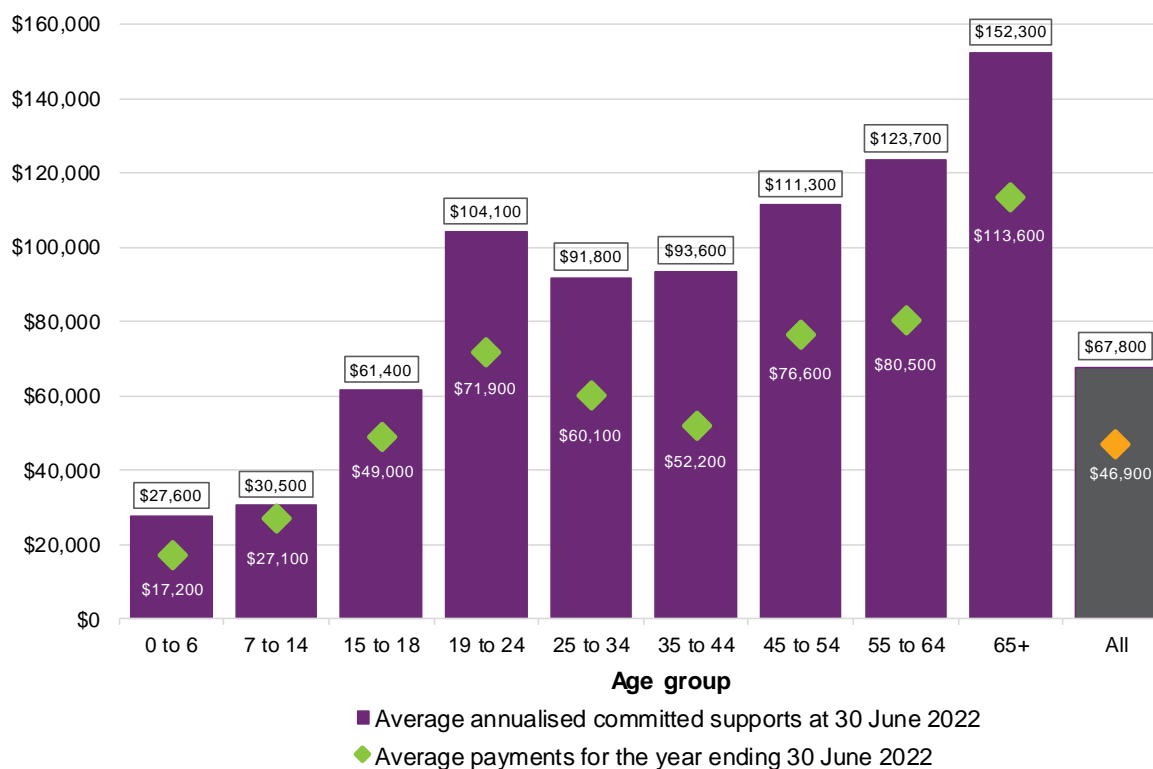


Figure M.22 Average annualised committed supports and average payments by gender and age group as at 30 June 2022 – Northern Territory

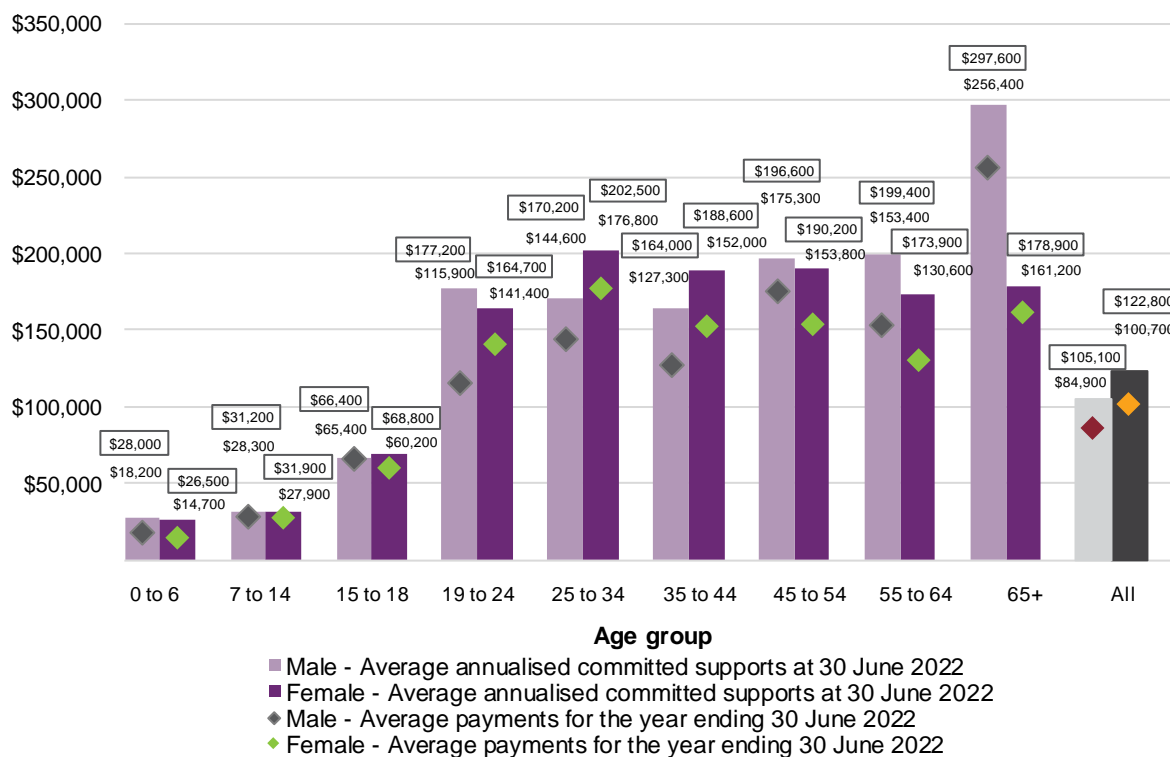


Figure M.23 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 June 2022 – Northern Territory

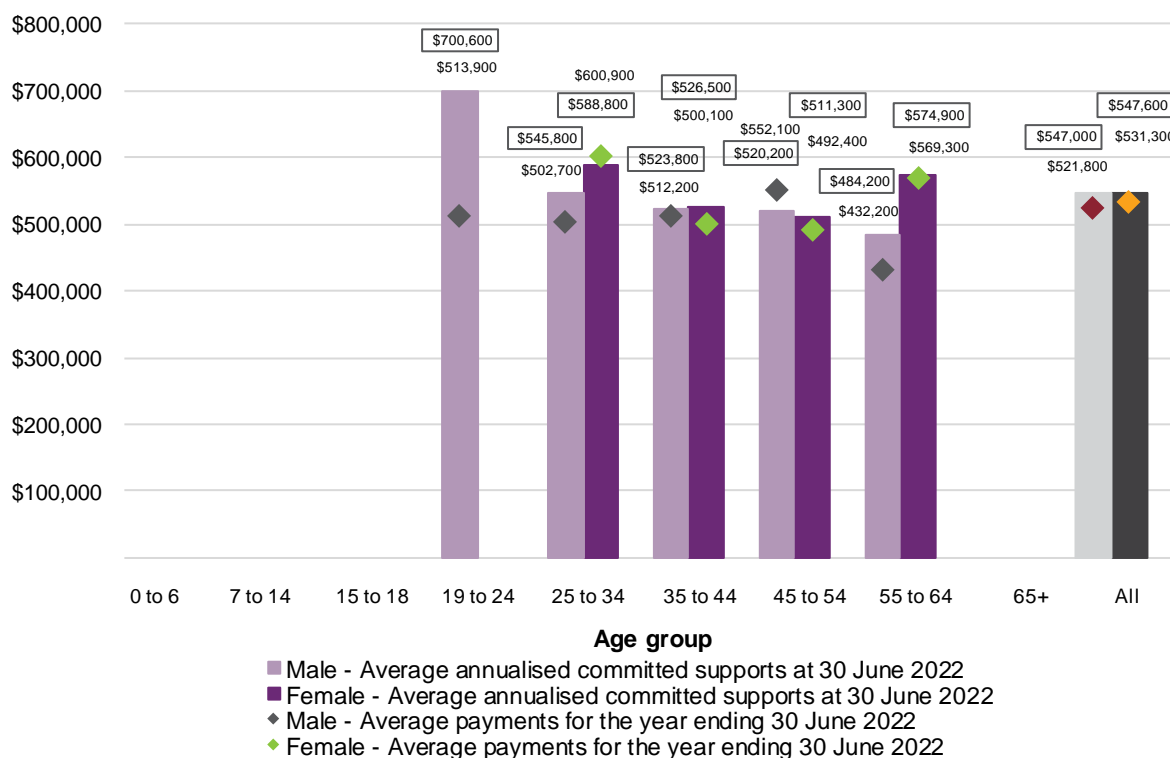


Figure M.24 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 June 2022 – Northern Territory

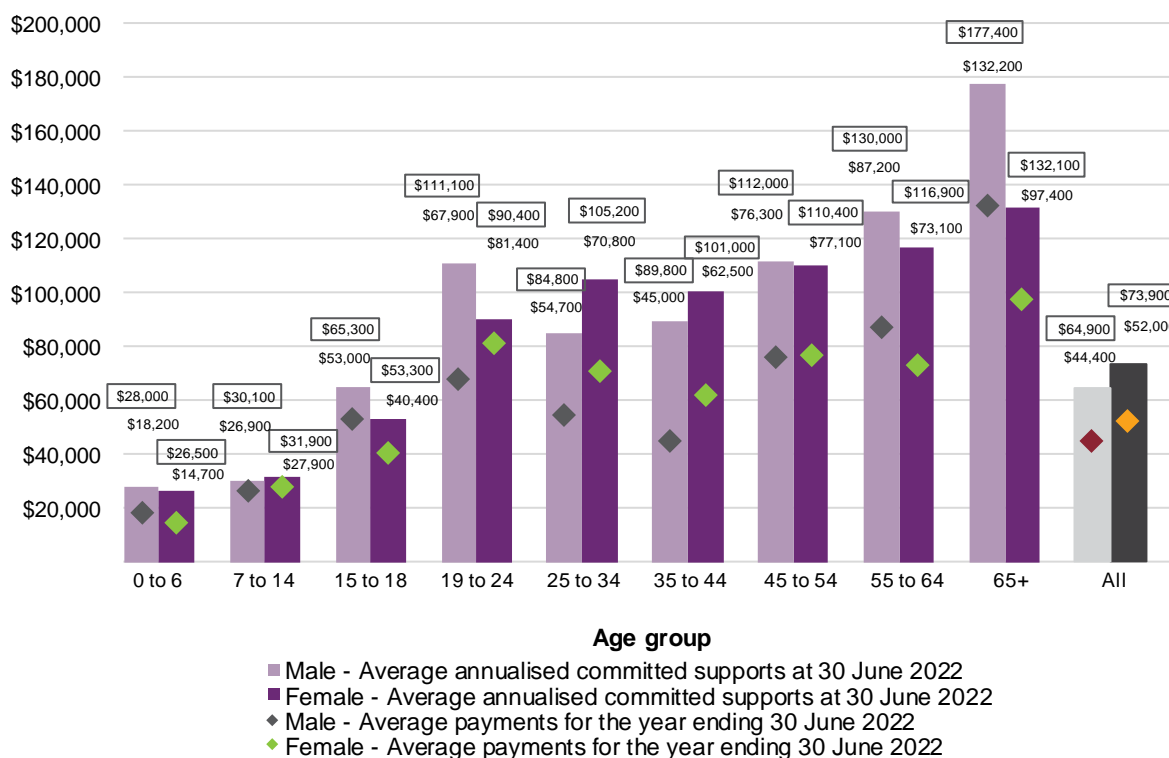


Figure M.25 Average annualised committed supports and average payments by primary disability as at 30 June 2022 – Northern Territory

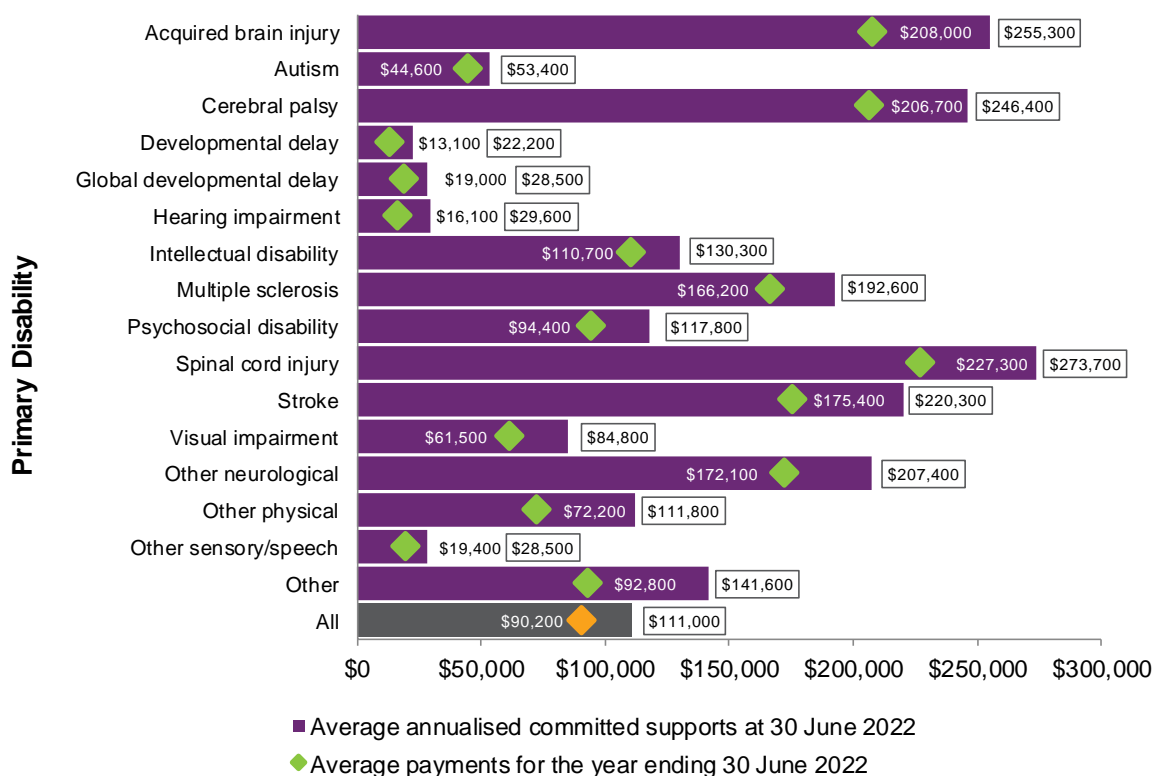


Figure M.26 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 June 2022 – Northern Territory

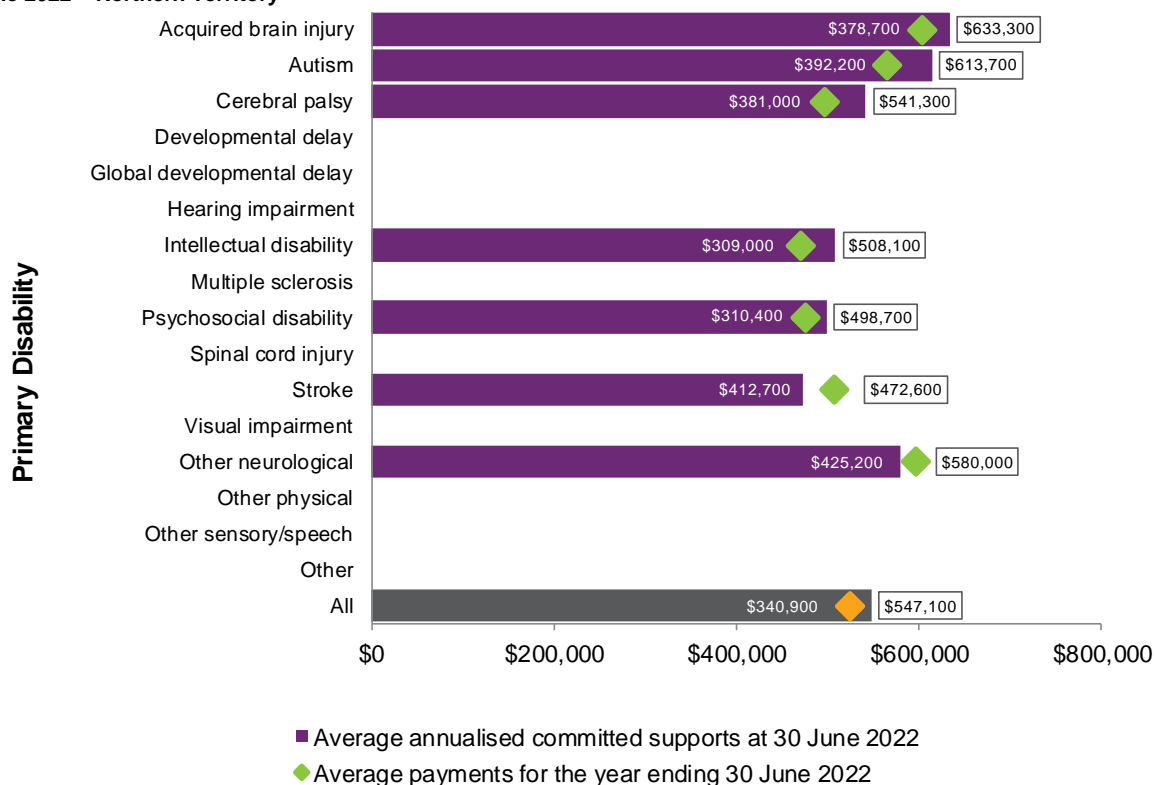


Figure M.27 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 June 2022 – Northern Territory

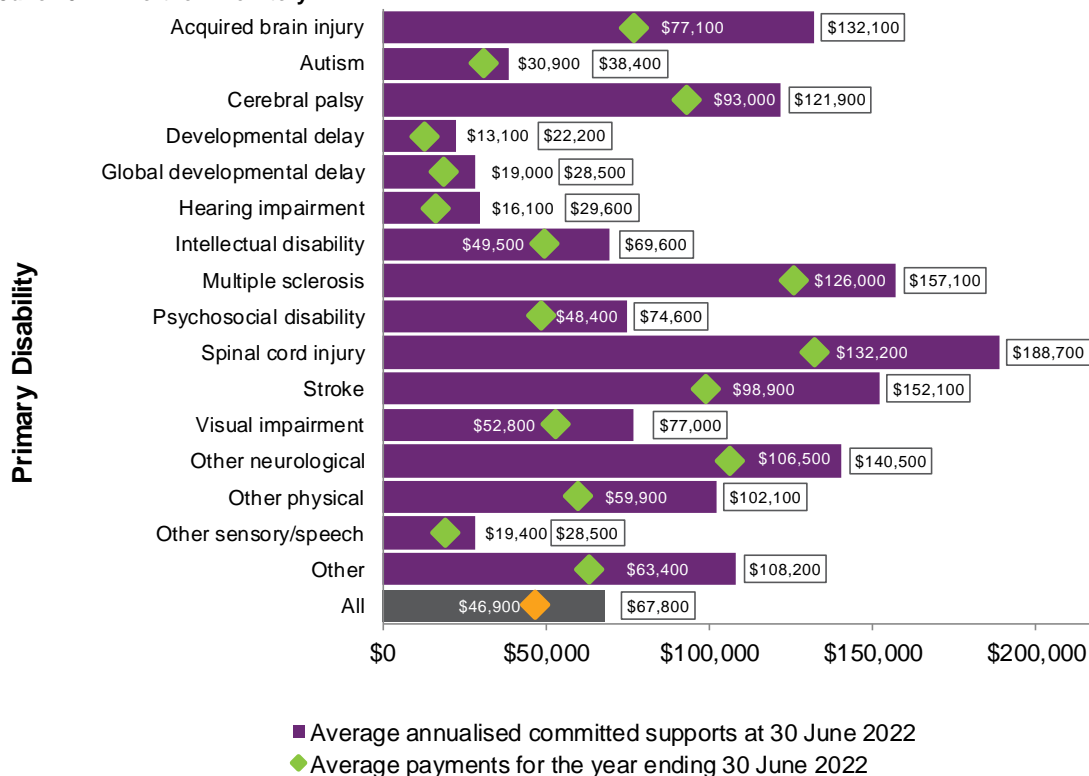


Figure M.28 Average annualised committed supports and average payments by gender and primary disability as at 30 June 2022 – Northern Territory

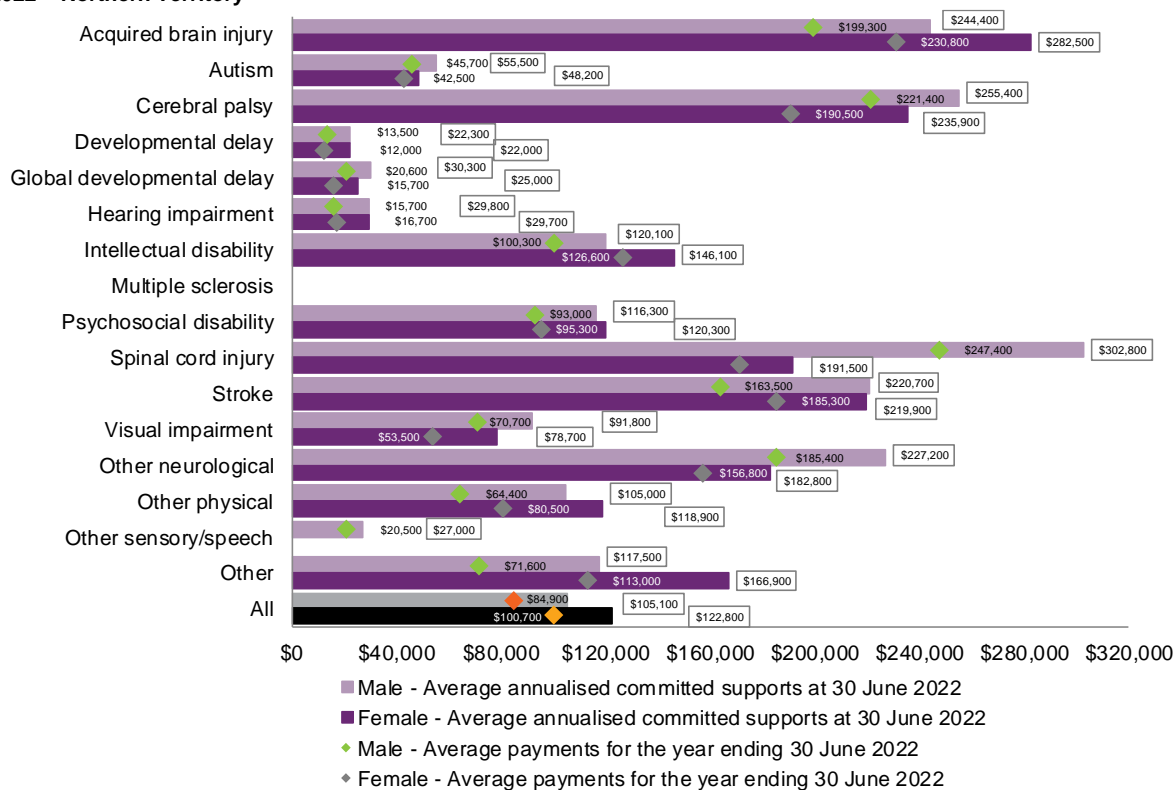


Figure M.29 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability as at 30 June 2022 – Northern Territory

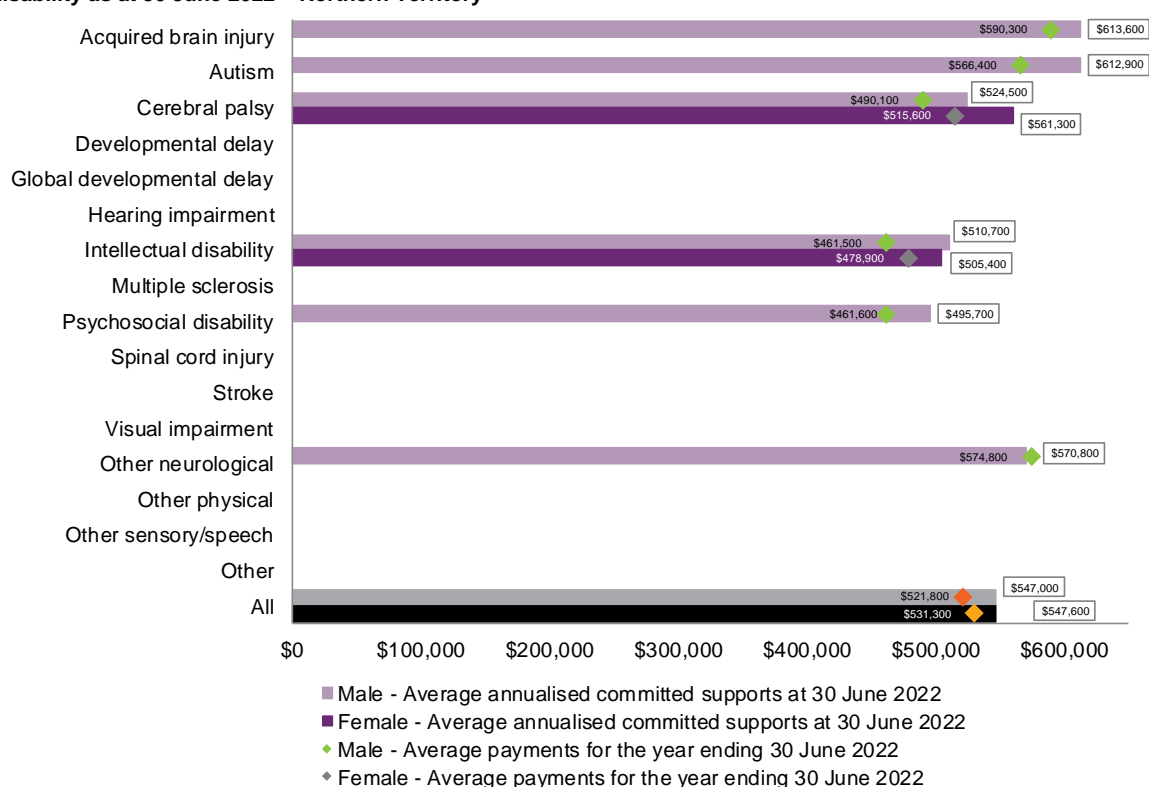


Figure M.30 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability as at 30 June 2022 – Northern Territory

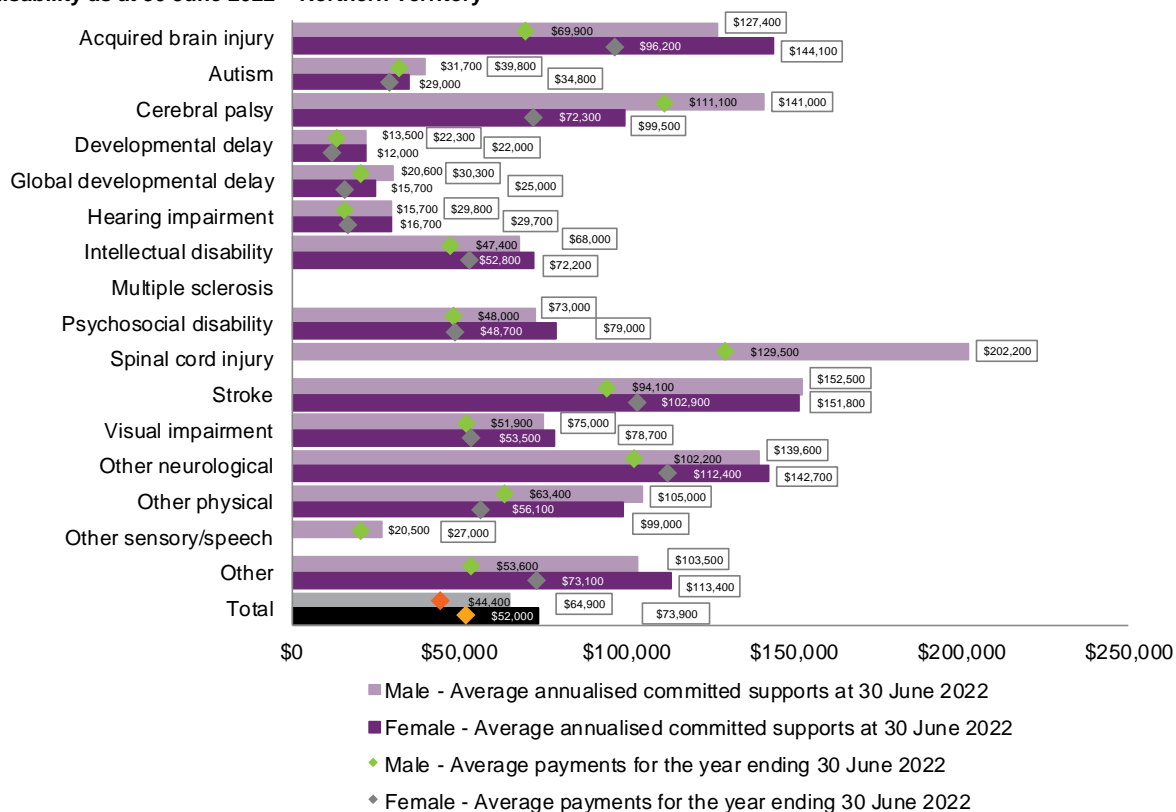


Figure M.31 Average annualised committed supports and average payments by reported level of function as at 30 June 2022 – Northern Territory

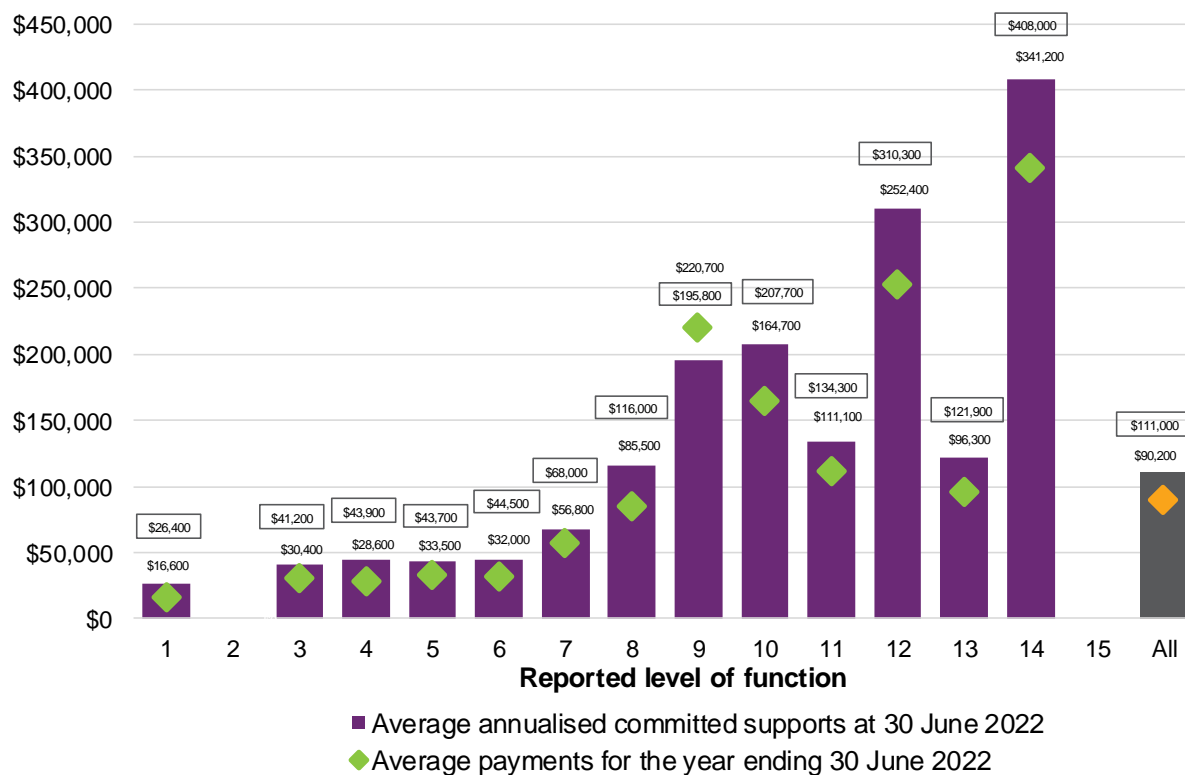


Figure M.32 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2022 – Northern Territory

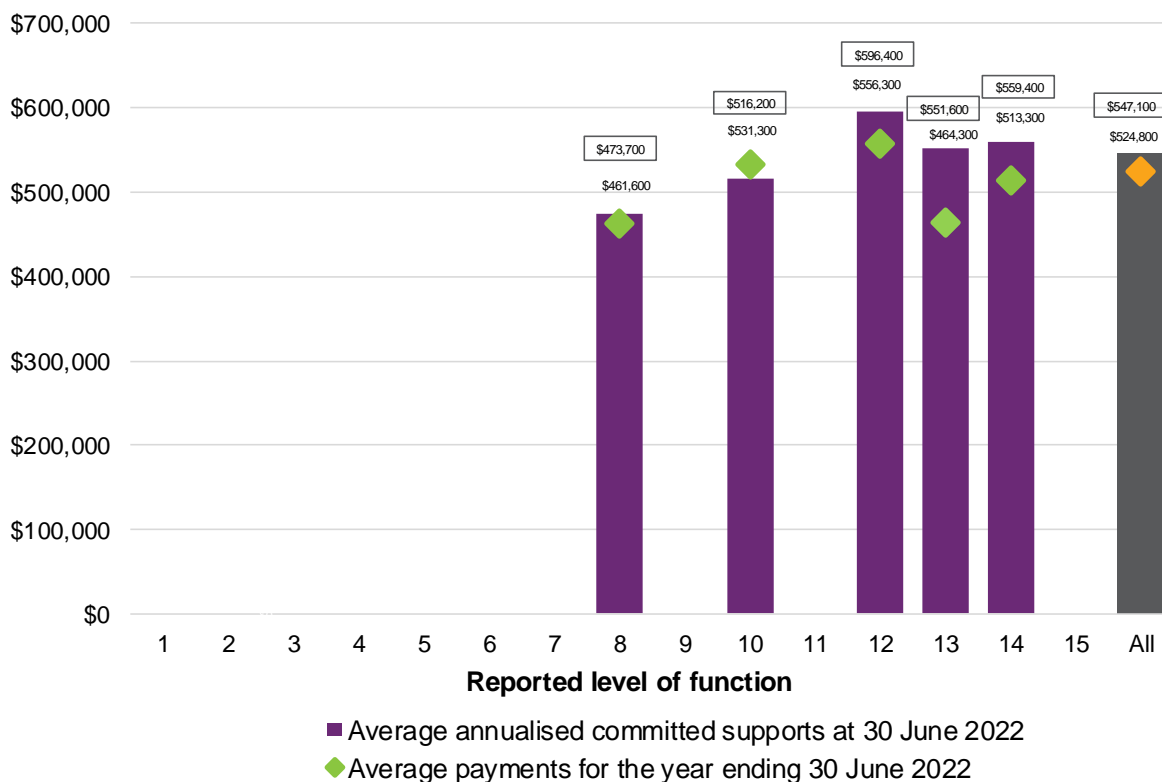


Figure M.33 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2022 – Northern Territory

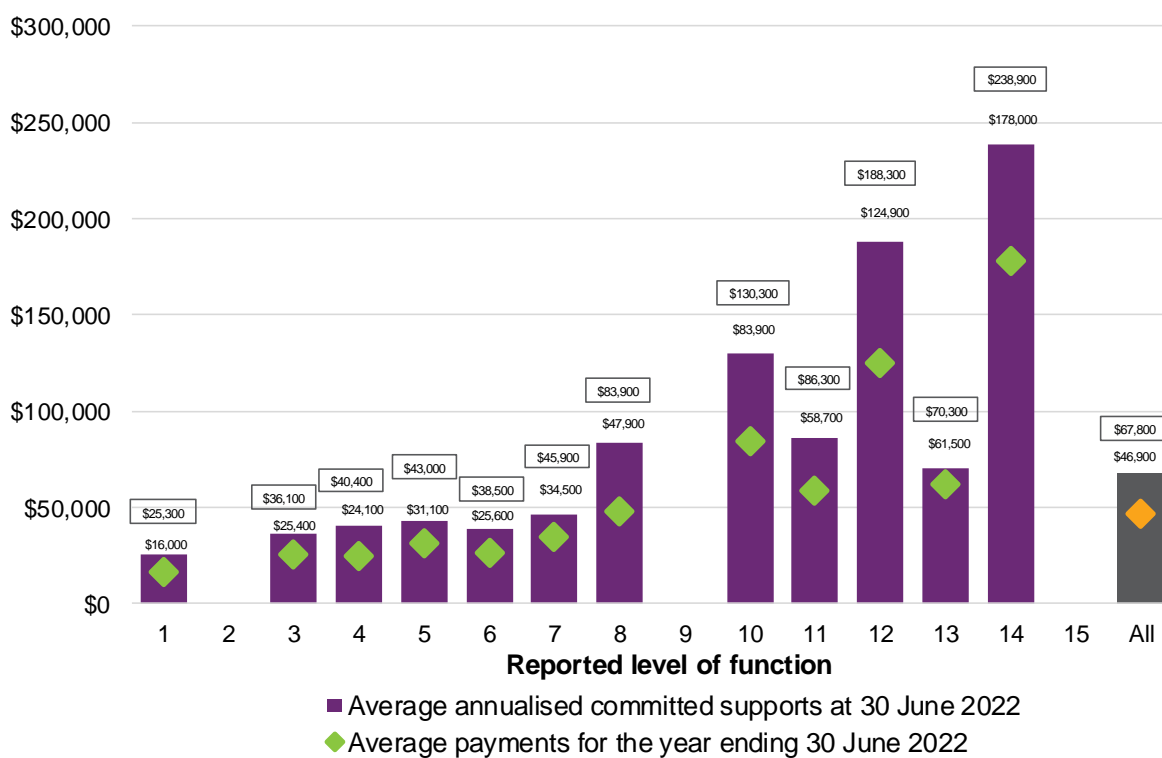
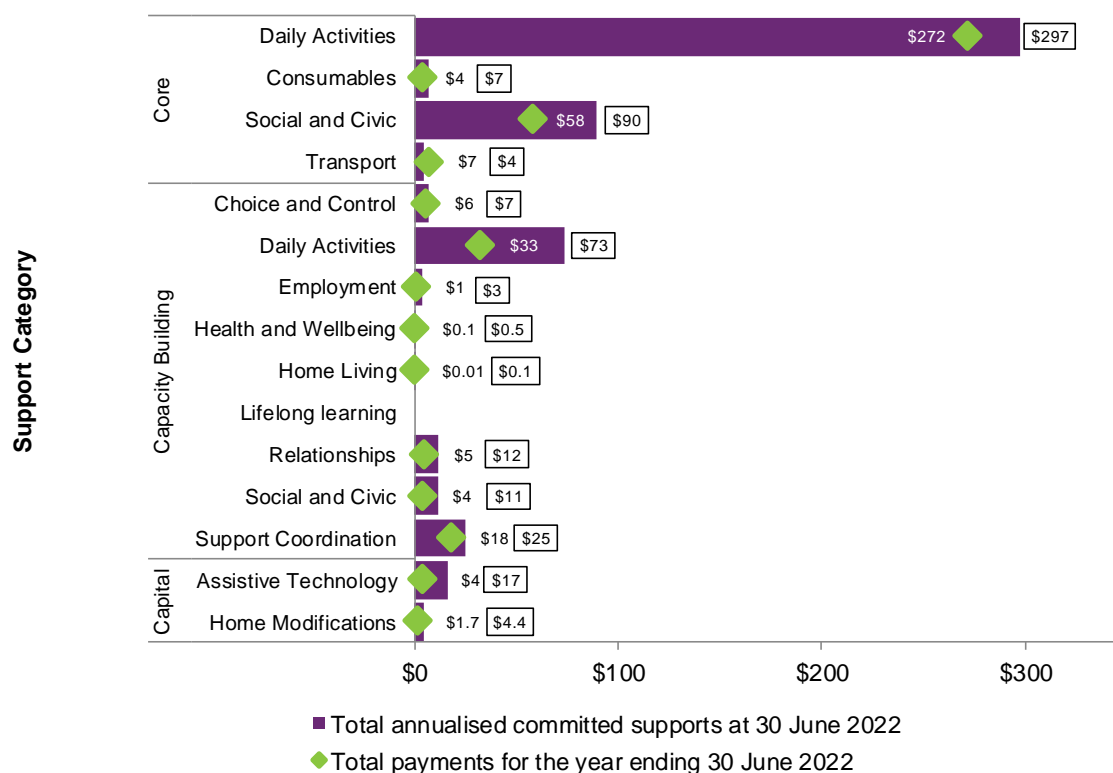


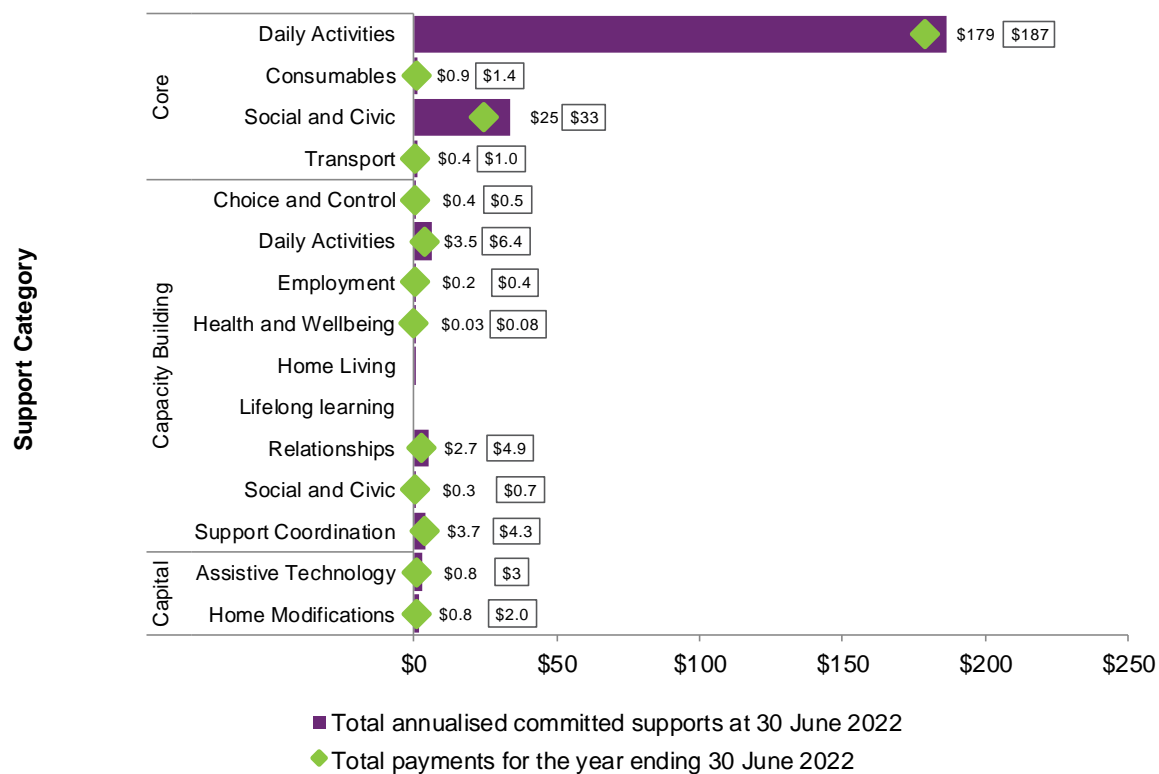
Figure M.34 Total annualised committed supports and total payments by support category as at 30 June 2022 (\$m) – Northern Territory ^{795 796}



⁷⁹⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁷⁹⁶ Total payments for home modifications in Northern Territory were \$1.7m. Of which, \$0.9m (51%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8m (49%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in Northern Territory in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$4.4m. Of which, \$2.6m (59%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.8m (41%) has been allocated for non-SDA supports.

Figure M.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2022 (\$m) – Northern Territory ^{797 798}



⁷⁹⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁷⁹⁸ Total payments for home modifications in Northern Territory were \$0.8m. Of which, \$0.8m (100%) has been paid for specialised disability accommodation (SDA) supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in Northern Territory in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$2m. Of which, \$1.95m (97.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.05m (2.4%) has been allocated for non-SDA supports.

Figure M.36 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2022 (\$m) – Northern Territory ^{799 800}

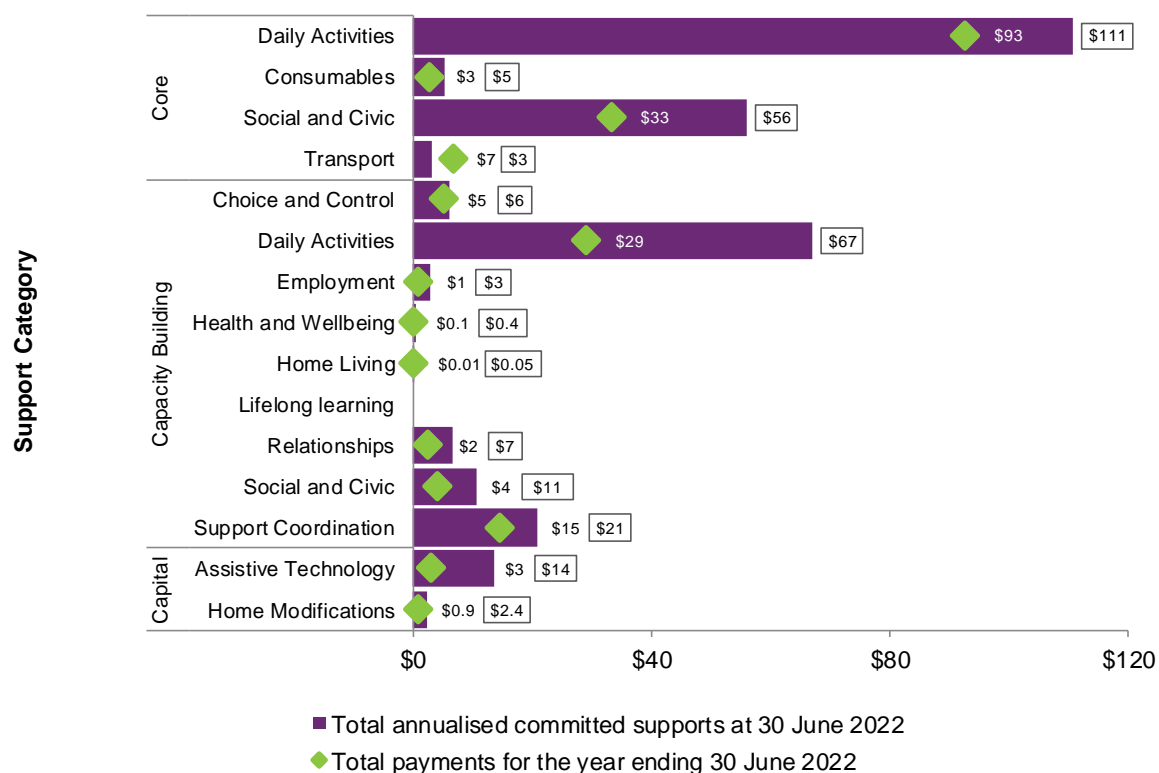


Table M.72 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{801 802}

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Committed	0.1	2.0	5.8	20.6	101.1	203.0	393.3	522.5	540.3
Total Paid	0.0	1.7	4.2	11.9	67.5	137.6	267.6	378.7	396.4
% utilised to date	31%	82%	72%	58%	67%	68%	68%	72%	73%

⁷⁹⁹ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022.

⁸⁰⁰ Total payments for home modifications in Northern Territory were \$0.9m. Of which, \$0.05m (5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8m (95%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.01m processed off-system in Northern Territory in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$2.4m. Of which, \$0.7m (27%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.8m (73%) has been allocated for non-SDA supports.

⁸⁰¹ 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.

⁸⁰² 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.37 Utilisation of committed supports as at 31 March 2022 and 30 June 2022 – Northern Territory

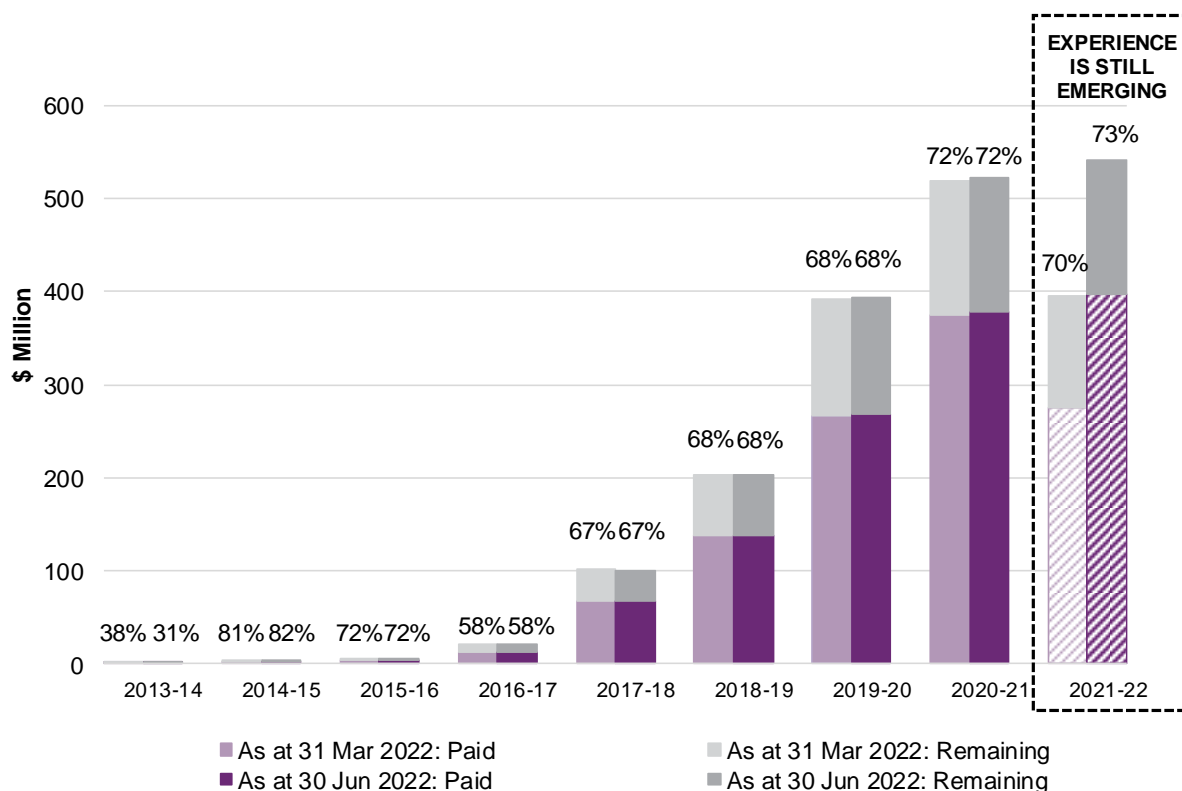
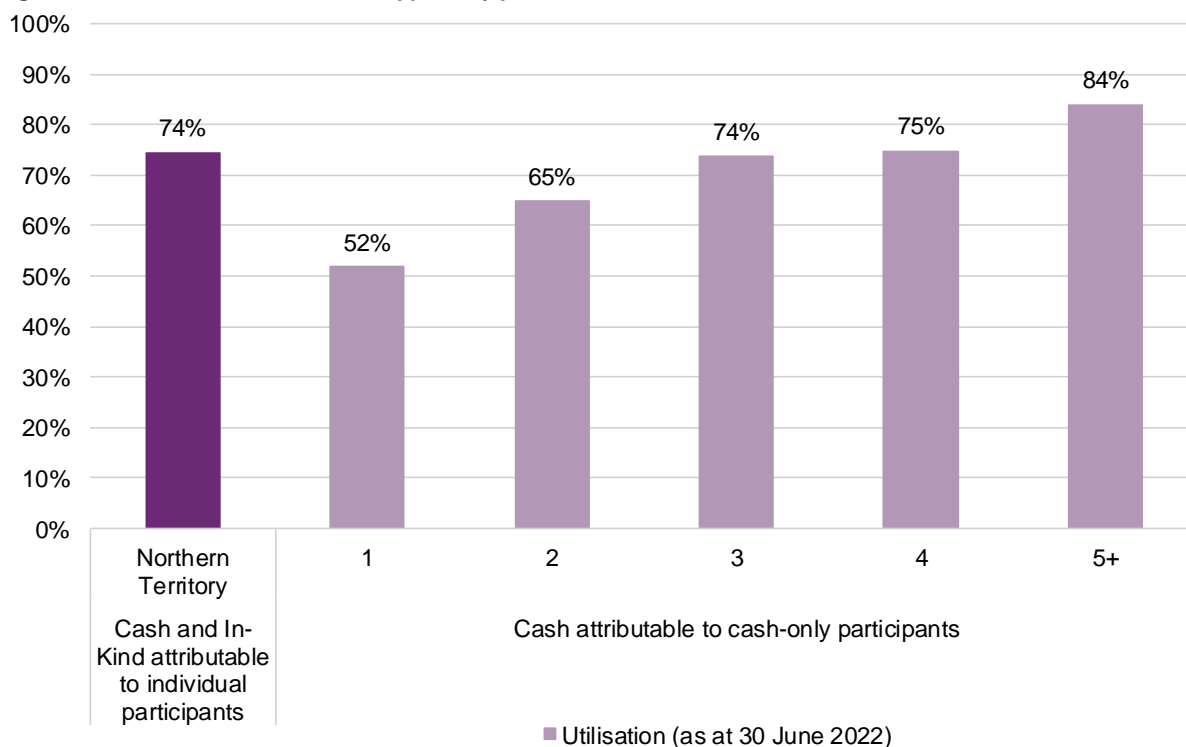


Figure M.38 Utilisation of committed supports by plan number from 1 October 2021 to 31 March 2022 – Northern Territory ⁸⁰³



⁸⁰³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

Figure M.39 Utilisation of committed supports by SIL status from 1 October 2021 to 31 March 2022 – Northern Territory ⁸⁰⁴

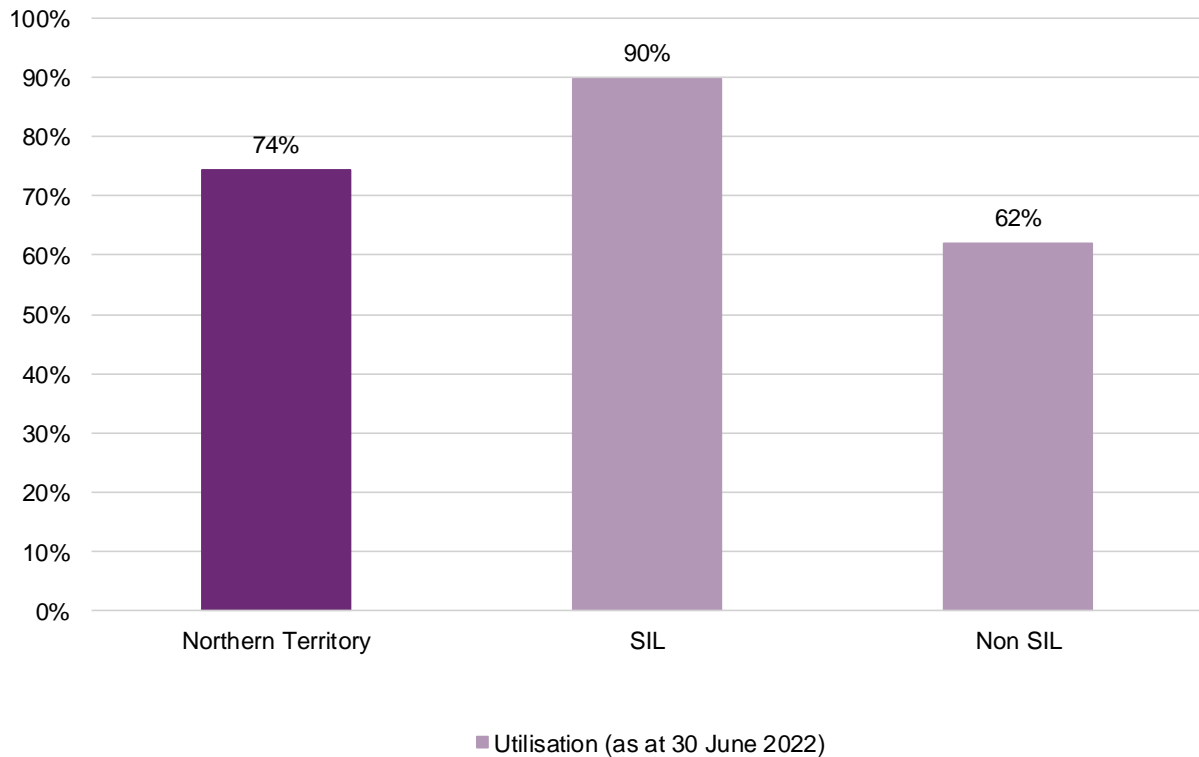
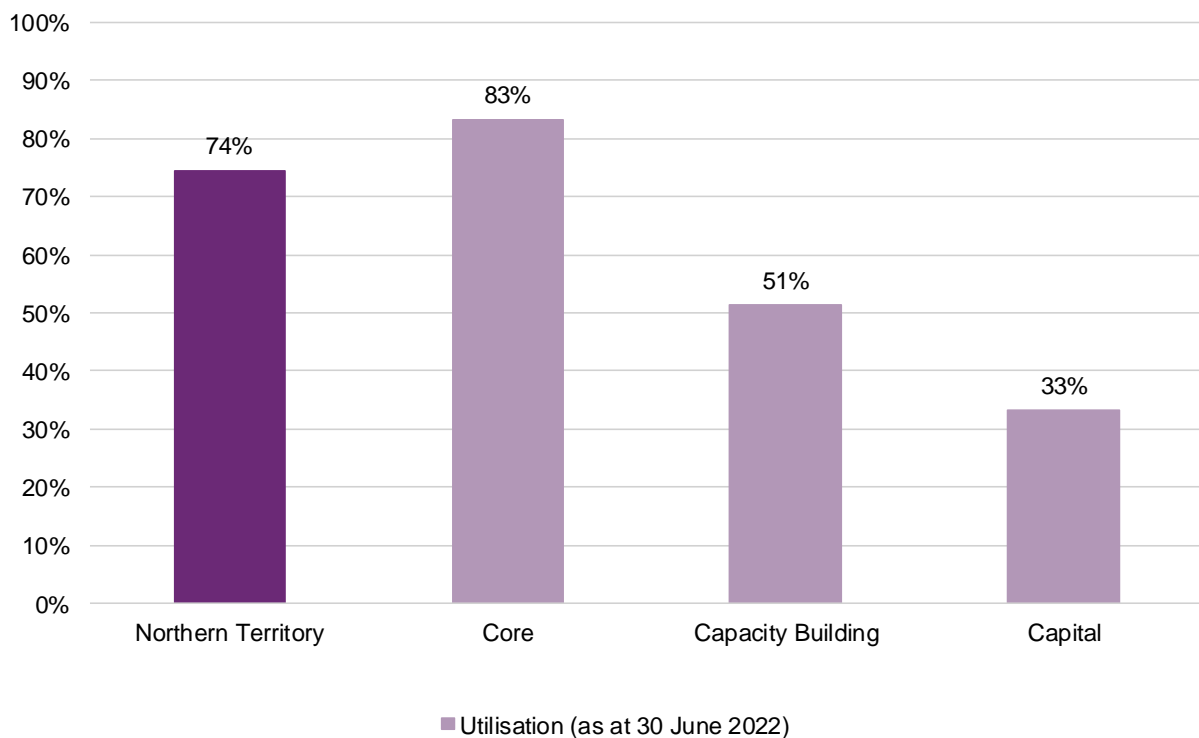


Figure M.40 Utilisation of committed supports by support class from 1 October 2021 to 31 March 2022 – Northern Territory ⁸⁰⁵



⁸⁰⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown, as experience in the most recent quarter is still emerging.

⁸⁰⁵ Ibid.

Figure M.41 Utilisation of committed supports by remoteness from 1 October 2021 to 31 March 2022 – Northern Territory ^{806 807}

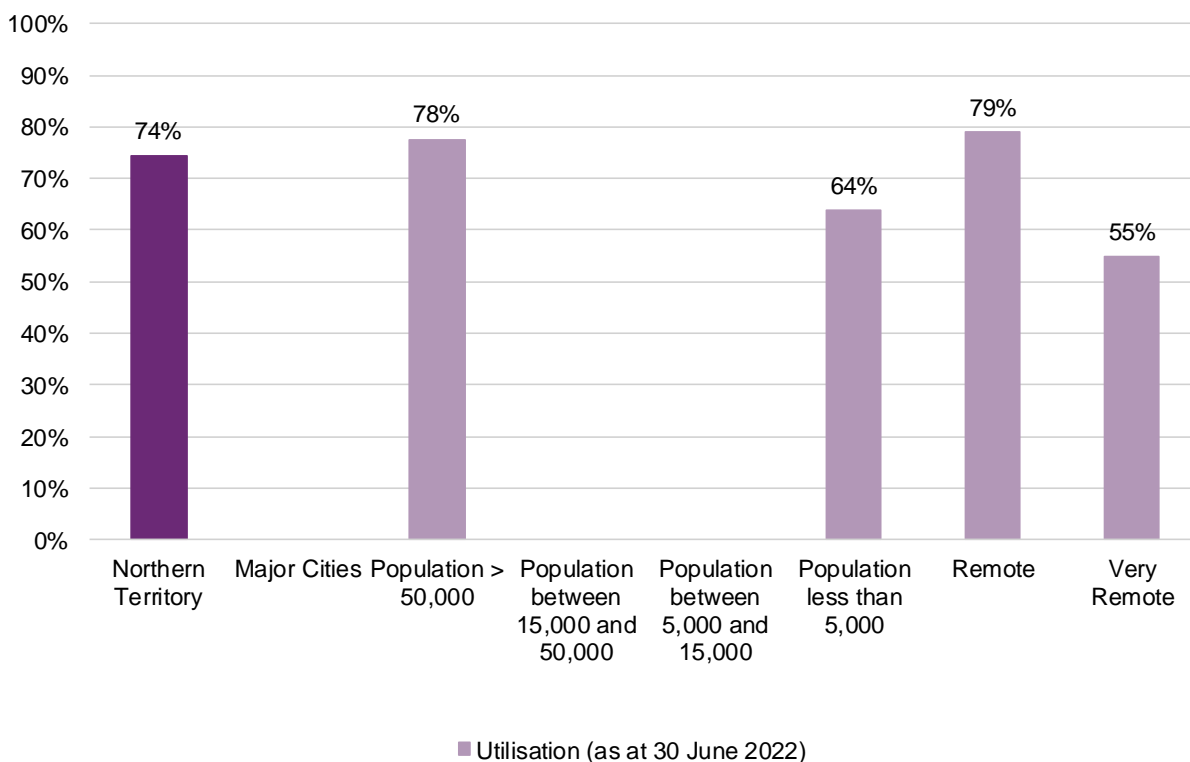


Table M.73 Inflation quarterly trends by type of inflation as at 30 June 2022 - Northern Territory ⁸⁰⁸

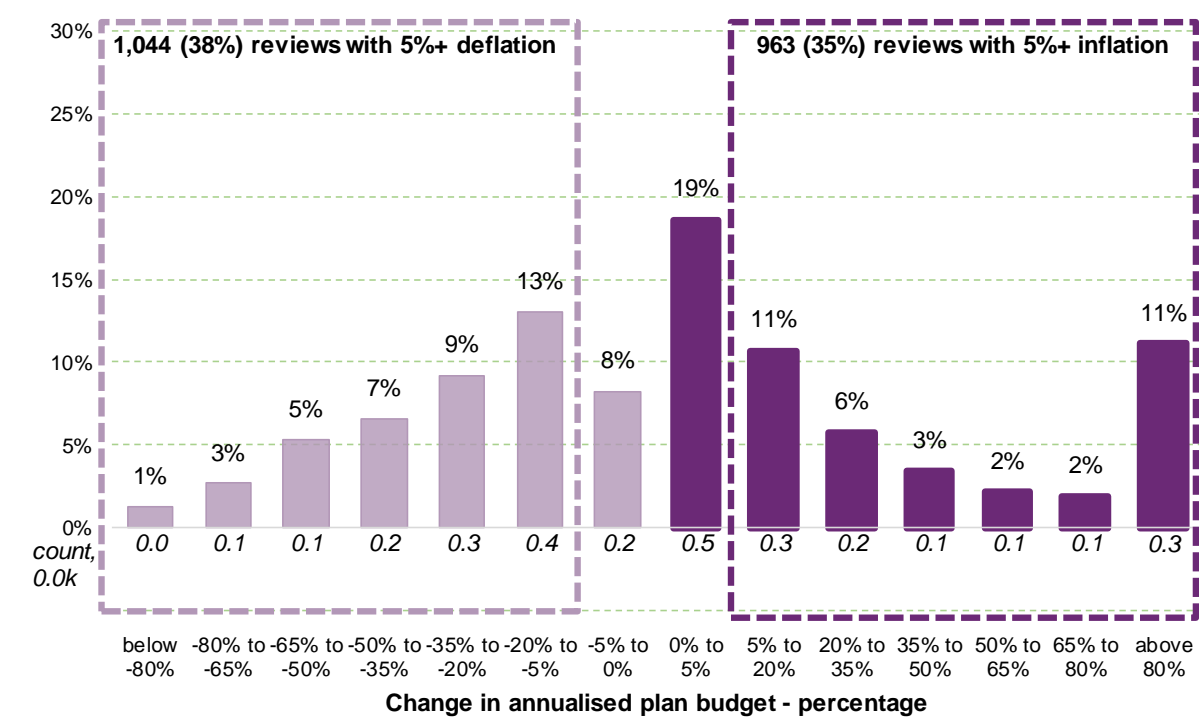
	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22
Intraplan Inflation	6.9%	3.7%	6.0%	3.9%	4.6%	5.0%	6.6%	4.3%
Interplan Inflation	15.1%	-6.5%	-9.0%	-9.5%	-9.2%	2.0%	2.6%	2.0%
Total Inflation	22.1%	-2.8%	-3.0%	-5.6%	-4.5%	7.0%	9.2%	6.3%

⁸⁰⁶ Ibid.

⁸⁰⁷ Utilisation is not shown if there is insufficient data in the group.

⁸⁰⁸ A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has now been reflected in some of the historical inflation rates.

Figure M.42 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants – Northern Territory ⁸⁰⁹



⁸⁰⁹ Ibid.
June 2022 | NDIS Quarterly Report to disability ministers

Appendix N:

State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

Table N.1 Active participants including ECA at 30 June 2022 ^{810 811 812}

State/Territory	Active participant plans		Early Childhood Approach (ECA)	Active participant plans including ECA	
	N	%	N	N	%
NSW	161,055	30.1%	4,756	165,811	30.2%
VIC	142,240	26.6%	3,222	145,462	26.5%
QLD	111,837	20.9%	3,814	115,651	21.1%
WA	46,475	8.7%	827	47,302	8.6%
SA	46,580	8.7%	845	47,425	8.6%
TAS	12,104	2.3%	191	12,295	2.2%
ACT	9,349	1.7%	169	9,518	1.7%
NT	4,963	0.9%	116	5,079	0.9%
OT	48	0.0%	<11	48	0.0%
Missing	<11	0.0%	<11	<11	0.0%
National	534,655	100.0%	13,940	548,595	100.0%

Note: The results for participants in OT and participants with missing residing state information are not shown separately in the below tables on participant characteristics due to small numbers. However, they are included in the National totals for each table.

Table N.2 Number of active participant plans by age at 30 June 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	25,071	23,984	18,246	5,444	6,472	1,584	1,183	876	82,863
7 to 14	40,972	36,893	29,942	11,474	13,431	2,715	2,411	1,232	139,087
15 to 18	12,689	10,597	9,413	4,459	4,594	1,047	784	354	43,943
19 to 24	14,281	10,340	8,585	4,411	3,842	1,318	876	347	44,006
25 to 34	14,297	12,400	9,442	4,849	3,581	1,330	836	427	47,166
35 to 44	12,567	12,058	8,871	3,973	3,411	982	821	519	43,206
45 to 54	15,110	14,346	10,508	4,559	4,177	1,231	904	540	51,377
55 to 64	18,626	16,124	12,642	5,491	5,159	1,455	983	523	61,011
65+	7,442	5,498	4,188	1,815	1,913	442	551	145	21,996
Total	161,055	142,240	111,837	46,475	46,580	12,104	9,349	4,963	534,655

⁸¹⁰ 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.

⁸¹¹ 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.

⁸¹² There are 4 active participants at 30 June 2022 with Missing residing state information. These participants are not shown separately in the results on participant characteristics. However, they are included in the National totals for each table.

Table N.3 Proportion of active participant plans by age at 30 June 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	16%	12%	14%	13%	13%	18%	15%
7 to 14	25%	26%	27%	25%	29%	22%	26%	25%	26%
15 to 18	8%	7%	8%	10%	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%	8%	8%	9%	7%	8%	9%	10%	8%
45 to 54	9%	10%	9%	10%	9%	10%	10%	11%	10%
55 to 64	12%	11%	11%	12%	11%	12%	11%	11%	11%
65+	5%	4%	4%	4%	4%	4%	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 30 June 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	14
15 to 18	73	26	39	14	27	<11	<11	<11	196
19 to 24	749	306	457	171	186	108	37	43	2,057
25 to 34	1,395	794	896	368	401	169	77	81	4,181
35 to 44	1,617	1,014	937	417	421	143	93	95	4,737
45 to 54	2,238	1,413	1,170	553	622	194	131	110	6,431
55 to 64	2,460	1,554	1,329	604	642	243	136	86	7,055
65+	917	461	352	184	212	78	45	28	2,277
Total	9,452	5,574	5,181	2,313	2,513	945	524	447	26,950

Table N.5 Proportion of active participant plans (participants in SIL) by age at 30 June 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%	n/a	n/a	n/a	1%
19 to 24	8%	5%	9%	7%	7%	11%	7%	10%	8%
25 to 34	15%	14%	17%	16%	16%	18%	15%	18%	16%
35 to 44	17%	18%	18%	18%	17%	15%	18%	21%	18%
45 to 54	24%	25%	23%	24%	25%	21%	25%	25%	24%
55 to 64	26%	28%	26%	26%	26%	26%	26%	19%	26%
65+	10%	8%	7%	8%	8%	8%	9%	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 30 June 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	25,071	23,982	18,246	5,444	6,472	1,584	1,183	876	82,861
7 to 14	40,969	36,889	29,941	11,472	13,429	2,714	2,411	1,231	139,073
15 to 18	12,616	10,571	9,374	4,445	4,567	1,038	779	351	43,747
19 to 24	13,532	10,034	8,128	4,240	3,656	1,210	839	304	41,949
25 to 34	12,902	11,606	8,546	4,481	3,180	1,161	759	346	42,985
35 to 44	10,950	11,044	7,934	3,556	2,990	839	728	424	38,469
45 to 54	12,872	12,933	9,338	4,006	3,555	1,037	773	430	44,946
55 to 64	16,166	14,570	11,313	4,887	4,517	1,212	847	437	53,956
65+	6,525	5,037	3,836	1,631	1,701	364	506	117	19,719
Total	151,603	136,666	106,656	44,162	44,067	11,159	8,825	4,516	507,705

Table N.7 Proportion of active participant plans (participants not in SIL) by age at 30 June 2022

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	15%	14%	13%	19%	16%
7 to 14	27%	27%	28%	26%	30%	24%	27%	27%	27%
15 to 18	8%	8%	9%	10%	10%	9%	9%	8%	9%
19 to 24	9%	7%	8%	10%	8%	11%	10%	7%	8%
25 to 34	9%	8%	8%	10%	7%	10%	9%	8%	8%
35 to 44	7%	8%	7%	8%	7%	8%	8%	9%	8%
45 to 54	8%	9%	9%	9%	8%	9%	9%	10%	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 30 June 2022 ^{813 814}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	54,167	45,180	39,956	16,732	18,313	3,886	3,129	1,112	182,494
Intellectual disability	30,561	25,883	17,726	8,719	8,264	2,872	1,468	960	96,469
Psychosocial disability	16,605	18,364	10,741	4,861	3,305	1,038	1,128	511	56,559
Developmental delay	12,328	16,225	10,675	2,073	3,441	859	790	619	47,012
Hearing impairment	7,744	6,179	5,773	1,994	1,817	457	441	210	24,615
Other neurological	6,657	5,098	4,481	2,117	1,652	476	394	217	21,094
Other physical	5,685	4,321	4,676	1,793	1,758	373	541	218	19,368
Cerebral palsy	5,535	4,105	3,660	1,749	1,242	427	296	192	17,206
Acquired brain injury	4,637	4,281	3,695	1,446	1,652	450	216	297	16,675
Global developmental delay	3,994	2,250	2,202	1,196	1,575	221	144	123	11,706
Visual impairment	3,073	2,799	1,712	811	783	199	185	71	9,633
Multiple sclerosis	2,632	2,954	1,600	896	880	334	209	23	9,528
Stroke	2,816	1,791	1,796	646	592	158	140	174	8,114
Spinal cord injury	1,790	943	1,466	636	443	121	79	84	5,563
Other	1,978	1,366	1,428	695	460	192	114	123	6,356
Other sensory/speech	853	501	250	111	403	41	75	29	2,263
Total	161,055	142,240	111,837	46,475	46,580	12,104	9,349	4,963	534,655

⁸¹³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁸¹⁴ Down syndrome is included in intellectual disability.

Table N.9 Proportion of active participant plans by disability at 30 June 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	32%	36%	36%	39%	32%	33%	22%	34%
Intellectual disability	19%	18%	16%	19%	18%	24%	16%	19%	18%
Psychosocial disability	10%	13%	10%	10%	7%	9%	12%	10%	11%
Developmental delay	8%	11%	10%	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%	4%	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%	4%	2%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	1%	1%	2%	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%

Table N.10 Number of active participant plans (participants in SIL) by disability at 30 June 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	1,012	621	573	312	301	151	60	29	3,059
Intellectual disability	4,746	3,253	2,524	1,104	1,378	431	216	133	13,786
Psychosocial disability	1,443	332	464	144	145	121	96	52	2,797
Developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<11
Hearing impairment	<11	<11	<11	<11	<11	<11	<11	<11	11
Other neurological	421	175	325	155	129	42	41	33	1,321
Other physical	64	34	55	18	24	<11	<11	<11	212
Cerebral palsy	775	600	451	232	185	73	43	57	2,416
Acquired brain injury	604	351	484	227	240	83	33	73	2,095
Global developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<11
Visual impairment	26	14	19	<11	<11	<11	<11	<11	85
Multiple sclerosis	56	89	55	27	37	<11	<11	<11	282
Stroke	177	59	139	46	36	13	11	37	518
Spinal cord injury	48	27	34	24	17	<11	<11	16	173
Other	77	12	54	16	11	<11	<11	<11	191
Other sensory/speech	<11	<11	<11	<11	<11	<11	<11	<11	<11
Total	9,452	5,574	5,181	2,313	2,513	945	524	447	26,950

Table N.11 Proportion of active participant plans (participants in SIL) by disability at 30 June 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	11%	11%	11%	13%	12%	16%	11%	6%	11%
Intellectual disability	50%	58%	49%	48%	55%	46%	41%	30%	51%
Psychosocial disability	15%	6%	9%	6%	6%	13%	18%	12%	10%
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%
Other neurological	4%	3%	6%	7%	5%	4%	8%	7%	5%
Other physical	1%	1%	1%	1%	1%	n/a	n/a	n/a	1%
Cerebral palsy	8%	11%	9%	10%	7%	8%	8%	13%	9%
Acquired brain injury	6%	6%	9%	10%	10%	9%	6%	16%	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%	n/a	n/a	n/a	n/a	n/a	0%
Multiple sclerosis	1%	2%	1%	1%	1%	n/a	n/a	n/a	1%
Stroke	2%	1%	3%	2%	1%	1%	2%	8%	2%
Spinal cord injury	1%	0%	1%	1%	1%	n/a	n/a	4%	1%
Other	1%	0%	1%	1%	0%	n/a	n/a	n/a	1%
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 30 June 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	53,155	44,559	39,383	16,420	18,012	3,735	3,069	1,083	179,435
Intellectual disability	25,815	22,630	15,202	7,615	6,886	2,441	1,252	827	82,683
Psychosocial disability	15,162	18,032	10,277	4,717	3,160	917	1,032	459	53,762
Developmental delay	12,328	16,224	10,675	2,073	3,441	859	790	619	47,011
Hearing impairment	7,741	6,174	5,770	1,994	1,817	457	441	210	24,604
Other neurological	6,236	4,923	4,156	1,962	1,523	434	353	184	19,773
Other physical	5,621	4,287	4,621	1,775	1,734	365	537	213	19,156
Cerebral palsy	4,760	3,505	3,209	1,517	1,057	354	253	135	14,790
Acquired brain injury	4,033	3,930	3,211	1,219	1,412	367	183	224	14,580
Global developmental delay	3,994	2,249	2,202	1,196	1,575	221	144	123	11,705
Visual impairment	3,047	2,785	1,693	804	773	192	185	69	9,548
Multiple sclerosis	2,576	2,865	1,545	869	843	325	201	22	9,246
Stroke	2,639	1,732	1,657	600	556	145	129	137	7,596
Spinal cord injury	1,742	916	1,432	612	426	119	74	68	5,390
Other	1,901	1,354	1,374	679	449	187	107	114	6,165
Other sensory/speech	853	501	249	110	403	41	75	29	2,261
Total	151,603	136,666	106,656	44,162	44,067	11,159	8,825	4,516	507,705

Table N.13 Proportion of active participant plans (participants not in SIL) by disability at 30 June 2022

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	35%	33%	37%	37%	41%	33%	35%	24%	35%
Intellectual disability	17%	17%	14%	17%	16%	22%	14%	18%	16%
Psychosocial disability	10%	13%	10%	11%	7%	8%	12%	10%	11%
Developmental delay	8%	12%	10%	5%	8%	8%	9%	14%	9%
Hearing impairment	5%	5%	5%	5%	4%	4%	5%	5%	5%
Other neurological	4%	4%	4%	4%	3%	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%	2%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	2%	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 30 June 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	101,081	85,560	68,471	28,574	29,007	7,256	5,577	3,224	328,781
Female	58,204	54,790	42,400	17,491	16,752	4,581	3,662	1,713	199,613
Other	1,770	1,890	966	410	821	267	110	26	6,261
Total	161,055	142,240	111,837	46,475	46,580	12,104	9,349	4,963	534,655

Table N.15 Proportion of active participant plans by gender at 30 June 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	63%	60%	61%	61%	62%	60%	60%	65%	61%
Female	36%	39%	38%	38%	36%	38%	39%	35%	37%
Other	1%	1%	1%	1%	2%	2%	1%	1%	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 30 June 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	5,687	3,290	3,098	1,406	1,373	541	322	269	15,986
Female	3,741	2,268	2,074	902	999	381	199	177	10,742
Other	24	16	<11	<11	141	23	<11	<11	222
Total	9,452	5,574	5,181	2,313	2,513	945	524	447	26,950

Table N.17 Proportion of active participant plans (participants in SIL) by gender at 30 June 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	60%	59%	60%	61%	55%	57%	61%	60%	59%
Female	40%	41%	40%	39%	40%	40%	38%	40%	40%
Other	0%	0%	n/a	n/a	6%	2%	n/a	n/a	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 30 June 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	95,394	82,270	65,373	27,168	27,634	6,715	5,255	2,955	312,795
Female	54,463	52,522	40,326	16,589	15,753	4,200	3,463	1,536	188,871
Other	1,746	1,874	957	405	680	244	107	25	6,039
Total	151,603	136,666	106,656	44,162	44,067	11,159	8,825	4,516	507,705

Table N.19 Proportion of active participant plans (participants not in SIL) by gender at 30 June 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	63%	60%	61%	62%	63%	60%	60%	65%	62%
Female	36%	38%	38%	38%	36%	38%	39%	34%	37%
Other	1%	1%	1%	1%	2%	2%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.20 Number of active participant plans by other characteristics at 30 June 2022 ^{815 816}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	12,940	4,518	10,909	3,611	2,815	1,128	421	2,503	38,846
Culturally and linguistically diverse	17,581	16,751	6,060	3,762	3,359	377	974	322	49,201
Residing in remote and very remote areas	659	54	1,961	2,110	1,159	164	<11	2,079	8,234
Younger people in residential aged care (under 65)	817	807	448	221	145	59	<11	25	2,530
With supported independent living	9,452	5,574	5,181	2,313	2,513	945	524	447	26,950
With specialised disability accommodation	6,423	5,971	2,602	1,422	2,021	458	268	193	19,358

Table N.21 Proportion of active participant plans by other characteristics at 30 June 2022 ^{817 818}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	8.0%	3.2%	9.8%	7.8%	6.0%	9.3%	4.5%	50.4%	7.3%
Culturally and linguistically diverse	10.9%	11.8%	5.4%	8.1%	7.2%	3.1%	10.4%	6.5%	9.2%
Residing in remote and very remote areas	0.4%	0.0%	1.8%	4.5%	2.5%	1.4%	n/a	41.9%	1.5%
With supported independent living	5.9%	3.9%	4.6%	5.0%	5.4%	7.8%	n/a	9.0%	5.0%
With specialised disability accommodation	4.0%	4.2%	2.3%	3.1%	4.3%	3.8%	2.9%	3.9%	3.6%

Table N.22 Participation rates by gender at 30 June 2022

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	2.8%	2.8%	3.0%	2.4%	3.9%	3.3%	2.8%	2.7%	2.9%
Female	1.6%	1.8%	1.8%	1.5%	2.2%	2.0%	1.7%	1.4%	1.7%
Total	2.2%	2.3%	2.4%	1.9%	3.1%	2.7%	2.3%	2.1%	2.3%

⁸¹⁵ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

⁸¹⁶ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

⁸¹⁷ Ibid.

⁸¹⁸ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

Table N.23 Participation rates by age at 30 June 2022 ⁸¹⁹

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.5%	4.0%	3.9%	2.2%	4.6%	3.8%	2.9%	3.4%	3.6%
7-14	5.0%	5.5%	5.3%	4.1%	7.8%	5.2%	5.4%	4.4%	5.3%
15-18	3.2%	3.4%	3.5%	3.4%	5.5%	4.0%	4.0%	2.7%	3.5%
19-24	2.2%	1.9%	2.1%	2.2%	2.9%	3.6%	2.2%	1.8%	2.2%
25-44	1.1%	1.2%	1.3%	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%	1.8%	1.8%
Total (aged 0-64)	2.2%	2.3%	2.4%	1.9%	3.1%	2.7%	2.3%	2.1%	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	80%	84%	82%	78%	81%	71%	Numbers are too small		81%
The Pre-Planning Process	81%	81%	79%	80%	75%	Numbers are too small			79%
The Planning Process	87%	85%	86%	82%	78%	87%	76%	89%	85%
The Review Process	74%	73%	68%	66%	65%	70%	64%	65%	70%

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' ⁸²⁰

	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%	14%	22%
Participants (15 and over) in community									
Baseline	34%	35%	38%	39%	38%	31%	37%	46%	36%
Latest Review	46%	40%	45%	42%	40%	35%	44%	48%	43%
Parent and carer employment rate									
Baseline	49%	45%	43%	46%	46%	40%	55%	51%	46%
Latest Review	53%	49%	46%	49%	48%	43%	63%	54%	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 30 June 2022 ⁸²¹

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	21%	26%	24%	18%	19%	15%	35%	10%	22%
Self-managed partly	8%	8%	6%	13%	4%	8%	9%	6%	8%
Plan-managed	51%	58%	59%	44%	67%	61%	45%	72%	56%
Agency-managed	21%	7%	11%	24%	10%	17%	10%	12%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁸¹⁹ Participation rate refers to the proportion of general population that are NDIS participants.

⁸²⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a second plan review to date.

⁸²¹ 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.

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%	20%	4%	12%
Plan-managed	35%	50%	46%	30%	49%	31%	47%	33%	42%
Agency-managed	55%	35%	41%	56%	43%	60%	34%	63%	46%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.28 Estimated number of plan reviews - excluding plans less than 31 days⁸²²

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2021-22 Q4	31,873	26,472	21,306	9,491	9,200	2,381	1,651	888	103,269
Total number of plan reviews (transition only)	527,752	367,925	249,257	95,570	136,249	35,159	35,348	10,060	1,457,438

Table N.29 Number and rates of participant complaints⁸²³

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2021-22 Q4	2,319	2,309	1,903	871	888	194	162	95	9,195
% of the number of active participants	5.8%	6.6%	6.9%	7.6%	7.7%	6.5%	7.0%	7.8%	7.0%
All participant complaints	39,717	31,565	20,453	8,623	15,020	2,407	2,833	944	131,087
% of the number of active participants	6.8%	7.3%	6.9%	7.1%	9.4%	6.2%	6.8%	6.9%	7.8%

Table N.30 Duration to plan activation for active participants⁸²⁴

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	70%	68%	68%	60%	65%	68%
30 to 59 days	12%	12%	12%	11%	12%	11%	15%	13%	12%
60 to 89 days	5%	6%	5%	5%	6%	5%	7%	5%	6%
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%	2%	2%	3%	2%	2%	3%	2%	2%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.31 Number of ever active providers by legal entity type^{825 826}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,322	2,266	2,254	557	755	358	333	154	7,169
Company / Organisation	6,070	4,502	4,854	1,998	1,931	1,166	1,142	750	11,178
Total active providers	9,392	6,768	7,108	2,555	2,686	1,524	1,475	904	18,347

Table N.32 Number of active providers in 2021-22 Q4 by legal entity type^{827 828}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,065	581	616	194	164	121	62	46	2,420
Company / Organisation	3,264	2,103	2,147	960	769	414	356	281	7,036
Total active providers	4,329	2,684	2,763	1,154	933	535	418	327	9,456

⁸²² The National totals include plan reviews where jurisdiction information was missing.⁸²³ The National totals include participant complaints where jurisdiction information was missing.⁸²⁴ Plans approved after the end of 2021-22 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.⁸²⁵ Active providers refer to those who have received payment for supporting Agency-managed participants.⁸²⁶ 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.⁸²⁷ Active providers refer to those who have received payment for supporting Agency-managed participants.⁸²⁸ 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	4,291	1,440	853	224	369	191	305	101	7,775
2018-19	5,931	3,460	2,509	545	1,157	402	367	203	14,576
2019-20	8,081	6,035	5,123	1,534	2,126	663	459	393	24,418
2020-21	10,221	7,930	6,777	2,724	2,770	846	549	522	32,345
2021-22	11,247	8,963	7,605	3,101	3,069	940	586	540	36,055

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	542	166	220	154	221	68	5,442
2018-19	4,492	2,370	1,646	392	792	297	276	138	10,405
2019-20	6,009	4,133	3,580	1,020	1,488	479	336	268	17,313
2020-21	7,744	5,453	4,971	1,924	1,992	632	412	379	23,507
2021-22	8,545	6,379	5,822	2,219	2,274	724	442	396	26,910

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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 30 June 2022. Total payments refer to those paid over the 12 months to 30 June 2022. Figures are not shown if there is sufficient data in the group.

Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

Table N.35 Total annualised committed supports by gender as at 30 June 2022 (\$m) ⁸²⁹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	6,716	5,312	4,527	1,938	1,742	544	328	339	21,448
Female	4,507	3,836	3,302	1,323	1,204	394	253	210	15,032
Other	80	79	49	21	70	19	5	1	323
Total	11,303	9,227	7,878	3,281	3,015	957	587	551	36,803

Table N.36 Average annualised committed supports by gender as at 30 June 2022 (\$) ⁸³⁰

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	66,400	62,100	66,100	67,800	60,000	74,900	58,800	105,100	65,200
Female	77,400	70,000	77,900	75,600	71,900	86,100	69,200	122,800	75,300
Other	44,900	41,600	50,900	50,400	84,800	70,000	46,800	52,000	51,600
Total	70,200	64,900	70,400	70,600	64,700	79,000	62,700	111,000	68,800

⁸²⁹ There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

⁸³⁰ Ibid.

Table N.37 Total annualised committed supports by age group as at 30 June 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	590	601	436	173	165	36	28	24	2,054
7 to 14	925	980	700	308	306	77	50	39	3,386
15 to 18	591	518	425	187	180	55	29	24	2,009
19 to 24	1,203	936	804	354	325	116	57	60	3,856
25 to 34	1,528	1,200	1,107	502	404	145	75	77	5,038
35 to 44	1,423	1,186	1,072	433	375	118	90	90	4,787
45 to 54	1,822	1,451	1,265	495	471	158	93	105	5,860
55 to 64	2,286	1,756	1,558	622	576	193	109	98	7,199
65+	935	598	511	207	214	59	55	34	2,614
Total	11,303	9,227	7,878	3,281	3,015	957	587	551	36,803

Table N.38 Average annualised committed supports by age group as at 30 June 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,500	25,000	23,900	31,900	25,500	23,000	23,600	27,600	24,800
7 to 14	22,600	26,600	23,400	26,800	22,800	28,200	20,900	31,300	24,300
15 to 18	46,600	48,900	45,100	42,000	39,100	52,400	36,800	67,000	45,700
19 to 24	84,200	90,500	93,600	80,400	84,600	88,400	65,000	173,300	87,600
25 to 34	106,800	96,800	117,200	103,500	112,700	108,800	89,600	181,000	106,800
35 to 44	113,200	98,400	120,800	108,900	110,000	119,900	109,800	172,600	110,800
45 to 54	120,600	101,200	120,400	108,500	112,700	128,200	103,300	193,900	114,100
55 to 64	122,700	108,900	123,200	113,400	111,700	132,500	110,400	187,900	118,000
65+	125,700	108,700	121,900	113,900	111,900	134,000	100,700	236,700	118,800
Total	70,200	64,900	70,400	70,600	64,700	79,000	62,700	111,000	68,800

Table N.39 Total annualised committed supports by disability type as at 30 June 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	685	572	577	227	230	70	34	76	2,471
Autism	2,073	1,845	1,519	667	662	195	116	59	7,137
Cerebral palsy	789	644	544	244	176	70	35	47	2,549
Developmental delay	238	335	203	50	71	16	14	14	942
Global developmental delay	87	54	54	32	36	5	3	4	274
Hearing impairment	105	97	90	33	26	8	5	6	369
Intellectual disability	3,203	2,631	1,912	910	851	294	144	125	10,071
Multiple sclerosis	289	313	193	79	97	33	21	4	1,029
Psychosocial disability	1,534	1,166	982	331	294	99	91	60	4,558
Spinal cord injury	285	147	239	118	64	16	13	23	905
Stroke	372	226	261	81	76	20	18	38	1,094
Visual impairment	129	115	82	36	35	11	6	6	420
Other neurological	892	640	678	277	221	73	44	45	2,870
Other physical	436	316	401	139	125	30	32	24	1,504
Other sensory/speech	12	9	6	2	5	1	1	1	37
Other	173	117	139	57	45	15	10	17	573
Total	11,303	9,227	7,878	3,281	3,015	957	587	551	36,803

Table N.40 Average annualised committed supports by disability type as at 30 June 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	147,700	133,700	156,200	157,200	139,200	155,200	156,800	255,300	148,200
Autism	38,300	40,800	38,000	39,800	36,100	50,300	37,000	53,400	39,100
Cerebral palsy	142,500	156,900	148,500	139,400	141,800	163,200	119,600	246,400	148,100
Developmental delay	19,300	20,600	19,100	24,000	20,800	18,900	17,300	22,200	20,000
Global developmental delay	21,700	24,100	24,300	26,400	23,100	24,400	20,500	28,500	23,400
Hearing impairment	13,600	15,600	15,500	16,400	14,500	17,200	11,100	29,600	15,000
Intellectual disability	104,800	101,600	107,900	104,300	103,000	102,200	97,800	130,300	104,400
Multiple sclerosis	109,600	105,900	120,700	87,800	110,700	99,300	98,800	192,600	108,000
Psychosocial disability	92,400	63,500	91,400	68,000	89,000	95,800	80,700	117,800	80,600
Spinal cord injury	159,100	156,000	163,000	184,900	143,900	135,400	168,300	273,700	162,700
Stroke	132,200	126,400	145,500	125,500	128,600	126,300	127,500	220,300	134,800
Visual impairment	42,000	41,000	48,200	44,800	44,200	56,800	32,100	84,800	43,600
Other neurological	134,100	125,600	151,200	130,800	134,100	152,500	111,700	207,400	136,100
Other physical	76,700	73,100	85,700	77,700	71,000	79,700	59,800	111,800	77,600
Other sensory/speech	14,500	17,200	22,500	20,400	12,900	19,500	13,100	28,500	16,200
Other	87,500	85,800	97,000	82,200	96,900	79,200	89,700	141,600	90,200
Total	70,200	64,900	70,400	70,600	64,700	79,000	62,700	111,000	68,800

Table N.41 Average annualised committed supports by level of function as at 30 June 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	18,000	18,600	18,100	22,400	18,600	19,200	16,600	26,400	18,600
2	23,200	26,100	28,500	22,400	25,200	35,400	23,200	n/a	25,200
3	25,400	25,500	26,900	29,000	27,000	27,800	19,100	41,200	26,300
4	18,200	19,700	22,700	23,200	20,000	24,000	17,100	43,900	20,200
5	31,600	31,500	36,500	32,600	30,300	39,200	22,400	43,700	32,500
6	27,500	27,800	28,500	27,500	25,600	33,900	25,200	44,500	27,800
7	57,000	44,400	49,000	32,000	40,300	69,100	47,900	68,000	49,100
8	58,400	50,400	67,100	54,700	63,100	66,300	53,500	116,000	59,300
9	81,200	76,100	94,600	81,500	72,600	66,300	76,400	195,800	83,000
10	98,400	82,100	115,700	89,700	114,500	94,300	89,900	207,700	99,100
11	117,400	76,700	81,300	56,600	67,000	139,700	127,400	134,300	89,900
12	172,600	157,100	197,300	170,100	186,600	175,600	177,600	310,300	173,900
13	101,500	98,600	100,300	71,300	72,100	117,000	117,300	121,900	94,900
14	264,000	261,200	274,600	259,800	259,600	288,700	257,400	408,000	267,400
15	373,100	416,800	504,000	n/a	n/a	n/a	n/a	n/a	443,200
Total	70,200	64,900	70,400	70,600	64,700	79,000	62,700	111,000	68,800

Table N.42 Total annualised committed supports by support category as at 30 June 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	5,309	3,742	3,705	1,466	1,487	468	289	297	16,765
Consumables	200	193	175	70	61	17	11	7	733
Social and Civic	2,488	2,212	1,694	651	555	224	107	90	8,021
Transport	148	132	91	39	36	12	8	4	471
Capacity Building									
Choice and Control	122	126	100	34	46	11	6	7	452
Daily Activities	1,802	1,740	1,330	571	509	121	98	73	6,245
Employment	83	54	40	32	21	7	5	3	245
Health and Wellbeing	35	18	15	4	5	2	3	1	83
Home Living	1	2	1	0	0	0	0	0	4
Lifelong learning	0	0	0	0	0	0	0	n/a	1
Relationships	235	179	100	74	64	18	10	12	692
Social and Civic	102	86	43	49	13	13	10	11	328
Support Coordination	288	332	216	94	81	25	14	25	1,075
Capital									
Assistive Technology	359	295	288	168	104	28	19	17	1,277
Home Modifications	130	117	83	28	33	10	5	4	411
Total	11,303	9,227	7,878	3,281	3,015	957	587	551	36,803

Table N.43 Total annualised committed supports (participants in SIL) by gender as at 30 June 2022 (\$m) ⁸³¹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	2,020	1,182	1,129	484	490	210	110	147	5,772
Female	1,313	792	754	305	339	143	71	97	3,815
Other	9	6	3	2	32	8	2	1	62
Total	3,341	1,980	1,886	791	861	362	183	245	9,649

Table N.44 Average annualised committed supports (participants in SIL) by gender as at 30 June 2022 (\$) ⁸³²

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	355,200	359,300	364,300	343,900	356,900	388,300	342,600	547,000	361,000
Female	350,900	349,100	363,700	338,700	339,000	376,400	359,300	547,600	355,200
Other	362,900	n/a	n/a	n/a	230,400	354,700	n/a	n/a	278,500
Total	353,500	355,200	363,900	342,000	342,700	382,700	349,900	547,100	358,000

Table N.45 Total annualised committed supports (participants in SIL) by age group as at 30 June 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	37	13	17	6	12	4	3	2	94
19 to 24	322	163	201	70	96	47	13	28	939
25 to 34	530	301	362	141	168	72	29	46	1,648
35 to 44	555	364	347	145	145	53	33	50	1,692
45 to 54	757	471	394	180	191	71	45	57	2,165
55 to 64	832	515	450	194	185	89	46	44	2,355
65+	307	151	115	56	62	25	15	16	748
Total	3,341	1,980	1,886	791	861	362	183	245	9,649

⁸³¹ There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

⁸³² Ibid.

Table N.46 Average annualised committed supports (participants in SIL) by age group as at 30 June 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	505,000	481,000	440,000	n/a	461,300	n/a	n/a	n/a	477,800
19 to 24	429,700	531,400	439,000	406,600	514,900	436,200	364,200	662,500	456,700
25 to 34	379,600	379,600	404,300	382,100	419,600	425,500	372,900	562,200	394,200
35 to 44	343,500	359,400	370,100	347,700	343,700	371,100	352,000	525,000	357,200
45 to 54	338,400	333,100	336,800	324,800	307,800	364,300	341,300	516,400	336,700
55 to 64	338,400	331,300	338,200	320,400	288,200	368,300	336,700	513,700	333,900
65+	334,700	328,400	325,600	303,200	293,700	320,500	337,800	589,000	328,400
Total	353,500	355,200	363,900	342,000	342,700	382,700	349,900	547,100	358,000

Table N.47 Total annualised committed supports (participants in SIL) by disability type as at 30 June 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	222	139	196	81	93	34	13	46	824
Autism	399	266	244	119	111	65	23	18	1,246
Cerebral palsy	316	235	189	92	70	32	16	31	981
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	1,575	1,056	787	347	406	152	72	68	4,464
Multiple sclerosis	26	39	27	9	15	n/a	n/a	n/a	124
Psychosocial disability	468	100	165	38	66	40	28	26	931
Spinal cord injury	24	15	20	14	9	n/a	n/a	10	97
Stroke	73	27	61	17	17	5	n/a	17	222
Visual impairment	9	n/a	6	n/a	n/a	n/a	n/a	n/a	26
Other neurological	174	78	146	60	58	20	15	19	569
Other physical	25	14	23	7	9	n/a	n/a	n/a	84
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	29	7	19	6	n/a	n/a	n/a	5	77
Total	3,341	1,980	1,886	791	861	362	183	245	9,649

Table N.48 Average annualised committed supports (participants in SIL) by disability type as at 30 June 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	367,700	395,700	405,900	355,000	387,100	405,500	400,500	633,300	393,300
Autism	394,400	428,200	426,500	382,200	368,600	431,800	383,700	613,700	407,200
Cerebral palsy	408,000	390,900	420,000	394,800	378,300	444,800	379,900	541,300	406,200
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual disability	331,800	324,500	311,900	314,500	294,900	352,800	334,900	508,100	323,800
Multiple sclerosis	464,700	434,400	483,900	338,700	404,100	n/a	n/a	n/a	439,300
Psychosocial disability	324,600	301,700	356,100	260,900	457,900	328,300	290,700	498,700	332,900
Spinal cord injury	508,100	558,000	598,500	585,900	n/a	n/a	n/a	n/a	561,200
Stroke	414,100	459,200	435,400	359,000	464,600	n/a	n/a	472,600	428,500
Visual impairment	328,300	n/a	n/a	n/a	n/a	n/a	n/a	n/a	304,500
Other neurological	413,100	443,100	449,300	386,100	446,700	467,100	365,800	580,000	430,500
Other physical	386,200	402,200	411,400	n/a	360,600	n/a	n/a	n/a	398,500
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	378,300	n/a	358,400	n/a	n/a	n/a	n/a	n/a	400,800
Total	353,500	355,200	363,900	342,000	342,700	382,700	349,900	547,100	358,000

Table N.49 Average annualised committed supports (participants in SIL) by level of function as at 30 June 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	334,200
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	302,600	322,700	324,000	n/a	261,800	n/a	n/a	n/a	305,900
4	364,000	n/a	358,500	n/a	n/a	n/a	n/a	n/a	364,500
5	289,200	370,200	346,600	n/a	346,000	n/a	n/a	n/a	326,200
6	291,800	332,100	303,100	241,200	245,600	319,000	n/a	n/a	291,700
7	326,900	346,200	348,800	n/a	359,000	329,300	n/a	n/a	335,900
8	293,100	251,500	301,000	271,400	238,900	277,100	n/a	473,700	284,600
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	358,900
10	300,500	288,200	321,000	294,200	329,500	318,100	280,600	516,200	312,800
11	365,200	361,500	339,600	357,300	433,900	399,700	342,600	n/a	366,600
12	354,100	350,900	365,900	346,100	353,700	384,900	355,800	596,400	358,300
13	423,200	463,600	475,600	370,400	451,500	524,000	404,400	551,600	442,600
14	432,400	409,000	444,500	409,100	407,400	506,500	411,700	559,400	430,900
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	600,700
Total	353,500	355,200	363,900	342,000	342,700	382,700	349,900	547,100	358,000

Table N.50 Total annualised committed supports (participants in SIL) by support category as at 30 June 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,424	1,298	1,342	558	620	253	136	187	6,819
Consumables	26	17	16	8	9	2	2	1	81
Social and Civic	518	396	334	122	118	71	26	33	1,619
Transport	24	16	12	5	6	2	1	1	68
Capacity Building									
Choice and Control	7	7	4	1	3	1	1	1	24
Daily Activities	92	74	54	30	29	10	6	6	300
Employment	3	1	1	1	1	0	0	0	7
Health and Wellbeing	4	1	1	1	1	0	0	0	8
Home Living	0.01	0.01	0.002	n/a	0.003	n/a	n/a	0.004	0.03
Lifelong learning	n/a	0.003	n/a	n/a	n/a	n/a	n/a	n/a	0.003
Relationships	83	49	34	21	26	8	3	5	230
Social and Civic	3	1	1	0	1	1	0	1	7
Support Coordination	46	33	29	10	13	5	2	4	143
Capital									
Assistive Technology	42	29	25	19	14	3	2	3	138
Home Modifications	72	58	31	14	21	5	3	2	204
Total	3,341	1,980	1,886	791	861	362	183	245	9,649

Table N.51 Total annualised committed supports (participants not in SIL) by gender as at 30 June 2022 (\$m)⁸³³

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	4,697	4,130	3,398	1,454	1,252	334	218	192	15,676
Female	3,194	3,044	2,548	1,017	865	251	182	114	11,217
Other	71	73	46	19	37	11	4	1	261
Total	7,961	7,247	5,992	2,490	2,154	595	403	306	27,154

⁸³³ 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 30 June 2022 (\$) ⁸³⁴

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	49,200	50,200	52,000	53,500	45,300	49,700	41,400	64,900	50,100
Female	58,600	58,000	63,200	61,300	54,900	59,700	52,500	73,900	59,400
Other	40,600	38,800	48,600	46,200	54,600	43,200	33,800	33,800	43,200
Total	52,500	53,000	56,200	56,400	48,900	53,300	45,700	67,800	53,500

Table N.53 Total annualised committed supports (participants not in SIL) by age group as at 30 June 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	590	601	436	173	165	36	28	24	2,053
7 to 14	924	979	700	307	305	76	50	38	3,379
15 to 18	554	506	407	182	167	51	26	22	1,915
19 to 24	881	773	603	285	229	69	44	32	2,916
25 to 34	998	899	745	361	235	73	46	32	3,390
35 to 44	868	822	725	288	231	65	57	40	3,095
45 to 54	1,065	981	871	315	279	87	49	48	3,695
55 to 64	1,454	1,241	1,108	429	391	103	63	54	4,844
65+	628	446	396	151	152	34	40	18	1,866
Total	7,961	7,247	5,992	2,490	2,154	595	403	306	27,154

Table N.54 Average annualised committed supports (participants not in SIL) by age group as at 30 June 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,500	25,000	23,900	31,900	25,500	23,000	23,600	27,600	24,800
7 to 14	22,600	26,500	23,400	26,700	22,700	28,000	20,900	30,500	24,300
15 to 18	43,900	47,900	43,500	40,800	36,600	49,200	33,500	61,400	43,800
19 to 24	65,100	77,000	74,200	67,200	62,700	57,300	51,900	104,100	69,500
25 to 34	77,400	77,500	87,100	80,600	74,000	62,700	60,900	91,800	78,900
35 to 44	79,200	74,400	91,400	80,900	77,100	77,100	78,800	93,600	80,500
45 to 54	82,800	75,800	93,300	78,600	78,500	84,100	62,900	111,300	82,200
55 to 64	89,900	85,200	98,000	87,800	86,600	85,200	74,100	123,700	89,800
65+	96,300	88,600	103,300	92,600	89,200	94,000	79,600	152,300	94,600
Total	52,500	53,000	56,200	56,400	48,900	53,300	45,700	67,800	53,500

Table N.55 Total annualised committed supports (participants not in SIL) by disability type as at 30 June 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	463	433	381	147	137	36	21	30	1,647
Autism	1,674	1,579	1,274	547	551	130	93	42	5,892
Cerebral palsy	473	410	354	152	106	37	19	16	1,568
Developmental delay	238	335	203	50	71	16	14	14	941
Global developmental delay	87	54	54	32	36	5	3	4	274
Hearing impairment	104	95	88	33	26	8	5	6	366
Intellectual disability	1,628	1,575	1,125	562	445	142	71	58	5,607
Multiple sclerosis	263	274	166	70	82	29	17	3	905
Psychosocial disability	1,066	1,066	817	293	228	60	63	34	3,626
Spinal cord injury	260	132	219	104	54	15	11	13	808
Stroke	299	199	201	65	59	15	13	21	872
Visual impairment	120	111	77	34	32	9	6	5	395
Other neurological	718	563	532	217	164	53	29	26	2,301
Other physical	411	302	378	133	116	26	31	22	1,419
Other sensory/speech	12	9	5	2	5	1	1	1	36
Other	144	110	119	51	40	13	7	12	497
Total	7,961	7,247	5,992	2,490	2,154	595	403	306	27,154

⁸³⁴ Ibid.

Table N.56 Average annualised committed supports (participants not in SIL) by disability type as at 30 June 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	114,700	110,300	118,500	120,400	97,100	98,600	112,900	132,100	113,000
Autism	31,500	35,400	32,400	33,300	30,600	34,900	30,300	38,400	32,800
Cerebral palsy	99,300	116,900	110,400	100,300	100,400	105,200	75,300	121,900	106,000
Developmental delay	19,300	20,600	19,100	24,000	20,800	18,900	17,300	22,200	20,000
Global developmental delay	21,700	24,100	24,300	26,400	23,100	24,400	20,500	28,500	23,400
Hearing impairment	13,500	15,500	15,300	16,400	14,500	17,200	11,100	29,600	14,900
Intellectual disability	63,100	69,600	74,000	73,900	64,600	58,000	56,900	69,600	67,800
Multiple sclerosis	101,900	95,700	107,700	80,000	97,800	90,000	84,700	157,100	97,900
Psychosocial disability	70,300	59,100	79,500	62,100	72,100	65,200	61,200	74,600	67,500
Spinal cord injury	149,500	144,100	152,700	169,200	127,600	129,000	143,900	188,700	149,900
Stroke	113,300	115,000	121,200	107,500	106,900	100,100	100,500	152,100	114,700
Visual impairment	39,500	39,700	45,300	42,600	41,600	46,800	32,100	77,000	41,300
Other neurological	115,200	114,300	127,900	110,600	107,600	122,000	82,200	140,500	116,400
Other physical	73,200	70,500	81,800	74,700	67,000	70,600	57,400	102,100	74,100
Other sensory/speech	14,500	17,200	21,800	16,900	12,900	19,500	13,100	28,500	16,000
Other	75,800	81,300	86,800	75,300	88,600	69,100	68,700	108,200	80,600
Total	52,500	53,000	56,200	56,400	48,900	53,300	45,700	67,800	53,500

Table N.57 Average annualised committed supports (participants not in SIL) by level of function as at 30 June 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,800	18,500	17,900	22,000	18,600	18,800	16,100	25,300	18,500
2	23,200	26,100	28,500	22,400	25,200	35,400	23,200	n/a	25,200
3	23,500	24,600	25,300	26,900	23,800	25,300	19,100	36,100	24,600
4	17,400	19,500	21,500	22,300	18,200	22,100	16,700	40,400	19,400
5	28,400	29,900	32,000	31,200	26,900	32,200	22,400	43,000	29,700
6	25,800	27,100	27,000	26,600	23,300	29,100	24,200	38,500	26,300
7	39,000	38,600	36,900	30,500	31,100	42,300	35,400	45,900	37,300
8	49,600	47,400	57,500	49,800	51,600	49,300	46,300	83,900	51,400
9	75,100	74,000	90,700	76,000	70,800	64,200	61,600	n/a	78,000
10	81,200	72,700	98,400	77,300	86,800	71,500	75,000	130,300	82,800
11	70,600	63,400	65,000	50,600	53,100	78,700	61,200	86,300	63,800
12	130,100	123,200	157,300	131,700	139,800	120,800	131,400	188,300	133,400
13	75,000	81,100	81,900	58,400	61,500	68,900	79,800	70,300	74,400
14	210,100	215,000	222,900	212,200	207,600	204,000	181,700	238,900	214,000
15	361,200	352,300	480,000	n/a	n/a	n/a	n/a	n/a	406,600
Total	52,500	53,000	56,200	56,400	48,900	53,300	45,700	67,800	53,500

Table N.58 Total annualised committed supports (participants not in SIL) by support category as at 30 June 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,885	2,444	2,363	908	866	215	153	111	9,947
Consumables	174	176	158	62	52	14	9	5	652
Social and Civic	1,971	1,816	1,360	529	437	153	80	56	6,402
Transport	125	115	78	34	31	10	7	3	402
Capacity Building									
Choice and Control	115	119	96	33	43	10	6	6	428
Daily Activities	1,711	1,666	1,276	541	480	111	92	67	5,945
Employment	80	53	40	31	20	6	5	3	238
Health and Wellbeing	30	17	14	4	4	2	3	0	75
Home Living	0.6	2.3	0.6	0.3	0.2	0.1	0.01	0.05	4.1
Lifelong learning	0.1	0.2	0.03	0.05	0.1	0.02	0.01	n/a	0.5
Relationships	152	130	65	53	38	10	7	7	462
Social and Civic	100	85	42	49	12	12	10	11	321
Support Coordination	242	299	186	84	68	21	12	21	933
Capital									
Assistive Technology	318	266	262	148	90	25	16	14	1,139
Home Modifications	58	59	51	15	13	5	3	2	206
Total	7,961	7,247	5,992	2,490	2,154	595	403	306	27,154

Table N.59 Total payments by gender for the year ending 30 June 2022 (\$m) ⁸³⁵

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	5,196	3,788	3,426	1,351	1,342	425	250	252	16,030
Female	3,457	2,759	2,506	928	941	305	191	160	11,249
Other	56	47	30	12	76	15	4	1	241
Total	8,710	6,594	5,961	2,292	2,358	745	445	413	27,627

Table N.60 Average payments by gender for the year ending 30 June 2022 (\$) ⁸³⁶

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	54,100	47,100	54,600	50,700	49,000	62,000	46,600	84,900	52,000
Female	62,600	53,700	64,700	57,200	60,100	71,300	54,500	100,700	60,300
Other	34,000	28,000	35,600	34,800	96,800	61,500	38,100	45,800	42,500
Total	56,900	49,400	58,300	53,000	53,800	65,500	49,600	90,200	55,200

Table N.61 Total payments by age group for the year ending 30 June 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	399	349	253	110	94	21	19	14	1,260
7 to 14	838	734	498	213	210	62	42	31	2,629
15 to 18	462	388	288	118	118	44	20	21	1,458
19 to 24	874	659	600	233	243	88	40	40	2,776
25 to 34	1,165	870	881	371	315	117	58	62	3,839
35 to 44	1,110	876	842	311	317	91	69	67	3,682
45 to 54	1,437	1,095	1,034	362	411	128	73	83	4,625
55 to 64	1,771	1,240	1,214	443	497	155	84	69	5,473
65+	656	382	351	131	154	40	39	26	1,778
Total	8,710	6,594	5,961	2,292	2,358	745	445	413	27,627

⁸³⁵ There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

⁸³⁶ Ibid.

Table N.62 Average payments by age group for the year ending 30 June 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,600	15,600	15,300	22,300	15,600	14,000	16,000	17,200	16,200
7 to 14	21,600	21,300	18,400	19,800	16,400	24,300	18,300	28,100	20,200
15 to 18	39,500	40,400	35,000	28,600	28,100	44,900	27,300	63,700	36,600
19 to 24	63,900	68,100	76,300	56,900	69,000	70,700	48,800	125,000	67,400
25 to 34	86,200	74,200	100,300	81,700	93,500	93,900	73,400	155,200	86,500
35 to 44	91,900	76,300	102,000	84,400	98,900	99,900	87,900	136,600	90,100
45 to 54	98,600	79,200	103,600	83,400	102,200	107,800	84,200	166,000	93,800
55 to 64	98,600	80,600	101,800	84,900	100,000	111,000	87,900	143,000	93,900
65+	98,600	79,300	97,300	83,800	92,800	109,500	77,500	208,500	92,200
Total	56,900	49,400	58,300	53,000	53,800	65,500	49,600	90,200	55,200

Table N.63 Total payments by disability type for the year ending 30 June 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	535	417	457	168	192	58	27	58	1,912
Autism	1,650	1,322	1,082	452	479	156	86	46	5,272
Cerebral palsy	657	517	468	190	154	59	30	41	2,116
Developmental delay	138	157	93	23	34	8	8	7	468
Global developmental delay	55	29	30	19	20	3	2	2	161
Hearing impairment	62	47	44	16	14	5	2	3	192
Intellectual disability	2,656	2,050	1,638	700	773	242	120	98	8,279
Multiple sclerosis	209	218	134	54	73	23	14	3	728
Psychosocial disability	1,085	758	684	200	204	74	65	45	3,115
Spinal cord injury	226	113	190	87	48	12	11	18	704
Stroke	267	156	191	51	55	15	14	28	777
Visual impairment	92	79	61	25	27	8	4	4	298
Other neurological	662	452	529	194	172	55	33	36	2,132
Other physical	305	204	274	82	84	19	22	15	1,006
Other sensory/speech	8	5	4	1	3	1	0	1	23
Other	104	71	83	29	26	8	6	9	337
Total	8,710	6,594	5,961	2,292	2,358	745	445	413	27,627

Table N.64 Average payments by disability type for the year ending 30 June 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	120,800	104,000	131,100	124,800	120,100	132,400	127,300	208,000	121,000
Autism	32,900	32,000	30,300	29,500	28,200	43,300	30,000	44,600	31,600
Cerebral palsy	120,300	128,100	131,300	111,800	126,200	140,100	103,700	206,700	125,300
Developmental delay	11,800	10,700	10,200	14,300	11,200	9,700	10,000	13,100	11,100
Global developmental delay	15,200	14,500	15,500	16,900	13,600	15,900	13,400	19,000	15,100
Hearing impairment	8,200	7,900	8,100	8,400	8,000	12,000	5,100	16,100	8,200
Intellectual disability	88,600	81,300	96,500	82,100	96,000	87,100	83,100	110,700	88,200
Multiple sclerosis	82,200	77,700	90,400	62,800	89,800	73,100	71,000	166,200	80,600
Psychosocial disability	70,000	43,800	70,000	45,600	67,200	77,600	59,900	94,400	59,300
Spinal cord injury	129,800	125,900	134,000	142,200	113,400	111,300	143,400	227,300	131,700
Stroke	100,900	93,400	115,000	86,200	103,800	107,800	104,800	175,400	103,100
Visual impairment	30,600	28,700	37,000	32,200	35,900	40,200	20,700	61,500	31,900
Other neurological	102,600	91,500	124,400	95,500	108,700	120,100	87,900	172,100	105,100
Other physical	54,100	48,400	60,500	46,600	48,300	53,700	41,200	72,200	53,000
Other sensory/speech	8,900	9,200	13,700	11,700	6,200	14,000	6,200	19,400	9,200
Other	65,200	65,600	74,900	52,200	72,100	52,200	66,600	92,800	66,700
Total	56,900	49,400	58,300	53,000	53,800	65,500	49,600	90,200	55,200

Table N.65 Average payments by level of function for the year ending 30 June 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,500	9,200	9,800	13,900	10,100	11,200	10,200	16,600	10,600
2	12,700	14,500	17,900	14,100	15,500	20,000	14,000	n/a	14,500
3	17,000	15,200	16,900	17,600	17,200	18,500	11,900	30,400	16,600
4	12,200	11,400	14,400	13,800	12,900	15,300	10,600	28,600	12,800
5	23,300	21,200	26,100	21,300	21,600	25,700	15,200	33,500	22,900
6	21,400	18,100	19,800	17,000	17,500	25,100	16,900	32,000	19,600
7	46,800	33,100	38,400	21,400	27,200	58,200	39,200	56,800	38,300
8	39,600	32,000	50,300	34,000	49,400	46,700	33,900	85,500	41,100
9	56,800	46,800	68,400	49,500	43,200	44,100	55,400	220,700	56,400
10	72,800	57,300	89,300	62,100	96,400	73,100	64,200	164,700	73,900
11	101,100	60,400	65,400	38,900	48,500	117,900	110,600	111,100	73,100
12	143,300	125,700	176,000	135,400	174,900	151,500	148,000	252,400	145,900
13	93,700	88,200	88,100	57,300	57,900	111,900	108,000	96,300	84,100
14	229,400	215,700	247,000	210,900	231,700	250,600	222,700	341,200	230,600
15	343,400	469,600	509,400	n/a	n/a	n/a	n/a	n/a	454,000
Total	56,900	49,400	58,300	53,000	53,800	65,500	49,600	90,200	55,200

Table N.66 Total payments by support category for the year ending 30 June 2022 (\$m)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	4,829	3,328	3,167	1,208	1,467	440	264	272	15,084
Consumables	147	136	129	46	38	13	7	4	519
Social and Civic	1,585	1,276	1,263	428	293	155	64	58	5,122
Transport	312	202	114	44	39	13	13	7	745
Capacity Building									
Choice and Control	114	121	90	29	44	10	6	6	420
Daily Activities	1,020	932	763	332	305	58	56	33	3,500
Employment	40	27	17	11	10	3	2	1	111
Health and Wellbeing	18	8	8	2	2	1	2	0	40
Home Living	0	1	0	0	0	0	0	0	1
Lifelong learning	0.02	0.04	0	0	0.06	0.01	0	0	0.1
Relationships	115	86	48	33	28	9	5	5	329
Social and Civic	37	28	18	21	4	5	4	4	122
Support Coordination	219	244	160	61	59	19	10	18	791
Capital									
Assistive Technology	177	130	132	61	44	13	8	4	569
Home Modifications	96	76	52	8	23	6	2	2	267
Total	8,710	6,594	5,961	2,292	2,358	745	445	413	27,627

Table N.67 Total payments (participants in SIL) by gender for the year ending 30 June 2022 (\$m)⁸³⁷

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	1,828	1,000	1,077	409	506	195	96	131	5,241
Female	1,182	687	711	256	342	131	63	86	3,458
Other	9	4	2	1	51	9	1	1	78
Total	3,018	1,690	1,790	666	899	334	160	218	8,776

⁸³⁷ Ibid.

Table N.68 Average payments (participants in SIL) by gender for the year ending 30 June 2022 (\$) ⁸³⁸

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	334,500	315,000	371,200	303,800	385,900	369,700	318,800	521,800	343,100
Female	329,800	313,200	363,700	299,500	362,500	359,200	330,400	531,300	337,400
Other	384,500	n/a	n/a	n/a	338,600	356,000	n/a	n/a	343,900
Total	332,800	314,200	368,100	302,200	373,800	365,200	324,200	524,800	340,900

Table N.69 Total payments (participants in SIL) by age group for the year ending 30 June 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	33	14	16	6	12	5	2	5	92
19 to 24	297	137	184	54	91	42	12	20	836
25 to 34	488	262	341	129	156	67	25	42	1,510
35 to 44	511	319	320	121	155	48	31	46	1,551
45 to 54	689	422	399	159	211	66	39	53	2,039
55 to 64	751	420	432	157	214	86	39	36	2,135
65+	249	114	98	41	60	20	13	14	609
Total	3,018	1,690	1,790	666	899	334	160	218	8,776

Table N.70 Average payments (participants in SIL) by age group for the year ending 30 June 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	469,400	531,300	412,100	n/a	554,000	n/a	n/a	n/a	487,700
19 to 24	403,500	488,800	415,500	341,600	515,100	422,100	367,500	501,900	425,800
25 to 34	360,100	338,100	398,400	356,900	411,600	403,800	349,200	537,500	373,600
35 to 44	324,800	324,400	358,500	307,600	370,900	348,300	343,600	503,900	338,700
45 to 54	316,500	299,900	353,200	289,300	344,000	336,800	297,300	528,100	323,200
55 to 64	319,000	279,500	354,600	273,300	350,000	355,400	307,600	476,100	318,400
65+	310,900	288,000	345,300	265,900	325,300	309,900	321,000	661,300	313,100
Total	332,800	314,200	368,100	302,200	373,800	365,200	324,200	524,800	340,900

Table N.71 Total payments (participants in SIL) by disability type for the year ending 30 June 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	196	116	182	68	96	32	11	42	742
Autism	364	234	229	99	117	59	20	15	1,138
Cerebral palsy	295	205	181	81	71	30	14	28	904
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	1,456	897	806	299	453	139	67	61	4,177
Multiple sclerosis	21	35	24	8	14	n/a	n/a	n/a	111
Psychosocial disability	407	79	131	34	57	36	25	24	792
Spinal cord injury	21	15	20	11	9	n/a	n/a	9	87
Stroke	61	21	49	11	12	7	n/a	15	180
Visual impairment	9	n/a	5	n/a	n/a	n/a	n/a	n/a	26
Other neurological	150	68	129	46	52	19	11	17	492
Other physical	21	10	20	n/a	9	n/a	n/a	n/a	72
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	18	6	12	n/a	6	n/a	n/a	n/a	52
Total	3,018	1,690	1,790	666	899	334	160	218	8,776

⁸³⁸ Ibid.

Table N.72 Average payments (participants in SIL) by disability type for the year ending 30 June 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	350,000	362,000	401,300	315,200	413,800	398,300	370,500	602,500	378,700
Autism	376,400	396,500	417,300	342,600	414,400	417,300	372,400	565,400	392,200
Cerebral palsy	387,100	346,100	415,000	347,400	387,300	424,400	339,700	496,700	381,000
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual disability	311,100	281,000	330,000	274,800	335,100	330,500	312,400	470,000	309,000
Multiple sclerosis	418,700	419,000	463,200	285,100	420,000	n/a	n/a	n/a	417,100
Psychosocial disability	302,600	257,000	335,800	280,900	443,200	294,600	276,400	474,500	310,400
Spinal cord injury	465,400	600,500	618,900	452,400	n/a	n/a	n/a	n/a	550,000
Stroke	396,300	426,400	437,000	275,400	415,600	n/a	n/a	507,500	412,700
Visual impairment	343,600	n/a	n/a	n/a	n/a	n/a	n/a	n/a	315,700
Other neurological	407,300	427,000	454,000	341,400	469,300	508,000	326,900	595,400	425,200
Other physical	349,000	350,300	378,500	n/a	408,600	n/a	n/a	n/a	365,600
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	336,200	n/a	345,900	n/a	n/a	n/a	n/a	n/a	389,000
Total	332,800	314,200	368,100	302,200	373,800	365,200	324,200	524,800	340,900

Table N.73 Average payments (participants in SIL) by level of function for the year ending 30 June 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	297,900
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	273,700	260,100	301,300	n/a	239,200	n/a	n/a	n/a	271,400
4	371,000	n/a	369,600	n/a	n/a	n/a	n/a	n/a	370,000
5	261,600	298,800	330,800	n/a	394,300	n/a	n/a	n/a	299,200
6	274,100	284,100	274,800	215,700	235,800	268,600	n/a	n/a	268,700
7	307,000	292,700	343,800	n/a	331,700	302,900	n/a	n/a	313,300
8	252,600	205,500	290,300	235,200	271,300	242,200	n/a	461,600	266,000
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	353,400
10	280,300	250,100	312,700	268,800	359,900	284,600	253,900	531,300	298,700
11	345,100	339,700	327,900	254,000	437,800	381,100	299,900	n/a	345,300
12	334,500	313,600	384,400	307,700	404,900	382,300	334,400	556,300	345,400
13	401,800	403,600	469,600	295,300	458,200	533,900	389,000	464,300	412,900
14	418,000	359,300	441,800	361,800	417,800	476,500	355,500	513,300	407,200
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	614,700
Total	332,800	314,200	368,100	302,200	373,800	365,200	324,200	524,800	340,900

Table N.74 Total payments (participants in SIL) by support category for the year ending 30 June 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,412	1,264	1,395	521	763	253	133	179	6,920
Consumables	18	11	13	5	6	2	1	1	57
Social and Civic	342	241	252	83	58	58	16	25	1,075
Transport	20	13	9	3	3	2	1	0	51
Capacity Building									
Choice and Control	6	7	4	1	3	1	1	0	23
Daily Activities	52	43	37	20	20	6	4	3	185
Employment	2	0	0	1	1	0	0	0	5
Health and Wellbeing	2	0	0	0	0	0	0	0	4
Home Living	0	0	0	0	0	0	0	n/a	0.01
Lifelong learning	n/a	n/a	0	n/a	0	0	n/a	n/a	0.001
Relationships	47	25	20	11	12	5	1	3	125
Social and Civic	1	0	0	0	0	0	0	0	3
Support Coordination	38	27	26	7	10	4	2	4	119
Capital									
Assistive Technology	19	13	12	6	7	2	1	1	61
Home Modifications	57	44	21	2	15	3	1	1	144
Total	3,018	1,690	1,790	666	899	334	160	218	8,776

Table N.75 Total payments (participants not in SIL) by gender for the year ending 30 June 2022 (\$m)⁸³⁹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3,368	2,788	2,349	942	836	230	154	121	10,790
Female	2,275	2,072	1,795	672	598	175	128	74	7,791
Other	48	43	28	11	25	6	2	1	164
Total	5,691	4,904	4,172	1,625	1,459	411	285	195	18,744

Table N.76 Average payments (participants not in SIL) by gender for the year ending 30 June 2022 (\$)⁸⁴⁰

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	37,200	36,100	39,300	37,300	32,100	36,400	30,500	44,400	36,800
Female	44,000	42,100	48,800	43,700	40,700	44,500	38,600	52,000	44,200
Other	29,100	26,100	33,100	31,200	39,500	28,800	24,300	25,100	30,000
Total	39,500	38,300	42,800	39,600	35,300	39,300	33,600	46,900	39,500

Table N.77 Total payments (participants not in SIL) by age group for the year ending 30 June 2022 (\$m)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	399	349	253	110	94	21	19	14	1,260
7 to 14	838	733	498	213	210	62	42	30	2,625
15 to 18	429	374	272	112	106	39	18	16	1,366
19 to 24	577	522	415	179	152	46	28	20	1,940
25 to 34	677	608	541	242	159	50	33	19	2,329
35 to 44	599	557	522	190	162	42	39	21	2,131
45 to 54	748	673	635	203	200	62	34	31	2,586
55 to 64	1,020	820	783	286	283	69	44	33	3,338
65+	406	268	253	91	95	20	27	12	1,170
Total	5,691	4,904	4,172	1,625	1,459	411	285	195	18,744

⁸³⁹ Ibid.

⁸⁴⁰ Ibid.

Table N.78 Average payments (participants not in SIL) by age group for the year ending 30 June 2022 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,600	15,600	15,300	22,300	15,600	14,000	16,000	17,200	16,200
7 to 14	21,600	21,300	18,400	19,800	16,400	24,200	18,300	27,100	20,200
15 to 18	36,800	39,100	33,200	27,300	25,400	40,500	25,000	49,000	34,400
19 to 24	44,600	55,600	56,000	45,600	45,400	39,900	35,800	71,900	49,400
25 to 34	55,700	55,500	68,200	58,000	53,200	46,300	45,700	60,100	57,800
35 to 44	57,000	53,100	70,900	57,700	58,100	55,000	55,200	52,200	58,700
45 to 54	60,300	54,200	71,800	53,500	58,600	62,800	46,400	76,600	60,100
55 to 64	65,400	59,100	73,100	61,600	64,900	59,800	53,800	80,500	64,700
65+	69,500	60,600	76,100	64,000	64,000	66,000	57,100	113,600	67,400
Total	39,500	38,300	42,800	39,600	35,300	39,300	33,600	46,900	39,500

Table N.79 Total payments (participants not in SIL) by disability type for the year ending 30 June 2022 (\$m)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	339	301	275	100	96	26	16	16	1,169
Autism	1,286	1,088	853	352	362	97	66	31	4,134
Cerebral palsy	362	312	287	109	83	29	16	13	1,211
Developmental delay	138	157	93	23	34	8	8	7	468
Global developmental delay	55	29	30	19	20	3	2	2	161
Hearing impairment	61	46	43	16	14	5	2	3	190
Intellectual disability	1,200	1,153	832	401	320	103	54	37	4,102
Multiple sclerosis	188	183	110	46	59	18	11	2	617
Psychosocial disability	678	679	554	166	147	38	40	20	2,322
Spinal cord injury	205	98	170	75	39	11	9	9	617
Stroke	206	135	141	41	43	9	10	13	597
Visual impairment	83	75	55	22	24	6	4	4	272
Other neurological	512	383	400	148	120	35	22	19	1,640
Other physical	284	194	254	78	75	16	20	12	934
Other sensory/speech	8	5	4	1	3	1	0	1	23
Other	86	65	72	26	20	6	4	6	286
Total	5,691	4,904	4,172	1,625	1,459	411	285	195	18,744

Table N.80 Average payments (participants not in SIL) by disability type for the year ending 30 June 2022 (\$)

Primary Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	87,600	81,600	90,800	88,500	70,400	71,900	86,700	77,100	84,500
Autism	26,100	26,700	24,300	23,400	21,700	28,000	23,300	30,900	25,200
Cerebral palsy	77,100	90,600	91,700	74,400	80,000	82,700	64,600	93,000	83,500
Developmental delay	11,800	10,700	10,200	14,300	11,200	9,700	10,000	13,100	11,100
Global developmental delay	15,200	14,500	15,500	16,900	13,600	15,900	13,400	19,000	15,100
Hearing impairment	8,200	7,800	8,000	8,400	8,000	12,000	5,100	16,100	8,100
Intellectual disability	47,400	52,400	57,300	54,000	47,800	43,800	43,500	49,500	51,000
Multiple sclerosis	75,400	67,200	76,800	55,300	75,700	60,200	57,600	126,000	70,400
Psychosocial disability	47,900	40,000	58,900	38,900	50,600	45,700	40,500	48,400	46,500
Spinal cord injury	121,000	112,600	122,600	128,900	95,100	103,300	132,800	132,200	118,800
Stroke	82,700	83,200	91,400	72,800	85,800	67,400	80,900	98,900	84,100
Visual impairment	27,900	27,500	34,100	29,600	31,600	30,500	20,700	52,800	29,400
Other neurological	84,100	80,300	100,700	78,200	81,600	85,200	63,400	106,500	85,700
Other physical	50,900	46,300	56,800	44,700	43,700	45,900	38,200	59,900	49,700
Other sensory/speech	8,900	9,200	13,100	11,600	6,200	14,000	6,200	19,400	9,200
Other	55,900	61,000	66,300	47,200	56,800	42,800	48,900	63,400	58,000
Total	39,500	38,300	42,800	39,600	35,300	39,300	33,600	46,900	39,500

Table N.81 Average payments (participants not in SIL) by level of function for the year ending 30 June 2022 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,300	9,200	9,700	13,500	10,100	10,900	9,600	16,000	10,400
2	12,700	14,500	17,900	14,100	15,500	20,000	14,000	n/a	14,500
3	15,100	14,500	15,400	16,000	13,800	16,000	11,900	25,400	15,000
4	11,500	11,300	13,200	13,000	11,000	13,600	10,200	24,100	12,000
5	20,300	20,000	22,400	19,900	17,600	20,200	15,100	31,100	20,300
6	19,700	17,300	18,400	16,100	15,000	20,500	15,800	25,600	18,000
7	30,100	28,400	27,000	20,400	19,700	33,000	27,100	34,500	27,500
8	31,600	29,500	40,300	29,600	33,600	30,100	27,400	47,900	33,100
9	51,500	45,100	64,100	44,800	41,200	36,300	43,500	n/a	51,300
10	55,100	48,300	70,800	49,800	61,100	50,400	49,400	83,900	56,600
11	56,700	49,600	49,900	35,000	37,200	57,500	57,900	58,700	49,200
12	98,500	92,300	125,800	97,700	110,400	89,800	101,100	124,900	101,700
13	68,100	72,600	69,800	47,100	48,500	64,300	71,700	61,500	65,000
14	171,100	171,000	191,100	161,600	170,100	164,400	163,400	178,000	174,700
15	337,800	439,300	454,000	n/a	n/a	n/a	n/a	n/a	415,800
Total	39,500	38,300	42,800	39,600	35,300	39,300	33,600	46,900	39,500

Table N.82 Total payments (\$m) (participants not in SIL) by support category for the year ending 30 June 2022 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,417	2,063	1,772	687	704	187	132	93	8,057
Consumables	129	125	115	41	33	11	6	3	462
Social and Civic	1,243	1,035	1,011	345	235	97	48	33	4,048
Transport	292	190	106	41	36	11	12	7	694
Capacity Building									
Choice and Control	108	114	86	28	41	9	5	5	397
Daily Activities	968	889	726	312	285	53	53	29	3,315
Employment	38	26	17	10	9	3	2	1	106
Health and Wellbeing	16	7	7	2	2	1	2	0	36
Home Living	0.1	0.6	0.14	0.05	0.02	0.01	0.01	0.01	1
Lifelong learning	0.02	0.04	0.005	0.003	0.06	0.01	0	0	0.1
Relationships	68	60	27	22	16	5	3	2	204
Social and Civic	36	28	18	21	4	5	4	4	120
Support Coordination	181	217	135	53	49	15	8	15	673
Capital									
Assistive Technology	158	117	120	54	37	11	7	3	508
Home Modifications	39	32	32	6	8	3	2	1	123
Total	5,691	4,904	4,172	1,625	1,459	411	285	195	18,744

Table N.83 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 30 June 2022) - all participants

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	1%	0%	0%	0%	1%	0%	0%	1%	0%
-80% to -65%	1%	1%	1%	1%	1%	1%	1%	3%	1%
-65% to -50%	2%	1%	2%	1%	2%	2%	2%	5%	2%
-50% to -35%	4%	3%	3%	3%	4%	4%	4%	7%	3%
-35% to -20%	7%	6%	5%	6%	6%	6%	6%	9%	6%
-20% to -5%	13%	13%	12%	12%	13%	13%	13%	13%	13%
-5% to 0%	10%	11%	14%	10%	11%	10%	12%	8%	11%
0% to 5%	24%	26%	26%	26%	22%	24%	25%	19%	25%
5% to 20%	16%	16%	14%	16%	15%	15%	13%	11%	15%
20% to 35%	7%	7%	6%	7%	7%	7%	6%	6%	6%
35% to 50%	4%	4%	4%	4%	4%	4%	4%	3%	4%
50% to 65%	3%	3%	3%	3%	3%	3%	3%	2%	3%
65% to 80%	2%	2%	2%	2%	2%	2%	2%	2%	2%
above 80%	8%	8%	9%	9%	9%	10%	8%	11%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.84 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{841 842 843}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	75%	70%	84%	87%	96%	n/a	n/a	99%	86%
Subsequent plans	90%	87%	91%	87%	88%	93%	88%	90%	89%
Total	90%	87%	91%	87%	88%	93%	88%	90%	89%
Non SIL									
First plan	55%	51%	56%	56%	53%	51%	48%	49%	54%
Subsequent plans	70%	68%	72%	69%	69%	68%	68%	63%	70%
Total	68%	66%	70%	67%	67%	66%	66%	60%	68%
Total (SIL and non SIL)									
First plan	55%	51%	56%	64%	54%	51%	48%	52%	55%
Subsequent plans	77%	73%	77%	74%	75%	77%	75%	78%	76%
Total	75%	71%	75%	72%	74%	75%	73%	74%	74%

⁸⁴¹ Utilisation of committed supports from 1 October 2021 to 31 March 2022 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁸⁴² 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.

⁸⁴³ Utilisation is not shown if there is insufficient data in the group.

Table N.85 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 June 2022 ^{844 845 846 847 848 849}

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	100%	100%	96%	100%	100%	100%	100%	100%	99%
2	Make an access decision, or request for more information, after an access request has been received	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	98%	99%	99%	100%	98%	100%	100%	100%	99%
4	Make an access decision, after the final information has been provided	99%	99%	99%	100%	99%	100%	94%	100%	99%
5	Commence facilitating the preparation of a plan, after an access decision has been made	96%	96%	96%	97%	95%	95%	100%	83%	96%
6	Approve a participant's plan, after an access decision has been made	92%	87%	91%	92%	92%	91%	92%	63%	90%
7	Approve a plan for ECEI participants, after an access decision has been made	99%	97%	91%	92%	99%	97%	100%	81%	96%
9	If the participant accepts the offer, hold a plan implementation meeting	100%	100%	100%	100%	100%	100%	100%	99%	100%
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	66%	57%	55%	39%	37%	59%	49%	27%	56%
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	100%	100%	100%	100%	100%	100%	100%	100%	100%
13	Complete a Participant Requested Review, after the decision to accept the request was made	57%	72%	52%	56%	67%	64%	50%	30%	60%

⁸⁴⁴ 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.

⁸⁴⁵ 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.

⁸⁴⁶ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

⁸⁴⁷ 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.

⁸⁴⁸ The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

⁸⁴⁹ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT	
14	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	89%	94%	93%	92%	91%	94%	87%	80%	92%
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%	100%	n/a	n/a	n/a	96%
17	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	96%	97%	97%	96%	97%	96%	95%	99%	96%
18	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	96%	96%	95%	96%	96%	94%	95%	100%	96%
19	Cancel participant requested nominee	14 days	100%	100%	100%	96%	100%	100%	100%	100%	99%
20	Cancel CEO initiated nominee	14 days	100%	89%	67%	100%	100%	100%	n/a	n/a	91%

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 30 June 2022 ^{850 851 852 853 854 855 856 857}

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NSW		130,629	81%	158,222	98%	34,095	21%	161,055
Hunter New England	Jul-13	22,273	82%	26,458	97%	5,594	21%	27,191
Central Coast	Jul-16	7,150	78%	9,046	98%	1,768	19%	9,184
Far West	Jul-17	622	83%	748	100%	164	22%	750
Illawarra Shoalhaven	Jul-17	7,963	85%	9,188	98%	2,158	23%	9,411
Mid North Coast	Jul-17	5,913	89%	6,597	99%	1,324	20%	6,640
Murrumbidgee	Jul-17	6,182	87%	7,036	100%	1,671	24%	7,066
Nepean Blue Mountains	Jul-15	6,953	74%	9,218	98%	1,848	20%	9,445
North Sydney	Jul-16	8,902	81%	10,823	98%	2,708	25%	10,998
Northern NSW	Jul-17	7,218	94%	7,645	99%	1,613	21%	7,689
South Eastern Sydney	Jul-17	9,230	85%	10,738	99%	2,437	22%	10,851
South Western Sydney	Jul-16	18,956	76%	24,449	98%	4,915	20%	24,908
Southern NSW	Jul-16	3,807	85%	4,403	98%	1,039	23%	4,489
Sydney	Jul-17	5,697	89%	6,329	99%	1,412	22%	6,414
Western NSW	Jul-17	5,754	84%	6,755	99%	1,640	24%	6,844
Western Sydney	Jul-16	13,992	73%	18,764	98%	3,800	20%	19,150
NSW - Other		17	68%	25	100%	<11		25
VIC		136,177	96%	140,739	99%	27,544	19%	142,240
Barwon	Jul-13	9,305	94%	9,807	99%	1,982	20%	9,949
Central Highlands	Jan-17	5,033	90%	5,497	98%	1,132	20%	5,586
Loddon	May-17	7,103	95%	7,397	99%	1,350	18%	7,475
North East Melbourne	Jul-16	12,547	92%	13,406	98%	2,787	20%	13,616
Inner Gippsland	Oct-17	5,242	97%	5,319	99%	1,022	19%	5,390
Ovens Murray	Oct-17	3,388	93%	3,584	99%	732	20%	3,635
Western District	Oct-17	3,776	94%	3,957	99%	891	22%	4,011
Inner East Melbourne	Nov-17	9,812	96%	10,077	98%	2,350	23%	10,232
Outer East Melbourne	Nov-17	9,926	97%	10,050	99%	2,169	21%	10,183

⁸⁵⁰ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁸⁵¹ 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).

⁸⁵² 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.

⁸⁵³ 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.

⁸⁵⁴ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁸⁵⁵ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁸⁵⁶ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁸⁵⁷ 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
		#	%	#	%	#	%	
Hume Moreland	Mar-18	9,553	96%	9,818	99%	1,680	17%	9,909
Bayside Peninsula	Apr-18	17,035	98%	17,189	99%	3,635	21%	17,328
Southern Melbourne	Sep-18	12,894	97%	13,117	99%	2,519	19%	13,234
Brimbank Melton	Oct-18	8,968	96%	9,259	100%	1,364	15%	9,303
Western Melbourne	Oct-18	13,070	97%	13,369	99%	2,101	16%	13,457
Goulburn	Jan-19	3,869	94%	4,084	99%	838	20%	4,109
Mallee	Jan-19	2,306	96%	2,399	100%	469	20%	2,402
Outer Gippsland	Jan-19	2,344	97%	2,404	100%	522	22%	2,415
VIC - Other		<11		<11		<11		<11
QLD		107,351	96%	111,384	100%	23,951	21%	111,837
Bundaberg	Sep-17	2,961	92%	3,181	99%	723	23%	3,207
Ipswich	Jul-17	8,331	94%	8,866	100%	1,847	21%	8,906
Mackay	Nov-16	3,341	92%	3,596	99%	795	22%	3,623
Toowoomba	Jan-17	6,770	96%	7,026	100%	1,655	23%	7,049
Townsville	Apr-16	5,979	91%	6,536	99%	1,433	22%	6,578
Rockhampton	Nov-17	5,678	91%	6,166	99%	1,218	20%	6,227
Beenleigh	Jul-18	11,735	98%	11,962	100%	2,289	19%	11,987
Brisbane	Jul-18	20,291	98%	20,710	100%	4,491	22%	20,789
Cairns	Jul-18	5,388	98%	5,492	100%	1,321	24%	5,509
Maryborough	Jul-18	4,374	95%	4,580	100%	1,059	23%	4,591
Robina	Jul-18	11,295	98%	11,456	99%	2,261	20%	11,516
Caboolture/Strathpine	Jan-19	11,605	96%	12,060	100%	2,616	22%	12,085
Maroochydore	Jan-19	9,590	98%	9,740	100%	2,239	23%	9,757
QLD - Other		13	100%	13	100%	<11		13
WA		40,602	87%	45,723	98%	12,476	27%	46,475
North East Metro	Jul-14	6,109	86%	7,009	98%	2,077	29%	7,139
Wheat Belt	Jan-17	962	87%	1,085	99%	291	26%	1,101
South Metro	Jul-18	5,969	83%	7,093	98%	1,863	26%	7,229
Central South Metro	Jul-18	5,176	88%	5,724	98%	1,572	27%	5,852
South West	Sep-18	3,444	89%	3,785	97%	945	24%	3,885
Goldfields-Esperance	Oct-18	642	83%	765	99%	173	22%	769
North Metro	Oct-18	5,349	87%	6,075	99%	1,747	28%	6,143
Kimberley-Pilbara	Oct-18	1,275	88%	1,453	100%	311	21%	1,455
South East Metro	Jul-19	4,857	92%	5,200	99%	1,526	29%	5,274
Central North Metro	Jul-19	4,905	92%	5,281	99%	1,505	28%	5,339
Great Southern	Jul-19	979	87%	1,105	98%	243	22%	1,124
Midwest-Gascoyne	Jul-19	928	80%	1,141	99%	222	19%	1,158
WA - Other		<11		<11		<11		<11
SA		43,549	93%	46,122	99%	9,482	20%	46,580
Adelaide Hills	Jul-13	1,665	94%	1,744	98%	314	18%	1,779
Barossa, Light and Lower North	Jul-13	2,078	93%	2,230	100%	340	15%	2,239
Eastern Adelaide	Jul-13	3,754	93%	4,010	99%	852	21%	4,032
Eyre and Western	Jul-13	1,325	94%	1,393	98%	327	23%	1,416
Far North (SA)	Jul-13	467	95%	483	98%	114	23%	491
Fleurieu and Kangaroo Island	Jul-13	1,228	94%	1,284	99%	296	23%	1,301

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
Limestone Coast	Jul-13	1,427	93%	1,502	98%	309	20%	1,537
Murray and Mallee	Jul-13	1,764	92%	1,886	98%	353	18%	1,923
Northern Adelaide	Jul-13	14,690	93%	15,655	99%	3,073	19%	15,819
Southern Adelaide	Jul-13	9,546	95%	10,034	99%	2,228	22%	10,098
Western Adelaide	Jul-13	3,841	94%	4,040	99%	898	22%	4,069
Yorke and Mid North	Jul-13	1,734	94%	1,829	99%	374	20%	1,843
SA - Other		30	91%	32	97%	<11		33
TAS		11,308	93%	11,742	97%	2,576	21%	12,104
TAS North	Jul-13	3,372	97%	3,420	98%	770	22%	3,474
TAS North West	Jul-13	2,441	89%	2,659	97%	578	21%	2,743
TAS South East	Jul-13	2,439	90%	2,581	96%	557	21%	2,700
TAS South West	Jul-13	3,056	96%	3,081	97%	671	21%	3,186
TAS - Other		<11		<11		<11		<11
ACT		7,882	84%	9,211	99%	1,809	19%	9,349
ACT	Jul-14	7,881	84%	9,210	99%	1,808	19%	9,348
ACT - Other		<11		<11		<11		<11
NT		4,688	94%	4,945	100%	1,138	23%	4,963
Barkly	Jul-14	141	97%	146	100%	40	27%	146
Central Australia	Jul-17	772	93%	827	100%	266	32%	828
Darwin Remote	Jul-17	410	94%	438	100%	79	18%	438
Darwin Urban	Jan-17	2,742	95%	2,882	100%	577	20%	2,895
East Arnhem	Jan-17	199	97%	206	100%	47	23%	206
Katherine	Jul-17	225	95%	237	100%	79	33%	238
NT - Other		199	94%	209	99%	50	24%	212
Other Territories		47	98%	47	98%	<11		48
Missing		<11		<11		<11		<11
Total		482,236	90%	528,139	99%	113,081	21%	534,655

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 June 2022 ^{858 859 860}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
NSW	70,200	29,500	56,900	20,000	161,100
Hunter New England	70,700	28,600	57,100	19,000	27,191
Central Coast	63,700	24,800	51,200	17,700	9,184
Far West	72,600	38,600	47,100	16,100	750
Illawarra Shoalhaven	72,500	35,500	58,800	23,500	9,411
Mid North Coast	67,100	27,300	54,700	18,000	6,640
Murrumbidgee	66,300	29,900	51,400	18,000	7,066
Nepean Blue Mountains	67,200	24,900	54,300	17,600	9,445
North Sydney	81,800	33,500	65,800	22,100	10,998
Northern NSW	71,500	35,400	57,100	22,000	7,689
South Eastern Sydney	75,600	32,600	61,200	21,400	10,851
South Western Sydney	65,700	26,500	57,700	21,400	24,908
Southern NSW	62,500	30,800	45,900	18,400	4,489
Sydney	74,800	41,300	52,400	23,500	6,414
Western NSW	75,100	32,600	54,900	17,300	6,844
Western Sydney	69,500	26,000	59,600	20,400	19,150
NSW - Other	53,000	24,800	36,000	14,400	25
VIC	64,900	30,500	49,400	17,600	142,240
Barwon	66,600	32,500	50,400	19,500	9,949
Central Highlands	62,200	26,500	46,800	15,300	5,586
Loddon	57,700	24,300	41,200	12,600	7,475
North East Melbourne	69,000	30,100	54,300	17,600	13,616
Inner Gippsland	60,000	30,800	44,800	17,100	5,390
Ovens Murray	59,000	28,300	42,900	15,600	3,635
Western District	65,000	30,300	46,100	16,500	4,011
Inner East Melbourne	79,200	36,900	61,800	20,800	10,232
Outer East Melbourne	67,600	34,300	51,600	19,900	10,183
Hume Moreland	57,800	26,900	46,100	16,800	9,909
Bayside Peninsula	72,600	39,200	55,700	21,000	17,328
Southern Melbourne	62,700	29,100	48,500	17,900	13,234
Brimbank Melton	58,400	24,300	45,400	15,600	9,303
Western Melbourne	59,600	27,800	45,400	16,600	13,457
Goulburn	56,100	28,000	38,500	14,300	4,109
Mallee	63,700	30,300	45,100	14,700	2,402
Outer Gippsland	65,800	37,300	47,500	19,600	2,415
VIC - Other	152,200	87,000	76,700	59,800	<11
QLD	70,400	30,200	58,300	18,100	111,837
Bundaberg	67,400	31,200	54,400	16,900	3,207

⁸⁵⁸ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁸⁵⁹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁸⁶⁰ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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
	\$	\$	\$	\$	
Ipswich	65,900	29,200	55,000	16,700	8,906
Mackay	63,600	24,700	49,100	13,400	3,623
Toowoomba	73,800	32,300	59,600	18,700	7,049
Townsville	72,900	28,900	57,000	15,400	6,578
Rockhampton	61,400	25,600	46,000	13,100	6,227
Beenleigh	66,800	24,700	57,900	16,500	11,987
Brisbane	73,400	35,200	62,800	21,000	20,789
Cairns	83,100	37,000	66,100	19,700	5,509
Maryborough	71,900	35,200	58,900	21,100	4,591
Robina	68,600	28,800	58,600	19,200	11,516
Caboolture/Strathpine	69,300	26,900	58,200	17,800	12,085
Maroochydore	73,800	34,900	59,600	20,500	9,757
QLD - Other	n/a	n/a	23,600	14,400	13
WA	70,600	33,700	53,000	19,200	46,475
North East Metro	75,600	33,100	58,000	20,300	7,139
Wheat Belt	56,300	33,600	34,400	15,200	1,101
South Metro	63,400	28,700	49,000	18,000	7,229
Central South Metro	69,000	33,500	52,100	19,500	5,852
South West	62,400	31,900	45,300	17,900	3,885
Goldfields-Esperance	73,600	34,200	49,700	17,300	769
North Metro	65,700	30,700	48,100	17,900	6,143
Kimberley-Pilbara	74,500	41,400	44,900	16,600	1,455
South East Metro	79,600	37,600	62,200	22,500	5,274
Central North Metro	85,300	43,100	66,800	24,800	5,339
Great Southern	64,700	30,300	45,900	15,100	1,124
Midwest-Gascoyne	50,500	27,200	35,600	14,700	1,158
WA - Other	63,700	43,100	28,700	24,200	<11
SA	64,700	26,500	53,800	15,600	46,580
Adelaide Hills	56,400	22,600	46,400	12,800	1,779
Barossa, Light and Lower North	49,300	22,400	37,300	12,500	2,239
Eastern Adelaide	72,500	30,100	63,300	18,000	4,032
Eyre and Western	69,100	33,800	43,800	14,800	1,416
Far North (SA)	72,100	36,200	49,200	13,900	491
Fleurieu and Kangaroo Island	70,100	31,900	52,600	16,700	1,301
Limestone Coast	57,400	25,100	46,200	11,400	1,537
Murray and Mallee	57,900	24,500	45,100	13,000	1,923
Northern Adelaide	62,600	24,300	54,700	15,200	15,819
Southern Adelaide	71,300	30,100	59,600	17,200	10,098
Western Adelaide	67,000	29,900	56,300	18,000	4,069
Yorke and Mid North	56,600	27,900	41,200	15,400	1,843
SA - Other	53,900	41,600	n/a	13,500	33
TAS	79,000	33,600	65,500	19,400	12,104
TAS North	78,400	36,100	62,300	19,800	3,474
TAS North West	82,200	35,800	67,200	20,200	2,743
TAS South East	67,700	26,100	57,300	16,200	2,700

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
TAS South West	86,600	36,600	74,300	22,000	3,186
TAS - Other	10,900	10,900	9,600	4,500	<11
ACT	62,700	24,500	49,600	16,000	9,349
ACT	62,700	24,500	49,600	16,000	9,348
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	111,000	38,800	90,200	22,700	4,963
Barkly	91,900	37,800	70,900	17,900	146
Central Australia	179,300	69,500	151,300	33,100	828
Darwin Remote	66,400	45,700	39,800	21,700	438
Darwin Urban	98,600	26,100	84,000	20,700	2,895
East Arnhem	91,700	53,700	47,200	24,900	206
Katherine	151,300	61,800	125,900	34,800	238
NT - Other	91,000	49,000	62,300	21,100	212
OT	87,100	66,100	45,300	26,300	48
Missing	170,700	70,800	n/a	52,500	<11
Total	68,800	30,100	55,200	18,400	534,655

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 June 2022 ^{861 862 863}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
NSW	52,500	26,400	39,500	18,200	151,603
Hunter New England	50,200	25,500	36,300	17,000	25,415
Central Coast	47,200	22,700	34,700	16,400	8,682
Far West	60,000	35,500	35,400	15,800	725
Illawarra Shoalhaven	54,900	32,000	42,000	21,300	8,846
Mid North Coast	56,000	25,600	43,700	17,000	6,406
Murrumbidgee	50,300	27,000	35,900	16,400	6,689
Nepean Blue Mountains	47,600	22,900	34,700	15,800	8,819
North Sydney	56,500	28,000	41,700	18,900	10,071
Northern NSW	58,600	33,000	44,700	20,500	7,361
South Eastern Sydney	58,200	29,000	44,100	19,500	10,209
South Western Sydney	50,600	24,100	42,600	19,700	23,691
Southern NSW	50,000	28,000	34,300	17,100	4,273
Sydney	61,400	38,400	41,100	21,700	6,089
Western NSW	54,400	29,000	33,900	15,600	6,347
Western Sydney	50,300	23,100	40,600	18,300	17,955
NSW - Other	53,000	24,800	36,800	14,400	25

⁸⁶¹ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁸⁶² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁸⁶³ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2022. Average payments are derived from total payments paid over the 12 months to 30 June 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
	\$	\$	\$	\$	
VIC	53,000	28,700	38,300	16,300	136,661
Barwon	52,700	30,900	38,000	18,300	9,541
Central Highlands	48,000	24,700	33,300	14,100	5,304
Loddon	47,000	23,100	31,600	11,900	7,225
North East Melbourne	52,100	27,500	38,000	16,000	12,881
Inner Gippsland	51,400	29,600	36,700	16,100	5,241
Ovens Murray	48,000	26,500	32,200	14,700	3,496
Western District	46,900	27,800	29,900	15,100	3,737
Inner East Melbourne	59,400	32,900	43,100	18,100	9,525
Outer East Melbourne	54,100	31,700	38,800	18,100	9,744
Hume Moreland	51,200	26,200	39,700	16,100	9,687
Bayside Peninsula	60,300	36,600	43,700	19,100	16,507
Southern Melbourne	52,800	27,800	40,100	16,900	12,854
Brimbank Melton	49,800	23,800	37,600	15,000	9,077
Western Melbourne	52,300	27,000	38,600	16,000	13,170
Goulburn	50,600	27,000	32,900	13,600	4,017
Mallee	52,600	28,500	34,000	14,000	2,312
Outer Gippsland	59,100	35,500	41,300	18,400	2,343
VIC - Other	77,800	60,400	n/a	n/a	<11
QLD	56,200	27,800	42,800	16,400	106,656
Bundaberg	53,300	28,200	39,400	15,500	3,062
Ipswich	51,700	26,600	37,500	15,400	8,496
Mackay	51,600	23,500	38,000	12,600	3,489
Toowoomba	56,100	28,900	40,100	16,300	6,589
Townsville	55,600	26,400	38,900	14,000	6,234
Rockhampton	49,200	24,300	32,700	12,200	5,994
Beenleigh	52,300	23,300	42,400	15,200	11,485
Brisbane	60,400	32,100	47,300	19,100	19,815
Cairns	64,900	33,900	48,900	17,200	5,213
Maryborough	57,400	32,100	43,900	19,000	4,372
Robina	55,000	26,300	44,100	17,600	10,999
Caboolture/Strathpine	55,500	24,900	43,700	16,300	11,562
Maroochydore	60,400	32,200	46,300	19,100	9,334
QLD - Other	n/a	n/a	22,000	n/a	12
WA	56,400	31,500	39,600	17,700	44,155
North East Metro	55,600	30,000	39,000	17,700	6,617
Wheat Belt	52,100	32,800	30,200	14,800	1,082
South Metro	51,100	26,800	37,500	16,900	6,918
Central South Metro	56,800	31,700	40,600	18,000	5,609
South West	53,100	30,600	37,300	17,000	3,761
Goldfields-Esperance	59,000	32,800	35,200	16,300	741
North Metro	56,200	29,400	39,300	17,100	5,953
Kimberley-Pilbara	63,900	40,500	35,400	15,900	1,428
South East Metro	58,200	34,200	42,500	20,000	4,861
Central North Metro	66,700	39,400	48,600	21,800	4,970

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
Great Southern	55,100	29,200	37,000	14,100	1,087
Midwest-Gascoyne	44,000	26,300	29,200	14,100	1,128
WA - Other	63,700	43,100	n/a	n/a	<11
SA	48,900	24,800	35,300	14,200	44,067
Adelaide Hills	43,900	21,800	31,900	12,200	1,713
Barossa, Light and Lower North	42,300	21,900	29,800	12,000	2,194
Eastern Adelaide	54,300	26,900	40,500	16,100	3,776
Eyre and Western	58,600	32,800	34,800	14,300	1377
Far North (SA)	54,400	34,100	29,600	12,800	467
Fleurieu and Kangaroo Island	58,100	29,800	42,500	15,600	1251
Limestone Coast	42,900	23,600	28,300	10,500	1458
Murray and Mallee	43,700	23,300	29,700	11,900	1,832
Northern Adelaide	45,200	22,900	33,400	13,900	14,942
Southern Adelaide	51,900	26,600	38,100	15,200	9,366
Western Adelaide	54,700	27,800	40,100	16,600	3,882
Yorke and Mid North	47,600	26,800	31,700	14,600	1,777
SA - Other	48,700	41,600	n/a	13,500	32
TAS	53,300	29,600	39,300	16,900	11,158
TAS North	57,200	32,600	40,500	17,700	3,256
TAS North West	53,700	30,700	39,600	17,500	2,529
TAS South East	46,300	23,700	34,600	14,500	2,533
TAS South West	54,800	30,900	41,600	18,000	2,840
TAS - Other	10,900	10,900	n/a	n/a	<11
ACT	45,700	22,600	33,600	14,500	8,824
ACT	45,700	22,600	33,600	14,500	8,824
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	67,800	33,600	46,900	19,800	4,516
Barkly	56,100	35,300	36,000	16,900	135
Central Australia	97,100	53,700	65,100	24,600	701
Darwin Remote	65,000	45,400	38,700	21,400	436
Darwin Urban	58,600	23,900	44,100	17,900	2,636
East Arnhem	85,600	52,000	45,900	24,300	202
Katherine	78,400	46,100	51,100	25,600	203
NT - Other	71,000	47,700	44,200	19,000	203
Other Territories	87,100	66,100	45,300	26,300	<11
Missing	52,800	34,200	n/a	n/a	<11
Total	53,500	27,700	39,500	16,900	507,705

Table O.4 Participation rates for all participants by service district and age group as at 30 June 2022 ⁸⁶⁴

Service district	Age group								Total excl. 65+
	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	3.5%	5.0%	3.2%	2.2%	1.1%	1.1%	1.5%	1.9%	2.2%
Hunter New England	4.8%	6.9%	5.0%	3.7%	2.0%	1.8%	2.0%	2.5%	3.3%
Central Coast	3.7%	7.4%	4.7%	3.5%	2.0%	1.6%	1.7%	2.3%	3.1%
Far West	4.6%	6.7%	3.9%	3.5%	1.9%	2.3%	1.6%	2.3%	3.1%
Illawarra Shoalhaven	2.8%	5.3%	3.6%	2.7%	1.7%	1.7%	1.9%	2.2%	2.6%
Mid North Coast	5.9%	8.1%	4.7%	4.4%	2.3%	2.0%	1.9%	2.3%	3.7%
Murrumbidgee	4.5%	5.3%	3.5%	3.0%	1.9%	1.5%	1.8%	2.0%	2.8%
Nepean Blue Mountains	4.1%	6.5%	4.3%	2.8%	1.4%	1.3%	1.6%	1.9%	2.7%
North Sydney	2.0%	2.7%	1.7%	1.3%	0.7%	0.6%	1.0%	1.4%	1.3%
Northern NSW	4.0%	6.3%	4.4%	4.5%	2.4%	1.7%	1.8%	2.0%	3.1%
South Eastern Sydney	2.3%	3.4%	2.1%	1.2%	0.6%	0.7%	1.1%	1.5%	1.4%
South Western Sydney	3.7%	5.0%	2.9%	2.2%	1.1%	1.0%	1.4%	1.9%	2.2%
Southern NSW	3.4%	4.9%	3.7%	3.2%	1.7%	1.5%	1.5%	1.8%	2.5%
Sydney	1.9%	3.4%	2.1%	0.6%	0.3%	0.6%	1.2%	1.9%	1.0%
Western NSW	3.8%	5.2%	3.6%	3.1%	1.7%	1.6%	1.9%	2.3%	2.8%
Western Sydney	3.6%	4.0%	2.6%	1.8%	0.9%	0.8%	1.3%	1.9%	1.9%
VIC	4.0%	5.5%	3.4%	1.9%	1.1%	1.2%	1.7%	2.1%	2.3%
Barwon	4.4%	7.6%	5.6%	3.7%	2.0%	2.0%	2.2%	2.6%	3.4%
Central Highlands	3.9%	6.3%	4.3%	3.2%	2.0%	1.7%	2.0%	2.4%	3.0%
Loddon	5.4%	7.6%	5.0%	3.3%	2.2%	2.1%	1.9%	2.3%	3.5%
North East Melbourne	3.4%	5.0%	3.3%	1.6%	0.8%	1.1%	1.8%	2.3%	2.1%
Inner Gippsland	4.1%	6.8%	3.8%	3.1%	2.4%	2.0%	2.3%	2.5%	3.2%
Ovens Murray	5.0%	6.7%	4.0%	3.3%	2.1%	1.9%	2.2%	2.3%	3.2%
Western District	4.2%	5.7%	3.9%	3.5%	2.3%	2.2%	2.4%	2.2%	3.1%
Inner East Melbourne	3.0%	3.7%	2.1%	1.1%	0.8%	0.9%	1.3%	1.8%	1.6%
Outer East Melbourne	3.7%	6.2%	3.7%	2.3%	1.5%	1.4%	1.7%	2.0%	2.5%
Hume Moreland	4.9%	6.2%	3.8%	1.8%	0.9%	1.0%	1.7%	2.5%	2.4%
Bayside Peninsula	3.5%	4.5%	2.7%	1.4%	0.9%	1.2%	1.6%	2.0%	2.0%
Southern Melbourne	4.1%	4.6%	2.7%	1.9%	1.0%	1.0%	1.5%	1.9%	2.2%
Brimbank Melton	5.4%	6.6%	3.6%	2.1%	1.1%	1.2%	1.4%	1.8%	2.6%
Western Melbourne	3.9%	5.4%	3.0%	1.0%	0.7%	0.8%	1.4%	1.7%	1.8%
Goulburn	4.1%	5.7%	3.3%	2.7%	1.8%	1.6%	1.8%	2.3%	2.8%
Mallee	4.5%	6.4%	3.8%	3.0%	2.0%	1.8%	1.9%	2.2%	3.0%
Outer Gippsland	4.0%	6.0%	4.2%	3.8%	2.6%	2.2%	2.6%	2.3%	3.3%
QLD	3.9%	5.3%	3.5%	2.1%	1.2%	1.3%	1.5%	2.0%	2.4%
Bundaberg	6.2%	7.9%	6.0%	5.2%	2.8%	2.3%	2.5%	2.8%	4.1%
Ipswich	3.7%	6.3%	4.2%	2.6%	1.5%	1.5%	1.7%	2.5%	2.8%
Mackay	4.3%	5.0%	3.3%	2.2%	1.1%	0.9%	1.1%	1.7%	2.3%
Toowoomba	4.0%	5.1%	4.1%	3.0%	1.6%	1.8%	2.2%	2.7%	2.9%
Townsville	5.1%	5.4%	3.3%	2.1%	1.4%	1.3%	1.9%	2.3%	2.7%
Rockhampton	4.9%	6.6%	4.1%	2.8%	1.4%	1.2%	1.5%	1.9%	2.9%
Beenleigh	4.4%	6.0%	3.5%	2.2%	1.4%	1.3%	1.5%	1.8%	2.6%
Brisbane	3.1%	3.9%	2.5%	1.3%	0.8%	1.0%	1.4%	2.0%	1.8%
Cairns	2.6%	3.9%	2.7%	2.3%	1.4%	1.3%	1.6%	1.8%	2.1%
Maryborough	5.4%	7.1%	5.2%	4.6%	2.8%	2.4%	2.7%	2.8%	3.8%
Robina	3.6%	5.0%	3.2%	1.7%	1.0%	1.0%	1.2%	1.6%	2.1%
Caboolture/Strathpine	4.7%	6.5%	4.0%	2.5%	1.6%	1.4%	1.5%	2.1%	2.9%
Maroochydore	3.9%	5.9%	3.6%	2.5%	1.8%	1.5%	1.4%	1.9%	2.6%
WA	2.2%	4.1%	3.4%	2.2%	1.3%	1.0%	1.3%	1.7%	1.9%
North East Metro	2.6%	4.7%	4.2%	2.5%	1.5%	1.2%	1.7%	2.2%	2.3%
Wheat Belt	1.6%	3.5%	3.4%	2.8%	1.5%	1.1%	1.0%	1.2%	1.8%

⁸⁶⁴ Participation rate refers to the proportion of general population that are NDIS participants.

Service district		Age group								Total excl. 65+
		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%	4.7%	3.9%	2.4%	1.3%	1.0%	1.3%	1.8%	2.2%
	Central South Metro	2.1%	4.0%	3.6%	2.1%	1.2%	0.9%	1.2%	1.6%	1.9%
	South West	2.3%	4.4%	3.5%	3.3%	2.1%	1.3%	1.6%	2.0%	2.4%
	Goldfields-Esperance	1.8%	3.6%	2.7%	2.2%	1.0%	0.9%	0.9%	1.1%	1.6%
	North Metro	2.3%	4.0%	3.2%	2.2%	1.3%	0.8%	0.8%	1.2%	1.8%
	Kimberley-Pilbara	1.7%	3.3%	3.0%	2.9%	0.8%	0.8%	1.0%	1.1%	1.5%
	South East Metro	2.4%	4.1%	3.2%	1.7%	1.1%	1.1%	1.6%	2.1%	1.9%
	Central North Metro	1.7%	2.8%	2.2%	1.5%	0.9%	1.0%	1.4%	1.9%	1.5%
	Great Southern	1.8%	4.2%	3.3%	3.3%	2.2%	1.3%	1.3%	1.7%	2.2%
	Midwest-Gascoyne	3.3%	4.9%	2.9%	2.6%	1.5%	1.0%	1.1%	1.4%	2.2%
SA		4.6%	7.8%	5.5%	2.9%	1.5%	1.5%	1.9%	2.3%	3.1%
North <										

Table O.5 Participation rates for male participants by service district and age group as at 30 June 2022 ⁸⁶⁵

Service district	Age group								Total excl. 65+
	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	4.7%	6.7%	4.2%	2.8%	1.4%	1.2%	1.6%	2.1%	2.8%
Hunter New England	6.4%	9.5%	6.7%	4.7%	2.3%	2.0%	2.2%	2.6%	4.2%
Central Coast	5.1%	9.9%	5.9%	4.4%	2.2%	1.7%	1.8%	2.4%	3.9%
Far West	6.1%	10.0%	5.5%	4.3%	2.5%	2.7%	1.8%	2.7%	4.1%
Illawarra Shoalhaven	3.8%	7.1%	4.7%	3.4%	2.0%	1.9%	2.0%	2.2%	3.2%
Mid North Coast	7.8%	10.6%	6.1%	5.4%	3.0%	2.4%	2.1%	2.6%	4.7%
Murrumbidgee	5.9%	7.1%	4.6%	3.5%	2.3%	1.6%	1.9%	2.1%	3.4%
Nepean Blue Mountains	5.9%	8.8%	5.8%	3.5%	1.8%	1.4%	1.7%	2.0%	3.5%

⁸⁶⁵ Ibid.

Service district	Age group								Total excl. 65+
	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	2.7%	3.7%	2.1%	1.6%	0.9%	0.7%	1.1%	1.5%	1.6%
Northern NSW	5.6%	8.4%	5.7%	5.4%	2.9%	2.0%	2.1%	2.2%	3.9%
South Eastern Sydney	3.2%	4.4%	2.7%	1.6%	0.8%	0.7%	1.2%	1.5%	1.7%
South Western Sydney	5.1%	6.9%	3.9%	2.8%	1.4%	1.1%	1.5%	2.0%	2.9%
Southern NSW	4.7%	6.4%	4.6%	3.9%	2.1%	1.5%	1.6%	1.8%	3.0%
Sydney	2.7%	4.6%	2.6%	0.8%	0.4%	0.6%	1.5%	2.2%	1.3%
Western NSW	5.0%	7.1%	4.3%	3.9%	1.9%	2.0%	2.1%	2.5%	3.5%
Western Sydney	4.9%	5.5%	3.5%	2.2%	1.1%	0.9%	1.4%	2.1%	2.4%
VIC	5.4%	7.3%	4.2%	2.2%	1.3%	1.3%	1.7%	2.1%	2.8%
Barwon	5.9%	9.8%	7.3%	4.5%	2.4%	2.1%	2.2%	2.5%	4.2%
Central Highlands	5.0%	8.4%	5.1%	3.7%	2.4%	1.8%	2.0%	2.5%	3.6%
Loddon	7.0%	9.9%	6.0%	3.9%	2.6%	2.2%	1.9%	2.4%	4.2%
North East Melbourne	4.6%	6.6%	4.2%	1.9%	1.0%	1.3%	1.9%	2.4%	2.5%
Inner Gippsland	5.6%	8.7%	4.8%	3.6%	2.7%	2.0%	2.2%	2.3%	3.8%
Ovens Murray	6.6%	8.7%	5.6%	4.1%	2.3%	2.2%	2.3%	2.4%	4.0%
Western District	5.5%	7.5%	5.0%	4.0%	2.6%	2.3%	2.6%	2.2%	3.7%
Inner East Melbourne	4.1%	4.7%	2.6%	1.2%	0.9%	1.0%	1.4%	1.8%	1.9%
Outer East Melbourne	4.8%	7.6%	4.6%	2.7%	1.6%	1.4%	1.7%	1.8%	3.0%
Hume Moreland	6.3%	8.1%	4.6%	2.1%	1.0%	1.0%	1.7%	2.5%	2.9%
Bayside Peninsula	4.7%	6.0%	3.2%	1.8%	1.0%	1.2%	1.6%	2.1%	2.4%
Southern Melbourne	5.5%	6.3%	3.3%	2.2%	1.1%	1.0%	1.4%	1.9%	2.6%
Brimbank Melton	7.2%	9.1%	4.7%	2.4%	1.2%	1.2%	1.5%	1.8%	3.3%
Western Melbourne	5.2%	7.5%	4.0%	1.2%	0.7%	0.8%	1.4%	1.8%	2.2%
Goulburn	5.3%	7.6%	4.5%	3.5%	2.1%	1.7%	1.7%	2.3%	3.4%
Mallee	6.3%	8.3%	5.0%	3.6%	2.2%	1.8%	1.8%	2.1%	3.6%
Outer Gippsland	5.3%	8.1%	5.3%	4.4%	2.7%	2.1%	2.3%	2.3%	3.7%
QLD	5.3%	7.1%	4.3%	2.6%	1.5%	1.4%	1.6%	2.2%	3.0%
Bundaberg	8.6%	10.3%	7.2%	5.9%	3.1%	2.8%	2.5%	3.0%	5.0%
Ipswich	4.8%	8.3%	5.1%	3.3%	1.8%	1.6%	1.7%	2.7%	3.5%
Mackay	5.9%	6.8%	4.3%	2.6%	1.3%	1.0%	1.2%	1.7%	2.8%
Toowoomba	5.2%	6.7%	5.2%	3.4%	1.8%	2.1%	2.5%	3.0%	3.6%
Townsville	6.7%	7.5%	4.2%	2.5%	1.5%	1.5%	2.1%	2.3%	3.3%
Rockhampton	6.8%	8.8%	4.9%	3.7%	1.9%	1.4%	1.5%	2.0%	3.6%
Beenleigh	5.9%	7.9%	4.6%	2.7%	1.6%	1.4%	1.5%	1.9%	3.3%
Brisbane	4.2%	5.2%	3.1%	1.6%	0.9%	1.1%	1.4%	2.2%	2.1%
Cairns	3.7%	5.3%	3.3%	2.8%	1.7%	1.6%	1.8%	2.0%	2.7%
Maryborough	7.1%	9.3%	5.9%	5.8%	3.5%	2.7%	3.0%	3.0%	4.8%
Robina	4.9%	6.7%	3.9%	2.2%	1.2%	1.0%	1.4%	1.7%	2.6%
Caboolture/Strathpine	6.1%	8.6%	5.0%	3.1%	1.8%	1.4%	1.6%	2.0%	3.5%
Maroochydore	5.2%	7.7%	4.6%	2.9%	2.0%	1.5%	1.4%	2.0%	3.2%
WA	3.0%	5.6%	4.4%	2.8%	1.5%	1.1%	1.3%	1.8%	2.4%
North East Metro	3.6%	6.5%	5.8%	3.4%	1.9%	1.3%	1.7%	2.3%	2.9%
Wheat Belt	1.9%	4.6%	4.4%	2.8%	1.8%	1.1%	1.1%	1.3%	2.1%
South Metro	3.0%	6.5%	5.0%	3.2%	1.5%	1.1%	1.3%	1.8%	2.7%
Central South Metro	2.9%	5.3%	4.4%	2.6%	1.4%	1.0%	1.2%	1.8%	2.3%
South West	2.9%	6.0%	4.6%	4.1%	2.6%	1.3%	1.5%	2.0%	2.9%
Goldfields-Esperance	2.7%	4.8%	3.1%	2.9%	1.0%	0.9%	0.9%	1.1%	1.9%
North Metro	3.2%	5.5%	4.0%	2.7%	1.6%	0.8%	0.8%	1.1%	2.3%
Kimberley-Pilbara	2.4%	4.7%	3.6%	4.4%	0.9%	0.7%	1.0%	0.9%	1.8%
South East Metro	3.3%	5.6%	4.2%	2.2%	1.3%	1.2%	1.7%	2.4%	2.4%
Central North Metro	2.3%	3.8%	3.0%	1.8%	1.0%	1.1%	1.6%	2.0%	1.9%
Great Southern	2.6%	5.6%	4.7%	3.5%	2.3%	1.2%	1.2%	1.8%	2.6%
Midwest-Gascoyne	4.6%	6.9%	3.4%	3.6%	1.8%	1.1%	0.9%	1.5%	2.7%
SA	6.2%	10.6%	6.9%	3.5%	1.7%	1.7%	2.0%	2.4%	3.9%

Service district		Age group								Total excl. 65+
		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	5.5%	8.9%	6.1%	3.1%	1.6%	1.3%	0.9%	1.5%	3.3%
	Barossa, Light and Lower	8.6%	12.0%	8.9%	3.9%	2.2%	1.4%	1.5%	1.9%	4.5%
	Eastern Adelaide	3.8%	6.9%	4.1%	1.8%	1.3%	1.3%	1.8%	2.2%	2.5%
	Eyre and Western	5.0%	10.3%	5.5%	3.4%	2.1%	1.7%	1.6%	2.1%	3.7%
	Far North (SA)	3.2%	5.9%	6.5%	3.7%	1.2%	2.1%	2.5%	2.2%	2.9%
	Fleurieu and Kangaroo	4.9%	10.1%	8.2%	5.4%	2.9%	1.7%	2.3%	2.4%	4.2%
	Limestone Coast	4.5%	7.7%	5.3%	4.2%	2.4%	1.9%	1.8%	2.4%	3.5%
	Murray and Mallee	7.2%	10.8%	6.8%	3.8%	1.8%	1.9%	2.1%	2.1%	4.0%
	Northern Adelaide	8.2%	13.6%	8.3%	4.2%	1.8%	1.8%	2.2%	2.9%	4.8%
	Southern Adelaide	5.2%	10.3%	7.6%	3.9%	1.8%	1.8%	2.2%	2.6%	3.9%
	Western Adelaide	5.5%	10.3%	5.6%	2.7%	1.4%	1.6%	2.0%	2.8%	3.3%
	Yorke and Mid North	5.4%	9.4%	6.5%	4.5%	2.7%	1.8%	2.1%	1.9%	3.8%
TAS		4.9%	6.6%	5.0%	4.2%	2.3%	1.7%	1.9%	2.1%	3.3%
	TAS North	5.9%	6.9%	5.1%	4.3%	2.6%	1.4%	2.0%	2.0%	3.4%
	TAS North West	4.4%	7.2%	5.7%	5.7%	2.8%	1.8%	2.0%	2.5%	3.6%
	TAS South East	5.7%	7.2%	5.3%	4.6%	2.0%	1.8%	1.5%	1.9%	3.4%
	TAS South West	3.9%	5.3%	4.3%	3.2%	1.9%	1.7%	1.9%	2.1%	2.8%
ACT		3.9%	7.2%	5.1%	2.8%	1.3%	1.2%	1.6%	2.1%	2.8%
ACT		3.9%	7.2%	5.1%	2.8%	1.3%	1.2%	1.6%	2.1%	2.8%
NT		4.7%	6.1%	3.5%	2.3%	1.2%	1.5%	1.8%	2.1%	2.7%
	Barkly	1.2%	3.2%	4.6%	1.3%	0.6%	1.1%	3.1%	7.0%	2.4%
	Central Australia	2.8%	6.3%	3.7%	2.3%	1.6%	1.9%	2.5%	3.2%	2.9%
	Darwin Remote	2.0%	2.5%	2.1%	1.9%	2.5%	3.6%	3.0%	2.8%	2.6%
	Darwin Urban	6.3%	7.3%	4.1%	2.3%	0.8%	1.0%	1.4%	1.6%	2.6%
	East Arnhem	1.0%	2.7%	1.9%	3.3%	2.1%	4.0%	3.8%	3.5%	2.7%
	Katherine	4.6%	7.7%	2.3%	2.9%	0.9%	1.5%	2.0%	2.4%	2.8%
Missing		3.2%	5.0%	6.7%	1.6%	0.9%	1.5%	1.4%	1.6%	2.1%
Total		4.9%	7.1%	4.5%	2.7%	1.4%	1.3%	1.6%	2.1%	2.9%

Table O.6 Participation rates for female participants by service district and age group as at 30 June 2022 ⁸⁶⁶

Service district		Age group								Total excl. 65+
		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		2.1%	2.9%	2.1%	1.6%	0.9%	1.0%	1.3%	1.8%	1.6%
	Hunter New England	3.0%	4.1%	3.1%	2.6%	1.6%	1.6%	1.8%	2.3%	2.4%
	Central Coast	2.3%	4.5%	3.3%	2.4%	1.7%	1.4%	1.5%	2.2%	2.3%
	Far West	3.1%	3.3%	2.2%	2.4%	1.3%	1.9%	1.5%	1.7%	2.1%
	Illawarra Shoalhaven	1.6%	3.2%	2.3%	1.9%	1.4%	1.4%	1.7%	2.1%	1.9%
	Mid North Coast	3.9%	5.3%	3.1%	3.2%	1.6%	1.6%	1.6%	2.0%	2.6%
	Murrumbidgee	2.9%	3.2%	2.5%	2.4%	1.5%	1.4%	1.6%	1.9%	2.1%
	Nepean Blue Mountains	2.3%	3.9%	2.6%	2.1%	1.1%	1.1%	1.4%	1.6%	1.9%
	North Sydney	1.1%	1.6%	1.2%	1.0%	0.5%	0.5%	0.8%	1.3%	0.9%
	Northern NSW	2.3%	3.8%	2.9%	3.4%	1.8%	1.4%	1.6%	1.8%	2.2%
	South Eastern Sydney	1.3%	1.9%	1.5%	0.9%	0.5%	0.6%	1.0%	1.4%	1.0%
	South Western Sydney	2.1%	2.8%	1.8%	1.6%	0.9%	0.9%	1.2%	1.7%	1.5%
	Southern NSW	2.0%	3.1%	2.7%	2.3%	1.4%	1.4%	1.4%	1.8%	1.9%
	Sydney	1.1%	1.8%	1.4%	0.4%	0.3%	0.5%	0.9%	1.5%	0.7%
	Western NSW	2.5%	3.1%	2.7%	2.2%	1.4%	1.3%	1.7%	2.0%	2.0%
	Western Sydney	2.2%	2.3%	1.6%	1.3%	0.7%	0.8%	1.2%	1.7%	1.4%
VIC		2.5%	3.4%	2.3%	1.4%	0.9%	1.2%	1.7%	2.1%	1.8%
	Barwon	2.8%	5.1%	3.6%	2.7%	1.6%	1.8%	2.2%	2.7%	2.6%
	Central Highlands	2.6%	3.8%	3.2%	2.6%	1.6%	1.6%	2.0%	2.4%	2.3%

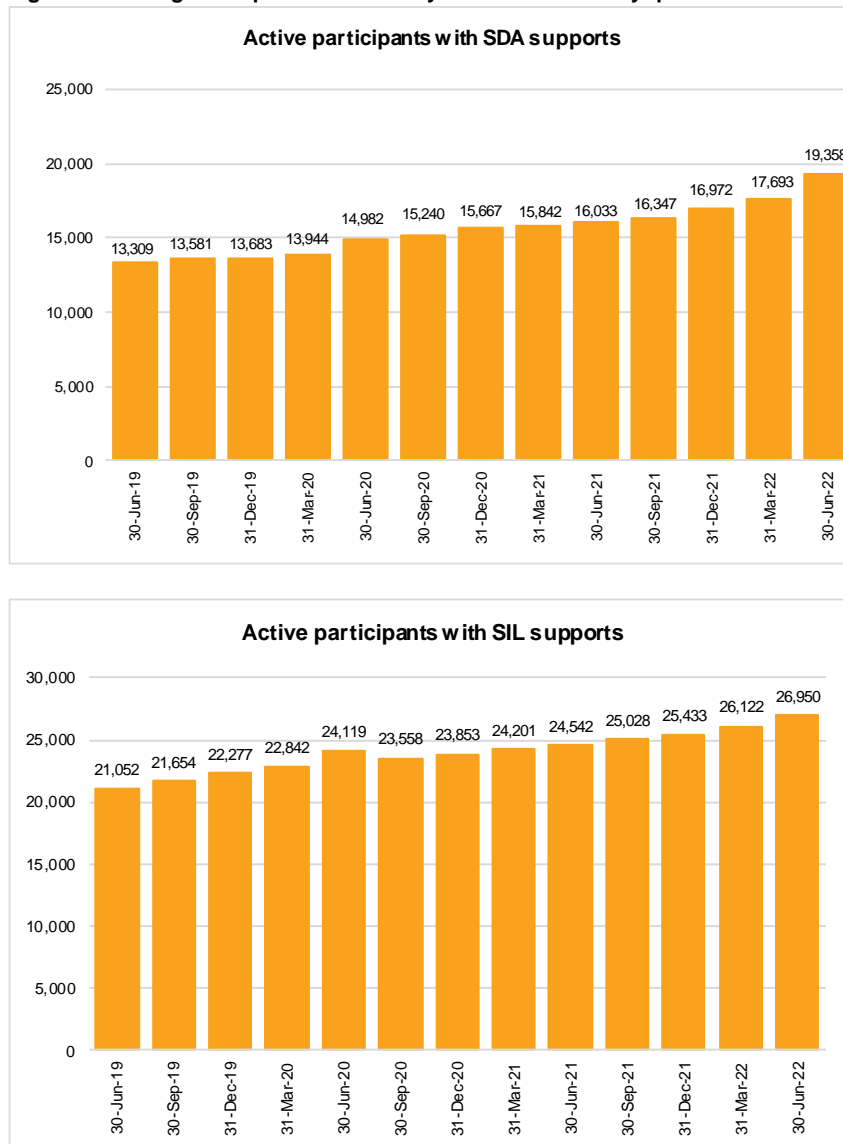
⁸⁶⁶ Ibid.

Service district	Age group								Total excl. 65+
	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	3.6%	4.9%	3.7%	2.4%	1.8%	2.0%	2.0%	2.1%	2.6%
North East Melbourne	2.0%	3.1%	2.3%	1.1%	0.7%	0.9%	1.6%	2.1%	1.5%
Inner Gippsland	2.6%	4.3%	2.7%	2.5%	2.0%	2.0%	2.3%	2.6%	2.6%
Ovens Murray	3.4%	4.3%	2.4%	2.2%	1.8%	1.6%	2.0%	2.1%	2.4%
Western District	2.7%	3.7%	2.6%	3.0%	2.0%	2.1%	2.3%	2.2%	2.5%
Inner East Melbourne	1.9%	2.1%	1.5%	0.8%	0.7%	0.9%	1.2%	1.7%	1.3%
Outer East Melbourne	2.4%	4.0%	2.7%	1.7%	1.3%	1.3%	1.8%	2.0%	2.0%
Hume Moreland	3.1%	4.0%	2.8%	1.4%	0.8%	1.0%	1.7%	2.5%	1.9%
Bayside Peninsula	2.2%	2.9%	2.0%	1.1%	0.8%	1.1%	1.6%	2.0%	1.6%
Southern Melbourne	2.5%	2.8%	2.0%	1.5%	0.8%	1.0%	1.6%	1.8%	1.6%
Brimbank Melton	3.2%	3.9%	2.4%	1.5%	0.9%	1.1%	1.3%	1.8%	1.9%
Western Melbourne	2.4%	3.1%	1.9%	0.7%	0.6%	0.7%	1.3%	1.7%	1.3%
Goulburn	2.7%	3.4%	2.1%	1.9%	1.5%	1.5%	1.8%	2.3%	2.1%
Mallee	2.7%	4.4%	2.6%	2.3%	1.7%	1.9%	2.0%	2.3%	2.4%
Outer Gippsland	2.6%	3.6%	3.0%	3.1%	2.4%	2.3%	2.9%	2.4%	2.7%
QLD	2.5%	3.4%	2.5%	1.6%	1.0%	1.1%	1.5%	1.9%	1.8%
Bundaberg	3.5%	5.1%	4.8%	4.2%	2.4%	1.9%	2.4%	2.6%	3.1%
Ipswich	2.4%	3.9%	3.2%	1.9%	1.1%	1.3%	1.7%	2.2%	2.1%
Mackay	2.7%	3.0%	2.3%	1.8%	0.9%	0.8%	1.0%	1.7%	1.6%
Toowoomba	2.8%	3.5%	2.8%	2.5%	1.3%	1.5%	1.9%	2.4%	2.3%
Townsville	3.3%	3.1%	2.3%	1.5%	1.2%	1.1%	1.7%	2.2%	2.0%
Rockhampton	3.0%	4.2%	3.2%	1.9%	1.0%	1.1%	1.5%	1.9%	2.1%
Beenleigh	2.9%	3.9%	2.3%	1.6%	1.2%	1.2%	1.4%	1.8%	2.0%
Brisbane	1.9%	2.5%	1.8%	1.0%	0.7%	0.9%	1.3%	1.9%	1.3%
Cairns	1.4%	2.3%	2.0%	1.8%	1.1%	1.0%	1.3%	1.6%	1.5%
Maryborough	3.6%	4.6%	4.2%	3.1%	2.1%	2.0%	2.5%	2.5%	2.9%
Robina	2.3%	3.2%	2.4%	1.3%	0.8%	0.9%	1.1%	1.5%	1.5%
Caboolture/Strathpine	3.2%	4.2%	2.8%	1.9%	1.3%	1.3%	1.5%	2.1%	2.2%
Maroochydore	2.5%	4.0%	2.5%	1.9%	1.5%	1.4%	1.4%	1.8%	2.0%
WA	1.4%	2.5%	2.3%	1.5%	1.0%	0.9%	1.3%	1.7%	1.5%
North East Metro	1.5%	2.7%	2.4%	1.6%	1.1%	1.1%	1.6%	2.1%	1.7%
Wheat Belt	1.2%	2.3%	2.2%	2.7%	1.2%	0.9%	0.8%	1.2%	1.4%
South Metro	1.6%	2.8%	2.7%	1.6%	1.0%	1.0%	1.3%	1.9%	1.6%
Central South Metro	1.2%	2.6%	2.6%	1.4%	1.0%	0.9%	1.2%	1.5%	1.4%
South West	1.5%	2.7%	2.3%	2.3%	1.7%	1.2%	1.6%	2.0%	1.9%
Goldfields-Esperance	0.9%	2.4%	2.2%	1.3%	0.9%	0.8%	0.8%	1.1%	1.2%
North Metro	1.5%	2.4%	2.3%	1.7%	1.0%	0.8%	0.8%	1.3%	1.4%
Kimberley-Pilbara	1.0%	2.0%	2.2%	1.4%	0.7%	0.8%	1.1%	1.3%	1.2%
South East Metro	1.4%	2.3%	2.1%	1.1%	0.9%	1.0%	1.4%	1.8%	1.4%
Central North Metro	1.0%	1.7%	1.4%	1.1%	0.7%	0.8%	1.3%	1.8%	1.2%
Great Southern	1.0%	2.7%	1.8%	2.8%	2.0%	1.4%	1.3%	1.7%	1.8%
Midwest-Gascoyne	2.0%	2.7%	2.3%	1.7%	1.2%	0.9%	1.3%	1.3%	1.6%
SA	2.8%	4.8%	3.7%	2.0%	1.2%	1.3%	1.7%	2.1%	2.2%
North	Adelaide Hills	2.1%	5.2%	3.2%	2.3%	1.4%	1.0%	1.2%	2.0%
	Barossa, Light and Lower	3.7%	5.6%	3.9%	2.3%	1.4%	1.0%	1.7%	2.4%
	Eastern Adelaide	1.6%	3.0%	2.4%	1.1%	0.8%	0.8%	1.9%	1.5%
	Eyre and Western	2.3%	3.2%	3.0%	2.7%	1.6%	1.4%	2.0%	2.1%
	Far North (SA)	1.4%	2.9%	2.3%	0.9%	1.0%	0.9%	1.8%	1.6%
Island	Fleurieu and Kangaroo	2.7%	5.2%	4.6%	3.0%	1.7%	1.6%	1.6%	2.5%
	Limestone Coast	1.8%	3.2%	3.1%	2.3%	1.5%	1.2%	1.7%	1.9%
	Murray and Mallee	3.5%	4.3%	3.5%	2.5%	1.4%	1.0%	2.0%	2.3%
	Northern Adelaide	3.7%	6.2%	4.5%	2.2%	1.2%	1.4%	2.4%	2.6%
	Southern Adelaide	2.7%	4.8%	4.2%	2.3%	1.3%	1.5%	2.4%	2.4%
	Western Adelaide	2.4%	3.8%	3.2%	1.3%	0.8%	1.0%	2.4%	1.8%

Service district	Age group								Total excl. 65+
	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	2.4%	4.4%	3.4%	3.0%	1.8%	1.4%	1.6%	1.6%	2.2%
TAS	2.4%	3.2%	2.6%	2.7%	1.6%	1.4%	1.7%	1.8%	2.0%
TAS North	2.6%	3.5%	2.6%	2.9%	1.8%	1.4%	1.9%	1.8%	2.2%
TAS North West	2.3%	3.4%	3.0%	3.6%	2.0%	1.6%	1.7%	2.0%	2.3%
TAS South East	2.8%	3.5%	2.5%	2.8%	1.2%	1.1%	1.5%	1.6%	1.9%
TAS South West	2.1%	2.6%	2.4%	2.1%	1.3%	1.4%	1.7%	1.8%	1.8%
ACT	1.7%	3.3%	2.8%	1.6%	1.0%	1.2%	1.5%	2.2%	1.7%
ACT	1.7%	3.3%	2.8%	1.6%	1.0%	1.2%	1.5%	2.2%	1.7%
NT	1.9%	2.6%	1.7%	1.2%	0.7%	1.1%	1.4%	1.7%	1.4%
Barkly	0.2%	1.1%	2.9%	1.4%	1.1%	2.2%	2.4%	2.4%	1.6%
Central Australia	1.2%	2.4%	1.1%	0.9%	1.0%	1.6%	1.9%	2.7%	1.7%
Darwin Remote	1.2%	0.9%	0.9%	0.6%	0.9%	1.3%	1.8%	1.3%	1.1%
Darwin Urban	2.5%	3.3%	2.3%	1.3%	0.5%	0.8%	1.1%	1.3%	1.4%
East Arnhem	0.5%	1.1%	0.5%	1.5%	0.8%	1.3%	2.0%	3.1%	1.2%
Katherine	1.3%	2.7%	0.8%	1.4%	0.5%	2.3%	2.7%	3.1%	1.8%
Missing	2.7%	2.6%	3.4%	1.9%	0.8%	0.6%	1.8%	1.2%	1.6%
Total	2.3%	3.2%	2.4%	1.6%	1.0%	1.1%	1.5%	1.9%	1.7%

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL ⁸⁶⁷



⁸⁶⁷ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants and annualised committed supports from the September 2020 quarter to the March 2022 quarter.

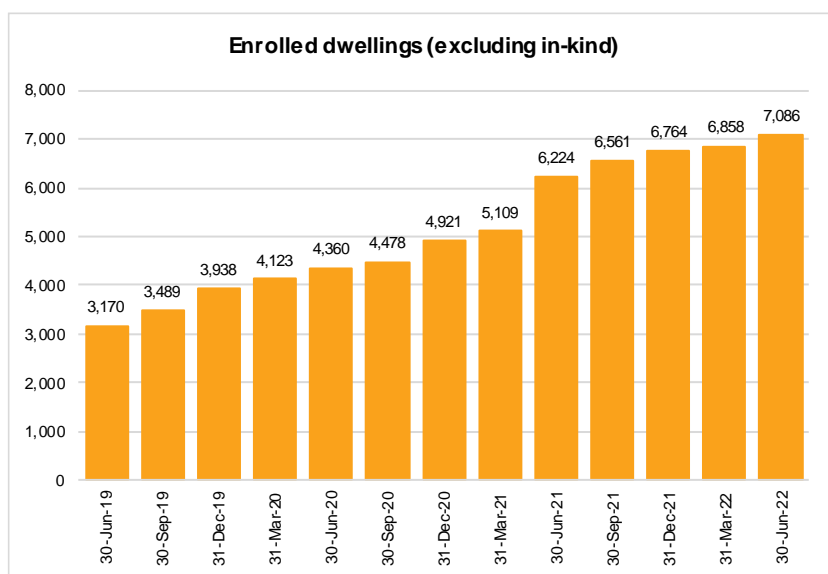
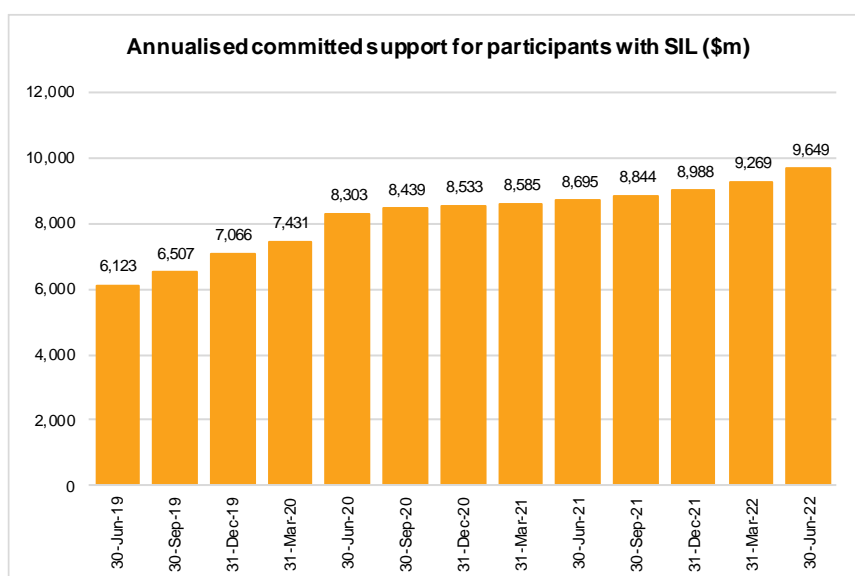
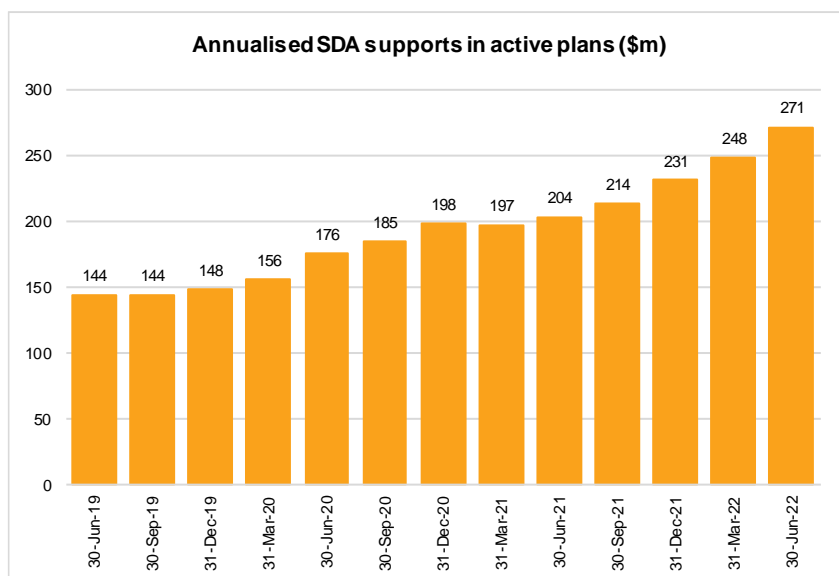


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2022 ^{868 869 870}

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	6,423	4.0%	9,452	5.9%	161,055
Hunter New England	883	3.2%	1,776	6.5%	27,191
Central Coast	327	3.6%	502	5.5%	9,184
Far West	<11		25	3.3%	750
Illawarra Shoalhaven	389	4.1%	565	6.0%	9,411
Mid North Coast	190	2.9%	234	3.5%	6,640
Murrumbidgee	279	3.9%	377	5.3%	7,066
Nepean Blue Mountains	455	4.8%	626	6.6%	9,445
North Sydney	826	7.5%	927	8.4%	10,998
Northern NSW	259	3.4%	328	4.3%	7,689
South Eastern Sydney	543	5.0%	642	5.9%	10,851
South Western Sydney	684	2.7%	1,217	4.9%	24,908
Southern NSW	150	3.3%	216	4.8%	4,489
Sydney	210	3.3%	325	5.1%	6,414
Western NSW	365	5.3%	497	7.3%	6,844
Western Sydney	855	4.5%	1,195	6.2%	19,150
NSW - Other	<11		<11		25
VIC	5,971	4.2%	5,574	3.9%	142,240
Barwon	418	4.2%	408	4.1%	9,949
Central Highlands	312	5.6%	282	5.0%	5,586
Loddon	270	3.6%	250	3.3%	7,475
North East Melbourne	777	5.7%	735	5.4%	13,616
Inner Gippsland	156	2.9%	149	2.8%	5,390
Ovens Murray	152	4.2%	139	3.8%	3,635
Western District	276	6.9%	274	6.8%	4,011
Inner East Melbourne	791	7.7%	707	6.9%	10,232
Outer East Melbourne	514	5.0%	439	4.3%	10,183
Hume Moreland	246	2.5%	222	2.2%	9,909
Bayside Peninsula	824	4.8%	821	4.7%	17,328
Southern Melbourne	361	2.7%	380	2.9%	13,234
Brimbank Melton	244	2.6%	226	2.4%	9,303
Western Melbourne	349	2.6%	287	2.1%	13,457
Goulburn	107	2.6%	92	2.2%	4,109
Mallee	97	4.0%	90	3.7%	2,402
Outer Gippsland	77	3.2%	72	3.0%	2,415
VIC - Other	<11		<11		<11
QLD	2,602	2.3%	5,181	4.6%	111,837
Bundaberg	87	2.7%	145	4.5%	3,207
Ipswich	276	3.1%	410	4.6%	8,906
Mackay	54	1.5%	134	3.7%	3,623
Toowoomba	254	3.6%	460	6.5%	7,049
Townsville	117	1.8%	344	5.2%	6,578
Rockhampton	122	2.0%	233	3.7%	6,227
Beenleigh	237	2.0%	502	4.2%	11,987
Brisbane	507	2.4%	974	4.7%	20,789
Cairns	101	1.8%	296	5.4%	5,509
Maryborough	123	2.7%	219	4.8%	4,591

⁸⁶⁸ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁸⁶⁹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁸⁷⁰ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Robina	261	2.3%	517	4.5%	11,516
Caboolture/Strathpine	267	2.2%	523	4.3%	12,085
Maroochydore	195	2.0%	423	4.3%	9,757
QLD - Other	<11		<11		13
WA	1,422	3.1%	2,313	5.0%	46,475
North East Metro	333	4.7%	522	7.3%	7,139
Wheat Belt	<11		19	1.7%	1,101
South Metro	145	2.0%	311	4.3%	7,229
Central South Metro	134	2.3%	243	4.2%	5,852
South West	57	1.5%	124	3.2%	3,885
Goldfields-Esperance	<11		28	3.6%	769
North Metro	157	2.6%	190	3.1%	6,143
Kimberley-Pilbara	<11		27	1.9%	1,455
South East Metro	277	5.3%	413	7.8%	5,274
Central North Metro	262	4.9%	369	6.9%	5,339
Great Southern	18	1.6%	37	3.3%	1,124
Midwest-Gascoyne	18	1.6%	30	2.6%	1,158
WA - Other	<11		<11		<11
SA	2,021	4.3%	2,513	5.4%	46,580
Adelaide Hills	42	2.4%	66	3.7%	1,779
Barossa, Light and Lower North	39	1.7%	45	2.0%	2,239
Eastern Adelaide	219	5.4%	256	6.3%	4,032
Eyre and Western	36	2.5%	39	2.8%	1,416
Far North (SA)	16	3.3%	24	4.9%	491
Fleurieu and Kangaroo Island	46	3.5%	50	3.8%	1,301
Limestone Coast	57	3.7%	79	5.1%	1,537
Murray and Mallee	68	3.5%	91	4.7%	1,923
Northern Adelaide	690	4.4%	877	5.5%	15,819
Southern Adelaide	600	5.9%	732	7.2%	10,098
Western Adelaide	171	4.2%	187	4.6%	4,069
Yorke and Mid North	37	2.0%	66	3.6%	1,843
SA - Other	<11		<11		33
TAS	458	3.8%	945	7.8%	12,104
TAS North	124	3.6%	218	6.3%	3,474
TAS North West	118	4.3%	214	7.8%	2,743
TAS South East	83	3.1%	167	6.2%	2,700
TAS South West	133	4.2%	346	10.9%	3,186
TAS - Other	<11		<11		<11
ACT	268	2.9%	524	5.6%	9,349
ACT	268	2.9%	524	5.6%	9,348
ACT - Other	<11		<11		<11
NT	193	3.9%	447	9.0%	4,963
Barkly	<11		11	7.5%	146
Central Australia	46	5.6%	127	15.3%	828
Darwin Remote	<11		<11		438
Darwin Urban	118	4.1%	259	8.9%	2,895
East Arnhem	<11		<11		206
Katherine	17	7.1%	35	14.7%	238
NT - Other	<11		<11		212
Other Territories	<11		<11		48
Missing	<11		<11		<11
National	19,358	3.6%	26,950	5.0%	534,655

Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2022 ^{871 872 873 874}

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	92,842,833	0.82%	3,341,227,767	30%	11,302,515,139
VIC	75,888,286	0.82%	1,979,688,351	21%	9,226,908,357
QLD	48,026,922	0.61%	1,885,560,558	24%	7,877,874,729
WA	18,004,692	0.55%	790,973,025	24%	3,281,326,413
SA	25,324,256	0.84%	861,175,443	29%	3,015,152,927
TAS	5,139,090	0.54%	361,647,292	38%	956,650,595
ACT	3,630,080	0.62%	183,346,656	31%	586,583,000
NT	2,622,401	0.48%	244,571,519	44%	550,702,636
Other Territories	n/a	n/a	n/a	n/a	4,180,419
Missing	n/a	n/a	524,610	77%	682,992
Total	271,478,560	0.74%	9,648,715,222	26%	36,802,577,207

Table P.3 Active SDA providers by State/Territory as at 30 June 2022 ^{875 876 877}

State/Territory	SDA providers that have ever been active	SDA providers active in 2021-22 Q4
NSW	179	141
VIC	112	77
QLD	106	76
WA	36	27
SA	41	27
TAS	17	11
ACT	14	5
NT	5	<5
OT	<5	<5
National	407	319

⁸⁷¹ State/Territory is defined by the current residing address of the participant.

⁸⁷² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁸⁷³ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022

⁸⁷⁴ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2022.

⁸⁷⁵ 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.

⁸⁷⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁸⁷⁷ 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 Building Type as at 30 June 2022 (excluding in-kind arrangements)

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	114	0	51	0	165
ACT - Australian Capital Territory	114	0	51	0	165
NSW	1,346	55	1,030	16	2,447
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	66	3	57	1	127
NSW - Central West	48	3	15	0	66
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	43	4	10	0	57
NSW - Hunter Valley exc Newcastle	36	1	21	0	58
NSW - Illawarra	41	1	31	0	73
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	51	1	23	0	75
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	19	0	44
NSW - Southern Highlands and Shoalhaven	17	0	22	0	39
NSW - Sydney - Baulkham Hills and Hawkesbury	47	6	53	1	107
NSW - Sydney - Blacktown	71	4	44	2	121
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	84	2	53	3	142
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	57	0	12	2	71
NSW - Sydney - Outer West and Blue Mountains	92	4	114	2	212
NSW - Sydney - Parramatta	99	0	165	1	265
NSW - Sydney - Ryde	76	1	52	0	129
NSW - Sydney - South West	40	1	55	1	97
NSW - Sydney - Sutherland	59	4	36	0	99
NT	17	2	10	2	31
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	7	0	2	0	9

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD	369	29	750	14	1,162
QLD - Brisbane - East	12	0	22	0	34
QLD - Brisbane - North	19	1	27	0	47
QLD - Brisbane - South	17	2	35	0	54
QLD - Brisbane - West	46	2	6	0	54
QLD - Brisbane Inner City	6	0	38	1	45
QLD - Cairns	11	1	35	0	47
QLD - Darling Downs - Maranoa	2	1	4	1	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	29	2	131	1	163
QLD - Ipswich	35	1	94	0	130
QLD - Logan - Beaudesert	12	1	90	1	104
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	18	2	62	2	84
QLD - Moreton Bay - South	17	0	35	0	52
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	55	1	75
QLD - Toowoomba	14	6	38	2	60
QLD - Townsville	25	2	17	3	47
QLD - Wide Bay	56	3	55	1	115
SA	971	7	274	3	1,255
SA - Adelaide - Central and Hills	84	3	73	2	162
SA - Adelaide - North	318	0	92	0	410
SA - Adelaide - South	295	2	40	1	338
SA - Adelaide - West	151	0	54	0	205
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	1,136	153	534	38	1,861
VIC - Ballarat	37	9	48	1	95
VIC - Bendigo	32	5	30	0	67
VIC - Geelong	51	5	39	8	103
VIC - Hume	48	4	2	1	55
VIC - Latrobe - Gippsland	56	15	8	0	79
VIC - Melbourne - Inner	44	7	89	5	145
VIC - Melbourne - Inner East	79	13	9	0	101
VIC - Melbourne - Inner South	109	15	22	5	151
VIC - Melbourne - North East	139	20	46	5	210
VIC - Melbourne - North West	40	7	12	0	59
VIC - Melbourne - Outer East	123	9	46	1	179
VIC - Melbourne - South East	119	10	51	4	184
VIC - Melbourne - West	70	11	75	1	157
VIC - Mornington Peninsula	53	6	25	1	85
VIC - North West	69	9	13	6	97
VIC - Shepparton	32	4	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	3,987	250	2,775	74	7,086

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 June 2022 (excluding in-kind arrangements)

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multiple Design Category	
ACT	32	59	53	14	7	0	165
ACT - Australian Capital Territory	32	59	53	14	7	0	165
NSW	1,086	458	561	94	246	2	2,447
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	60	13	36	5	13	0	127
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	40	6	5	3	3	0	57
NSW - Hunter Valley exc Newcastle	29	2	14	4	9	0	58
NSW - Illawarra	42	12	19	0	0	0	73
NSW - Mid North Coast	39	11	0	6	1	0	57
NSW - Murray	34	17	7	13	2	2	75
NSW - New England and North West	18	12	6	0	10	0	46
NSW - Newcastle and Lake Macquarie	69	12	105	2	9	0	197
NSW - Richmond - Tweed	34	14	9	1	6	0	64
NSW - Riverina	23	8	9	3	1	0	44
NSW - Southern Highlands and Shoalhaven	9	17	7	6	0	0	39
NSW - Sydney - Baulkham Hills and Hawkesbury	33	35	11	3	25	0	107
NSW - Sydney - Blacktown	63	28	17	1	12	0	121
NSW - Sydney - City and Inner South	15	23	1	2	0	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	0	13
NSW - Sydney - Inner South West	78	17	42	1	4	0	142
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	39	3	20	4	5	0	71
NSW - Sydney - Outer West and Blue Mountains	68	58	38	19	29	0	212
NSW - Sydney - Parramatta	66	87	68	0	44	0	265
NSW - Sydney - Ryde	45	13	44	2	25	0	129
NSW - Sydney - South West	32	19	31	2	13	0	97
NSW - Sydney - Sutherland	55	22	18	2	2	0	99
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

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multiple Design Category	
QLD	103	206	520	122	210	1	1,162
QLD - Brisbane - East	5	6	18	2	3	0	34
QLD - Brisbane - North	12	7	24	1	2	1	47
QLD - Brisbane - South	9	6	26	3	10	0	54
QLD - Brisbane - West	1	23	30	0	0	0	54
QLD - Brisbane Inner City	3	3	31	0	8	0	45
QLD - Cairns	2	2	26	0	17	0	47
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	103	9	25	0	163
QLD - Ipswich	6	21	55	33	15	0	130
QLD - Logan - Beaudesert	5	14	54	15	16	0	104
QLD - Mackay	2	5	0	0	3	0	10
QLD - Moreton Bay - North	0	13	40	16	15	0	84
QLD - Moreton Bay - South	2	14	27	3	6	0	52
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	5	8	29	22	11	0	75
QLD - Toowoomba	11	16	23	1	9	0	60
QLD - Townsville	7	10	11	4	15	0	47
QLD - Wide Bay	21	28	20	13	33	0	115
SA	565	277	238	55	120	0	1,255
SA - Adelaide - Central and Hills	63	11	72	6	10	0	162
SA - Adelaide - North	153	128	84	14	31	0	410
SA - Adelaide - South	176	53	54	11	44	0	338
SA - Adelaide - West	97	49	25	13	21	0	205
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	341	445	509	184	381	1	1,861
VIC - Ballarat	9	44	15	17	9	1	95
VIC - Bendigo	10	15	25	14	3	0	67
VIC - Geelong	13	28	40	15	7	0	103
VIC - Hume	24	10	7	3	11	0	55
VIC - Latrobe - Gippsland	18	36	4	15	6	0	79
VIC - Melbourne - Inner	20	25	92	1	7	0	145
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	58	45	22	51	0	210
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	62	17	25	0	184
VIC - Melbourne - West	8	27	78	8	36	0	157
VIC - Mornington Peninsula	12	21	19	7	26	0	85
VIC - North West	24	23	8	9	33	0	97
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
WA - Bunbury	0	0	0	0	0	0	0

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multiple Design Category	
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	1,478	1,962	475	1,023	4	7,086

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2022 (excluding in-kind arrangements)

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	45	56	30	24	10	0	165
ACT - Australian Capital Territory	45	56	30	24	10	0	165
NSW	778	436	220	315	643	55	2,447
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	46	18	8	18	34	3	127
NSW - Central West	10	4	5	13	31	3	66
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	15	12	3	11	12	4	57
NSW - Hunter Valley exc Newcastle	15	1	10	13	18	1	58
NSW - Illawarra	22	3	9	10	28	1	73
NSW - Mid North Coast	20	12	6	1	16	2	57
NSW - Murray	35	9	7	6	17	1	75
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	10	6	7	11	9	1	44
NSW - Southern Highlands and Shoalhaven	3	14	4	5	13	0	39
NSW - Sydney - Baulkham Hills and Hawkesbury	11	38	2	21	29	6	107
NSW - Sydney - Blacktown	20	24	13	16	44	4	121
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	55	15	10	13	47	2	142
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	17	9	8	15	22	0	71
NSW - Sydney - Outer West and Blue Mountains	72	34	36	30	36	4	212
NSW - Sydney - Parramatta	114	85	12	14	40	0	265
NSW - Sydney - Ryde	45	33	7	16	27	1	129
NSW - Sydney - South West	39	18	6	13	20	1	97
NSW - Sydney - Sutherland	39	15	8	11	22	4	99
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	564	196	227	107	39	29	1,162

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Brisbane - East	14	7	11	1	1	0	34
QLD - Brisbane - North	25	6	9	3	3	1	47
QLD - Brisbane - South	32	11	5	2	2	2	54
QLD - Brisbane - West	29	15	3	3	2	2	54
QLD - Brisbane Inner City	42	0	2	1	0	0	45
QLD - Cairns	26	4	9	7	0	1	47
QLD - Darling Downs - Maranoa	2	1	2	1	1	1	8
QLD - Fitzroy	10	7	6	7	1	2	33
QLD - Gold Coast	123	7	25	4	2	2	163
QLD - Ipswich	59	23	33	13	1	1	130
QLD - Logan - Beaudesert	42	16	30	13	2	1	104
QLD - Mackay	2	0	0	5	3	0	10
QLD - Moreton Bay - North	30	14	22	9	7	2	84
QLD - Moreton Bay - South	21	13	10	6	2	0	52
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	45	5	15	4	3	3	75
QLD - Toowoomba	22	17	4	9	2	6	60
QLD - Townsville	3	23	5	10	4	2	47
QLD - Wide Bay	37	27	36	9	3	3	115
SA	362	480	192	129	85	7	1,255
SA - Adelaide - Central and Hills	77	40	18	18	6	3	162
SA - Adelaide - North	91	162	74	53	30	0	410
SA - Adelaide - South	110	129	36	27	34	2	338
SA - Adelaide - West	66	78	35	15	11	0	205
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	540	207	215	151	595	153	1,861
VIC - Ballarat	46	17	6	2	15	9	95
VIC - Bendigo	29	11	6	6	10	5	67
VIC - Geelong	34	21	13	5	25	5	103
VIC - Hume	7	20	4	6	14	4	55
VIC - Latrobe - Gippsland	29	12	5	2	16	15	79
VIC - Melbourne - Inner	104	5	6	7	16	7	145
VIC - Melbourne - Inner East	11	4	5	11	57	13	101
VIC - Melbourne - Inner South	44	13	18	9	52	15	151
VIC - Melbourne - North East	46	21	35	15	73	20	210
VIC - Melbourne - North West	3	10	8	4	27	7	59
VIC - Melbourne - Outer East	38	15	23	26	68	9	179
VIC - Melbourne - South East	48	8	30	21	67	10	184
VIC - Melbourne - West	49	13	26	8	50	11	157
VIC - Mornington Peninsula	15	12	12	7	33	6	85
VIC - North West	22	15	7	11	33	9	97
VIC - Shepparton	8	2	4	6	15	4	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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
WA - Perth - North East	0	3	0	1	1	1	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	2,364	1,420	916	752	1,384	250	7,086

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	56	6	2	86
ACT - Australian Capital Territory	22	56	6	2	86
NSW	749	873	113	396	2,131
NSW - Capital Region	0	18	7	4	29
NSW - Central Coast	22	65	3	36	126
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	39	0	0	71
NSW - Mid North Coast	16	0	6	3	25
NSW - Murray	10	18	10	0	38
NSW - New England and North West	0	2	0	21	23
NSW - Newcastle and Lake Macquarie	34	223	2	13	272
NSW - Richmond - Tweed	15	15	1	7	38
NSW - Riverina	13	22	3	4	42
NSW - Southern Highlands and Shoalhaven	23	19	14	0	56
NSW - Sydney - Baulkham Hills and Hawkesbury	57	10	1	56	124
NSW - Sydney - Blacktown	52	23	0	30	105
NSW - Sydney - City and Inner South	36	5	0	0	41
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	31	60	0	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	19	0	2	26
NSW - Sydney - Outer West and Blue Mountains	100	44	28	44	216
NSW - Sydney - Parramatta	164	62	0	52	278
NSW - Sydney - Ryde	32	20	3	42	97
NSW - Sydney - South West	27	49	5	22	103
NSW - Sydney - Sutherland	27	26	2	5	60
NT	0	8	0	16	24
NT - Darwin	0	4	0	16	20
NT - Northern Territory - Outback	0	4	0	0	4
QLD	122	838	129	256	1,345

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Brisbane - East	5	28	0	6	39
QLD - Brisbane - North	7	22	3	3	35
QLD - Brisbane - South	1	30	6	15	52
QLD - Brisbane - West	2	15	0	0	17
QLD - Brisbane Inner City	3	32	0	8	43
QLD - Cairns	0	42	0	12	54
QLD - Darling Downs - Maranoa	5	3	0	4	12
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	13	129	11	35	188
QLD - Ipswich	12	111	29	27	179
QLD - Logan - Beaudesert	18	124	15	27	184
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	11	87	14	18	130
QLD - Moreton Bay - South	5	51	5	2	63
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	2	56	19	16	93
QLD - Toowoomba	16	36	2	23	77
QLD - Townsville	4	22	10	16	52
QLD - Wide Bay	18	44	15	35	112
SA	100	244	121	47	512
SA - Adelaide - Central and Hills	9	78	15	2	104
SA - Adelaide - North	49	122	28	9	208
SA - Adelaide - South	4	27	25	19	75
SA - Adelaide - West	38	13	31	12	94
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	175	602	97	99	973
VIC - Ballarat	41	21	6	3	71
VIC - Bendigo	11	31	9	0	51
VIC - Geelong	10	70	16	7	103
VIC - Hume	2	0	0	6	8
VIC - Latrobe - Gippsland	10	5	2	0	17
VIC - Melbourne - Inner	10	82	0	2	94
VIC - Melbourne - Inner East	0	7	4	0	11
VIC - Melbourne - Inner South	4	21	10	4	39
VIC - Melbourne - North East	26	47	17	0	90
VIC - Melbourne - North West	3	23	1	4	31
VIC - Melbourne - Outer East	12	51	1	4	68
VIC - Melbourne - South East	15	76	9	0	100

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Melbourne - West	18	95	6	11	130
VIC - Mornington Peninsula	3	34	6	20	63
VIC - North West	10	0	0	28	38
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	1,189	2,726	473	920	5,308

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 30 June 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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Parramatta	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0
NT	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
QLD	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0
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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Melbourne - South East	0	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0
VIC - Mornington Peninsula	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0
WA	0	0	0	0	0	0
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	142	44	0	4	13	203

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
NT	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0
QLD	0	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0	0
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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
WA	0	0	0	0	0	0	0
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	74	26	12	79	12	0	203

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 June 2022⁸⁷⁸

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multiple Design Category	
ACT	0	1	32	1	0	0	34
ACT - Australian Capital Territory	0	1	32	1	0	0	34
NSW	0	96	464	71	58	8	697
NSW - Capital Region	0	1	0	0	1	0	2
NSW - Central Coast	0	0	19	0	7	0	26
NSW - Central West	0	1	9	3	0	1	14
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	16
NSW - Hunter Valley exc Newcastle	0	1	12	0	1	0	14
NSW - Illawarra	0	8	34	0	0	0	42
NSW - Mid North Coast	0	0	1	3	3	0	7
NSW - Murray	0	0	7	10	1	3	21
NSW - New England and North	0	0	0	0	2	0	2
West							
NSW - Newcastle and Lake Macquarie	0	0	3	3	3	1	10
NSW - Richmond - Tweed	0	1	3	3	6	0	13
NSW - Riverina	0	1	14	3	2	0	20
NSW - Southern Highlands and Shoalhaven	0	0	6	0	0	1	7
NSW - Sydney - Baulkham Hills and Hawkesbury	0	1	31	0	2	0	34
NSW - Sydney - Blacktown	0	11	51	16	1	0	79
South							
NSW - Sydney - City and Inner	0	0	13	0	0	0	13
NSW - Sydney - Eastern Suburbs	0	1	6	2	0	0	9
NSW - Sydney - Inner South West	0	0	26	2	1	0	29
NSW - Sydney - Inner West	0	0	14	4	2	0	20
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	2	28

⁸⁷⁸ 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	Multiple Design Category	
NSW - Sydney - Northern Beaches	0	1	4	1	1	0	7
NSW - Sydney - Outer South West	0	2	25	0	1	0	28
NSW - Sydney - Outer West and Blue Mountains	0	37	23	4	4	0	68
NSW - Sydney - Parramatta	0	10	60	1	6	0	77
NSW - Sydney - Ryde	0	2	6	1	0	0	9
NSW - Sydney - South West	0	13	63	9	6	0	91
NSW - Sydney - Sutherland	0	0	11	0	0	0	11
NT	0	0	9	1	3	0	13
NT - Darwin	0	0	2	1	1	0	4
NT - Northern Territory - Outback	0	0	7	0	2	0	9
QLD	0	51	836	155	62	2	1,106
QLD - Brisbane - East	0	0	47	1	0	0	48
QLD - Brisbane - North	0	12	23	1	0	1	37
QLD - Brisbane - South	0	0	37	2	5	0	44
QLD - Brisbane - West	0	0	7	0	0	0	7
QLD - Brisbane Inner City	0	0	23	0	2	0	25
QLD - Cairns	0	0	29	4	2	0	35
QLD - Darling Downs - Maranoa	0	0	4	0	0	0	4
QLD - Fitzroy	0	0	13	0	0	0	13
QLD - Gold Coast	0	1	114	1	5	0	121
QLD - Ipswich	0	7	85	49	10	0	151
QLD - Logan - Beaudesert	0	6	112	23	8	0	149
QLD - Mackay	0	0	32	6	2	1	41
QLD - Moreton Bay - North	0	6	91	11	8	0	116
QLD - Moreton Bay - South	0	0	12	9	0	0	21
QLD - Queensland - Outback	0	0	8	0	0	0	8
QLD - Sunshine Coast	0	0	23	17	4	0	44
QLD - Toowoomba	0	3	45	20	6	0	74
QLD - Townsville	0	1	79	0	3	0	83
QLD - Wide Bay	0	15	52	11	7	0	85
SA	0	68	112	4	11	4	199
SA - Adelaide - Central and Hills	0	9	52	0	0	0	61
SA - Adelaide - North	0	8	30	4	3	0	45
SA - Adelaide - South	0	9	18	0	2	4	33
SA - Adelaide - West	0	38	10	0	2	0	50
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	4	2	0	4	0	10
TAS	0	3	11	6	2	0	22
TAS - Hobart	0	0	0	2	0	0	2
TAS - Launceston and North East	0	2	9	0	2	0	13
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	1	2	4	0	0	7
VIC	0	79	485	160	57	10	791

SA4 Region	SDA Design Category						Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multiple Design Category	
VIC - Ballarat	0	12	29	11	11	2	65
VIC - Bendigo	0	5	8	8	2	0	23
VIC - Geelong	0	1	37	3	1	0	42
VIC - Hume	0	1	0	0	1	0	2
VIC - Latrobe - Gippsland	0	0	15	0	11	0	26
VIC - Melbourne - Inner	0	17	120	0	4	0	141
VIC - Melbourne - Inner East	0	0	0	1	1	0	2
VIC - Melbourne - Inner South	0	8	25	14	1	4	52
VIC - Melbourne - North East	0	5	40	9	3	0	57
VIC - Melbourne - North West	0	2	7	5	0	0	14
VIC - Melbourne - Outer East	0	5	6	0	3	1	15
VIC - Melbourne - South East	0	9	34	22	1	0	66
VIC - Melbourne - West	0	5	146	69	8	0	228
VIC - Mornington Peninsula	0	0	6	8	6	3	23
VIC - North West	0	1	0	0	4	0	5
VIC - Shepparton	0	6	8	5	0	0	19
VIC - Warrnambool and South West	0	2	4	5	0	0	11
WA	0	39	155	6	22	1	223
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	1	10	0	7	0	18
WA - Perth - Inner	0	0	14	0	0	0	14
WA - Perth - North East	0	0	10	0	0	0	10
WA - Perth - North West	0	0	42	2	0	0	44
WA - Perth - South East	0	38	37	4	13	0	92
WA - Perth - South West	0	0	36	0	2	1	39
WA - Western Australia - Outback	0	0	3	0	0	0	3
WA - Western Australia - Wheat Belt	0	0	3	0	0	0	3
Total	0	337	2,104	404	215	25	3,085

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 30 June 2022 ⁸⁷⁹

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In an SDA dwelling or having SDA Funding	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
ACT	244	24	14	282
ACT - Australian Capital Territory	244	24	14	282
NSW	5,270	1,153	469	6,892
NSW - Capital Region	134	25	3	162
NSW - Central Coast	269	58	30	357
NSW - Central West	217	28	20	265
NSW - Coffs Harbour - Grafton	101	16	12	129
NSW - Far West and Orana	121	17	11	149
NSW - Hunter Valley exc Newcastle	176	30	20	226

⁸⁷⁹ 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 an SDA dwelling or having SDA Funding	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
NSW - Illawarra	229	51	17	297
NSW - Mid North Coast	172	20	14	206
NSW - Murray	119	25	8	152
NSW - New England and North West	106	25	5	136
NSW - Newcastle and Lake Macquarie	402	67	28	497
NSW - Richmond - Tweed	173	44	15	232
NSW - Riverina	101	23	14	138
NSW - Southern Highlands and Shoalhaven	115	25	6	146
NSW - Sydney - Baulkham Hills and Hawkesbury	182	50	9	241
NSW - Sydney - Blacktown	310	35	19	364
NSW - Sydney - City and Inner South	100	15	14	129
NSW - Sydney - Eastern Suburbs	84	8	10	102
NSW - Sydney - Inner South West	305	65	30	400
NSW - Sydney - Inner West	132	8	16	156
NSW - Sydney - North Sydney and Hornsby	175	33	23	231
NSW - Sydney - Northern Beaches	146	76	11	233
NSW - Sydney - Outer South West	164	42	26	232
NSW - Sydney - Outer West and Blue Mountains	347	91	29	467
NSW - Sydney - Parramatta	287	107	27	421
NSW - Sydney - Ryde	233	90	12	335
NSW - Sydney - South West	184	39	31	254
NSW - Sydney - Sutherland	186	40	9	235
NT	184	9	37	230
NT - Darwin	109	9	17	135
NT - Northern Territory - Outback	75	0	20	95
QLD	2,065	537	405	3,007
QLD - Brisbane - East	84	16	21	121
QLD - Brisbane - North	87	25	30	142
QLD - Brisbane - South	105	14	29	148
QLD - Brisbane - West	79	23	18	120
QLD - Brisbane Inner City	59	27	13	99
QLD - Cairns	84	16	13	113
QLD - Darling Downs - Maranoa	44	2	4	50
QLD - Fitzroy	108	14	11	133
QLD - Gold Coast	187	76	50	313
QLD - Ipswich	251	54	60	365
QLD - Logan - Beaudesert	132	50	23	205
QLD - Mackay	52	2	9	63
QLD - Moreton Bay - North	135	43	30	208
QLD - Moreton Bay - South	58	32	14	104
QLD - Queensland - Outback	1	0	3	4
QLD - Sunshine Coast	125	42	20	187
QLD - Toowoomba	188	31	16	235
QLD - Townsville	95	22	22	139
QLD - Wide Bay	190	48	19	257
QLD - Other	1	0	0	1
SA	1,781	240	173	2,194
SA - Adelaide - Central and Hills	217	44	24	285
SA - Adelaide - North	561	79	43	683
SA - Adelaide - South	535	65	57	657
SA - Adelaide - West	216	30	24	270

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In an SDA dwelling or having SDA Funding	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
SA - Barossa - Yorke - Mid North	47	4	7	58
SA - South Australia - Outback	47	5	7	59
SA - South Australia - South East	158	13	11	182
TAS	420	38	35	493
TAS - Hobart	204	5	15	224
TAS - Launceston and North East	109	15	9	133
TAS - South East	7	0	1	8
TAS - West and North West	100	18	10	128
VIC	5,050	921	454	6,425
VIC - Ballarat	205	44	19	268
VIC - Bendigo	157	29	16	202
VIC - Geelong	277	72	32	381
VIC - Hume	155	14	11	180
VIC - Latrobe - Gippsland	201	32	29	262
VIC - Melbourne - Inner	202	61	34	297
VIC - Melbourne - Inner East	384	57	12	453
VIC - Melbourne - Inner South	369	63	35	467
VIC - Melbourne - North East	586	94	31	711
VIC - Melbourne - North West	214	26	19	259
VIC - Melbourne - Outer East	531	98	41	670
VIC - Melbourne - South East	529	107	64	700
VIC - Melbourne - West	427	72	43	542
VIC - Mornington Peninsula	257	50	37	344
VIC - North West	245	39	6	290
VIC - Shepparton	131	25	13	169
VIC - Warrnambool and South West	180	38	12	230
WA	1,351	71	140	1,562
WA - Bunbury	56	1	6	63
WA - Mandurah	45	5	12	62
WA - Perth - Inner	56	10	12	78
WA - Perth - North East	274	6	20	300
WA - Perth - North West	338	15	17	370
WA - Perth - South East	372	20	34	426
WA - Perth - South West	155	12	24	191
WA - Western Australia - Outback	30	2	13	45
WA - Western Australia - Wheat Belt	25	0	2	27
Missing	0	0	0	0
Total	16,365	2,993	1,727	21,085

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 30 June 2022 ⁸⁸⁰

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	2	9	18	1	8	38	13%
ACT - Australian Capital Territory	2	9	18	1	8	38	13%
NSW	201	617	419	80	305	1,622	24%
NSW - Capital Region	3	12	5	0	8	28	17%
NSW - Central Coast	13	28	34	3	10	88	25%
NSW - Central West	15	16	9	1	7	48	18%
NSW - Coffs Harbour - Grafton	2	17	2	1	6	28	22%
NSW - Far West and Orana	3	12	9	1	3	28	19%
NSW - Hunter Valley exc Newcastle	8	16	13	5	8	50	22%
NSW - Illawarra	7	22	21	1	17	68	23%
NSW - Mid North Coast	6	12	5	4	7	34	17%
NSW - Murray	6	15	7	1	4	33	22%
NSW - New England and North West	2	14	7	1	6	30	22%
NSW - Newcastle and Lake Macquarie	15	23	30	8	19	95	19%
NSW - Richmond - Tweed	6	17	13	6	17	59	25%
NSW - Riverina	5	16	7	1	8	37	27%
NSW - Southern Highlands and Shoalhaven	2	18	7	1	3	31	21%
NSW - Sydney - Baulkham Hills and Hawkesbury	3	26	15	5	10	59	24%
NSW - Sydney - Blacktown	7	27	9	4	7	54	15%
NSW - Sydney - City and Inner South	5	8	10	1	5	29	22%
NSW - Sydney - Eastern Suburbs	1	9	6	2	0	18	18%
NSW - Sydney - Inner South West	17	22	34	3	19	95	24%
NSW - Sydney - Inner West	4	7	5	2	6	24	15%
NSW - Sydney - North Sydney and Hornsby	5	26	16	5	4	56	24%
NSW - Sydney - Northern Beaches	3	46	21	0	17	87	37%
NSW - Sydney - Outer South West	18	24	11	4	11	68	29%
NSW - Sydney - Outer West and Blue Mountains	17	48	27	4	24	120	26%
NSW - Sydney - Parramatta	11	42	48	7	26	134	32%
NSW - Sydney - Ryde	5	52	14	3	28	102	30%
NSW - Sydney - South West	7	22	20	3	18	70	28%
NSW - Sydney - Sutherland	5	20	14	3	7	49	21%
NT	3	13	12	3	15	46	20%
NT - Darwin	2	9	6	1	8	26	19%
NT - Northern Territory - Outback	1	4	6	2	7	20	21%
QLD	103	230	315	76	218	942	31%
QLD - Brisbane - East	5	8	9	4	11	37	31%
QLD - Brisbane - North	6	20	16	5	8	55	39%
QLD - Brisbane - South	4	10	16	5	8	43	29%
QLD - Brisbane - West	4	10	22	0	5	41	34%
QLD - Brisbane Inner City	6	6	21	0	7	40	40%
QLD - Cairns	4	3	13	0	9	29	26%
QLD - Darling Downs - Maranoa	1	2	2	0	1	6	12%
QLD - Fitzroy	1	9	9	3	3	25	19%
QLD - Gold Coast	15	24	43	5	39	126	40%
QLD - Ipswich	6	40	28	15	25	114	31%

⁸⁸⁰ Ibid.

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
QLD - Logan - Beaudesert	9	12	19	15	18	73	36%
QLD - Mackay	4	5	2	0	0	11	17%
QLD - Moreton Bay - North	7	19	26	4	17	73	35%
QLD - Moreton Bay - South	8	4	17	5	12	46	44%
QLD - Queensland - Outback	1	0	1	0	1	3	75%
QLD - Sunshine Coast	4	8	27	6	17	62	33%
QLD - Toowoomba	6	17	10	4	10	47	20%
QLD - Townsville	5	15	12	1	11	44	32%
QLD - Wide Bay	7	18	22	4	16	67	26%
SA	56	126	107	26	98	413	19%
SA - Adelaide - Central and Hills	10	13	34	2	9	68	24%
SA - Adelaide - North	19	32	25	9	37	122	18%
SA - Adelaide - South	12	47	31	7	25	122	19%
SA - Adelaide - West	9	16	9	7	13	54	20%
SA - Barossa - Yorke - Mid North	2	2	2	1	4	11	19%
SA - South Australia - Outback	2	7	1	0	2	12	20%
SA - South Australia - South East	2	9	5	0	8	24	13%
TAS	16	21	19	1	16	73	15%
TAS - Hobart	8	4	4	0	4	20	9%
TAS - Launceston and North East	6	8	7	1	2	24	18%
TAS - South East	0	0	0	0	1	1	13%
TAS - West and North West	2	9	8	0	9	28	22%
VIC	225	543	316	96	195	1,375	21%
VIC - Ballarat	13	27	6	3	14	63	24%
VIC - Bendigo	9	22	5	5	4	45	22%
VIC - Geelong	13	35	26	7	23	104	27%
VIC - Hume	3	6	7	2	7	25	14%
VIC - Latrobe - Gippsland	10	27	7	7	10	61	23%
VIC - Melbourne - Inner	15	19	43	1	17	95	32%
VIC - Melbourne - Inner East	9	23	21	5	11	69	15%
VIC - Melbourne - Inner South	18	38	22	10	10	98	21%
VIC - Melbourne - North East	17	41	35	12	20	125	18%
VIC - Melbourne - North West	10	12	14	4	5	45	17%
VIC - Melbourne - Outer East	18	62	34	9	16	139	21%
VIC - Melbourne - South East	35	62	42	15	17	171	24%
VIC - Melbourne - West	20	43	31	6	15	115	21%
VIC - Mornington Peninsula	17	45	7	2	16	87	25%
VIC - North West	11	23	5	1	5	45	16%
VIC - Shepparton	3	28	3	3	1	38	22%
VIC - Warrnambool and South West	4	30	8	4	4	50	22%
WA	30	48	73	9	51	211	14%
WA - Bunbury	0	2	2	0	3	7	11%
WA - Mandurah	3	8	2	1	3	17	27%
WA - Perth - Inner	4	3	10	1	4	22	28%
WA - Perth - North East	3	6	9	3	5	26	9%
WA - Perth - North West	2	5	16	2	7	32	9%
WA - Perth - South East	11	13	15	2	13	54	13%
WA - Perth - South West	3	7	13	0	13	36	19%
WA - Western Australia - Outback	3	3	6	0	3	15	33%
WA - Western Australia - Wheat Belt	1	1	0	0	0	2	7%
Missing	0	0	0	0	0	0	0%
Total	636	1,607	1,279	292	906	4,720	22%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 30 June 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 30 June 2022 (excluding in-kind arrangements)

Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 30 June 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 30 June 2022

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 30 June 2022 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 30 June 2022 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 30 June 2022 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 30 June 2022

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2022

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 30 June 2022

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 30 June 2022

Appendix Q:

Utilisation rates by service districts

The table below sets out rates of utilisation of committed supports by residing service district, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 October 2021 to 31 March 2022 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 October 2021 to 31 March 2022

		Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
Service District	Phasing date began	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
New South Wales										
Central Coast	Jul-16		90%	90%	47%	68%	66%	47%	76%	74%
Far West	Jul-17		95%	95%	32%	57%	55%	35%	67%	64%
Hunter New England	Jul-16		90%	90%	53%	68%	67%	53%	77%	75%
Illawarra Shoalhaven	Jul-17		90%	90%	53%	70%	69%	53%	77%	76%
Mid North Coast	Jul-17		90%	90%	53%	73%	71%	54%	77%	75%
Murrumbidgee	Jul-17		91%	91%	48%	68%	66%	48%	75%	74%
Nepean Blue Mountains	Jul-16		90%	90%	51%	68%	67%	51%	77%	76%
North Sydney	Jul-16		89%	89%	54%	68%	67%	54%	77%	75%
Northern NSW	Jul-17		89%	89%	56%	71%	70%	56%	76%	74%
South Eastern Sydney	Jul-17		89%	89%	57%	70%	69%	57%	77%	75%
South Western Sydney	Jul-16	79%	90%	90%	62%	75%	74%	62%	80%	78%
Southern NSW	Jul-16		85%	85%	48%	66%	64%	48%	71%	70%
Sydney	Jul-17		86%	86%	52%	69%	67%	52%	74%	72%
Western NSW	Jul-17		89%	89%	41%	60%	58%	42%	72%	70%
Western Sydney	Jul-16	68%	91%	91%	62%	73%	72%	62%	80%	78%
New South Wales - Other										
NSW total		75%	90%	90%	55%	70%	68%	55%	77%	75%
Victoria										
Barwon	Jul-13		86%	86%	55%	68%	67%	55%	73%	72%
Bayside Peninsula	Apr-18		86%	86%	53%	68%	66%	53%	73%	71%
Brimbank Melton	Oct-18		86%	86%	51%	69%	66%	52%	72%	70%
Central Highlands	Jan-17		88%	88%	45%	66%	65%	45%	73%	71%
Goulburn	Jan-19		86%	86%	45%	63%	62%	45%	67%	65%
Hume Moreland	Mar-18		85%	85%	54%	71%	69%	54%	73%	71%
Inner East Melbourne	Nov-17		87%	87%	51%	68%	67%	51%	75%	73%
Inner Gippsland	Oct-17		92%	92%	48%	68%	66%	48%	73%	71%
Loddon	May-17		84%	84%	48%	66%	64%	48%	70%	68%
Mallee	Jan-19		90%	90%	42%	61%	58%	42%	68%	65%
North East Melbourne	Jul-16		89%	89%	51%	68%	67%	51%	75%	73%

Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Outer East Melbourne	Nov-17		85%	85%	49%	68%	66%	49%	73%	71%
Outer Gippsland	Jan-19		85%	85%	45%	69%	67%	45%	71%	69%
Ovens Murray	Oct-17		84%	84%	45%	66%	64%	45%	71%	69%
Southern Melbourne	Sep-18		87%	88%	51%	71%	68%	52%	74%	72%
Western District	Oct-17		86%	86%	42%	63%	61%	42%	72%	70%
Western Melbourne	Oct-18		85%	84%	52%	69%	66%	52%	72%	69%
Victoria - Other										
Victoria total		70%	87%	87%	51%	68%	66%	51%	73%	71%
Queensland										
Beenleigh	Jul-18		93%	93%	58%	75%	72%	58%	80%	78%
Brisbane	Jul-18	97%	92%	92%	57%	73%	71%	57%	78%	76%
Bundaberg	Sep-17		92%	92%	52%	72%	69%	52%	78%	76%
Caboolture/Strathpine	Jan-19		92%	92%	57%	72%	70%	57%	78%	75%
Cairns	Jul-18		90%	90%	52%	72%	70%	53%	78%	75%
Ipswich	Jun-17		91%	91%	54%	69%	67%	55%	76%	74%
Mackay	Nov-16		92%	92%	47%	71%	69%	48%	76%	74%
Maroochydore	Jan-19		89%	89%	58%	72%	70%	58%	76%	74%
Maryborough	Jul-18		91%	91%	58%	71%	69%	58%	76%	74%
Robina	Jul-18		91%	91%	61%	76%	74%	61%	81%	79%
Rockhampton	Nov-17		89%	89%	44%	64%	62%	44%	71%	68%
Toowoomba	Jan-17		91%	91%	52%	68%	66%	53%	75%	74%
Townsville	Jul-16		90%	90%	48%	69%	67%	48%	76%	74%
Queensland - Other										
Queensland total		84%	91%	91%	56%	72%	70%	56%	77%	75%
South Australia										
Adelaide Hills	Jul-13		93%	93%	56%	68%	67%	57%	76%	74%
Barossa, Light and Lower North	Jul-13		91%	91%	51%	71%	68%	51%	75%	72%
Eastern Adelaide	Jul-13		88%	88%	53%	71%	69%	54%	77%	75%
Eyre and Western	Jul-13		82%	82%	39%	58%	55%	39%	63%	60%
Far North (SA)	Jul-13		87%	87%	30%	43%	40%	30%	57%	53%
Fleurieu and Kangaroo Island	Jul-13		87%	88%	53%	70%	68%	56%	73%	72%
Limestone Coast	Jul-13		89%	89%	43%	63%	61%	43%	71%	69%
Murray and Mallee	Jul-13		85%	85%	46%	65%	63%	47%	72%	70%
Northern Adelaide	Jul-13		89%	89%	57%	71%	70%	58%	78%	76%
Southern Adelaide	Jul-13		88%	88%	57%	71%	69%	57%	77%	75%
Western Adelaide	Jul-13		90%	89%	55%	71%	69%	55%	76%	74%
Yorke and Mid North	Jul-13		84%	84%	45%	64%	62%	46%	68%	66%
South Australia - Other							38%			38%
South Australia total		96%	88%	88%	53%	69%	67%	54%	75%	74%
Tasmania										
TAS North	Jul-13		92%	92%	52%	66%	64%	52%	73%	72%
TAS North West	Jul-13		91%	91%	50%	69%	67%	51%	77%	76%
TAS South East	Jul-13		95%	95%	47%	69%	66%	47%	77%	75%
TAS South West	Jul-13		94%	94%	54%	70%	69%	54%	79%	77%
Tasmania - Other										
Tasmania total			93%	93%	51%	68%	66%	51%	77%	75%
Australian Capital Territory										
Australian Capital Territory	Jul-14		88%	88%	48%	68%	66%	48%	75%	73%
Australian Capital Territory - Other										
Australian Capital Territory total			88%	88%	48%	68%	66%	48%	75%	73%
Northern Territory										
Barkly	Jul-16				44%	50%	49%	44%	72%	70%

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
Central Australia	Jul-17		91%	91%	48%	62%	58%	55%	81%	78%
Darwin Remote	Jul-17				35%	52%	47%	35%	52%	48%
Darwin Urban	Jan-17		89%	89%	56%	70%	67%	57%	80%	78%
East Arnhem	Jan-17				38%	46%	45%	40%	46%	45%
Katherine	Jul-17		89%	89%	51%	56%	55%	51%	79%	76%
Northern Territory - Other					41%	71%	60%	41%	79%	69%
Northern Territory total		99%	90%	90%	49%	63%	60%	52%	78%	74%
Western Australia										
North East Metro	Jul-14	91%	87%	87%	55%	71%	69%	62%	77%	75%
Wheat Belt	Jan-17				44%	59%	56%	48%	62%	60%
South Metro	Jul-18		89%	89%	57%	71%	69%	59%	76%	74%
Central South Metro	Jul-18	88%	88%	88%	58%	71%	69%	63%	75%	73%
South West	Sep-18		86%	86%	60%	69%	68%	62%	73%	71%
Goldfields-Esperance	Oct-18			90%	40%	59%	55%	44%	68%	63%
North Metro	Oct-18	88%	87%	87%	58%	70%	68%	66%	73%	72%
Kimberley-Pilbara	Oct-18		95%	95%	30%	53%	48%	30%	62%	56%
South East Metro	Jul-19	87%	85%	85%	60%	70%	68%	72%	74%	74%
Central North Metro	Jul-19	86%	85%	85%	60%	71%	69%	71%	74%	73%
Great Southern	Jul-19			85%	56%	66%	64%	64%	69%	68%
Midwest-Gascoyne	Jul-19		83%	84%	48%	61%	59%	52%	66%	63%
Western Australia - Other										
Western Australia total		87%	87%	87%	56%	69%	67%	64%	74%	72%
National total		86%	89%	89%	54%	70%	68%	55%	76%	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 30 June 2021 to 30 June 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 ⁸⁸¹

Age	Jurisdiction	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
0-6	ACT	42	35	37	33	41	40	33	25	30	30	37	51	47
0-6	NSW	774	891	901	741	801	865	730	500	770	1,043	810	1,020	1,081
0-6	NT	29	15	32	56	43	44	31	26	34	32	19	43	41
0-6	QLD	633	644	689	804	816	966	769	490	614	656	563	734	702
0-6	SA	234	243	230	253	235	279	233	153	227	204	146	215	246
0-6	TAS	62	54	47	51	35	51	36	42	62	61	43	65	48
0-6	VIC	786	817	950	862	781	853	956	621	791	936	672	1,038	1,007
0-6	WA	219	220	208	199	230	261	187	150	169	238	193	204	204
0-6	NAT	2,779	2,919	3,095	2,999	2,982	3,359	2,975	2,007	2,697	3,200	2,483	3,370	3,376
7+	ACT	86	101	84	68	77	101	71	58	74	90	86	79	95
7+	NSW	1,949	1,851	1,705	1,630	1,653	1,799	1,500	1,124	1,462	1,829	1,415	1,780	1,656
7+	NT	71	60	44	74	68	79	68	45	52	64	60	65	65
7+	QLD	1,593	1,603	1,636	1,712	1,666	1,770	1,479	1,063	1,315	1,544	1,215	1,542	1,577
7+	SA	514	571	527	553	576	541	449	313	440	523	438	535	511
7+	TAS	172	168	138	171	147	176	130	96	120	150	109	141	127
7+	VIC	1,694	1,802	1,766	1,740	1,709	1,698	1,470	1,151	1,321	1,728	1,421	1,727	1,623
7+	WA	654	611	625	652	732	701	558	465	535	577	452	584	515
7+	NAT	6,734	6,767	6,526	6,602	6,629	6,866	5,725	4,317	5,320	6,505	5,198	6,453	6,172
All	ACT	128	136	121	101	118	141	104	83	104	120	123	130	142
All	NSW	2,723	2,742	2,606	2,371	2,454	2,664	2,230	1,624	2,232	2,872	2,225	2,800	2,737
All	NT	100	75	76	130	111	123	99	71	86	96	79	108	106
All	QLD	2,226	2,247	2,325	2,516	2,482	2,736	2,248	1,553	1,929	2,200	1,778	2,276	2,279
All	SA	748	814	757	806	811	820	682	466	667	727	584	750	757
All	TAS	234	222	185	222	182	227	166	138	182	211	152	206	175
All	VIC	2,480	2,619	2,716	2,602	2,490	2,551	2,426	1,772	2,112	2,664	2,093	2,765	2,630
All	WA	873	831	833	851	962	962	745	615	704	815	645	788	719
All	NAT	9,513	9,686	9,621	9,601	9,611	10,225	8,700	6,324	8,017	9,705	7,681	9,823	9,548

⁸⁸¹ The results for prior quarters have been restated using data as at 30 June 2022 due to a change in the way this metric is measured.

Table R.2 Access decisions completed, or request for more information, after an access request has been received – average days ⁸⁸²

Age	Jurisdiction	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
0-6	ACT	7	6	7	8	6	5	5	8	8	7	9	8	7
0-6	NSW	7	5	7	7	6	5	5	8	7	7	8	8	8
0-6	NT	5	5	5	6	5	4	4	7	6	6	8	7	6
0-6	QLD	7	5	7	7	6	5	5	8	7	7	8	7	7
0-6	SA	7	5	7	7	6	5	4	8	7	7	8	7	7
0-6	TAS	6	6	7	6	6	5	4	8	7	7	8	7	7
0-6	VIC	7	5	7	7	6	5	5	9	7	7	8	8	8
0-6	WA	6	5	7	7	6	4	5	8	7	7	8	7	7
0-6	NAT	7	5	7	7	6	5	5	8	7	7	8	8	7
7+	ACT	5	5	6	6	6	4	4	7	7	7	6	7	6
7+	NSW	5	5	6	6	6	4	4	8	7	7	7	7	6
7+	NT	3	4	4	5	4	3	3	5	4	5	5	5	4
7+	QLD	6	5	5	6	6	4	4	8	7	7	7	7	6
7+	SA	5	5	5	6	6	4	4	7	6	7	7	7	6
7+	TAS	5	5	5	6	6	4	4	8	7	7	8	7	6
7+	VIC	5	5	6	7	6	4	4	7	7	7	7	7	6
7+	WA	5	5	5	6	6	4	4	8	7	7	7	7	6
7+	NAT	5	5	5	6	6	4	4	8	7	7	7	7	6
All	ACT	6	5	6	7	6	4	4	7	7	7	7	8	7
All	NSW	6	5	6	7	6	4	4	8	7	7	7	7	7
All	NT	4	4	5	5	5	4	3	5	5	6	6	6	4
All	QLD	6	5	6	6	6	4	4	8	7	7	7	7	7
All	SA	6	5	6	6	6	4	4	8	7	7	7	7	7
All	TAS	6	5	6	6	6	4	4	8	7	7	8	7	6
All	VIC	6	5	6	7	6	4	4	8	7	7	7	7	7
All	WA	5	5	5	6	6	4	4	8	7	7	7	7	6
All	NAT	6	5	6	7	6	4	4	8	7	7	7	7	7

⁸⁸² Ibid.

Table R.3 Access decisions completed after the final information has been provided - count ⁸⁸³

Age	Jurisdiction	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
0-6	ACT	0	2	2	0	2	0	1	2	1	2	1	3	1
0-6	NSW	43	39	38	37	23	33	25	22	17	33	23	35	21
0-6	NT	0	0	0	2	0	2	2	3	1	2	2	1	2
0-6	QLD	30	28	16	17	34	25	21	16	21	16	10	17	15
0-6	SA	12	10	8	8	7	9	9	5	3	14	5	10	10
0-6	TAS	7	2	0	1	2	1	0	2	2	5	0	2	4
0-6	VIC	31	25	40	20	31	23	20	28	16	26	18	25	21
0-6	WA	12	7	7	14	10	11	3	7	4	11	3	8	7
0-6	NAT	135	113	111	99	109	104	81	85	65	109	62	101	81
7+	ACT	17	13	19	12	14	13	14	4	8	12	9	12	5
7+	NSW	431	432	422	380	369	360	297	237	243	265	238	287	236
7+	NT	10	7	14	16	14	20	7	12	6	13	7	9	10
7+	QLD	335	318	308	345	347	352	264	208	219	220	166	225	190
7+	SA	108	120	109	103	117	99	91	72	57	92	61	87	61
7+	TAS	54	46	47	39	43	29	35	28	24	25	11	21	27
7+	VIC	389	393	408	380	416	331	307	251	245	246	225	272	220
7+	WA	126	125	131	131	130	132	88	101	84	93	58	94	63
7+	NAT	1,470	1,454	1,458	1,406	1,450	1,336	1,103	913	886	966	776	1,007	812
All	ACT	17	15	21	12	16	13	15	6	9	14	10	15	6
All	NSW	474	471	460	417	392	393	322	259	260	298	261	322	257
All	NT	10	7	14	18	14	22	9	15	7	15	9	10	12
All	QLD	365	346	324	362	381	377	285	224	240	236	176	242	205
All	SA	120	130	117	111	124	108	100	77	60	106	66	97	71
All	TAS	61	48	47	40	45	30	35	30	26	30	11	23	31
All	VIC	420	418	448	400	447	354	327	279	261	272	243	297	241
All	WA	138	132	138	145	140	143	91	108	88	104	61	102	70
All	NAT	1,605	1,567	1,569	1,505	1,559	1,440	1,184	998	951	1,075	838	1,108	893

⁸⁸³ Ibid.

Table R.4 Access decisions completed after final information has been provided – average days ⁸⁸⁴

Age	Jurisdiction	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
0-6	ACT	n/a	5	0	n/a	20	n/a	1	3	0	4	1	1	2
0-6	NSW	7	4	6	5	2	2	1	3	1	3	3	3	3
0-6	NT	n/a	n/a	n/a	5	n/a	0	3	2	1	2	2	6	2
0-6	QLD	5	8	4	5	2	2	1	2	2	11	2	2	3
0-6	SA	4	5	3	8	5	1	1	7	4	2	2	3	3
0-6	TAS	3	4	n/a	5	4	0	n/a	4	3	3	n/a	0	4
0-6	VIC	4	4	4	11	3	2	1	4	2	3	3	5	3
0-6	WA	5	4	5	2	10	22	0	4	2	5	1	3	6
0-6	NAT	5	5	5	6	4	4	1	4	2	4	3	3	3
7+	ACT	7	5	4	5	3	2	2	4	2	3	10	3	3
7+	NSW	5	5	5	6	3	2	1	4	2	3	4	4	3
7+	NT	3	7	4	7	3	2	1	4	2	2	3	2	3
7+	QLD	5	7	6	5	3	2	2	5	3	3	4	4	4
7+	SA	5	5	6	5	3	2	1	4	2	4	4	4	5
7+	TAS	5	6	7	5	4	1	6	7	3	3	4	2	3
7+	VIC	5	5	6	5	3	1	2	4	2	3	4	4	3
7+	WA	5	5	5	6	3	1	5	3	3	3	3	3	3
7+	NAT	5	6	6	5	3	2	2	4	3	3	4	4	3
All	ACT	7	5	4	5	5	2	2	4	2	3	9	3	3
All	NSW	5	5	5	6	3	2	1	4	2	3	4	4	3
All	NT	3	7	4	7	3	2	1	4	2	2	3	3	3
All	QLD	5	7	5	5	3	2	1	4	3	4	4	3	4
All	SA	5	5	6	5	3	2	1	4	2	3	4	3	5
All	TAS	4	6	7	5	4	1	6	7	3	3	4	2	3
All	VIC	5	5	5	5	3	1	2	4	2	3	4	4	3
All	WA	5	5	5	5	4	3	5	3	3	3	3	3	3
All	NAT	5	5	5	5	3	2	2	4	2	3	4	4	3

⁸⁸⁴ Ibid.

Table R.5 First plans completed – count

Age	Jurisdiction	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
0-6	ACT	37	41	34	35	14	17	46	37	36	31	22	51	37
0-6	NSW	719	822	863	637	334	613	910	781	713	772	660	1,325	690
0-6	NT	26	44	22	26	26	40	42	30	20	39	35	31	32
0-6	QLD	504	561	637	643	486	590	828	777	822	824	541	811	614
0-6	SA	184	178	223	222	154	281	272	243	232	209	160	253	148
0-6	TAS	59	49	56	32	23	46	47	42	38	70	40	67	35
0-6	VIC	631	706	745	731	745	815	1,005	774	1,051	724	802	1,080	598
0-6	WA	157	210	216	211	194	232	232	193	206	208	156	196	203
0-6	NAT	2,317	2,611	2,796	2,537	1,976	2,634	3,382	2,877	3,118	2,877	2,416	3,814	2,357
7+	ACT	56	58	63	51	45	49	65	48	48	83	43	65	50
7+	NSW	1,080	1,206	1,221	938	903	1,122	968	768	859	1,001	790	973	972
7+	NT	54	49	30	51	52	50	53	26	43	60	42	39	50
7+	QLD	987	980	1,132	1,128	976	1,197	1,245	927	943	1,066	805	903	1,026
7+	SA	338	319	346	325	308	346	358	274	283	363	248	344	338
7+	TAS	95	102	116	91	102	92	124	72	79	100	72	52	73
7+	VIC	1,087	1,059	1,159	1,009	970	1,032	1,146	731	936	989	805	1,044	1,048
7+	WA	403	388	442	366	369	442	479	333	415	367	341	367	372
7+	NAT	4,103	4,161	4,509	3,959	3,727	4,330	4,438	3,179	3,606	4,030	3,146	3,788	3,930
All	ACT	93	99	97	86	59	66	111	85	84	114	65	116	87
All	NSW	1,799	2,028	2,084	1,575	1,237	1,735	1,878	1,549	1,572	1,773	1,450	2,298	1,662
All	NT	80	93	52	77	78	90	95	56	63	99	77	70	82
All	QLD	1,491	1,541	1,769	1,771	1,462	1,787	2,073	1,704	1,765	1,890	1,346	1,714	1,640
All	SA	522	497	569	547	462	627	630	517	515	572	408	597	486
All	TAS	154	151	172	123	125	138	171	114	117	170	112	119	108
All	VIC	1,718	1,765	1,904	1,740	1,715	1,847	2,151	1,505	1,987	1,713	1,607	2,124	1,646
All	WA	560	598	658	577	563	674	711	526	621	575	497	563	575
All	NAT	6,420	6,772	7,305	6,496	5,703	6,964	7,820	6,056	6,724	6,907	5,562	7,602	6,287

Table R.6 First plans completed – average days

Age	Jurisdiction	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
0-6	ACT	18	25	20	22	33	45	44	48	45	31	40	33	30
0-6	NSW	33	27	28	32	46	54	43	53	52	35	40	39	28
0-6	NT	67	41	37	106	73	80	49	63	86	81	67	56	51
0-6	QLD	51	54	53	61	67	68	63	70	71	64	63	61	58
0-6	SA	35	44	43	50	54	65	46	52	55	35	40	37	46
0-6	TAS	33	39	42	33	66	54	51	120	45	36	39	40	49
0-6	VIC	62	62	51	58	68	68	57	61	55	51	49	50	42
0-6	WA	92	83	82	77	76	69	65	75	74	62	58	72	70
0-6	NAT	49	49	45	53	64	64	54	62	60	50	50	49	45
7+	ACT	62	65	46	57	44	51	49	58	59	65	29	47	30
7+	NSW	38	40	39	39	36	40	38	50	54	38	35	43	47
7+	NT	145	126	97	110	82	104	75	59	113	82	85	57	78
7+	QLD	52	49	49	50	48	45	44	51	44	41	41	46	40
7+	SA	56	49	51	51	52	51	43	65	59	45	38	55	58
7+	TAS	50	36	58	40	37	49	41	59	71	34	31	54	57
7+	VIC	51	61	49	60	55	55	61	70	62	62	46	72	55
7+	WA	68	65	54	50	51	54	52	51	51	49	40	56	36
7+	NAT	51	52	47	50	48	48	48	57	55	47	41	54	48
All	ACT	44	48	36	42	42	50	47	54	53	56	33	41	30
All	NSW	36	35	34	36	38	45	41	51	53	36	37	41	39
All	NT	120	86	72	109	79	94	64	61	104	82	76	56	67
All	QLD	51	51	50	54	54	52	51	59	56	51	50	53	47
All	SA	49	47	48	50	52	57	44	59	57	42	39	47	54
All	TAS	43	37	52	38	43	51	44	81	63	35	34	46	54
All	VIC	55	62	50	59	61	61	59	65	58	57	47	61	50
All	WA	75	71	63	60	59	59	56	60	59	54	45	62	48
All	NAT	50	51	47	51	53	54	51	59	57	48	45	51	47