

**COAG Disability Reform Council**  
Quarterly Report  
30 September 2018



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# Executive Summary

This Quarterly Report outlines the progress being made in the roll-out of the National Disability Insurance Scheme (NDIS). The vision of the NDIS, to enable every Australian with a significant and permanent disability to access the reasonable and necessary support they need to participate fully in their communities, is progressively being realised.

## More participants are receiving support

The Scheme continues to grow at a rapid pace. As at 30 September 2018, 208,793 participants were receiving support, an increase of 25,950 participants, representing growth of 14% over the prior quarter. Sixty-eight percent (68%) of participants in the quarter came from Victoria and Queensland, consistent with the significant roll-out occurring in those States this year.

This quarter, 92% of the operational target was achieved, 71% of the bilateral estimate for the quarter, and 76% for the entirety of the Scheme. The difference between the operational target and the bilateral estimate largely reflects the records available. Where records are not available, the NDIA is not able to contact the relevant individuals. Therefore, the operational target better reflects the NDIA's operational performance.

For the quarter, Victoria achieved 110% of its bilateral estimate, reflecting its commitment to identifying and bringing forward participant records. The cumulative bilateral performance for Victoria now stands at 87%, which is the highest of all the States/Territories, other than the Australian Capital Territory.

## More people are receiving support for the first time

The number of participants who had not previously received support is increasing. This number now stands at 63,459, or 30.5% of all participants. Access to the NDIS has life changing potential for these new participants. In this quarter, the proportion of participants who are accessing support for the first time is 34.9%,

as opposed to 30.9% in prior quarters. In large measure this reflects the completion of phasing in New South Wales and the priority given to the transfer of existing State/Territory participants during transition.

## The number of providers continues to increase

The number of registered providers increased to 17,925 at 30 September 2018, an increase of 7% on the last quarter. This compares to a growth rate of 17% in previous quarters. The lower but still significant rate of growth largely reflects the fundamental change in registration arrangements with the commencement this quarter of the new NDIS Quality and Safeguards Commission, who have taken responsibility for provider registration in New South Wales and South Australia. The new registration process is now the mechanism through which quality and safeguarding of NDIS supports and services occurs. The NDIA is also working on ways to measure the extent to which the market is increasing capacity to provide more services and meet future demand.

The registration groups with the largest number of active providers were Therapeutic Supports (15% increase in the quarter), Household Tasks (20% increase), Participation in Community, Social and Civic activities (13% increase), Early Intervention Supports for Early Childhood (12% increase) and Assistance with Daily Personal Activities (14% increase).

The number of participants receiving Specialist Disability Accommodation (SDA) support and the amount of committed support continues to grow (at 30 September 2018 there were 9,536 participants with support in current plans). The number of enrolled dwellings increased by 34% in the quarter to 2,243, and the number of registered providers increased by 9% to 754.

## Participants are experiencing improved outcomes

Longitudinal studies of participant outcomes over two years show continued progress, particularly for children under six and for those of school age. While the results for those from 15 to 24 were not as strong, those aged 25 and over largely showed a marked improvement across a range of outcomes.



## Executive Summary *continued*

Participation in community and social activities has increased significantly from the baseline average of 36% to 45% in this quarter, exceeding the NDIA's target of 41% for the year.

Employment outcomes for those aged 15 to 24 markedly improved from 13% to 22%, while those aged 25 and over experienced a decline of 2%. The overall employment result stayed static at 22%. The NDIA is acutely aware of the benefits employment brings to participants and the economy and has therefore prioritised employment options in planning discussions.

### **Work is underway to further improve the participant experience**

On a comparable basis to last quarter, participation satisfaction increased from 88% to 93%. This is the highest level of satisfaction achieved since Trial, reflecting in large measure the work that is underway in improving the participant pathway and the responsiveness of the call centre, where service levels are being exceeded and abandonment rates have reduced to around 1%.

The NDIA undertakes more granular survey analysis to pinpoint areas of strength, and those where improvements are required. Areas of strength were demonstrated in the following ways: 'the planner listened to me' (97%); 'I had enough time to tell my story and say what support I need' (96%) and 'the planning meeting went well' (95%). Other areas can be improved: 'I know what is in my plan' (74%); 'the planner helped me think about my future' (85%).

This more granular survey analysis is consistent with the NDIA's commitment to improving the participant pathway, with the NDIS pathway currently being rolled out in Western Australia.

Work has also begun on rolling out the complex support needs pathway. Working with Mental Health Australia, a new psychosocial stream has been developed and is being rolled out. A new hearing approach has also been developed, with the assistance of major hearing groups.

### **The Scheme remains within budget**

The Scheme has been within budget each year of its operation and remains within budget this year to date. It is also projected to remain within budget for the whole of 2018-19.

Financial pressures on the Scheme continue to be monitored. These pressures include a higher than expected number of children entering the NDIS, and a lower than expected number of participants transitioning out of the Scheme to receive mainstream supports. Plan budgets continue to increase by more than expected, in particular for participants in Supported Independent Living. The Agency continues to address these financial pressures through the participant pathway review, and by strengthening the consistency and equity in decision making for all participants.

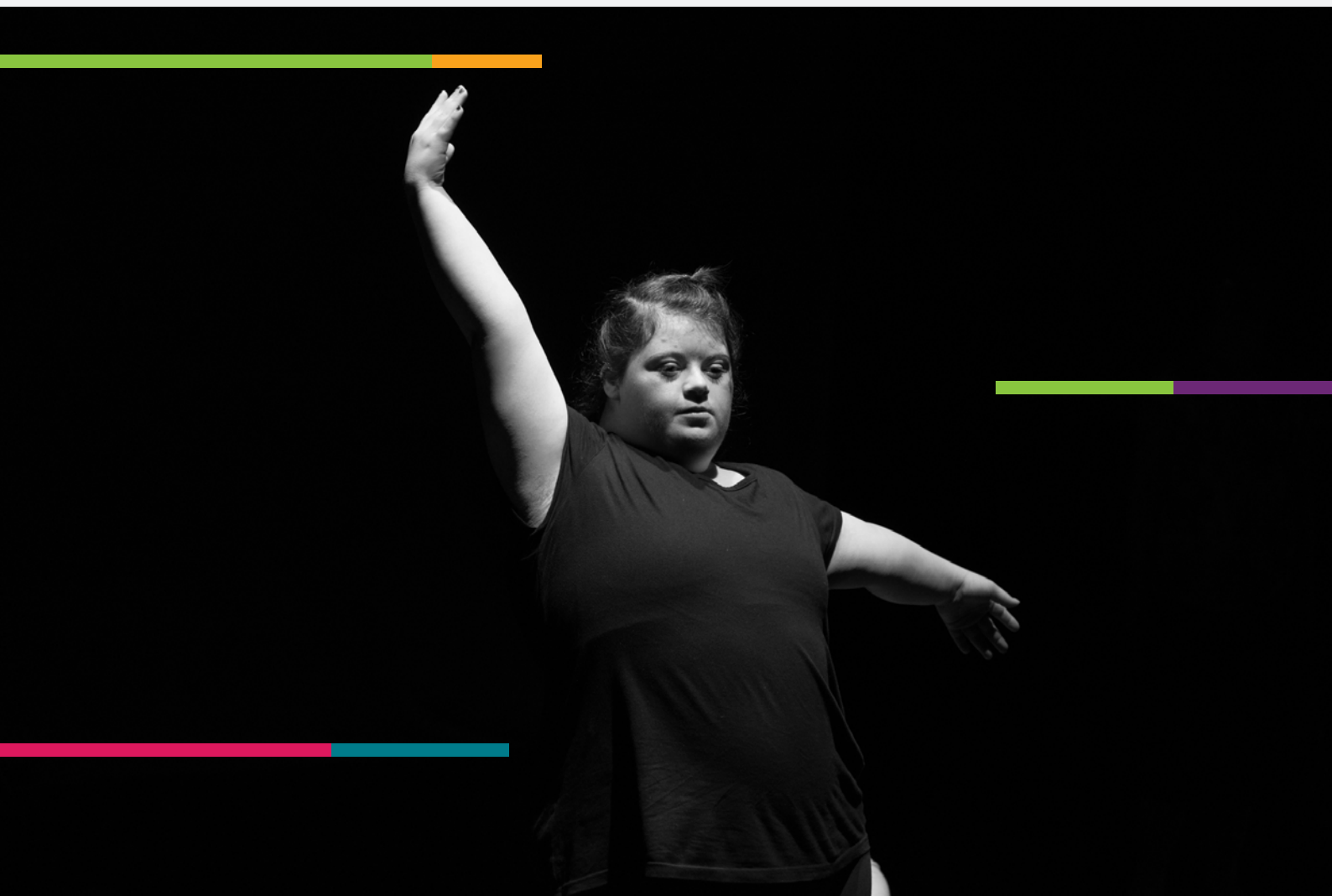
New financial pressures are emerging from the interface of the NDIS with the health system. This is evident from Administrative Appeals Tribunal cases that relate to Scheme access, and the reasonable and necessary supports available under the NDIS. The NDIA is working with Commonwealth and State/Territory governments to better define the boundaries between the health system and the NDIS.

The NDIA is committed to the delivery of a financially sustainable Scheme that is focused on achieving outcomes for all its participants.

# Introduction

This report is a summary of the performance and operations of the National Disability Insurance Agency (NDIA) for Quarter 1 of 2018-19 (1 July – 30 September 2018), as required in the NDIS Act 2013 (Section 174).<sup>1</sup>

The key insights from the analysis are presented in the report, with detailed supplementary tables included in the appendices. The national results are presented in Appendix E, followed by individual appendices for each State/Territory. A list of key definitions of the terms used in this report is included in Appendix A.



<sup>1</sup> The Board members must prepare a report on the operations of the Agency for each period of three months starting on 1 July, 1 October, 1 January or 1 April; and give the report to the Ministerial Council within one month after the end of the period to which the report relates.

## Part One: Participants and their plans

More people are supported by the NDIS and are exercising choice and control over their lives.

### 1.1 Roll-out

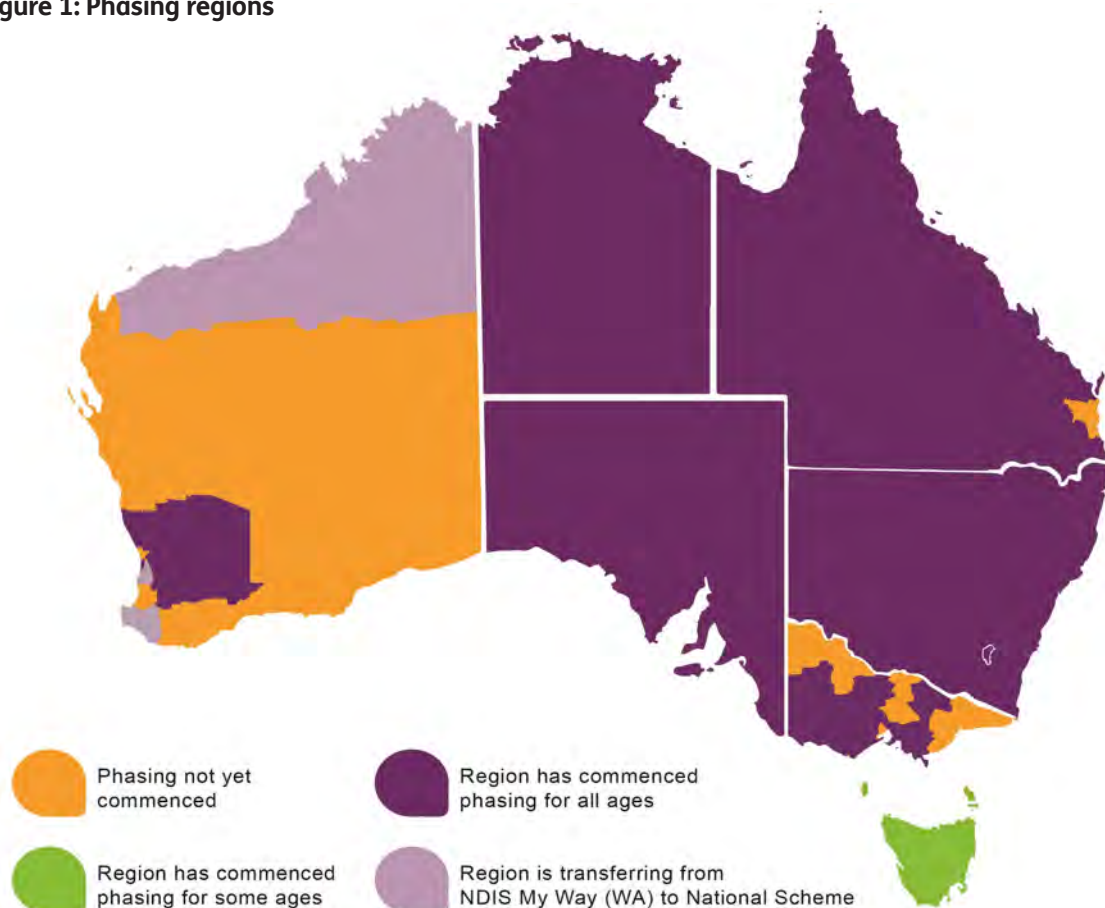
*The NDIS is reaching more Australians, with the Scheme phasing into new metropolitan regions in Victoria and Queensland this quarter.*

The NDIS is now fully available in New South Wales, South Australia, the Australian Capital Territory and the Northern Territory. The NDIS has moved into new regions this quarter, with significant growth in Queensland including Beenleigh, Brisbane North, Brisbane South, Cairns, Maryborough and Robina. Further progress was made in Victoria, with the first regions of Southern Melbourne entering the Scheme on 1 September 2018.

Western Australia continued its transition from the state-operated NDIS My Way to the national Scheme this quarter. In October 2018 the NDIS will begin operating in the Victorian areas of Brimbank, Melton and Western Melbourne and the West Australian areas of Goldfields-Esperance, North Metro and Kimberley-Pilbara.

Figure 1 shows the phasing regions in Australia – where phasing has commenced, where it has commenced for some age groups and where it is yet to commence, recognising that there are some participants within these areas who are waiting for plans to be approved.

**Figure 1: Phasing regions**



## 1.2 Number of participants

*Over 200,000 participants are now able to choose the reasonable and necessary support they need to achieve their goals.*

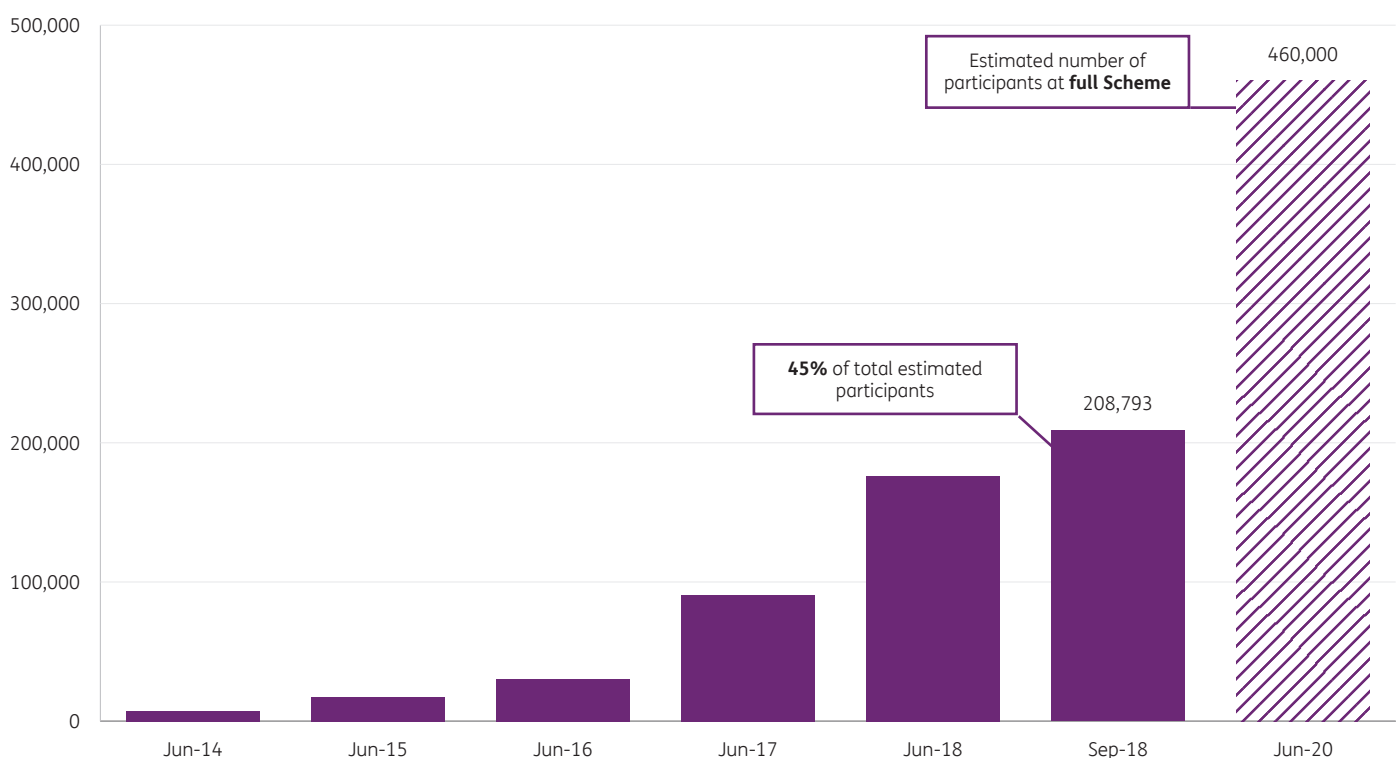
At 30 September 2018, 208,793 people with disabilities, including children in the ECEI program, were being supported by the NDIS. This represents a 14% increase over last quarter.

An additional 25,950 participants, excluding children in the ECEI program, received approved plans this quarter. The NDIS aims to support an estimated 460,000 Australians by July 2020, hence the Scheme is currently supporting 45% of the total number of participants expected by the end of the transition period.

Importantly, the Scheme is supporting both people from existing State/Territory and Commonwealth systems and people who have not previously received support. Of the 208,793 participants being supported by the Scheme, 138,678 previously received support from existing State/Territory or Commonwealth programs, 63,459 are now receiving support for the first time and 6,656 children are being supported in the ECEI gateway. In the September quarter, 34.9% of participants gained support for the first time compared with 30.9% in previous quarters.

Figure 2 shows the annual growth in participants, including children in the ECEI program since Scheme inception. It also shows the number of participants at the end of 2018–19 Q1 and the estimated number of participants anticipated at full Scheme.

**Figure 2: Annual growth in participants**





### 1.3 Operational progress

*The NDIA performed strongly against its operational target, with 92% being achieved.*

The NDIS is transitioning in sites across Australia in line with phasing schedules bilaterally agreed by State/Territory and Commonwealth governments. The bilateral agreements outline an estimate of the number of people who were predicted to participate in the NDIS from each State/Territory at particular points in time. The estimates are split into people who previously received support from State/Territory programs and those who have not previously received support.

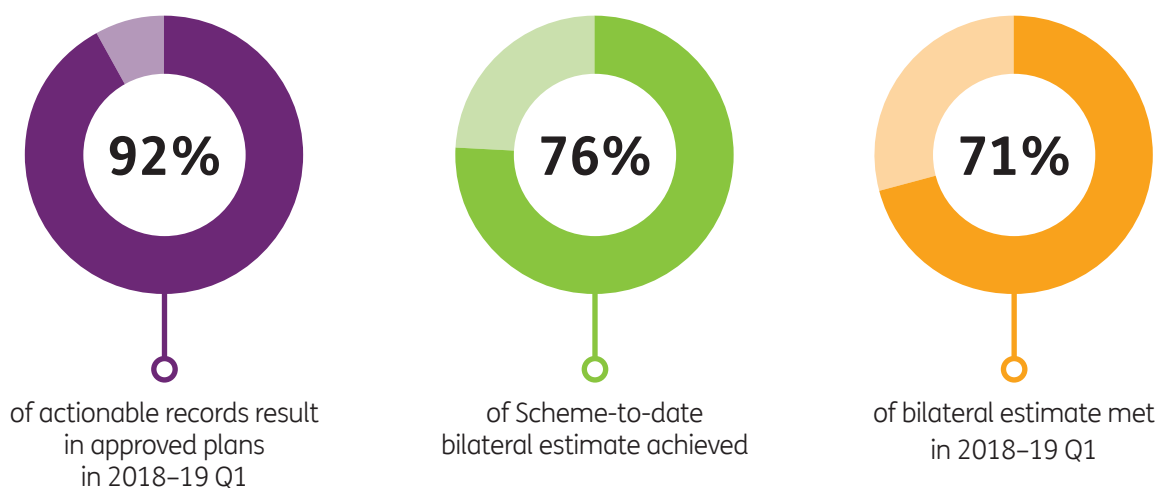
In 2018–19 Q1, the Agency achieved 92% of its operational target, meaning that of the participants who could be contacted, who met the access requirements and whose records were provided to the Agency, 92% received approved plans.

At 30 September 2018, 76% of the cumulative bilateral estimate was reached and 71% of the 2018–19 Q1 bilateral estimate was met.<sup>2</sup> The availability of data and difficulties contacting transitioning participants from State/Territory and Commonwealth programs are the primary challenges impacting the progress made against bilateral estimates. Other reasons include some individuals making a decision not to apply, and others no longer requiring support.<sup>3</sup>

Of the 25,321 actionable records available to the Agency, 23,229 (92%) resulted in approved plans and 2,092 (8%) remained as ‘access in progress’ at the end of the quarter. There were 10,298 participants from existing State/Territory systems who had met NDIS access requirements prior to 30 September 2018 but were unable to progress to planning before the end of this quarter. This represents a work-in-progress for the Agency.

Figure 3 highlights three key statistics related to progress against bilateral estimates.

**Figure 3: Progress against bilateral estimates**



<sup>2</sup> Detail on the bilateral estimates is included in Appendix C.

<sup>3</sup> There are a significant number of transitioning State/Territory and Commonwealth clients who have not been able to be contacted. The NDIA will attempt to contact an individual four times using the provided details, after which the person is deemed ‘unable to contact’. The NDIA communicates these details to the relevant State/Territory for follow-up, and is working proactively with each State/Territory government to connect with as many potential participants as possible.

## 1.4 Participant characteristics

*The number of CALD participants increased this quarter and more participants chose to self-manage their plan.*

The NDIS has phased into new regions of Western Australia, Queensland and Victoria, with the following changes in participant characteristics recorded this quarter:

- **Culturally and Linguistically Diverse (CALD): 9.0%** of participants who received a plan in the quarter, compared with 7.5% in previous quarters combined.
- **Remote / very remote: 1.2%** of participants who received a plan in the quarter, compared with 1.1% in previous quarters combined.
- **Psychosocial disability: 8.6%** of participants who received a plan in the quarter, compared with 7.9% in previous quarters combined.
- **Aboriginal and/or Torres Strait Islanders: 4.9%** of participants who received a plan in the quarter, compared with 5.4% in previous quarters combined.
- **Self-managing or partly self-managing their plan: 24%** of participants who received a plan in the quarter, compared with 22% in previous quarters combined.

The profiles of current participants vary depending on the phasing schedule for their region. For example, the phasing schedules in some bilateral agreements prioritise age group and/or people in existing State/Territory disability systems. Considering the areas in which the NDIS has rolled out across Australia, the participants who are Aboriginal and/or Torres Strait Islanders are in line with expectations. The increase in CALD participants this quarter is in part due to the Scheme phasing in new metropolitan areas of Victoria and Queensland.





“Difference is beautiful. I love the Dr Seuss quote, “Why fit in when you were born to stand out?” The NDIS has opened up my world to modelling. I just love it. The best part is I get to highlight Albinism and difference. It’s a really important message.”

— Sammy McCombe, NDIS Participant



## Part Two: Participant experience and outcomes

Outcomes improve as participants spend more time in the Scheme.

### 2.1 Participants in employment, community and social activities

*The proportion of participants in community and social activities grows, while the proportion of participants in employment is static.*

The 2018-2022 Corporate Plan uses metrics and performance targets to measure the NDIA's achievements against its aspirations. The 'quality experience and outcomes for participants' aspiration is measured by the percentage of participants currently employed and the number of participants involved in community and social activities, with baseline results collected as a participant enters the Scheme.

Participants aged 15 years and over increased their involvement in community and social activities in 2018-19 Q1 from the 36% baseline to 45%, four percentage points in excess of the 2018-19 target of 41%. The increase was most prevalent in the 25 and over age group, which saw a 10 percentage point increase from 36% to 46%. Work is underway to understand the underlying reasons for this significant improvement.

There was a 9% increase in the number of participants aged 15 to 24 years old in work, from 13% baseline to 22% this quarter. For participants aged 25 years or over, this number decreased by two percentage points from 24% to 22%, with an average across both cohorts remaining at 22%, consistent with the baseline result. The target for the number of employed participants in both cohorts is 26% for 2018-19.

There is a strong commitment from the Agency and the Department of Social Services to implement an employment strategy to improve job opportunities for people with disability. The NDIA is acutely aware of the benefits employment brings to participants and the economy and has therefore prioritised employment options in planning discussions.

Figure 4 shows the progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities' including the baseline measures, 2018-19 Q1 results, and the targets for the 2018-19 year.

**Figure 4: Participants in work, community and social activities**

Participants in work	Baseline	2018-19 Q1	2018-19 Target
Aged 15 to 24 years	13%	22%	26%
Aged 25+	24%	22%	
Aged 15+ (average)	22%	22%	
Participants in community and social activities	Baseline	2018-19 Q1	2018-19 Target
Aged 15 to 24 years	33%	39%	41%
Aged 25+	36%	46%	
Aged 15+ (average)	36%	45%	

## 2.2 Two year analysis of participant outcomes

*Longitudinal studies of participant outcomes show continued progress.*

The NDIA asked the question ‘Has the NDIS helped?’ to individuals who entered the Scheme in 2016-17 Q1, after their first year participating in the Scheme. This cohort of participants were asked the same question at the end of their second year of the Scheme, allowing the NDIA to analyse the longitudinal impact of the NDIS over two years. While the participants who were asked this question represent a small subset of current participant numbers, the results collected this quarter nevertheless give an indication of the effect of the NDIS on participants over a longer period of time.

The initial results relating to ‘Has the NDIS helped?’ indicate significant improvements in independence, access to education and personal relationships with family and friends for children who are starting school to 14 years. Initial results also suggest that the NDIS has helped improve choice and control for participants aged 25 years or over, one of the key principles upon which the NDIS is built.

Families and carers of participants aged zero to 14 years indicate that the NDIS has had a positive impact on the levels of support available to them, and has improved their capacity to advocate on behalf of their child.

From transition to 30 September 2018, for participants that have been in the Scheme for two years, the following outcomes have been recorded:

### For child participants aged 0 to before starting school:



- **91%** of parents and carers thought the NDIS helped increase their child’s ability to communicate what they want, compared to **87%** in their first year.
- **81%** of parents and carers thought the NDIS improved how their child fits into family life, compared to **78%** in their first year.

### For participants starting school to 14 years:



- **69%** of parents and carers felt their child had become more independent as a result of the NDIS in their second year of participation, compared to **54%** in their first year.
- **58%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends in their second year of participation, compared to **49%** in their first year.

### For participants aged 15 to 24 years:



- **63%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **61%** in their first year.
- **55%** of participants felt the NDIS had helped them improve their participation in community and social activities, compared to **53%** in their first year.

### For participants aged 25 and over:



- **75%** of participants believed the NDIS helped them have more choice and more control over their lives in their second year of participation in the NDIS, compared to **71%** in their first year.
- **83%** of participants believed the NDIS helped them with daily living activities in their second year of participation, compared to **76%** in their first year.

Areas for improvement have been identified, particularly in relation to employment outcomes for participants. In their second year of participation, only 13% of participants aged 15 to 24 years old and 20% of participants aged 25 and over felt the NDIS had helped them find a job that was right for them. The NDIA continues to work in collaboration with employers who support people with disabilities in the workplace to address these challenges.



## 2.3 Participant satisfaction

*Participant satisfaction increased by five percentage points to 93%.*

To better understand the impact of the NDIS on participants and their families and carers, the Agency conducts satisfaction surveys on the planning process each quarter. This quarter the proportion of participants who rated their overall experience with the planning process as either 'Very good' or 'Good' increased from 88% to 93%, indicating that the Agency's progress with pathway reform is beginning to have a positive impact.

In addition, 97% of participants indicated their planner listened to them, and 96% of participants considered that they had enough time to tell their story. 74% of participants indicated that they knew what was in their plan. The NDIA is looking to improve this figure via the further roll-out of the participant pathway reform, including introducing improved tools for planners to help them better connect participants with the right services to achieve their goals.

Figure 5 shows the percentage of participants who rated their agreement with a series of statements about the planning process as 'Strongly agree / Agree', 'Neutral' or 'Disagree / Strongly disagree'.

**Figure 5: Participant satisfaction**

	Strongly agree / Agree	Neutral	Disagree / Strongly disagree
The planner listened to me	97%	2%	1%
I had enough time to tell my story and say what support I need	96%	2%	2%
The planner knows what I can do well	86%	11%	3%
The planner had some good ideas for my plan	89%	8%	3%
I know what is in my plan	74%	23%	4%
The planner helped me think about my future	85%	10%	5%
I think my plan will make my life better	87%	9%	4%
The planning meeting went well	95%	4%	2%

The NDIA has developed a new participant satisfaction survey to provide a more comprehensive understanding of a participant's NDIS experience. The new survey is designed to gather data for different participant groups (e.g. differences in age and disability) at the four primary stages of the participant pathway – access, pre-planning, planning and plan review. This will enable a more comprehensive and robust study of participant satisfaction. By gaining greater insight into varying experiences at different stages of the NDIS process, the NDIA will be better positioned to make meaningful and specific improvements to the participant pathway.

Initial results from the new survey reinforce findings made during the NDIA pathway review and will be used as a baseline for measuring improvements resulting from pathway reform. Early insights show that a very high proportion of participants understood what information they needed to provide the NDIA, however fewer participants knew what their next step was in the pathway.

The survey methodology is being refined and results will be communicated in future quarters after that work is completed.

## 2.4 Unscheduled plan reviews and complaints

*Fewer unscheduled reviews occurred than in previous quarters, with the proportion of complaints remaining static.*

There was a decrease in the proportion of unscheduled plan reviews, with 14.6% this quarter compared to 19.0% in previous quarters combined. An unscheduled review may occur if a participant is not satisfied with the supports available in their plan, or they have achieved their original goals and are seeking to progress their outcomes with support from the NDIS.

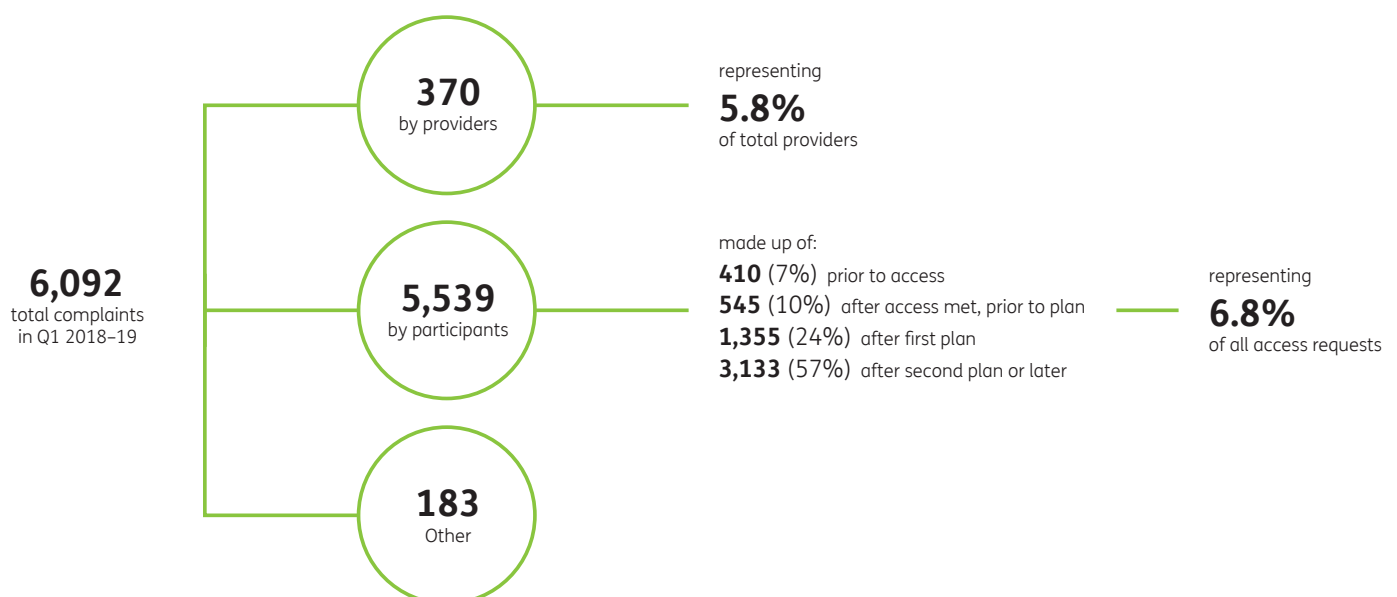
The proportion of complaints relative to the number of people who have sought access to the Scheme remained steady over the quarter at close to 6.8%. Of the 5,539 complaints received by or on behalf of participants in the quarter, 4,488 were made during the planning stage, with timeliness and reasonable and necessary supports reported as the most common issues. There were a total of 955 complaints made by or on behalf of participants in relation to the access stage. The NDIA continues to improve the planning process through pathway reform, and is implementing new strategies to ensure the delivery of consistent and equitable plans for all participants.

The proportion of complaints by registered service providers decreased from 6.3% in previous quarters to 5.8% this quarter, with timeliness the leading issue, resulting in 22% of complaints.

In line with the development of the new participant satisfaction survey, complaints are now beginning to be analysed across all stages of the pathway. Previously, complaints were recorded by the source of the complaint – participant, provider or other – whereas, on a preliminary basis, complaints are now also being analysed by the stage of the pathway to which they relate. This will allow the NDIA to track trends in complaints and satisfaction simultaneously, across all areas of the participant provider experience. More data on the stage and the reasons why participants and providers are complaining will allow the NDIA to make specific improvements to business operations, improving satisfaction rates for all NDIS stakeholders.

Figure 6 shows the number of complaints made by or on behalf of participants, or those who have sought access, registered service providers and other in 2018–19 Q1.<sup>4</sup>

**Figure 6: Complaints**



<sup>4</sup> There are 96 (2%) complaints that have not been included in the breakdown of participant complaints because information on where in the pathway the complaint was made was not available.

## 2.5 Actions to improve participant experience

*The NDIA is committed to delivering a Scheme that gets it right for participants.*

The NDIA is progressing a number of short and long-term initiatives to ensure all individuals have a high quality NDIS experience. Recent activities are outlined below:

- **A Participant Reference Group**, with a diverse mix of participants, is convening regularly to discuss and provide input on strategic and implementation issues that impact participants.
- The Agency is actively engaging with external **peak bodies and advocacy groups** on strategic matters, to take a more proactive, consultative approach to working with organisations that represent people with disabilities. This includes the newly formed Autism Advisory Group.
- **Improvements to the participant pathway** are being made in collaboration with participants and the wider NDIS community, enabling engagement with the NDIS to be clearer, simpler and quicker for stakeholders. During the quarter, pathway improvements have focused on:
  - Increasing the number of participant-facing staff.
  - Assisting participants to better utilise their plan budgets.
  - Training staff to assist planners in implementing changes made to the participant pathway.
  - The launch of a new tailored pathway to speed up access for children from birth to six years with hearing loss, to minimise the risk of development delay.
  - The launch of a new tailored pathway for participants with psychosocial disability, which aims to make access criteria clearer and ensure participant plans include connections to other services and flexible arrangements, to allow for changes in circumstances.
  - The creation of online and printed planning booklets to help people navigate the NDIS.
  - Improving the efficiency and effectiveness of SDA processes including developing a new approach to SDA planning (see pages 20-21 for further information).
- **The new NDIS Contact Centre (NCC)** is significantly improving NDIS customer service by providing effective, direct information to callers and consistently exceeding the target of a 60 second wait time. Abandonment rates have significantly reduced.
- There have been significant **improvements to the MyPlace portal**, which include the management of service bookings, the ability to create and view payment requests, the ability to view contact details and messages from the NDIS, instant messaging between providers and linked participants, and the ability to link participants with other registered service providers.
- **A new participant satisfaction survey** has been developed and is being refined to gather data at the four primary stages of the participant pathway – access, pre-planning, planning and review. This will give the Agency a more comprehensive understanding of satisfaction levels across the different stages of an individual's NDIS journey, helping the NDIA to understand where improvements are making an impact or where further improvements are needed.

“The NDIS has changed my life. Now I have a scooter I can do things I’ve never been able to do before. Having cerebral palsy, I’ve never been able to walk very far. Now, I can take my dog, Jasper, for a walk; I can go to the shops, buy what I need without having to rely on people and meet my friends for coffee. It’s great. All the shop owners know me by name now. It’s been great to get out and meet people in my community.”

— Tony De Angelis, NDIS Participant (pictured right)





## Part Three: Providers and the growing market

The NDIA is driving a culture of innovation in service delivery.

### 3.1 Growth and diversity of providers

*The provider network grows, increasing participants' access to quality services.*

There was a total of 17,925 registered providers at 30 September 2018, representing a 7% increase on last quarter. Of the total number of providers, 54% were active at 30 September 2018, representing an increase of four percentage points on last quarter.

The rate of growth in providers has reduced by 12 percentage points compared to the previous quarter. The lower but still significant rate of growth largely reflects the fundamental change in the registration process in NSW and South Australia following the commencement of the new NDIS Quality and Safeguards Commission this quarter. The new arrangements require registering providers to undertake a third party audit and suitability assessment. The new registration process is now the mechanism through which quality and safeguarding of NDIS supports and services occurs.

All of the largest registration groups continued to grow during the quarter:

- **Therapeutic supports** from 8,166 to 8,743 (7% increase)
- **Household tasks** from 4,569 to 4,995 (9% increase)
- **Assistance with travel/transport arrangements** from 3,436 to 3,741 (9% increase)
- **Early Intervention supports for early childhood** from 2,803 to 2,960 (6% increase)
- **Innovative Community Participation** from 2,515 to 2,779 (10% increase)

The total number of active providers increased from 8,442 in the previous quarter to 9,693 in 2018-19 Q1. The jurisdictions that experienced the highest level of growth in active providers included Queensland with a 28.0% increase, the Northern Territory with a 23.5% increase and Tasmania with a 18.7% increase.

The registration groups with the highest level of growth in active providers during the quarter were:

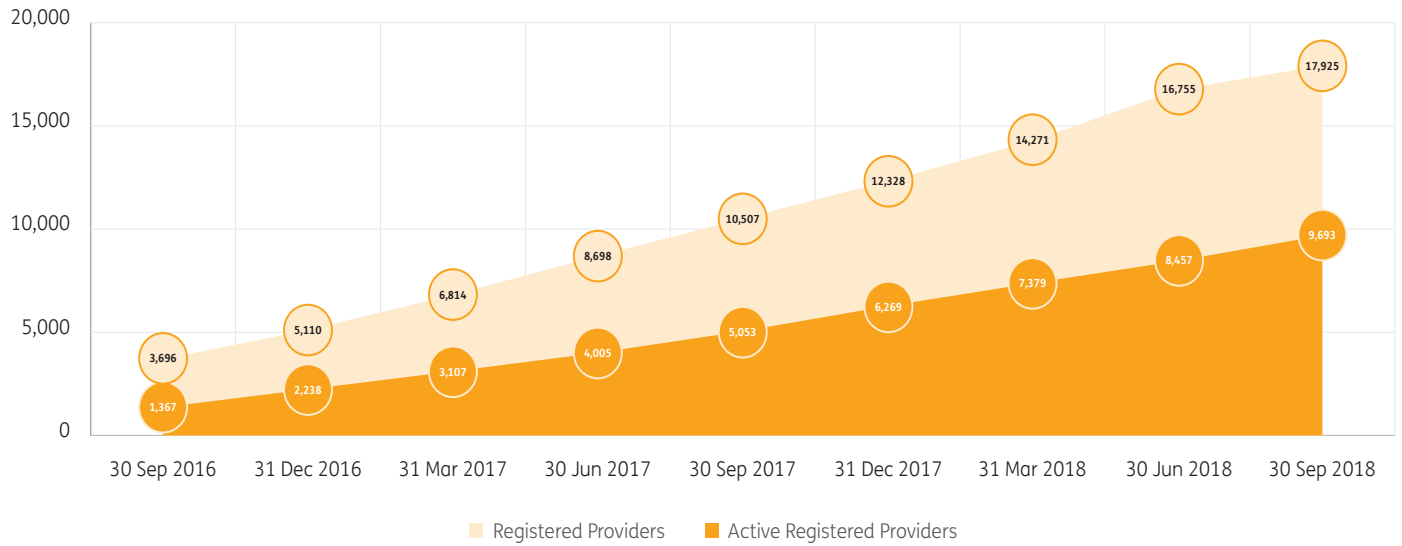
- **Specialist Disability Accommodation** from 75 to 97 (29% increase)
- **Innovative Community Participation** from 214 to 268 (25% increase)
- **Community Nursing Care for high needs** from 252 to 308 (22% increase)
- **Household tasks** from 1,770 to 2,129 (20% increase)
- **Assistive products for household tasks** from 141 to 169 (20% increase)

The NDIA is working on ways to measure the extent to which the market is increasing capacity to provide more services and meet future demand, including that at a local market level.



Figure 7 shows the growth in registered and active registered service providers from 30 September 2016 to 30 September 2018.

**Figure 7: Growth in registered providers**



## 3.2 Specialist Disability Accommodation

*The NDIA is focused on delivering Specialist Disability Accommodation for this fast growing and significant group of participants and providers.*

Currently, 9,536 participants have Specialist Disability Accommodation (SDA) in their plans, representing an increase of 56% in the year to 30 September 2018.

However, 14,025 participants have Supported Independent Living (SIL) in their plan. SIL only supports participants who live in shared supported accommodation. It, therefore, follows that a further 4,489 participants are living in shared supported accommodation, but currently do not have SDA in their plans. This difference is likely to reflect the process of transition from the state and territory services to the NDIS.

The number of participants with SIL in their plans (namely 14,025) stands at 7.1% of all active participants with an approved plan. This is marginally higher than the expected 6% of participants that the Productivity Commission assumed would receive SDA and SIL funding, reflecting the priority that State and Territory Governments gave to the transition of this group of clients.

Participants receiving SDA and SIL have, on average, higher support needs than other categories of participants. The average annualised committed support for these participants is approximately \$260,000, with SIL being the most significant component of a participant's plan. Committed supports for participants receiving SIL and SDA typically varies between \$150,000 and \$350,000 depending on the level of support required. The average SDA amount currently in plans is approximately \$10,000, reflecting the high level of existing stock, with a lower average annual price compared with new builds.

While participants receiving SIL (including SDA) are only 7.1% of participants, they represent about one-third of current annual committed support.

Not surprisingly, utilisation for this cohort of participants is high, with it being 85% in 2017-18.

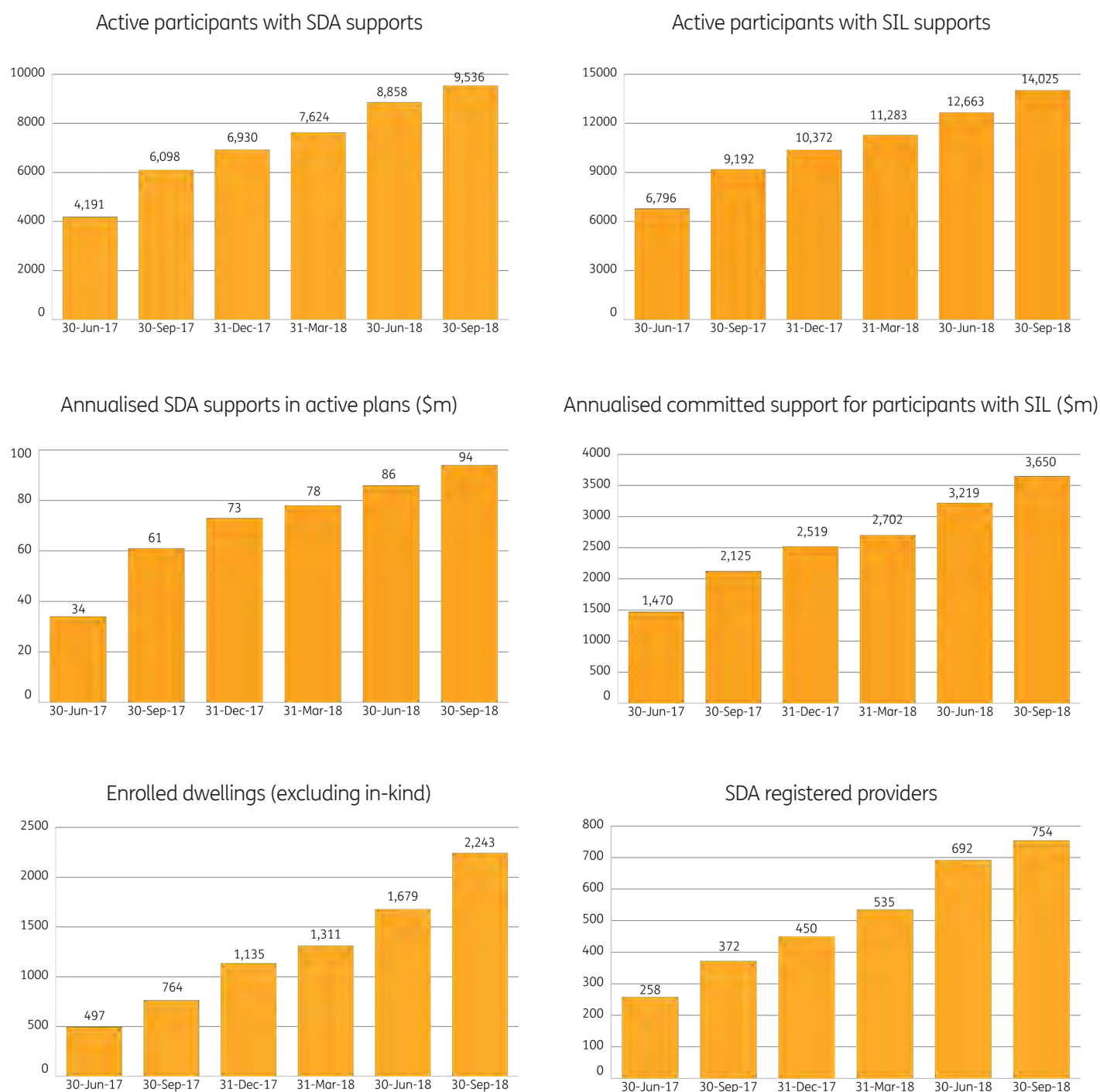
A high proportion of participants (65%) receiving SDA and SIL have an intellectual disability, with a further 10% having autism. The balance have physical, psychosocial and neurological disabilities.

The provider market has grown rapidly. In the year ended 30 September 2018, the number of registered SDA providers more than doubled from 372 to 754. At the same time, the number of enrolled dwellings increased by just under 200% from 764 to 2,243. This excludes in-kind dwellings.

The proportion of new builds and refurbishments reflects the lead time associated with the design and development cycle. The stock of new and refurbished buildings has increased by almost 14% since 1 April 2016. This does not include data for Western Australia and the ACT, with the Agency expecting to commence enrolling buildings next quarter. Reflecting the infrastructure-like nature of SDA, new types of providers are increasingly emerging.

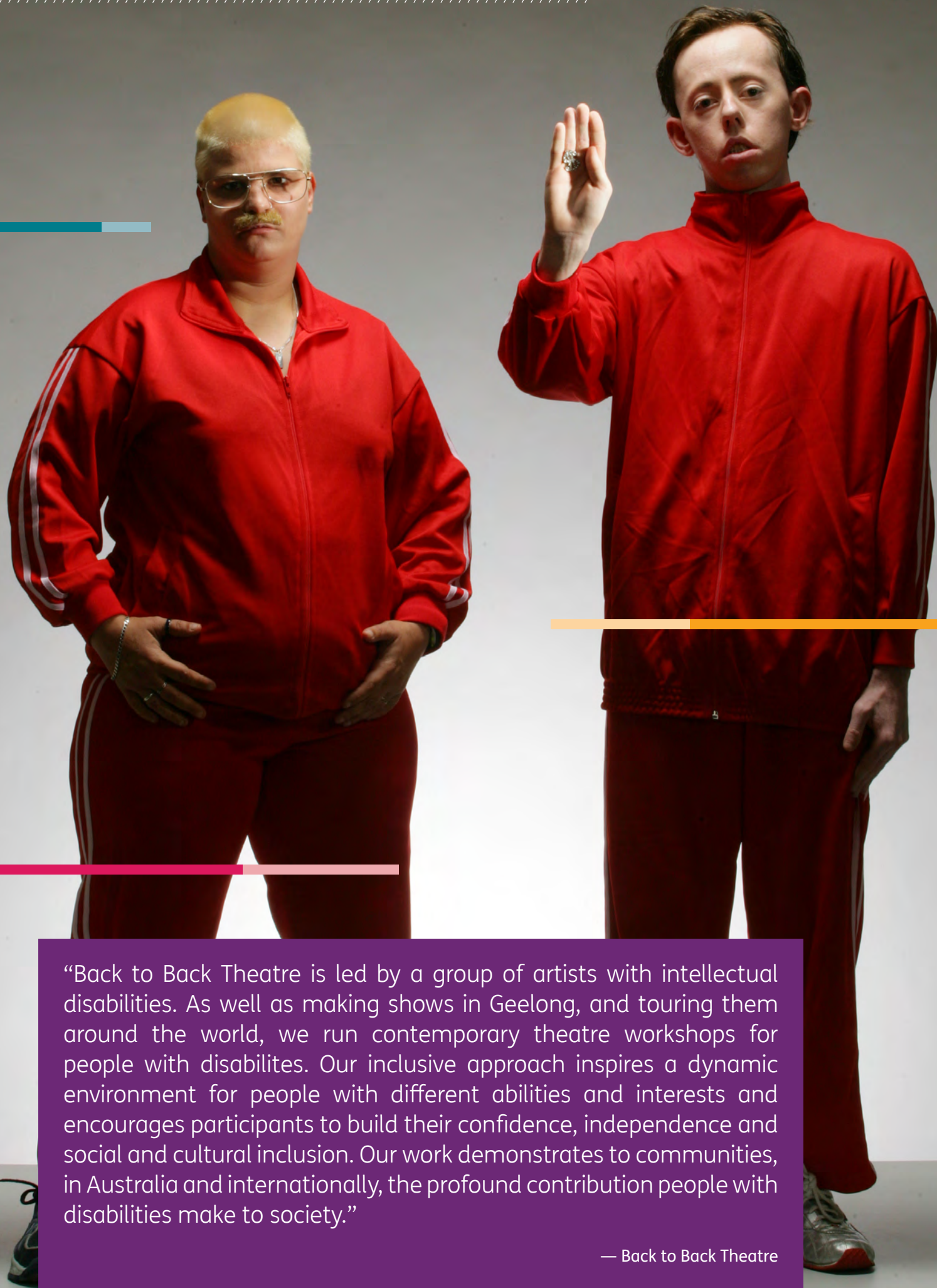
Figure 8 provides more detailed information on current demand and supply of SDA, but does not include those participants where SDA is currently not registered.

**Figure 8: Changes in Specialist Disability Accommodation by quarter**



The NDIA is undertaking a range of initiatives to increase options for participants. This includes:

- Providing greater market certainty in relation to pricing methodology by providing the SDA Provider and Investor Brief in April 2018
- Regularly publishing more information on both demand and supply on the website since October 2018 and in this Quarterly report.
- Providing regular and on-going briefings to potential investors in SDA
- Improving and expediting the SDA planning process by having a dedicated team of senior specialists focused on SDA decisions since September 2018
- Increasing the engagement with stakeholders by moving to establish a SDA stakeholder consultation group, in the same way as has been done with other groups such as hearing, mental health and autism
- Receiving and responding to a paper from the Independent Advisory Council on innovative, contemporary housing models.



“Back to Back Theatre is led by a group of artists with intellectual disabilities. As well as making shows in Geelong, and touring them around the world, we run contemporary theatre workshops for people with disabilities. Our inclusive approach inspires a dynamic environment for people with different abilities and interests and encourages participants to build their confidence, independence and social and cultural inclusion. Our work demonstrates to communities, in Australia and internationally, the profound contribution people with disabilities make to society.”

— Back to Back Theatre



## Part Four: Information, Linkages and Capacity Building (ILC)

ILC grants support inclusivity and diversity in communities across Australia.

### 4.1 Building inclusive communities

*ILC grants of over \$82.7 million were made to community programs over two years.*

In the last two years, the NDIA has delivered five ILC grant rounds to support the roll-out of ILC across each State/Territory. Each grant round has funded projects under one or more of the activity areas in the ILC Policy. During the two years, there have been 221 grants, totaling over \$82.7 million awarded to organisations across the country.

The NDIA will adopt a more strategic and programmatic approach to ILC investment from July 2019 through implementation of the ILC Investment Strategy. The strategy will be implemented through programs that align with the activity areas detailed in the ILC Policy. Each new program will contribute to the sustainability of the NDIS and help create more accessible and inclusive communities across Australia.

Figure 9 shows the support committed by the NDIA via the ILC policy over 2016-17 and 2017-18 financial years.

**Figure 9: ILC grants**

ILC Activity Area	No. of Grants	Funding amount
<b>1. Information, linkages and referrals</b> — people with disability are connected and have the information they need to make decisions and choices.	81	\$39,219,893
<b>2. Capacity building for mainstream services</b> — people with disability use and benefit from the same mainstream services as everyone else.	33	\$10,418,595
<b>3. Community awareness and capacity building</b> — people with disability participate in and benefit from the same community activities as everyone else.	50	\$14,326,131
<b>4. Individual capacity building</b> — people with disability have the skills and confidence to participate and contribute to the community and protect their rights.	44	\$10,251,468
<b>Remote ILC Grants Round</b>	13	\$8,489,069
<b>Total</b>	<b>221</b>	<b>\$82,705,156</b>



The Suncoast Spinners are a local basketball organisation based in Queensland. They were awarded an ILC grant of just over \$81,000 in 2017. The Suncoast Spinners used their ILC grant to run basketball workshops that focus on the common abilities of people, providing a fun experience that helps to break down misconceptions of disability.

A lot of clubs modify their sports to include people with disability. However, Suncoast Spinners' program does the opposite and relies on reverse inclusion, whereby people without disabilities participate in activities designed for people with disabilities. This approach supports attitudinal change to eradicate barriers to inclusion, and engages the whole community to provide equitable, inclusive and accessible sports. There is currently a 50/50 split in the club of those with and without disabilities. As a result of this project, there is now a national reverse inclusion basketball tournament held each year, with people travelling from across Australia to participate in the tournament.

— Suncoast Spinners, NDIA ILC grant recipients

## Part Five: Financial sustainability

A financially sustainable Scheme focuses on outcomes that will support participants now and across their lifetime.

### 5.1 Delivering within budget

*The NDIS remains within budget.*

The NDIS has been within budget each year of its operation. The NDIS remains within budget in the first quarter of 2018-19 and is projected to remain within budget for the whole financial year.

In 2017-18, \$7.7 billion was committed in plan supports, with \$5.2 billion paid. This represents a utilisation rate of 68% and reflects the increased amount of first plans approved in the year. Experience shows that utilisation tends to increase as participants remain in the Scheme for longer periods of time.

Figure 10 shows a comparison of committed supports (\$m) and payments by financial year since the Scheme's inception.

**Figure 10: Committed supports and payments**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
<b>Total Committed</b>	132.8	496.9	939.3	3,237.4	7,727.5	2,884.6	15,418.5
<b>Total Paid</b>	85.8	370.8	703.5	2,171.5	5,248.7	1,530.1	10,110.5
<b>% utilised to date</b>	65%	75%	75%	67%	68%	-	66% <sup>5</sup>

<sup>5</sup> Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

## 5.2 Addressing Scheme pressures

*Pressures on the NDIS have been identified and are being responsibly managed.*

The insurance-based structure of the NDIS means that emerging experience can be compared against expectations, allowing any differences to be detected quickly and any associated risks to be managed. This efficient and responsive monitoring process ensures the financial sustainability of the NDIS. There are a number of primary costs to the NDIS: the number of participants, the amount of support allocated to each plan, how that allocated amount will change over time, the utilisation of individual supports, and the rate at which participants exit the Scheme.

**The current primary financial pressures relate to:**

### 1. Scheme access and on-going eligibility

The number of children in the Scheme is higher than expected, and the number of participants transitioning out of the Scheme who have entered under the early intervention criteria is lower than expected.

### 2. Participant costs

Plan budgets continue to grow by more than would be expected solely due to inflation and ageing. This is particularly the case for participants in SIL and SDA, where costs are higher than expected.

**Specific management responses are being developed to address the two primary sustainability pressures listed above:**

### Participant Pathway Review

The NDIA's Participant Pathway Review was instigated by stakeholder feedback. A key element of the review is strengthening the "outcomes focus" of the NDIS, and increasing the consistency and reliability of access and plan budget decisions.

### Reference package and guided planning process

The reference package and guided planning process is a method to better align a participant's support package with their level of function when they first enter the Scheme and at plan review. This process will require ongoing refinement to ensure that the right assessment tools and questions are being used to inform plan decisions.

### Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA)

The NDIA is working on consistent and equitable decisions for those seeking access to SIL and SDA, which constitutes a large proportion of NDIS cost.

### Business intelligence strategy

A business intelligence strategy has been developed, which includes initiatives such as the development of tools to support decision making, improved gateway interfaces with business partners, and the refinement of governance processes for data management.

Through a continued focus on data quality and the development of tools and reports to support effective decision making and strong risk management, the NDIA can continue to monitor and address emerging pressures. As a result, the Scheme will continue to deliver positive outcomes to NDIS participants now and in the future, while remaining financially sustainable.

## Part Six: Staff, advisory groups and the NDIS community

A strong and dedicated NDIS community delivers the best possible experience for participants.

### 6.1 Collaborating with NDIS stakeholders

*The NDIS is strengthened by collaboration and partnerships.*

The NDIA has been working closely with stakeholder groups and the disability community to ensure that advancements in the participant experience are innovative and inclusive.

- The Agency has been working with **Mental Health Australia (MHA)** to improve the experience and outcomes of participants with psychosocial disability. Improvements are primarily focused on the launch of a new tailored stream, which aims to make access criteria for those with psychosocial disability clearer, ensure individuals are connected with other services, and have flexible arrangements incorporated into their plan. Furthermore, the tailored stream recognises the episodic nature of psychosocial disability and embeds a recovery-based approach.
- From August 2018, the NDIA has been working in partnership with **Australian Hearing** on a new pathway stream for children aged zero to six years old who have permanent hearing loss or who are deaf. This pathway stream will speed up the time it takes for this cohort to access the Scheme and provide tailored assistance so that eligible participants receive the support they need.
- The NDIA is collaborating with the **Autism Advisory Group** with the intention of improving life outcomes for people with autism spectrum disorder. The Autism Advisory Group has identified four guiding priorities for this cohort:
  - Eligibility and outcomes
  - Participant experience and plans
  - Training and expertise
  - Mainstream and community inclusion
- The **Autism CRC**, with financial support from the NDIA, has developed Australia's first National Guideline for the assessment and diagnosis of autism spectrum disorder. This guideline is in line with the best available scientific evidence and has been developed to rigorous standards, with endorsement by the National Health and Medical Research Council.



## 6.2 NDIA Values

*Refreshed values guide the NDIA's mission to support people with disability to achieve their goals.*

The NDIA's mission is to build and manage a world-leading National Disability Insurance Scheme that supports people with disability to achieve their goals, helping them realise their full potential and exercise choice and control over their lives and futures. As the transition progresses to full Scheme, the NDIA has identified four primary values to support this mission and to optimise the full inclusion of people with disability in our community.

The refreshed NDIA values have participants at their core, guiding the day-to-day activities and longer-term strategies of all NDIA staff and the work they produce.



**We value  
people.**



**We aim  
higher.**



**We grow  
together.**



**We take  
care.**

## 6.3 NDIS Contact Centre

*The new NDIS Contact Centre significantly improves the customer experience.*

The NDIS Contact Centre (NCC) is responsible for taking phone and email enquiries from all those wishing to make initial contact with the NDIS, as well as participants, providers and anyone who requires information about the Scheme. The NCC has fully transitioned to a new provider this quarter, representing a significant improvement to the experience of those contacting the NDIS.

Since transition, the NCC has answered over 240,000 calls with 84% of those calls answered within one minute. In September, NCC Customer Service Officers (CSOs) achieved a 97% quality rating.

The NCC has 305 CSOs in total, working in offices in Dandenong and Newborough, Victoria. Of the total NCC workforce, 14.8% identify as having a disability. Like the NDIA, the NCC are champions of workplace diversity and place the NDIS participant at the core of everything they do.

## 6.4 Building a high performing NDIA

*The NDIA workforce is set to grow.*

Investment in the NDIA workforce supports the Agency's commitment to providing a Scheme of the highest quality to people with disability across Australia.

Over the next 12 months, an additional 750 staff and partners will be hired and targeted training of 6,000 planners and local area coordinators will take place to support the pathways reform implementation.

In order to address the challenges that lie ahead through the remainder of transition, the NDIA needs to operate as efficiently as possible. To achieve this, the Agency has been working towards building One NDIA, which aims to provide participants with a consistent experience of the Scheme, regardless of where they live.

“Ben’s NDIS funds opened an alternative door of opportunity for us. With his career front of mind, I left my job as a primary school teacher and with Ben’s funding I employed support workers and started “Ben & Co, Bakers with Purpose.” We create and bake from scratch and sell our goods at local markets. Ben is non-verbal and a lot of people thought there was no way we could do it, even parents with other children with Down Syndrome. But if you set it all up, anything is possible.”

— Carolyn Hunter, mum of Ben Hunter (pictured right), NDIS Participant





# Appendix A:

## Key definitions

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

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

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

**Active participant:** Those who have been determined eligible and have not exited the Scheme.

**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.

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

**Bilateral estimates:** Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory over the next three years. 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 Early Intervention (ECEI):** An approach which supports children aged 0-6 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECEI program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

**Information, linkages and capacity building (ILC):** The activities that will be supported by the NDIS to promote the social and economic inclusion of all people with disability.

**In-kind:** Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

**Mainstream services:** The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

**Market:** Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

**National Disability Insurance Agency (NDIA):** The Commonwealth government organisation administering the NDIS. In this report the NDIA is also referred to as ‘the Agency’.

**National Disability Insurance Scheme (NDIS):** A new way of providing support for Australians with disability, their families and carers. In this report the NDIS is also referred to as ‘the Scheme.’

**Outcomes framework questionnaires:** One way in which the Agency is measuring success for people with disability across eight different life domains.

**Payment:** Made to providers, participants or their nominees for supports received 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). If a participant is in a “defined” program, they automatically meet the access criteria because that program is deemed to be eligible in line with the access criteria in the NDIS Act.

**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.

**Registered provider:** An approved person or provider of supports that has met NDIS registration requirements.

**Quality and safeguards:** Quality is about ensuring people receive good supports and safeguarding is about keeping people safe from harm. Features of quality and safeguarding systems generally include systems for handling complaints, staff screening processes and service provider standards checks.

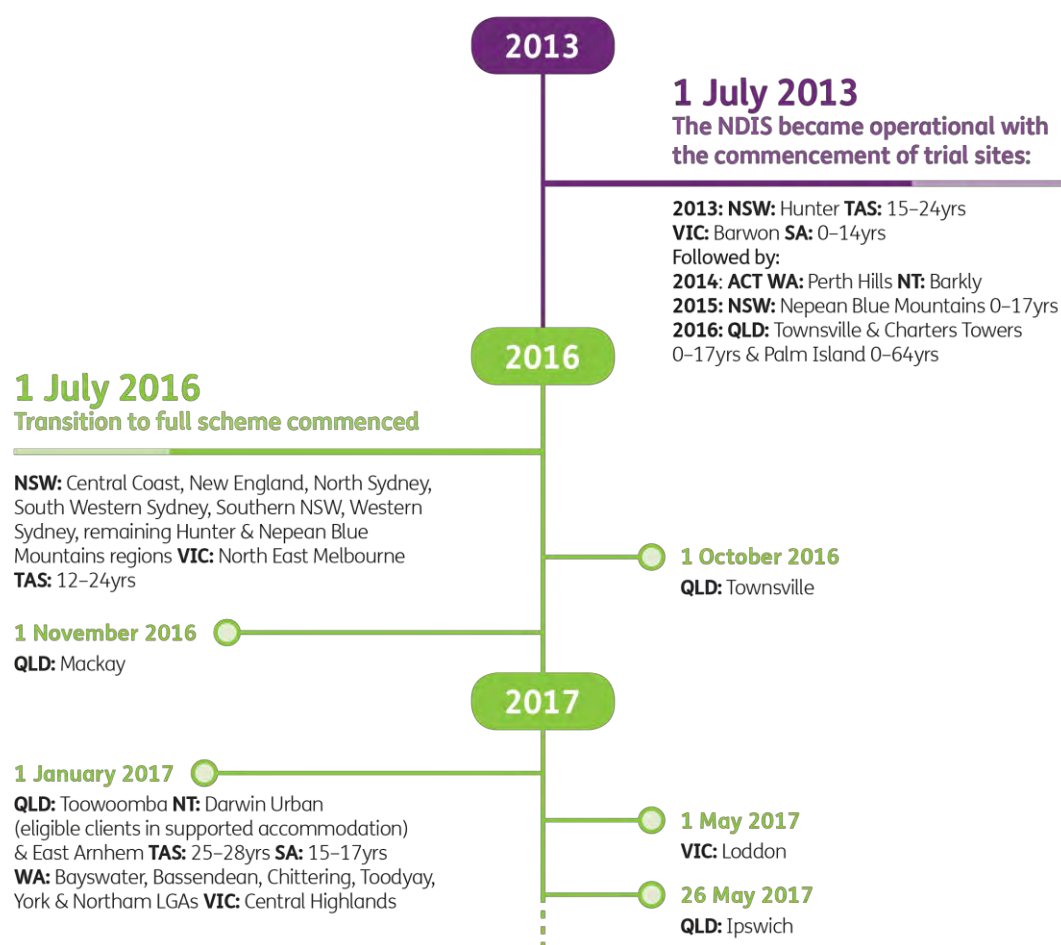


## Appendix B:

### Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS, including the progress that has been made to date and where the Scheme is being implemented next.

Figure B.1 NDIS roll-out schedule





## Appendix C:

### Operational progress

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The following tables compare plan approvals (including ECEI) against operational targets and bilateral estimates.

The comparisons are made on different bases:

- Table C.1 compares plan approvals in 2018-19 Q1 against operational targets.
- Table C.2 compares plan approvals in 2018-19 Q1 against bilateral estimates, split by Existing and New or Commonwealth participants.
- Table C.3 compares total plan approvals to date (since 1 July 2013) against bilateral estimates, split by trial and transition.

Operational targets are lower than bilateral estimates to reflect a shortfall in the number of State/Territory participants that are able to enter the Scheme. There are multiple reasons for the shortfall, including difficulties in contacting potential participants; some individuals not wanting to enter the Scheme; insufficient records; and some individuals being ineligible or no longer requiring support.

The 2018-19 Q1 bilateral agreements have estimates split by State/Territory transitioning participants and those who are new or from Commonwealth programs, with the exception of ACT where there is no transition bilateral agreement in place. For New South Wales and South Australia, the existing component of the transition bilateral agreements has been completed. The relative mix of State/Territory and New/Commonwealth participants estimated in the bilateral agreements differs by jurisdiction.

**Table C.1 Plan approvals operational progress in 2018-19 Q1<sup>1,2</sup>**

State/Territory	2018-19 Q1 bilateral estimates	2018-19 Q1 Actionable data available (operational target)	2018-19 Q1 Plans approved (incl. ECEI), relating to actionable data	% of 2018-19 Q1 operational target met
NSW	6,601	5,842	3,348	57%
VIC	7,981	7,614	8,814	116%
QLD	13,802	7,756	8,427	109%
WA	514	514	344	67%
SA	1,582	1,902	911	48%
TAS	1,198	614	662	108%
ACT				
NT	881	1,076	723	67%
<b>Total</b>	<b>32,559</b>	<b>25,318</b>	<b>23,229</b>	<b>92%</b>

**Table C.2 Plan approvals in 2018-19 Q1 (including confirmed ECEI referrals) compared to estimates<sup>3,4</sup>**

	2018-19 Q1 plans approved (incl. ECEI)			2018-19 Q1 bilateral estimates			Comparison for 2018-19 Q1 plan approvals (incl. ECEI) with 2018-19 Q1 bilateral estimates		
State/Territory	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	514	3,348	3,862		6,601	6,601		51%	
VIC	5,703	3,111	8,814	6,005	1,977	7,981	95%	157%	110%
QLD	5,936	2,491	8,427	7,423	6,379	13,802	80%	39%	61%
WA	93	251	344	400	114	514	23%	220%	67%
SA	1,304	911	2,215		1,582	1,582		58%	
TAS	216	446	662	427	770	1,198	51%	58%	55%
ACT	3	270	273						
NT	614	109	723	594	287	881	103%	38%	82%
<b>Total*</b>	<b>12,562</b>	<b>10,667</b>	<b>23,229</b>	<b>14,849</b>	<b>17,710</b>	<b>32,559</b>	<b>85%</b>	<b>60%</b>	<b>71%</b>
<b>Total</b>	<b>14,383</b>	<b>10,937</b>	<b>25,320</b>						

\*Total excluding jurisdictions with nil bilateral estimates in 2018-19.

**Table C.3 Plan approvals to date (including confirmed ECEI referrals) compared to estimates<sup>5</sup>**

	All plans approved (incl. ECEI)			Total bilateral estimates			Comparison for all plan approvals (incl. ECEI) with bilateral estimates		
State/Territory	Trial	Transition	Total	Trial	Transition	Total	Trial	Transition	Total
NSW	9,609	82,590	92,199	12,111	110,043	122,154	79%	75%	75%
VIC	5,282	45,565	50,847	5,289	53,389	58,678	100%	85%	87%
QLD	361	25,203	25,564	600	44,357	44,957	60%	57%	57%
WA	2,494	2,166	4,660	2,493	3,587	6,080	100%	60%	77%
SA	7,117	13,742	20,859	8,500	19,039	27,539	84%	72%	76%
TAS	1,162	3,861	5,023	1,125	4,947	6,072	103%	78%	83%
ACT	4,098	3,009	7,107	4,278	797	5,075	96%	378%	140%
NT	155	1,413	1,568	149	2,355	2,504	104%	60%	63%
<b>Total</b>	<b>30,278</b>	<b>177,549</b>	<b>207,827</b>	<b>34,545</b>	<b>238,514</b>	<b>273,059</b>	<b>88%</b>	<b>74%</b>	<b>76%</b>

<sup>1</sup> Excludes ACT and Existing participants in NSW and SA approved in 2018-19 Q1.

<sup>2</sup> WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 774 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS this quarter.

<sup>3</sup> Ibid.

<sup>4</sup> Note: 'CW' stands for Commonwealth.

<sup>5</sup> WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 966 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.



## Appendix D:

# Outcomes framework questionnaires

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### About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one way the NDIA is measuring scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 98% 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 Plan approvals compared to estimates – NATIONAL<sup>6</sup>

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
NATIONAL	176,187	25,950	202,137	208,793	273,059

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – NATIONAL<sup>7</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>261,384</b>	<b>40,823</b>	<b>302,207</b>
<b>Access Met<sup>8</sup></b>	<b>225,027</b>	<b>30,320</b>	<b>255,347</b>
State	136,090	16,563	152,653
Commonwealth	21,289	2,689	23,978
New	67,648	11,068	78,716
<b>Total Participant Plans</b>	<b>183,955</b>	<b>32,606</b>	<b>208,793</b>
State	104,913	14,336	119,249
Commonwealth	16,872	2,557	19,429
New	54,402	9,057	63,459
ECEI <sup>9</sup>	7,768	6,656	6,656
<b>Total Participant Plans</b>	<b>183,955</b>	<b>32,606</b>	<b>208,793</b>
Early Intervention (s25)	33,961	4,304	38,265
Permanent Disability (s24)	142,226	21,646	163,872
ECEI <sup>10</sup>	7,768	6,656	6,656

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – NATIONAL

Exits	
<b>Total participant exits</b>	<b>4,711</b>
Early Intervention participants	1,599
Permanent disability participants	3,112

<sup>6</sup> In this table the 202,137 participants include the 966 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants in subsequent tables where the percentage of estimate is shown.

<sup>7</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 86% of people with a hearing impairment met the access criteria compared to 74% overall.

<sup>8</sup> The number of people who had their access met is higher than the number of approved plans. This is because a large number of these people are due to phase in during future quarters.

<sup>9</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>10</sup> Ibid.

**Table E.4 Cumulative position by services previously received – NATIONAL<sup>11,12</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	14,352	2,071	13,855		30,278	34,545	88%
End of 2016-17	53,624	6,084	30,911	6,134	96,753	115,032	84%
End of 2017-18	104,913	16,872	54,402	7,768	183,955	240,500	76%
End of 2018-19 Q1	119,249	19,429	63,459	6,656	208,793	273,059	76%

**Table E.5 Cumulative position by entry into the Scheme – NATIONAL<sup>13</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	12,196	18,082		30,278	34,545	88%
End of 2016-17	21,452	69,167	6,134	96,753	115,032	84%
End of 2017-18	33,961	142,226	7,768	183,955	240,500	76%
End of 2018-19 Q1	38,265	163,872	6,656	208,793	273,059	76%

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

**Table E.6 Participant profile per quarter by Aboriginal and Torres Strait Islander status – NATIONAL**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	9,297	5.4%	1,277	4.9%	10,574	5.4%
Not Aboriginal and Torres Strait Islander	154,588	90.1%	23,143	89.3%	177,731	90.0%
Not Stated	7,621	4.4%	1,500	5.8%	9,121	4.6%
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

**Table E.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NATIONAL**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	12,911	7.5%	2,328	9.0%	15,239	7.7%
Not CALD	157,456	91.8%	22,910	88.4%	180,366	91.4%
Not Stated	1,139	0.7%	682	2.6%	1,821	0.9%
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

**Table E.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NATIONAL<sup>14</sup>**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	2,778	1.6%	350	1.4%	3,128	1.6%
Not YPIRAC	168,728	98.4%	25,570	98.6%	194,298	98.4%
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

<sup>11</sup> Each quarter, updated lists of clients are provided by State/Territory and Commonwealth governments. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>12</sup> In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

<sup>13</sup> Ibid.

<sup>14</sup> Young People in Residential Aged Care (YPIRAC) refers to all people who enter an aged care facility prior to age 65. In the NDIS, at the end of the quarter, 132 participants (4.2%) were under 45 years and 2,433 (77.8%) were over 55 years.

**Table E.9 Participant profile per quarter by remoteness – NATIONAL** <sup>15,16</sup>

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Major Cities	109,070	63.8%	18,539	71.7%	<b>127,609</b>	<b>64.6%</b>
Population > 50,000	20,185	11.8%	2,676	10.3%	<b>22,861</b>	<b>11.6%</b>
Population between 15,000 and 50,000	16,996	9.9%	1,882	7.3%	<b>18,878</b>	<b>9.6%</b>
Population between 5,000 and 15,000	9,623	5.6%	913	3.5%	<b>10,536</b>	<b>5.3%</b>
Population less than 5,000	13,259	7.8%	1,557	6.0%	<b>14,816</b>	<b>7.5%</b>
Remote	1,069	0.6%	204	0.8%	<b>1,273</b>	<b>0.6%</b>
Very Remote	867	0.5%	95	0.4%	<b>962</b>	<b>0.5%</b>
Missing	437		54		<b>491</b>	
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

**Table E.10 Participant profile per quarter by disability group - NATIONAL** <sup>17</sup>

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	50,531	29%	6,947	27%	<b>57,478</b>	<b>29%</b>
Intellectual Disability <sup>18</sup>	47,752	28%	6,351	25%	<b>54,103</b>	<b>27%</b>
Psychosocial disability	13,517	8%	2,230	9%	<b>15,747</b>	<b>8%</b>
Cerebral Palsy	8,710	5%	1,145	4%	<b>9,855</b>	<b>5%</b>
Other Neurological	7,896	5%	1,474	6%	<b>9,370</b>	<b>5%</b>
Developmental Delay	7,631	4%	1,524	6%	<b>9,155</b>	<b>5%</b>
Other Physical	6,801	4%	1,314	5%	<b>8,115</b>	<b>4%</b>
Acquired Brain Injury	5,733	3%	935	4%	<b>6,668</b>	<b>3%</b>
Hearing Impairment	5,389	3%	1,160	4%	<b>6,549</b>	<b>3%</b>
Visual Impairment	4,277	2%	661	3%	<b>4,938</b>	<b>3%</b>
Multiple Sclerosis	3,579	2%	645	2%	<b>4,224</b>	<b>2%</b>
Other Sensory/Speech	2,755	2%	191	1%	<b>2,946</b>	<b>1%</b>
Global Developmental Delay	2,263	1%	526	2%	<b>2,789</b>	<b>1%</b>
Stroke	2,223	1%	358	1%	<b>2,581</b>	<b>1%</b>
Spinal Cord Injury	2,136	1%	420	2%	<b>2,556</b>	<b>1%</b>
Other	313	0%	39	0%	<b>352</b>	<b>0%</b>
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

<sup>15</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>16</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>17</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>18</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants (7,430).



**Table E.11 Participant profile per quarter by level of function – NATIONAL<sup>19</sup>**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	9,279	5%	2,013	8%	<b>11,292</b>	<b>6%</b>
2 (High Function)	390	0%	66	0%	<b>456</b>	<b>0%</b>
3 (High Function)	10,234	6%	1,582	6%	<b>11,816</b>	<b>6%</b>
4 (High Function)	12,752	7%	1,460	6%	<b>14,212</b>	<b>7%</b>
5 (High Function)	17,064	10%	1,778	7%	<b>18,842</b>	<b>10%</b>
6 (Moderate Function)	26,637	16%	4,705	18%	<b>31,342</b>	<b>16%</b>
7 (Moderate Function)	13,277	8%	1,428	6%	<b>14,705</b>	<b>7%</b>
8 (Moderate Function)	13,478	8%	2,347	9%	<b>15,825</b>	<b>8%</b>
9 (Moderate Function)	907	1%	131	1%	<b>1,038</b>	<b>1%</b>
10 (Moderate Function)	19,241	11%	3,388	13%	<b>22,629</b>	<b>11%</b>
11 (Low Function)	8,228	5%	836	3%	<b>9,064</b>	<b>5%</b>
12 (Low Function)	26,226	15%	4,312	17%	<b>30,538</b>	<b>16%</b>
13 (Low Function)	8,951	5%	1,279	5%	<b>10,230</b>	<b>5%</b>
14 (Low Function)	4,281	3%	589	2%	<b>4,870</b>	<b>2%</b>
15 (Low Function)	62	0%	6	0%	<b>68</b>	<b>0%</b>
Missing	499		0		<b>499</b>	
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

**Table E.12 Participant profile per quarter by age group – NATIONAL**

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	21,116	12%	4,432	17%	<b>25,548</b>	<b>13%</b>
7 to 14	43,840	26%	4,952	19%	<b>48,792</b>	<b>25%</b>
15 to 18	14,092	8%	1,617	6%	<b>15,709</b>	<b>8%</b>
19 to 24	16,952	10%	2,279	9%	<b>19,231</b>	<b>10%</b>
25 to 34	16,861	10%	2,799	11%	<b>19,660</b>	<b>10%</b>
35 to 44	15,434	9%	2,622	10%	<b>18,056</b>	<b>9%</b>
45 to 54	18,933	11%	3,354	13%	<b>22,287</b>	<b>11%</b>
55 to 64	20,545	12%	3,592	14%	<b>24,137</b>	<b>12%</b>
65+	3,733	2%	273	1%	<b>4,006</b>	<b>2%</b>
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

**Table E.13 Participant profile per quarter by gender – NATIONAL**

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	106,644	62%	15,592	60%	<b>122,236</b>	<b>62%</b>
Female	62,758	37%	9,931	38%	<b>72,689</b>	<b>37%</b>
Indeterminate	2,104	1%	397	2%	<b>2,501</b>	<b>1%</b>
<b>Total</b>	<b>171,506</b>	<b>100%</b>	<b>25,920</b>	<b>100%</b>	<b>197,426</b>	<b>100%</b>

<sup>19</sup> The distributions are calculated excluding participants with a missing level of function.

## Part Two: Participant experience and outcomes

**Table E.14 Number of questionnaires completed by SFOF version - NATIONAL<sup>20</sup>**

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	7,711	11,931	3,232	22,874
Participant school to 14	14,197	21,625	6,177	41,999
Participant 15 to 24	9,557	12,397	3,834	25,788
Participant 25 and over	24,824	37,873	12,298	74,995
<b>Total Participant</b>	<b>56,289</b>	<b>83,826</b>	<b>25,541</b>	<b>165,656</b>
Family 0 to 14	20,477	32,535	8,917	61,929
Family 15 to 24	2,717	8,468	2,634	13,819
Family 25 and over	785	11,728	4,189	16,702
<b>Total Family</b>	<b>23,979</b>	<b>52,731</b>	<b>15,740</b>	<b>92,450</b>
<b>Total</b>	<b>80,268</b>	<b>136,557</b>	<b>41,281</b>	<b>258,106</b>

**Table E.15 Selected key 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	73%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		64%		
CC	% who are happy with the level of independence/control they have now			38%	
CC	% who choose who supports them			34%	54%
CC	% who choose what they do each day			43%	63%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			21%	29%
CC	% who want more choice and control in their life			82%	77%

<sup>20</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

**Table E.16 Selected key 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	64%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	54%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			30%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	37%

**Table E.17 Selected key 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		58%		
HM	% who are happy with their home			81%	75%
HM	% who feel safe or very safe in their home			85%	76%
HW	% who rate their health as good, very good or excellent			68%	48%
HW	% who did not have any difficulties accessing health services			68%	66%
LL	% who currently attend or previously attended school in a mainstream class			28%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				48%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	25%
WK	% who volunteer			13%	13%

**Table E.18 Selected key indicators for families/carers of participants – NATIONAL**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	24%	28%	24%
% receiving Carer Allowance	54%	52%	37%
% working in a paid job	47%	49%	34%
Of those in a paid job, % in permanent employment	75%	74%	76%
Of those in a paid job, % working 15 hours or more	77%	84%	83%
% who say they (and their partner) are able to work as much as they want	40%	46%	59%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	31%	21%
% able to advocate for their child/family member	78%	72%	69%
% who have friends and family they see as often as they like	44%	44%	48%
% 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		42%	
% who feel in control selecting services		40%	41%
% 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	72%	61%	59%



**Table E.19 Results for “Has the NDIS helped?” questions answered at end of participant's first year in the Scheme, for SFOF version ‘Participant 0 to school’ (n=3,216) – NATIONAL<sup>21</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	90%
DL	Has the NDIS improved your child's access to specialist services?	88%
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?	71%
S/CP	Has the NDIS improved how your child fits into community life?	58%

**Table E.20 Results for “Has the NDIS helped?” questions answered at end of participant's first year in the Scheme, for SFOF version ‘Participant school to 14’ (n=16,328) – NATIONAL**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	54%
LL	Has the NDIS improved your child's access to education?	34%
REL	Has the NDIS improved your child's relationships with family and friends?	43%
S/CP	Has the NDIS improved your child's social and recreational life?	41%

**Table E.21 Results for “Has the NDIS helped?” questions answered at end of participant's first year in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=11,256) and ‘Participant 25 and over’ (n=24,462) – NATIONAL**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	66%
DL	Has the NDIS helped you with daily living activities?	56%	70%
REL	Has the NDIS helped you to meet more people?	49%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	48%
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%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%
S/CP	Has the NDIS helped you be more involved?	53%	58%

<sup>21</sup> Results in Tables E.19 to E.22 exclude participants who had their first plan approved between 1 July 2016 and 30 September 2016, as these participants have been included in Tables E.23 to E.26

**Table E.22 Results for “Has the NDIS helped?” questions answered at end of participant's first year in the Scheme, for SFOF version ‘Family 0 to 14’ (n=17,846); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=4,475) – 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?	53%	45%
Has the NDIS improved the level of support for your family?	59%	57%
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?	63%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	
Has the NDIS improved your health and wellbeing?	36%	31%

**Table E.23 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ – NATIONAL<sup>22</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	93%	92%	nil
DL	Has the NDIS improved your child's access to specialist services?	93%	90%	–3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	91%	+4%
REL	Has the NDIS improved how your child fits into family life?	78%	81%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	66%	69%	+2%

**Table E.24 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – NATIONAL**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	54%	69%	+15%
LL	Has the NDIS improved your child's access to education?	37%	41%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	58%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	52%	+7%

<sup>22</sup> Results in Tables E.23 to E.27 include participants who had their first plan approved between 1 July 2016 and 30 September 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

**Table E.25 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – NATIONAL**

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	66%	64%	–2%	71%	75%	+5%
DL	Has the NDIS helped you with daily living activities?	61%	63%	+2%	76%	83%	+7%
REL	Has the NDIS helped you to meet more people?	49%	49%	nil	54%	60%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	18%	–5%	36%	36%	nil
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	39%	–4%	58%	63%	+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?	36%	31%	–5%	36%	37%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	13%	–4%	21%	20%	–1%
S/CP	Has the NDIS helped you be more involved?	53%	55%	+2%	65%	70%	+5%

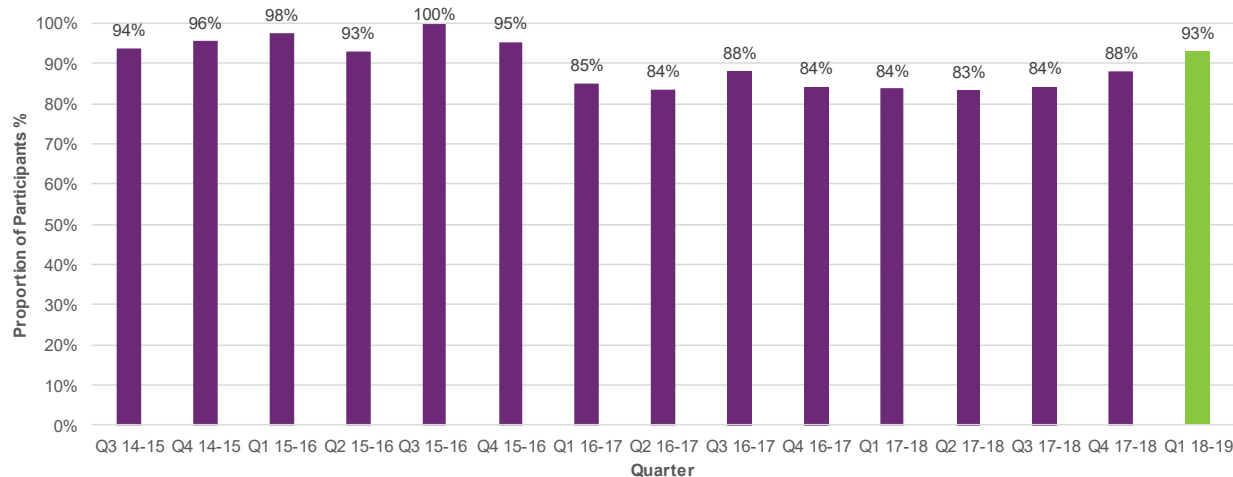
**Table E.26 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Family 0 to 14’; and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – NATIONAL**

		0 to 14			15 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	59%	+6%	53%	54%	+1%
	Has the NDIS improved the level of support for your family?	66%	74%	+7%	60%	65%	+5%
	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%	60%	+2%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	76%	+2%			
	Has the NDIS improved your health and wellbeing?	45%	43%	–3%	44%	30%	–13%

**Table E.27 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities' – NATIONAL<sup>23</sup>**

Participants in work	Baseline	2018–19 Q1	2018–19 Target
Aged 15 to 24 years	13%	22%	26%
Aged 25+	24%	22%	
Aged 15+ (average)	22%	22%	
Participants in community and social activities	Baseline	2018–19 Q1	2018–19 Target
Aged 15 to 24 years	33%	39%	41%
Aged 25+	36%	46%	
Aged 15+ (average)	36%	45%	

**Figure E.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NATIONAL)\***



\*Of the participants describing satisfaction with the Agency planning process in Q1 of 2018-19, 93% gave a rating of good or very good, 4% gave a neutral rating and 2% gave a rating of poor or very poor.

<sup>23</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016.

**Table E.28 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NATIONAL)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	97%	2%	1%
I had enough time to tell my story and say what support I need	96%	2%	2%
The planner knows what I can do well	86%	11%	3%
The planner had some good ideas for my plan	89%	8%	3%
I know what is in my plan	74%	23%	4%
The planner helped me think about my future	85%	10%	5%
I think my plan will make my life better	87%	9%	4%
The planning meeting went well	95%	4%	2%

**Table E.29 Plan reviews conducted per quarter – NATIONAL<sup>24</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>146,175</b>	<b>38,668</b>	<b>184,843</b>
<i>Early intervention plans</i>	33,927	7,406	41,333
<i>Permanent disability plans</i>	112,248	31,262	143,510

**Table E.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL<sup>25</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>109,841</b>	<b>31,781</b>	<b>141,622</b>
<i>Trial participants</i>	47,924	6,224	54,148
<i>Transition participants</i>	61,917	25,557	87,474

**Table E.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL<sup>26</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>36,334</b>	<b>6,887</b>	<b>43,221</b>
<i>Trial participants</i>	8,194	898	9,092
<i>Transition participants</i>	28,140	5,989	34,129

**Table E.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL<sup>27</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>19.0%</b>	<b>14.6%</b>	<b>18.1%</b>

<sup>24</sup> Plans less than 30 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.

<sup>25</sup> A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

<sup>26</sup> A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

<sup>27</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.



Table E.33 Complaints by quarter – NATIONAL

Complaints made by or on behalf of	Prior Quarters (Transition only)	2018-19 Q1	Transition Total	Number of unique complainants <sup>28</sup>
<b>Participants or those who have sought access</b>				
Complaints about service providers	967	301	1,268	1,110
Complaints about the Agency	18,135	5,077	23,212	15,309
Unclassified	1,784	161	1,945	1,734
<b>Total</b>	<b>20,886</b>	<b>5,539</b>	<b>26,425</b>	<b>16,897</b>
<i>% of all people who have sought access<sup>29</sup></i>	6.4%	6.8%	6.5%	
<b>Registered providers</b>				
Complaints about the Agency	1,554	329	1,883	1,599
Unclassified	161	41	202	192
<b>Total</b>	<b>1,715</b>	<b>370</b>	<b>2,085</b>	<b>1,745</b>
<i>% of all registered providers<sup>30</sup></i>	6.3%	5.8%	6.2%	
<b>Other</b>				
Complaints about the Agency	1,034	136	1,170	1,166
Unclassified	151	47	198	197
<b>Total</b>	<b>1,185</b>	<b>183</b>	<b>1,368</b>	<b>1,358</b>
<b>Total</b>	<b>23,786</b>	<b>6,092</b>	<b>29,878</b>	<b>20,000</b>

\*Of the 29,878 complaints made during the transition period, 452 (1.5%) were about the Contact Centre.

<sup>28</sup> Note that 73% of all complainants made only one complaint, 16% made two complaints and 11% made three or more complaints.

<sup>29</sup> This is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>30</sup> This 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.

Table E.34 Complaints by type – NATIONAL

Complaints made by or on behalf of	Prior Quarters (Transition only)		2018-19 Q1		Transition Total	
<b>Participants or those who have sought access</b>						
<i>Complaints about service providers</i>						
Supports being provided	236	(24%)	57	(19%)	293	(23%)
Service delivery	150	(16%)	59	(20%)	209	(16%)
Staff conduct	126	(13%)	63	(21%)	189	(15%)
Provider process	113	(12%)	30	(10%)	143	(11%)
Provider costs	113	(12%)	29	(10%)	142	(11%)
Other	229	(24%)	63	(21%)	292	(23%)
<b>Total</b>	<b>967</b>		<b>301</b>		<b>1,268</b>	
<i>Complaints about the Agency</i>						
Timeliness	5,752	(32%)	1,956	(39%)	7,708	(33%)
Individual needs	3,113	(17%)	446	(9%)	3,559	(15%)
Reasonable and necessary supports	2,045	(11%)	875	(17%)	2,920	(13%)
Information unclear	929	(5%)	210	(4%)	1,139	(5%)
The way the NDIA carried out its decision making	785	(4%)	249	(5%)	1,034	(4%)
Other	5,511	(30%)	1,341	(26%)	6,852	(30%)
<b>Total</b>	<b>18,135</b>		<b>5,077</b>		<b>23,212</b>	
<i>Unclassified</i>	<b>1,784</b>		<b>161</b>		<b>1,945</b>	
<b>Registered providers</b>						
<i>Complaints about the Agency</i>						
Timeliness	386	(25%)	74	(22%)	460	(24%)
Individual needs	299	(19%)	18	(5%)	317	(17%)
Provider Portal	283	(18%)	32	(10%)	315	(17%)
Information unclear	123	(8%)	30	(9%)	153	(8%)
Participation, engagement and inclusion	43	(3%)	0	(0%)	43	(2%)
Other	420	(27%)	175	(53%)	595	(32%)
<b>Total</b>	<b>1,554</b>		<b>329</b>		<b>1,883</b>	
<i>Unclassified</i>	<b>161</b>		<b>41</b>		<b>202</b>	
<b>Other</b>						
<i>Complaints about the Agency</i>						
Individual needs	337	(33%)	12	(9%)	349	(30%)
Timeliness	226	(22%)	15	(11%)	241	(21%)
Information unclear	88	(9%)	43	(32%)	131	(11%)
Participation, engagement and inclusion	49	(5%)	5	(4%)	54	(5%)
Staff conduct - Agency	30	(3%)	6	(4%)	36	(3%)
Other	304	(29%)	55	(40%)	359	(31%)
<b>Total</b>	<b>1,034</b>		<b>136</b>		<b>1,170</b>	
<i>Unclassified</i>	<b>151</b>		<b>47</b>		<b>198</b>	

Table E.35 AAT Cases by category – NATIONAL

	Prior Quarters		2018-19 Q1		Total	
Category	N	%	N	%	N	%
Access	364	35%	107	40%	471	36%
Plan	453	44%	127	48%	580	45%
Plan Review	154	15%	18	7%	172	13%
Other	56	5%	15	6%	71	5%
<b>Total</b>	<b>1,027</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>1,294</b>	<b>100%</b>
<b>% of all access decisions<sup>31</sup></b>	<b>0.32%</b>		<b>0.38%</b>		<b>0.33%</b>	

Table E.36 AAT cases by open/closed and decision – NATIONAL

	N
<b>AAT Cases</b>	<b>1,294</b>
<b>Open AAT Cases</b>	<b>649</b>
<b>Closed AAT Cases</b>	<b>645</b>
<i>Resolved before hearing</i>	618
<i>Gone to hearing and received a substantive decision</i>	27*

\*Of the 27 cases which went to hearing and received a substantive decision: 15 affirmed the Agency's decision, 9 varied the Agency's decision, 0 overturned the Agency's decision and 3 set aside the Agency's decision.

Table E.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL<sup>32,33</sup>

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	12%	14%	<b>13%</b>
Self-managed partly	9%	11%	<b>10%</b>
Plan managed	19%	26%	<b>21%</b>
Agency managed	59%	50%	<b>56%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table E.38 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL<sup>34</sup>

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	38%	42%	<b>39%</b>

<sup>31</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>32</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>33</sup> Trial participants are not included.

<sup>34</sup> Trial participants are not included.

**Table E.39 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL <sup>35</sup>**

Plan activation	Prior Quarters (Transition Only)		2017-18 Q3	
	N	%	N	%
Less than 30 days	54,361	54%	10,326	54%
30 to 59 days	13,998	14%	2,855	15%
60 to 89 days	7,122	7%	1,348	7%
<b>Activated within 90 days</b>	<b>75,481</b>	<b>75%</b>	<b>14,529</b>	<b>76%</b>
90 to 119 days	4,172	4%	802	4%
120 days and over	8,583	9%	962	5%
<b>Activated between 90 and 180 days</b>	<b>12,755</b>	<b>13%</b>	<b>1,764</b>	<b>9%</b>
No payments	11,814	12%	2,839	15%
<b>Total plans approved</b>	<b>100,050</b>	<b>100%</b>	<b>19,132</b>	<b>100%</b>

**Table E.40 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – NATIONAL <sup>36,37</sup>**

Plan utilisation	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	43%	70%	45%
50% to 75%	24%	16%	23%
> 75%	34%	14%	32%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table E.41 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL <sup>38</sup>**

	Prior Quarters	2018-19 Q1	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	48%	45%	47%
Lifelong Learning	12%	10%	12%
Other	11%	10%	11%
Non-categorised	31%	33%	32%
<b>Any mainstream service</b>	<b>92%</b>	<b>89%</b>	<b>91%</b>

### Part Three: Providers and the growing market

**Table E.42 Key provider indicators by quarter - NATIONAL <sup>39</sup>**

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	7,420	568	7,972
<i>Company/ organisation</i>	9,335	638	9,953
<i>Total</i>	16,755	1,206	17,925
b) Registration revoked	36		

<sup>35</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>36</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>37</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>38</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>39</sup> The total number of providers as at 30 September 2018 (17,925) is not the sum of the number of providers as at 30 June 2018 (16,755) and the providers registered in the first quarter of 2018-19 (1,206). This is due to 36 providers whose registration ended during the first quarter of 2018-19.



Table E.43 Number of approved providers by registration group - NATIONAL<sup>40</sup>

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	1,771	164	1,935	9%
Assistance Animals	20	0	20	0%
Assistance with daily life tasks in a group or shared living arrangement	1,163	92	1,255	8%
Assistance with travel/transport arrangements	3,436	305	3,741	9%
Daily Personal Activities	1,723	112	1,835	7%
Group and Centre Based Activities	1,527	117	1,644	8%
High Intensity Daily Personal Activities	1,524	87	1,611	6%
Household tasks	4,569	426	4,995	9%
Interpreting and translation	798	86	884	11%
Participation in community, social and civic activities	1,984	135	2,119	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	1,365	118	1,483	9%
Assistive products for household tasks	1,760	156	1,916	9%
Assistance products for personal care and safety	2,372	200	2,572	8%
Communication and information equipment	1,201	91	1,292	8%
Customised Prosthetics	1,091	87	1,178	8%
Hearing Equipment	444	38	482	9%
Hearing Services	37	1	38	3%
Personal Mobility Equipment	1,982	144	2,126	7%
Specialised Hearing Services	151	2	153	1%
Vision Equipment	486	54	540	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,767	139	1,906	8%
Behaviour Support	1,629	175	1,804	11%
Community nursing care for high needs	1,441	126	1,567	9%
Development of daily living and life skills	1,827	124	1,951	7%
Early Intervention supports for early childhood	2,803	157	2,960	6%
Exercise Physiology and Physical Wellbeing activities	1,911	186	2,097	10%
Innovative Community Participation	2,515	264	2,779	10%
Specialised Driving Training	539	46	585	9%
Therapeutic Supports	8,166	577	8,743	7%
<b>Capital services</b>				
Home modification design and construction	2,135	173	2,308	8%
Specialised Disability Accommodation	690	64	754	9%
Vehicle Modifications	307	42	349	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,475	69	1,544	5%
Support Coordination	1,670	151	1,821	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	717	21	738	3%
Specialised Supported Employment	270	6	276	2%
<b>Total approved providers<sup>41</sup></b>	<b>16,719</b>	<b>1,206</b>	<b>17,925</b>	<b>7%</b>

<sup>40</sup> The 36 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

<sup>41</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table E.44 Key markets indicators by quarter - NATIONAL**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant <sup>42</sup>	1.61	1.62
b) Number of providers delivering new supports	2,345	2,852
c) Change in the number of active/inactive providers: <sup>43</sup>		
<i>Active (%)</i>	<i>44%</i>	<i>46%</i>
<i>Not yet active (%)</i>	<i>50%</i>	<i>46%</i>
<i>Inactive (%)</i>	<i>7%</i>	<i>8%</i>
d) Share of payments - top 25% <sup>44</sup>		
<i>Daily Tasks/Shared Living (%)</i>	<i>87%</i>	<i>89%</i>
<i>Therapeutic Supports (%)</i>	<i>88%</i>	<i>88%</i>
<i>Participate Community (%)</i>	<i>84%</i>	<i>84%</i>
<i>Early Childhood Supports (%)</i>	<i>88%</i>	<i>90%</i>
<i>Assist Personal Activities (%)</i>	<i>85%</i>	<i>86%</i>

<sup>42</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>43</sup> 'Active' service providers received a payment in the quarter; 'not yet active' service providers have never received a payment from the NDIA, and 'inactive' providers have received payments from the NDIA, but did not receive any in the quarter.

<sup>44</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table E.45 Cumulative number of providers that have been active by registration group - NATIONAL**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	176	34	210	19%
Assistance Animals	7	1	8	14%
Assistance with daily life tasks in a group or shared living arrangement	655	65	720	10%
Assistance with travel/transport arrangements	877	168	1,045	19%
Daily Personal Activities	1,182	168	1,350	14%
Group and Centre Based Activities	876	104	980	12%
High Intensity Daily Personal Activities	1,017	108	1,125	11%
Household tasks	1,770	359	2,129	20%
Interpreting and translation	78	15	93	19%
Participation in community, social and civic activities	1,374	177	1,551	13%
<b>Assistive Technology</b>				
Assistive equipment for recreation	154	25	179	16%
Assistive products for household tasks	141	28	169	20%
Assistance products for personal care and safety	876	147	1,023	17%
Communication and information equipment	189	27	216	14%
Customised Prosthetics	366	53	419	14%
Hearing Equipment	110	6	116	5%
Hearing Services	16	0	16	0%
Personal Mobility Equipment	492	72	564	15%
Specialised Hearing Services	25	3	28	12%
Vision Equipment	57	6	63	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,178	157	1,335	13%
Behaviour Support	561	89	650	16%
Community nursing care for high needs	252	56	308	22%
Development of daily living and life skills	992	142	1,134	14%
Early Intervention supports for early childhood	1,337	159	1,496	12%
Exercise Physiology and Physical Wellbeing activities	479	94	573	20%
Innovative Community Participation	214	54	268	25%
Specialised Driving Training	107	19	126	18%
Therapeutic Supports	4,558	678	5,236	15%
<b>Capital services</b>				
Home modification design and construction	254	49	303	19%
Specialised Disability Accommodation	75	22	97	29%
Vehicle Modifications	73	11	84	15%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	612	115	727	19%
Support Coordination	380	65	445	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	298	28	326	9%
Specialised Supported Employment	191	6	197	3%
<b>Total approved active providers<sup>45</sup></b>	<b>8,442</b>	<b>1,251</b>	<b>9,693</b>	<b>15%</b>

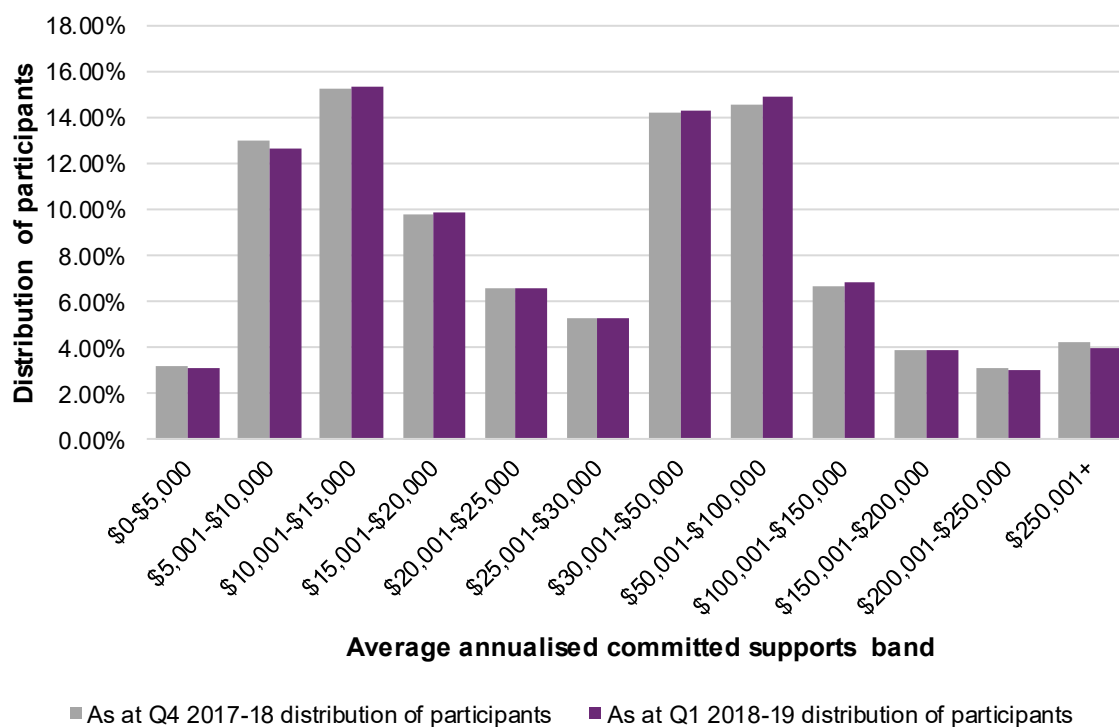
<sup>45</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

## Part Five: Financial sustainability

Table E.46 Committed supports by financial year (\$m) - NATIONAL

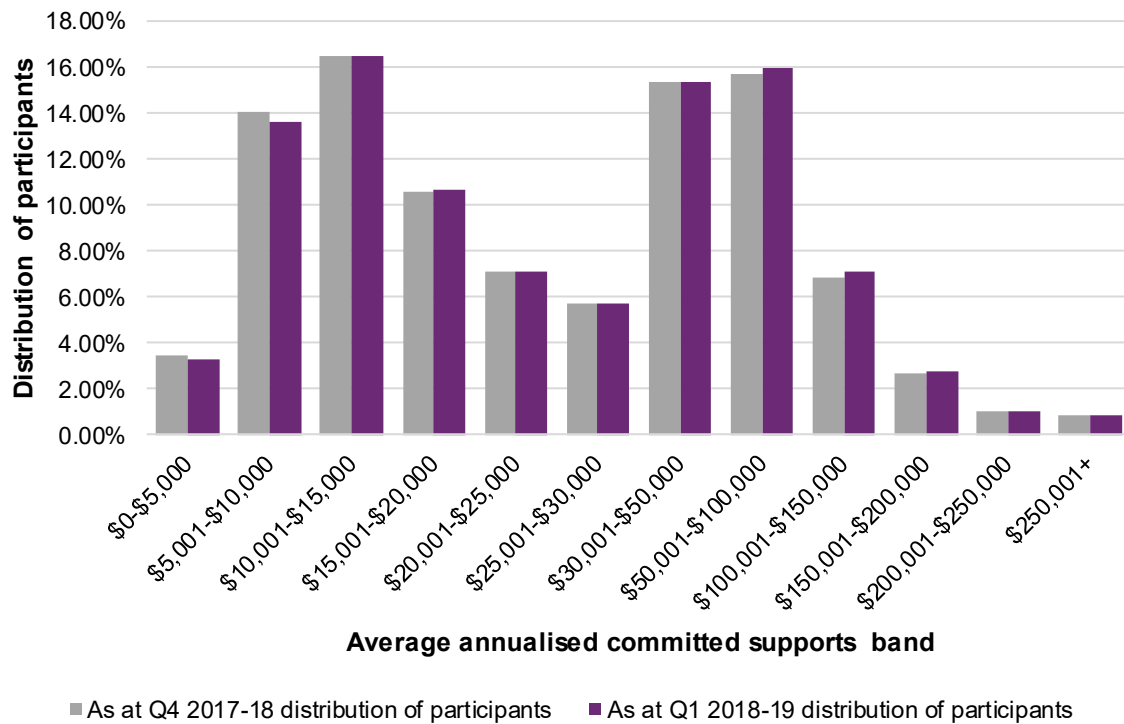
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>46</sup>	Total
Total Committed	132.8	496.9	939.3	3,237.4	7,727.5	2,884.6	15,418.5

Figure E.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NATIONAL)

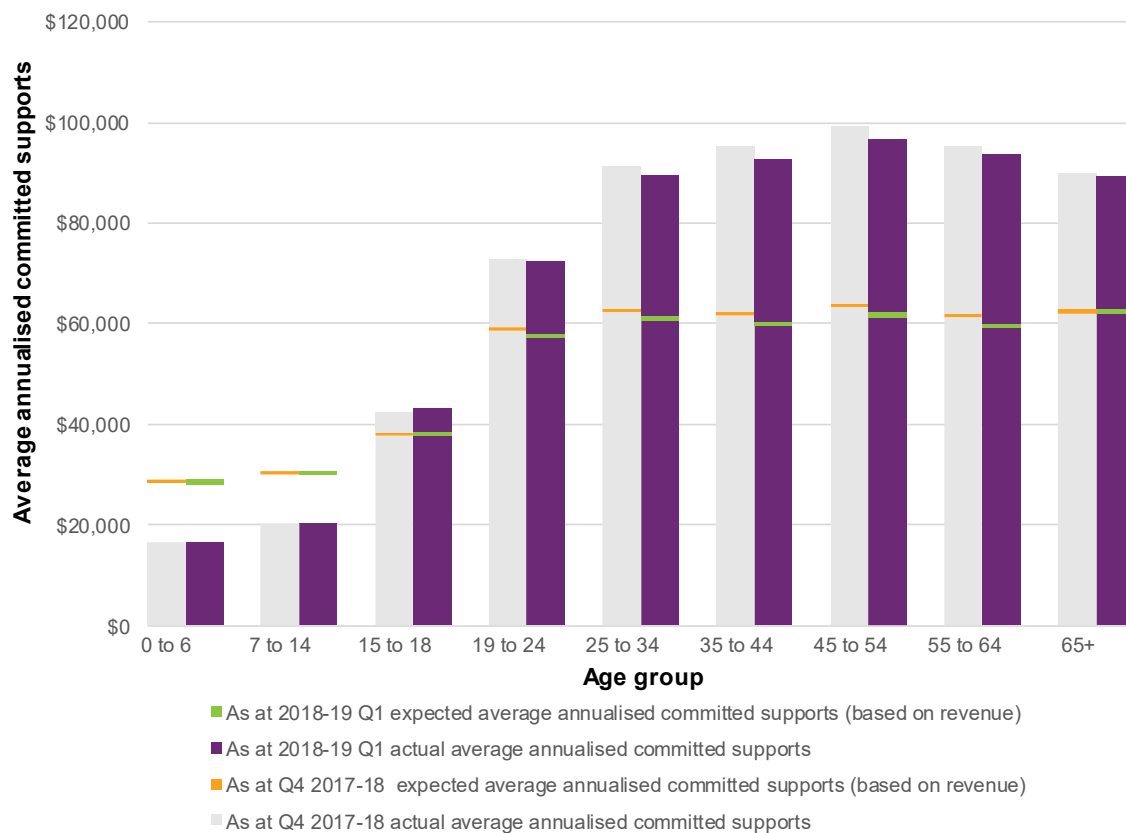


<sup>46</sup> Note: the \$2.9 billion in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

**Figure E.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NATIONAL)**

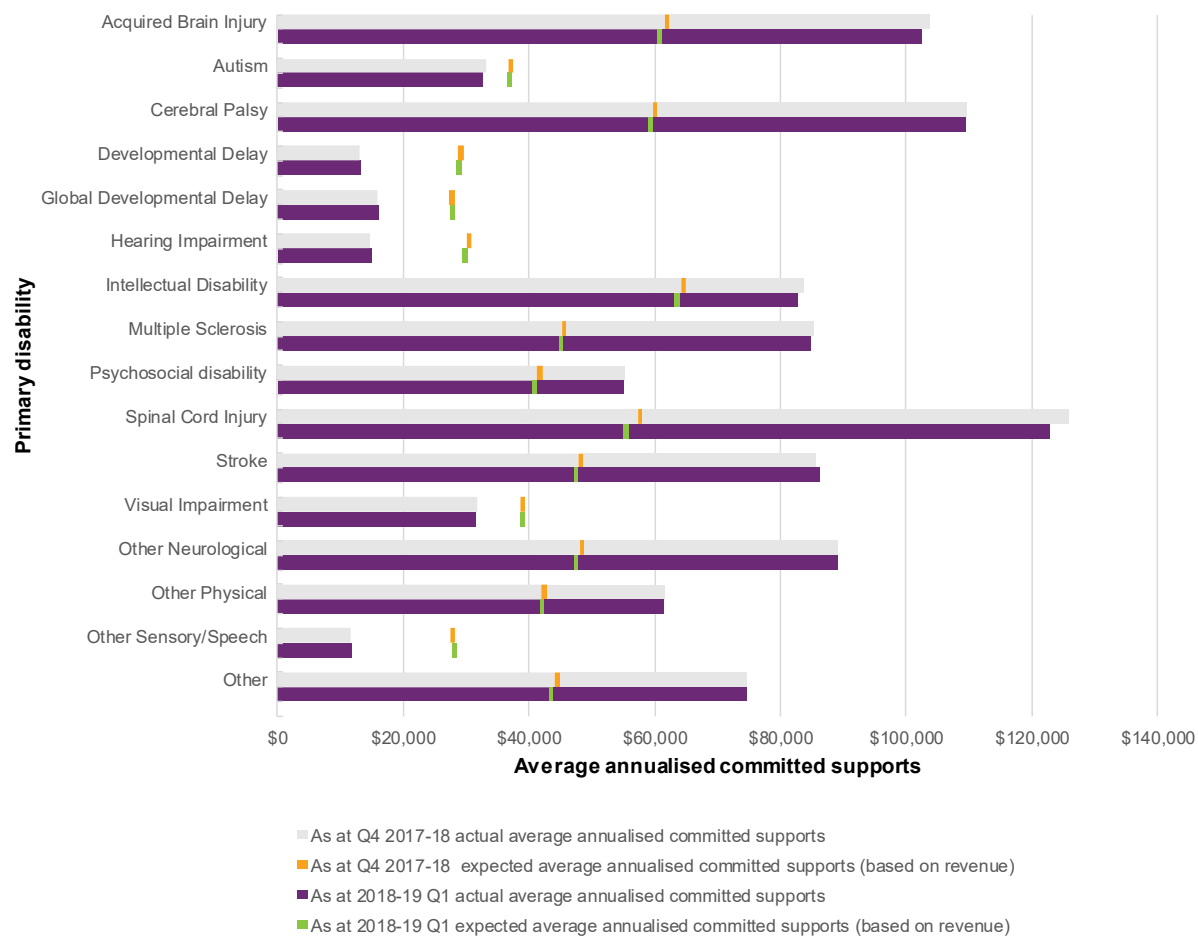


**Figure E.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NATIONAL)**

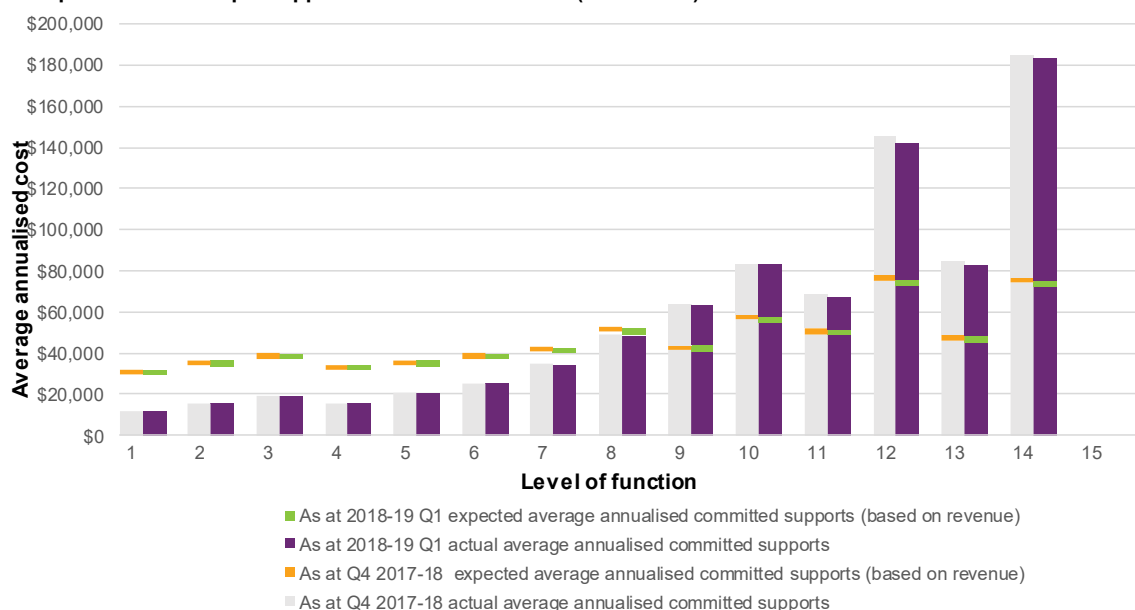




**Figure E.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NATIONAL)**



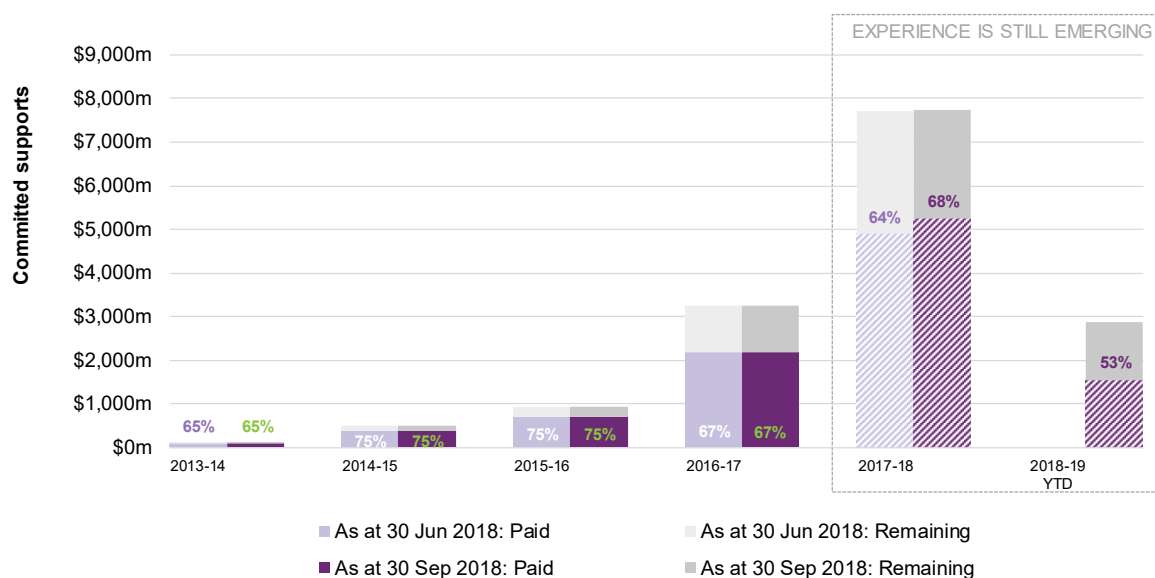
**Figure E.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>47</sup> (NATIONAL)**



**Table E.47 Payments by financial year, compared to committed supports (\$m) – NATIONAL**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total Committed	132.8	496.9	939.3	3,237.4	7,727.5	2,884.6	15,418.5
Total Paid	85.8	370.8	703.5	2,171.5	5,248.7	1,530.1	10,110.5
% utilised to date	65%	75%	75%	67%	68%	53%	66% <sup>48</sup>

**Figure E.7 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (NATIONAL)**



<sup>47</sup> Level of function 15 does not have sufficient data to show an average cost.

<sup>48</sup> Note: only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

# Appendix F:

## New South Wales

### Part One: Participants and their plans

Table F.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	86,035	5,132	91,167	92,199	122,154

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW<sup>49</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>111,615</b>	<b>6,239</b>	<b>117,854</b>
<b>Access Met</b>	<b>94,524</b>	<b>3,638</b>	<b>98,162</b>
<i>State</i>	55,382	382	55,764
<i>Commonwealth</i>	10,726	398	11,124
<i>New</i>	28,416	2,858	31,274
<b>Total Participant Plans</b>	<b>89,613</b>	<b>6,164</b>	<b>92,199</b>
<i>State</i>	52,301	1,121	53,422
<i>Commonwealth</i>	9,654	641	10,295
<i>New</i>	24,080	3,370	27,450
<i>ECEI</i> <sup>50</sup>	3,578	1,032	1,032
<b>Total Participant Plans</b>	<b>89,613</b>	<b>6,164</b>	<b>92,199</b>
<i>Early Intervention (s25)</i>	12,595	1,560	14,155
<i>Permanent Disability (s24)</i>	73,440	3,572	77,012
<i>ECEI</i> <sup>51</sup>	3,578	1,032	1,032

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – NSW

<b>Exits</b>	
<b>Total participant exits</b>	<b>1,842</b>
<i>Early Intervention participants</i>	224
<i>Permanent disability participants</i>	1,618

<sup>49</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 84% of people with a hearing impairment met the access criteria compared to 58% overall.

<sup>50</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>51</sup> Ibid.

**Table F.4 Cumulative position by services previously received – NSW**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	4,164	958	4,487		9,609	12,111	79%
End of 2016-17	28,858	3,501	11,564	4,330	48,253	55,333	87%
End of 2017-18	52,301	9,654	24,080	3,578	89,613	115,553	78%
End of 2018-19 Q1	53,422	10,295	27,450	1,032	92,199	122,154	75%

**Table F.5 Cumulative position by entry into the Scheme – NSW**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	3,511	6,098		9,609	12,111	79%
End of 2016-17	6,792	37,131	4,330	48,253	55,333	87%
End of 2017-18	12,595	73,440	3,578	89,613	115,553	78%
End of 2018-19 Q1	14,155	77,012	1,032	92,199	122,154	75%

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW**

	Prior Quarters		2018 -19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	4,696	5.6%	402	7.8%	5,098	5.7%
Not Aboriginal and Torres Strait Islander	76,370	90.7%	4,440	86.6%	80,810	90.5%
Not Stated	3,134	3.7%	283	5.5%	3,417	3.8%
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

**Table F.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW**

	Prior Quarters		2018 - 19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	7,459	8.9%	591	11.5%	8,050	9.0%
Not CALD	76,478	90.8%	4,521	88.2%	80,999	90.7%
Not Stated	263	0.3%	13	0.3%	276	0.3%
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

**Table F.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW**

	Prior Quarters		2018 -19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	1,774	2.1%	115	2.2%	1,889	2.1%
Not YPIRAC	82,426	97.9%	5,010	97.8%	87,436	97.9%
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

**Table F.9 Participant profile per quarter by remoteness – NSW<sup>52,53</sup>**

Participant profile	Prior Quarters		2018 - 19 Q1		Total	
	N	%	N	%	N	%
Major Cities	59,249	70.5%	3,446	67.6%	<b>62,695</b>	<b>70.2%</b>
Population > 50,000	2,560	3.0%	147	2.9%	<b>2,707</b>	<b>3.0%</b>
Population between 15,000 and 50,000	11,182	13.3%	718	14.1%	<b>11,900</b>	<b>13.3%</b>
Population between 5,000 and 15,000	5,102	6.1%	332	6.5%	<b>5,434</b>	<b>6.1%</b>
Population less than 5,000	5,688	6.8%	424	8.3%	<b>6,112</b>	<b>6.8%</b>
Remote	195	0.2%	22	0.4%	<b>217</b>	<b>0.2%</b>
Very Remote	47	0.1%	9	0.2%	<b>56</b>	<b>0.1%</b>
Missing	177		27		<b>204</b>	
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

**Table F.10 Participant profile per quarter by disability group - NSW<sup>54,55</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	24,484	29%	1,623	32%	<b>26,107</b>	<b>29%</b>
Intellectual Disability	23,878	28%	687	13%	<b>24,565</b>	<b>28%</b>
Psychosocial disability	6,320	8%	489	10%	<b>6,809</b>	<b>8%</b>
Cerebral Palsy	4,604	5%	125	2%	<b>4,729</b>	<b>5%</b>
Other Neurological	4,095	5%	275	5%	<b>4,370</b>	<b>5%</b>
Developmental Delay	2,715	3%	481	9%	<b>3,196</b>	<b>4%</b>
Other Physical	3,399	4%	257	5%	<b>3,656</b>	<b>4%</b>
Acquired Brain Injury	2,870	3%	116	2%	<b>2,986</b>	<b>3%</b>
Hearing Impairment	3,094	4%	420	8%	<b>3,514</b>	<b>4%</b>
Visual Impairment	2,293	3%	100	2%	<b>2,393</b>	<b>3%</b>
Multiple Sclerosis	1,753	2%	79	2%	<b>1,832</b>	<b>2%</b>
Other Sensory/Speech	1,153	1%	91	2%	<b>1,244</b>	<b>1%</b>
Global Developmental Delay	897	1%	204	4%	<b>1,101</b>	<b>1%</b>
Stroke	1,261	1%	106	2%	<b>1,367</b>	<b>2%</b>
Spinal Cord Injury	1,233	1%	55	1%	<b>1,288</b>	<b>1%</b>
Other	151	0%	17	0%	<b>168</b>	<b>0%</b>
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

<sup>52</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>53</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>54</sup> Table order based on national proportions (highest to lowest)

<sup>55</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.



**Table F.11 Participant profile per quarter by level of function – NSW**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	3,818	5%	734	14%	<b>4,552</b>	<b>5%</b>
2 (High Function)	200	0%	9	0%	<b>209</b>	<b>0%</b>
3 (High Function)	4,650	6%	366	7%	<b>5,016</b>	<b>6%</b>
4 (High Function)	7,347	9%	471	9%	<b>7,818</b>	<b>9%</b>
5 (High Function)	7,577	9%	487	10%	<b>8,064</b>	<b>9%</b>
6 (Moderate Function)	13,087	16%	994	19%	<b>14,081</b>	<b>16%</b>
7 (Moderate Function)	6,559	8%	352	7%	<b>6,911</b>	<b>8%</b>
8 (Moderate Function)	6,335	8%	282	6%	<b>6,617</b>	<b>7%</b>
9 (Moderate Function)	519	1%	29	1%	<b>548</b>	<b>1%</b>
10 (Moderate Function)	9,408	11%	444	9%	<b>9,852</b>	<b>11%</b>
11 (Low Function)	3,904	5%	115	2%	<b>4,019</b>	<b>5%</b>
12 (Low Function)	13,940	17%	583	11%	<b>14,523</b>	<b>16%</b>
13 (Low Function)	4,408	5%	228	4%	<b>4,636</b>	<b>5%</b>
14 (Low Function)	2,311	3%	30	1%	<b>2,341</b>	<b>3%</b>
15 (Low Function)	42	0%	1	0%	<b>43</b>	<b>0%</b>
Missing	95		0		<b>95</b>	
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

**Table F.12 Participant profile per quarter by Age group – NSW**

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	8,991	11%	1,792	35%	<b>10,783</b>	<b>12%</b>
7 to 14	20,630	25%	1,079	21%	<b>21,709</b>	<b>24%</b>
15 to 18	6,614	8%	304	6%	<b>6,918</b>	<b>8%</b>
19 to 24	9,228	11%	143	3%	<b>9,371</b>	<b>10%</b>
25 to 34	8,433	10%	290	6%	<b>8,723</b>	<b>10%</b>
35 to 44	7,860	9%	321	6%	<b>8,181</b>	<b>9%</b>
45 to 54	9,535	11%	486	9%	<b>10,021</b>	<b>11%</b>
55 to 64	10,860	13%	659	13%	<b>11,519</b>	<b>13%</b>
65+	2,049	2%	51	1%	<b>2,100</b>	<b>2%</b>
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

**Table F.13 Participant profile per quarter by Gender – NSW**

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	52,555	62%	3,215	63%	<b>55,770</b>	<b>62%</b>
Female	30,868	37%	1,789	35%	<b>32,657</b>	<b>37%</b>
Indeterminate	777	1%	121	2%	<b>898</b>	<b>1%</b>
<b>Total</b>	<b>84,200</b>	<b>100%</b>	<b>5,125</b>	<b>100%</b>	<b>89,325</b>	<b>100%</b>

## Part Two: Participant experience and outcomes

**Table F.14 Number of questionnaires completed by SFOF version - NSW <sup>56</sup>**

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	2,950	5,906	1,317	10,173
Participant school to 14	7,822	11,326	1,512	20,660
Participant 15 to 24	6,169	6,256	417	12,842
Participant 25 and over	15,171	17,741	1,755	34,667
<b>Total Participant</b>	<b>32,112</b>	<b>41,229</b>	<b>5,001</b>	<b>78,342</b>
Family 0 to 14	9,973	16,798	2,766	29,537
Family 15 to 24	1,449	4,039	305	5,793
Family 25 and over	396	4,950	585	5,931
<b>Total Family</b>	<b>11,818</b>	<b>25,787</b>	<b>3,656</b>	<b>41,261</b>
<b>Total</b>	<b>43,930</b>	<b>67,016</b>	<b>8,657</b>	<b>119,603</b>

**Table F.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NSW**

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	71%			
CC	% who say their child is able to tell them what he/she wants	72%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		41%		
CC	% of children who have a genuine say in decisions about themselves		62%		
CC	% who are happy with the level of independence/control they have now			38%	
CC	% who choose who supports them			34%	53%
CC	% who choose what they do each day			44%	62%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	28%
CC	% who want more choice and control in their life			80%	75%

<sup>56</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

**Table F.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NSW**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	54%			
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	62%	75%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			29%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	35%

**Table F.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		54%		
HM	% who are happy with their home			81%	75%
HM	% who feel safe or very safe in their home			86%	76%
HW	% who rate their health as good, very good or excellent			68%	48%
HW	% who did not have any difficulties accessing health services			66%	65%
LL	% who currently attend or previously attended school in a mainstream class			29%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				54%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	27%
WK	% who volunteer			12%	12%

**Table F.18 Selected key indicators for families/carers of participants – NSW**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	25%	25%	22%
% receiving Carer Allowance	57%	49%	32%
% working in a paid job	48%	51%	35%
Of those in a paid job, % in permanent employment	74%	76%	79%
Of those in a paid job, % working 15 hours or more	78%	86%	85%
% who say they (and their partner) are able to work as much as they want	39%	48%	57%
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%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	40%	34%	22%
% able to advocate for their child/family member	78%	71%	65%
% who have friends and family they see as often as they like	44%	46%	46%
% 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		39%	
% who feel in control selecting services		37%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			35%
% who rate their health as good, very good or excellent	72%	61%	59%

**Table F.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,128)– NSW**

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	88%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%
REL	Has the NDIS improved how your child fits into family life?	73%
S/CP	Has the NDIS improved how your child fits into community life?	61%

**Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=9,449) – NSW**

	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?	34%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

**Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=7,254) and ‘Participant 25 and over’ (n=14,827) – NSW**

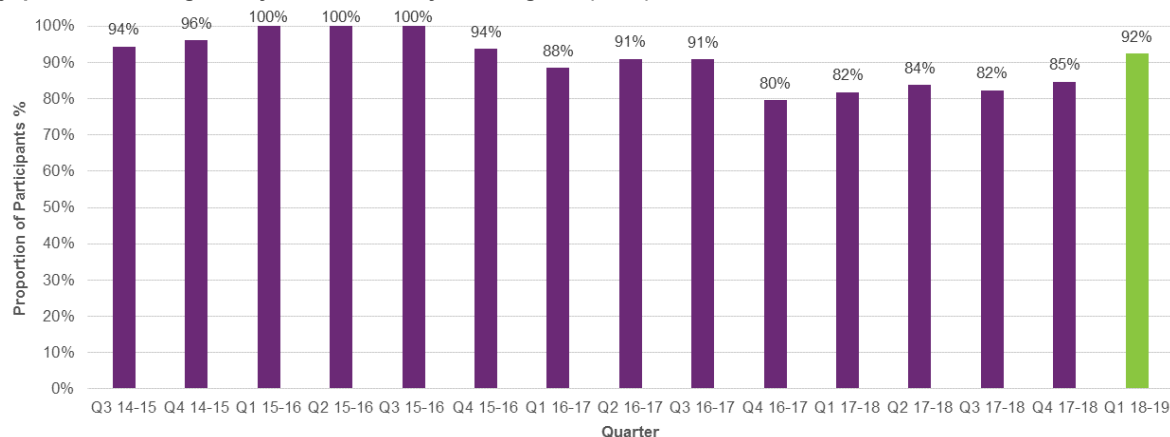
	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	66%
DL	Has the NDIS helped you with daily living activities?	56%	69%
REL	Has the NDIS helped you to meet more people?	51%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	48%
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%	23%
S/CP	Has the NDIS helped you be more involved?	53%	58%

**Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=9,551); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,621) – NSW**

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?	50%	44%
Has the NDIS improved the level of support for your family?	55%	57%
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?	59%	54%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	
Has the NDIS improved your health and wellbeing?	33%	30%



**Figure F.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NSW)\***



\*Of the participants describing satisfaction with the Agency planning process in Q1 of 2018-19, 92% gave a rating of good or very good, 4% gave a neutral rating and 3% gave a rating of poor or very poor.

**Table F.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NSW)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	98%	1%	1%
I had enough time to tell my story and say what support I need	97%	1%	2%
The planner knows what I can do well	88%	8%	4%
The planner had some good ideas for my plan	93%	3%	3%
I know what is in my plan	70%	28%	2%
The planner helped me think about my future	85%	8%	8%
I think my plan will make my life better	88%	6%	7%
The planning meeting went well	95%	2%	3%

**Table F.24 Plan reviews conducted per quarter – NSW**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>68,207</b>	<b>19,161</b>	<b>87,368</b>
Early intervention plans	10,354	2,499	12,853
Permanent disability plans	57,853	16,662	74,515

**Table F.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>49,432</b>	<b>16,145</b>	<b>65,577</b>
Trial participants	14,170	1,694	15,864
Transition participants	35,262	14,451	49,713

**Table F.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>18,775</b>	<b>3,016</b>	<b>21,791</b>
Trial participants	2,446	237	2,683
Transition participants	16,329	2,779	19,108

Table F.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW<sup>57</sup>

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
% unscheduled reviews	20.3%	13.6%	19.0%

Table F.28 AAT Cases by category – NSW

	Prior Quarters		2018-19 Q1		Total	
Category	N	%	N	%	N	%
Access	187	39%	56	44%	243	40%
Plan	207	43%	53	42%	260	43%
Plan Review	67	14%	9	7%	76	13%
Other	21	4%	8	6%	29	5%
<b>Total</b>	<b>482</b>	<b>100%</b>	<b>126</b>	<b>100%</b>	<b>608</b>	<b>100%</b>
% of all access decisions <sup>58</sup>	0.33%		0.47%		0.36%	

Table F.29 AAT cases by open/closed and decision – NSW

	N
<b>AAT Cases</b>	<b>608</b>
<b>Open AAT Cases</b>	<b>319</b>
<b>Closed AAT Cases</b>	<b>289</b>
<i>Resolved before hearing</i>	<i>280</i>
<i>Gone to hearing and received a substantive decision</i>	<i>9*</i>

\*Of the 9 cases which went to hearing and received a substantive decision: 6 affirmed the Agency's decision, 3 varied the Agency's decision, 0 overturned the Agency's decision and 0 set aside the Agency's decision.

Table F.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	12%	13%	12%
Self-managed partly	9%	9%	9%
Plan managed	19%	23%	20%
Agency managed	60%	55%	58%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table F.31 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	34%	38%	35%

<sup>57</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>58</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table F.32 Duration to plan activation by quarter of initial plan approval for active participants – NSW<sup>59</sup>

Plan activation	Prior Quarters (Transition Only)		2017-18 Q3	
	N	%	N	%
Less than 30 days	30,639	55%	4,402	54%
30 to 59 days	7,768	14%	1,327	16%
60 to 89 days	3,823	7%	552	7%
<b>Activated within 90 days</b>	<b>42,230</b>	<b>76%</b>	<b>6,281</b>	<b>76%</b>
90 to 119 days	2,278	4%	318	4%
120 days and over	4,713	8%	461	6%
<b>Activated between 90 and 180 days</b>	<b>6,991</b>	<b>13%</b>	<b>779</b>	<b>9%</b>
No payments	6,366	11%	1,168	14%
<b>Total plans approved</b>	<b>55,587</b>	<b>100%</b>	<b>8,228</b>	<b>100%</b>

Table F.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – NSW

Plan utilisation <sup>60</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	40%	69%	42%
50% to 75%	23%	16%	23%
> 75%	37%	15%	35%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table F.34 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2018-19 Q1	Total
Daily Activities	6%	7%	7%
Health & Wellbeing	53%	51%	53%
Lifelong Learning	11%	10%	10%
Other	10%	10%	10%
Non-categorised	31%	30%	30%
<b>Any mainstream service</b>	<b>92%</b>	<b>90%</b>	<b>92%</b>

### Part Three: Providers and the growing market

Table F.35 Key provider indicators by quarter - NSW

Provider indicators	Prior Quarters	2017-18 Q4	Total
a) Registrations by profile			
<i>Individual/ sole trader</i>	3,749	126	3,874
<i>Company/ organisation</i>	4,736	152	4,886
<i>Total</i>	8,485	278	8,760
b) Registration revoked	3		

<sup>59</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>60</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table F.36 Number of approved providers by registration group - NSW<sup>61</sup>**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	847	43	890	5%
Assistance Animals	8	2	10	25%
Assistance with daily life tasks in a group or shared living arrangement	489	50	539	10%
Assistance with travel/transport arrangements	1,640	83	1,723	5%
Daily Personal Activities	741	73	814	10%
Group and Centre Based Activities	648	76	724	12%
High Intensity Daily Personal Activities	651	65	716	10%
Household tasks	2,313	105	2,418	5%
Interpreting and translation	349	17	366	5%
Participation in community, social and civic activities	850	86	936	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	761	30	791	4%
Assistive products for household tasks	932	33	965	4%
Assistance products for personal care and safety	1,287	57	1,344	4%
Communication and information equipment	642	25	667	4%
Customised Prosthetics	561	18	579	3%
Hearing Equipment	225	13	238	6%
Hearing Services	9	4	13	44%
Personal Mobility Equipment	1,080	51	1,131	5%
Specialised Hearing Services	56	5	61	9%
Vision Equipment	275	12	287	4%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	710	78	788	11%
Behaviour Support	430	75	505	17%
Community nursing care for high needs	608	32	640	5%
Development of daily living and life skills	783	79	862	10%
Early Intervention supports for early childhood	1,204	112	1,316	9%
Exercise Physiology and Physical Wellbeing activities	1,021	23	1,044	2%
Innovative Community Participation	1,190	53	1,243	4%
Specialised Driving Training	264	13	277	5%
Therapeutic Supports	4,043	183	4,226	5%
<b>Capital services</b>				
Home modification design and construction	1,032	41	1,073	4%
Specialised Disability Accommodation	321	28	349	9%
Vehicle Modifications	166	2	168	1%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	988	36	1,024	4%
Support Coordination	663	80	743	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	399	38	437	10%
Specialised Supported Employment	119	13	132	11%
<b>Total approved providers</b>	<b>8,482</b>	<b>278</b>	<b>8,760</b>	<b>3%</b>

<sup>61</sup> The 3 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table F.37 Key markets indicators by quarter - NSW**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.69	1.68
b) Number of providers delivering new supports	1,322	1,524
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	<i>44%</i>	<i>48%</i>
<i>Not yet active (%)</i>	<i>49%</i>	<i>44%</i>
<i>Inactive (%)</i>	<i>7%</i>	<i>9%</i>
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	<i>89%</i>	<i>92%</i>
<i>Therapeutic Supports (%)</i>	<i>88%</i>	<i>88%</i>
<i>Participate Community (%)</i>	<i>86%</i>	<i>86%</i>
<i>Early Childhood Supports (%)</i>	<i>90%</i>	<i>92%</i>
<i>Assist Personal Activities (%)</i>	<i>87%</i>	<i>87%</i>

**Table F.38 Cumulative number of providers that have been active by registration group - NSW**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	102	18	120	18%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	293	27	320	9%
Assistance with travel/transport arrangements	338	80	418	24%
Daily Personal Activities	529	67	596	13%
Group and Centre Based Activities	386	44	430	11%
High Intensity Daily Personal Activities	477	42	519	9%
Household tasks	990	155	1,145	16%
Interpreting and translation	42	11	53	26%
Participation in community, social and civic activities	608	86	694	14%
<b>Assistive Technology</b>				
Assistive equipment for recreation	86	12	98	14%
Assistive products for household tasks	81	14	95	17%
Assistance products for personal care and safety	472	72	544	15%
Communication and information equipment	103	20	123	19%
Customised Prosthetics	190	28	218	15%
Hearing Equipment	50	3	53	6%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	238	36	274	15%
Specialised Hearing Services	7	1	8	14%
Vision Equipment	26	4	30	15%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	502	56	558	11%
Behaviour Support	247	21	268	9%
Community nursing care for high needs	117	28	145	24%
Development of daily living and life skills	453	56	509	12%
Early Intervention supports for early childhood	537	79	616	15%
Exercise Physiology and Physical Wellbeing activities	280	52	332	19%
Innovative Community Participation	113	28	141	25%
Specialised Driving Training	59	15	74	25%
Therapeutic Supports	2,293	304	2,597	13%
<b>Capital services</b>				
Home modification design and construction	130	18	148	14%
Specialised Disability Accommodation	49	11	60	22%
Vehicle Modifications	33	6	39	18%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	349	62	411	18%
Support Coordination	148	25	173	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	169	20	189	12%
Specialised Supported Employment	89	3	92	3%
<b>Total approved active providers</b>	<b>4,337</b>	<b>597</b>	<b>4,934</b>	<b>14%</b>

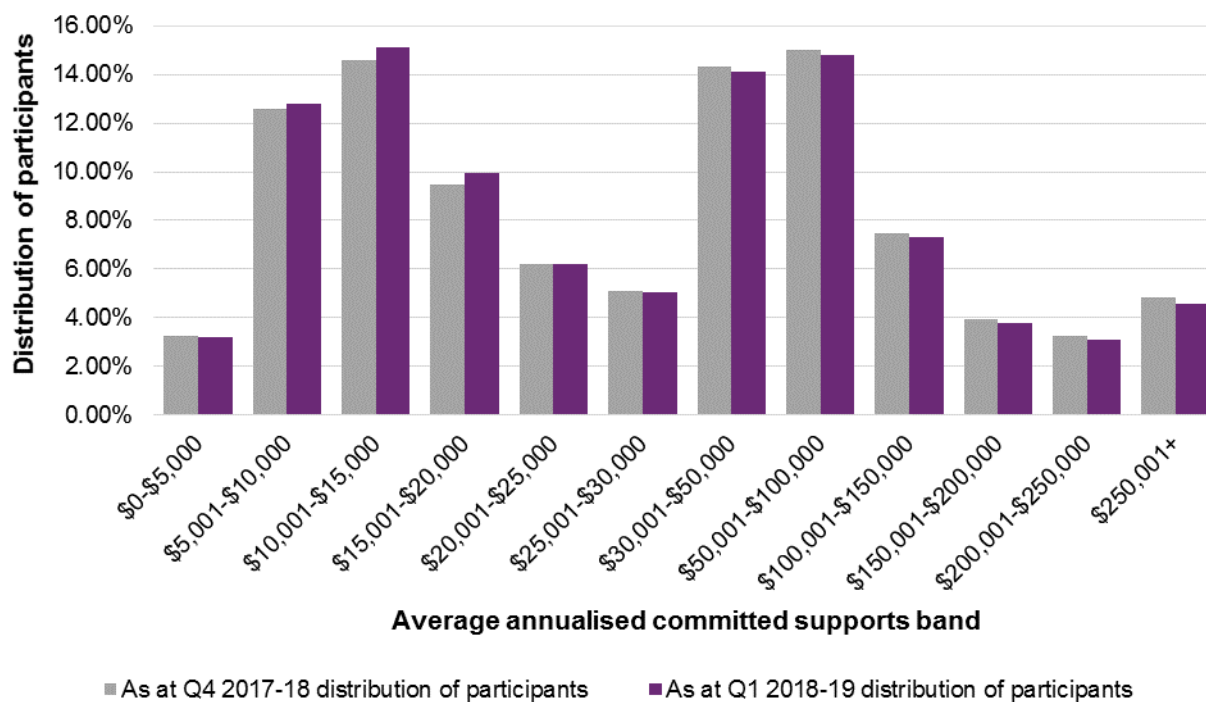


## Part Five: Financial sustainability

Table F.39 Committed supports by financial year (\$m) - NSW

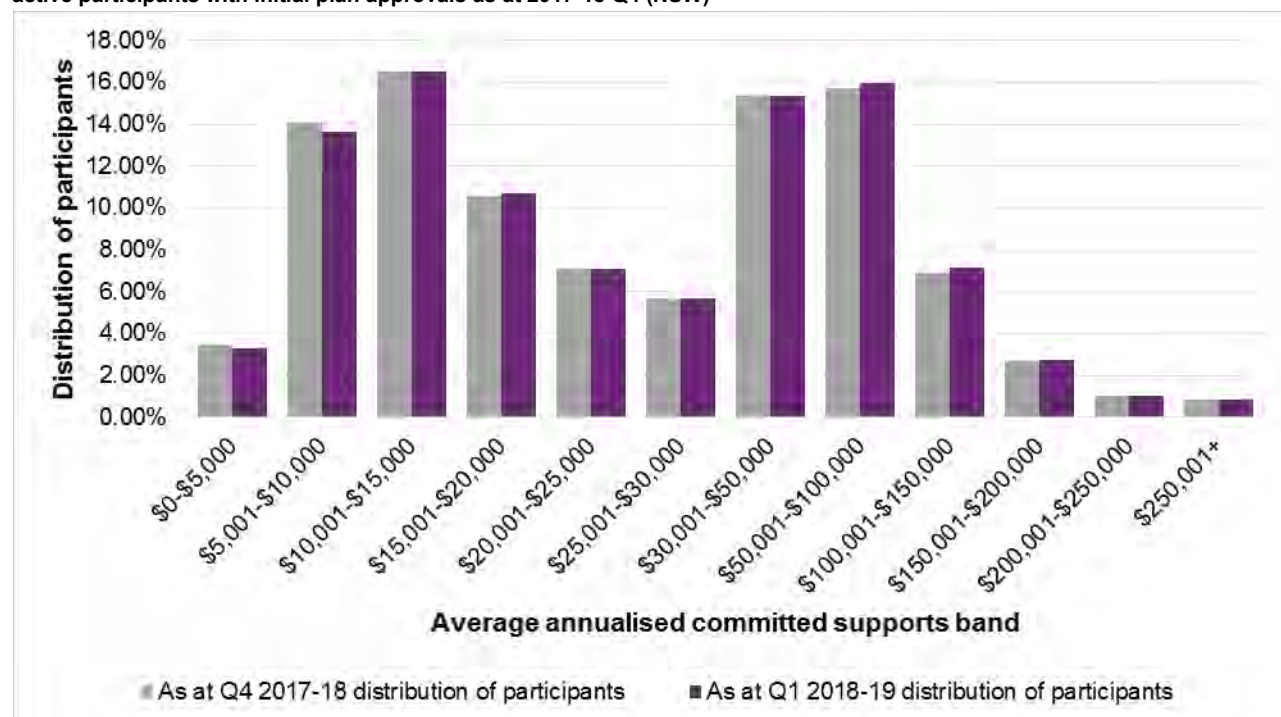
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>62</sup>	Total
Total Committed	50.6	184.5	349.4	1,786.0	4,310.8	1,422.3	8,103.6

Figure F.3 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NSW)

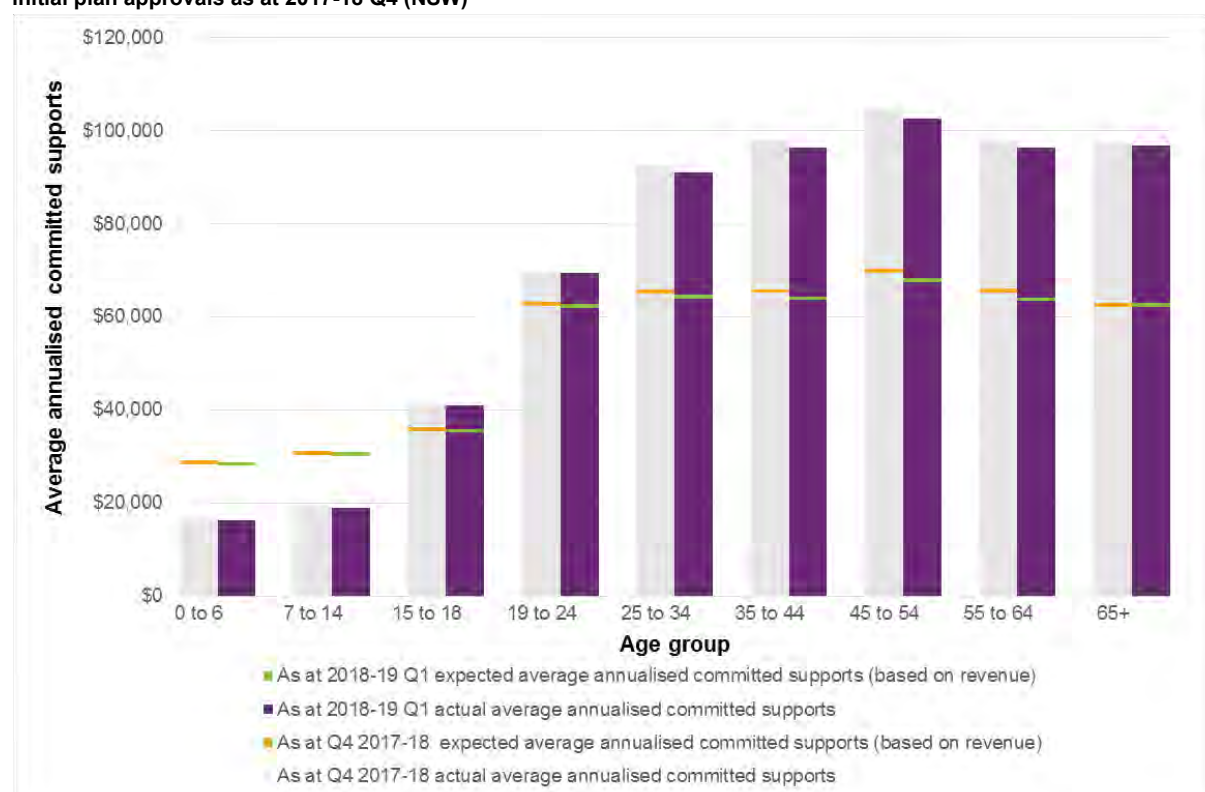


<sup>62</sup> Note: the \$1.4 billion in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

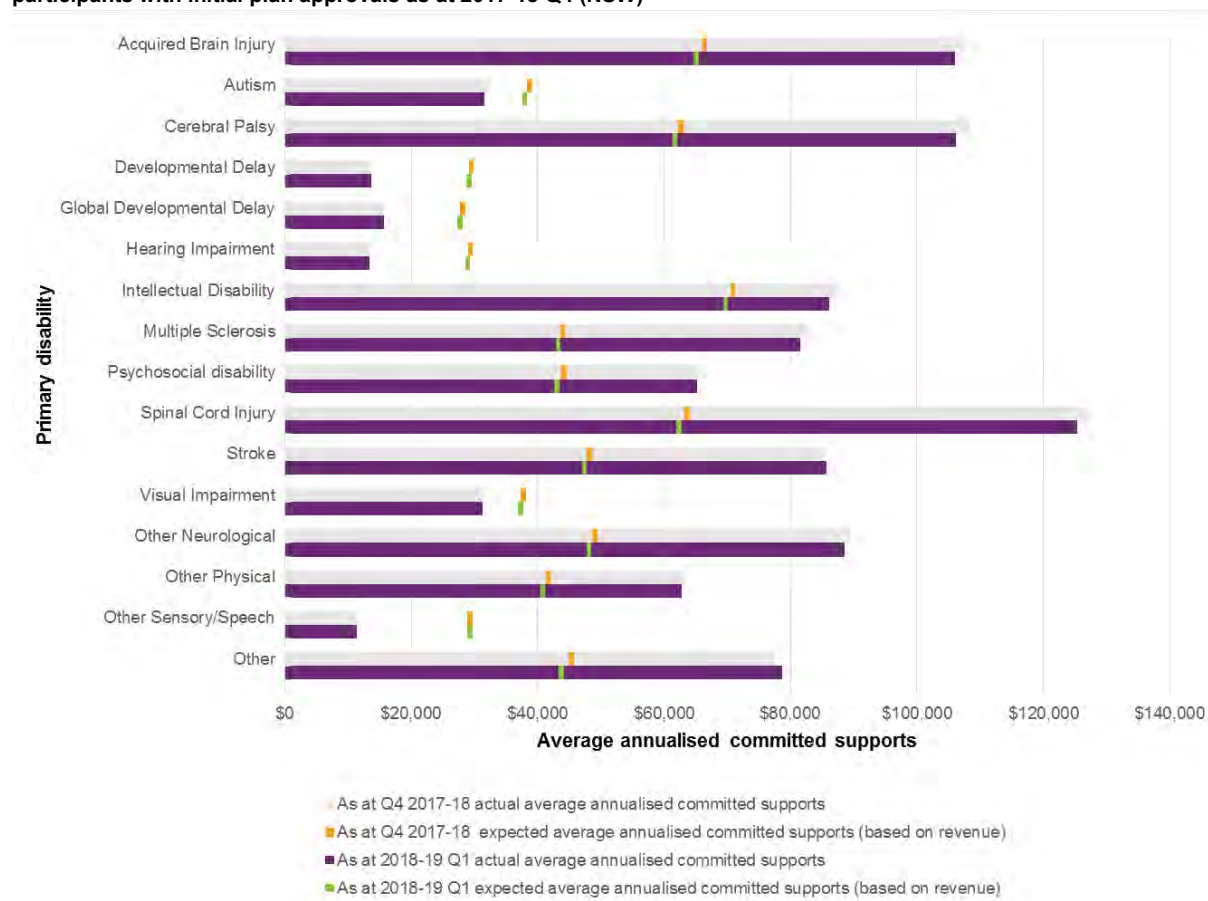
**Figure F.4 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NSW)**



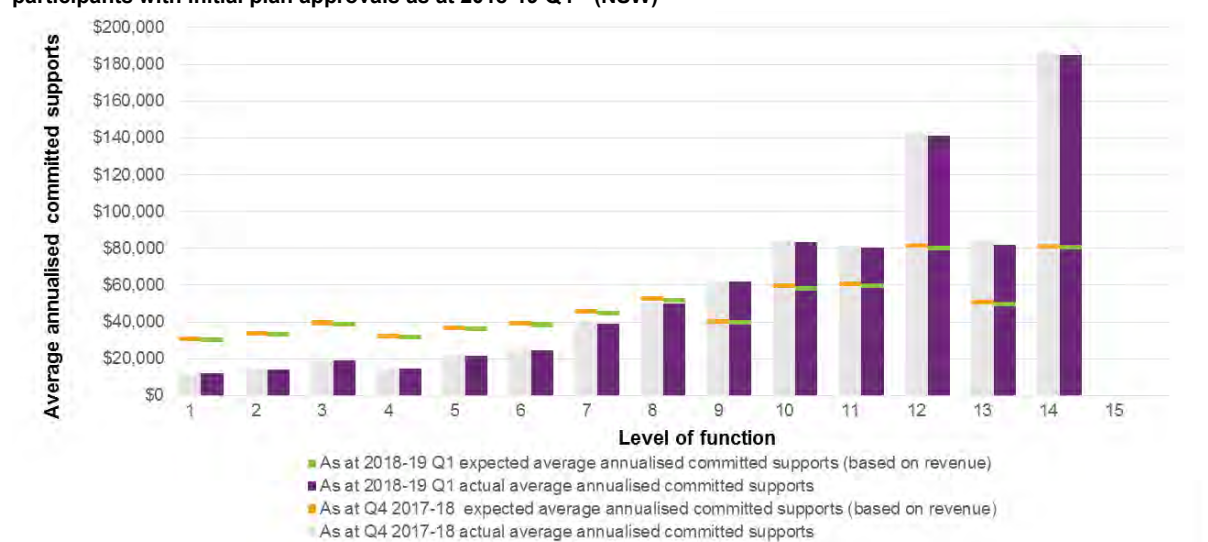
**Figure F.5 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NSW)**



**Figure F.6 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NSW)**



**Figure F.7 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4<sup>63</sup> (NSW)**

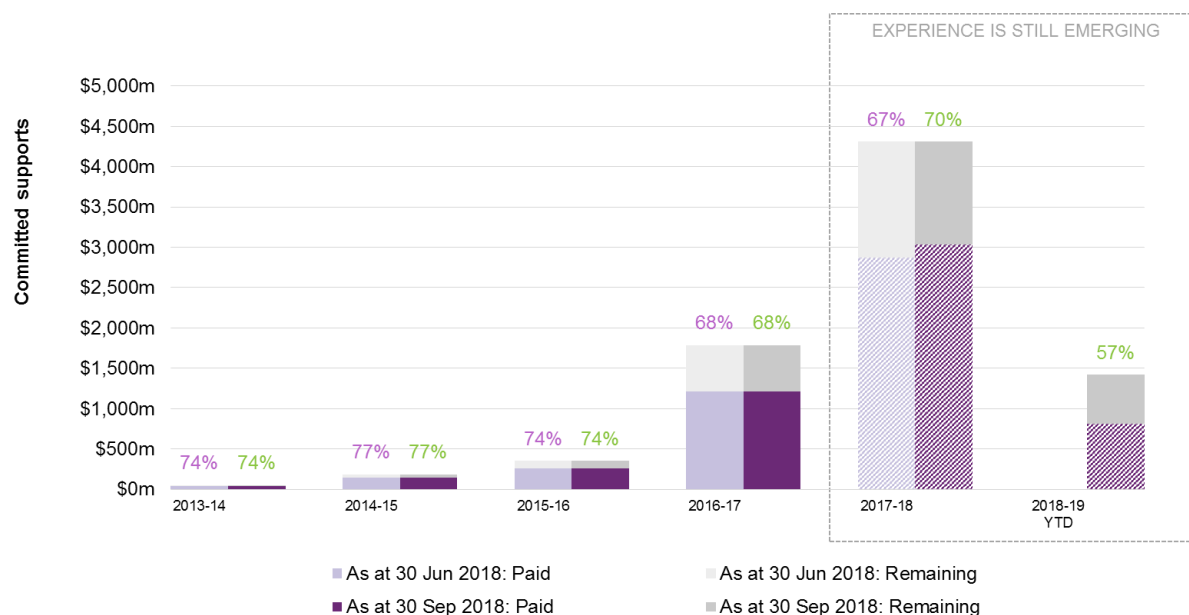


<sup>63</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Table F.40 Payments by financial year, compared to committed supports (\$m) – NSW**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	50.6	184.5	349.4	1,786.0	4,310.8	1,422.3	8,103.6
Total paid	37.4	141.3	257.4	1,210.3	3,032.8	807.2	5,486.3
% utilised to date	74%	77%	74%	68%	70%	57%	68% <sup>64</sup>

**Figure F.8 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (NSW)**



<sup>64</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

Table G.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	39,180	8,073	47,253	50,847	58,678

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC<sup>65</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>60,217</b>	<b>13,586</b>	<b>73,803</b>
<b>Access Met</b>	<b>53,278</b>	<b>10,421</b>	<b>63,699</b>
State	37,430	6,492	43,922
Commonwealth	5,083	888	5,971
New	10,765	3,041	13,806
<b>Total Participant Plans</b>	<b>42,204</b>	<b>11,667</b>	<b>50,847</b>
State	27,532	5,119	32,651
Commonwealth	3,715	809	4,524
New	7,933	2,145	10,078
ECEI <sup>66</sup>	3,024	3,594	3,594
<b>Total Participant Plans</b>	<b>42,204</b>	<b>11,667</b>	<b>50,847</b>
Early Intervention (s25)	5,238	1,277	6,515
Permanent Disability (s24)	33,942	6,796	40,738
ECEI <sup>67</sup>	3,024	3,594	3,594

Table G.6 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – VIC

Exits	
<b>Total participant exits</b>	<b>780</b>
Early Intervention participants	115
Permanent disability participants	665

<sup>65</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 87% of people with a hearing impairment met the access criteria compared to 77% overall.

<sup>66</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>67</sup> Ibid.

**Table G.7 Cumulative position by services previously received – VIC**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,901	387	1,994		5,282	5,289	100%
End of 2016-17	9,832	1,241	4,359	1,050	16,482	20,205	82%
End of 2017-18	27,532	3,715	7,933	3,024	42,204	50,697	83%
End of 2018-19 Q1	32,651	4,524	10,078	3,594	50,847	58,678	87%

**Table G.8 Cumulative position by entry into the Scheme – VIC**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	1,424	3,858		5,282	5,289	100%
End of 2016-17	2,701	12,731	1,050	16,482	20,205	82%
End of 2017-18	5,238	33,942	3,024	42,204	50,697	83%
End of 2018-19 Q1	6,515	40,738	3,594	50,847	58,678	87%

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

**Table G.9 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	883	2.3%	179	2.2%	1,062	2.3%
Not Aboriginal and Torres Strait Islander	34,958	91.0%	7,293	90.5%	42,251	90.9%
Not Stated	2,573	6.7%	587	7.3%	3,160	6.8%
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>

**Table G.10 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	2,589	6.7%	871	10.8%	3,460	7.4%
Not CALD	35,538	92.5%	7,180	89.1%	42,718	91.9%
Not Stated	287	0.7%	8	0.1%	295	0.6%
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>

**Table G.11 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	571	1.5%	88	1.1%	659	1.4%
Not YPIRAC	37,843	98.5%	7,971	98.9%	45,814	98.6%
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>



**Table G.12 Participant profile per quarter by remoteness – VIC<sup>68,69</sup>**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Major Cities	23,938	62.4%	6,138	76.2%	30,076	64.7%
Population > 50,000	5,750	15.0%	624	7.8%	6,374	13.7%
Population between 15,000 and 50,000	2,978	7.8%	452	5.6%	3,430	7.4%
Population between 5,000 and 15,000	2,715	7.1%	354	4.4%	3,069	6.6%
Population less than 5,000	2,943	7.7%	479	5.9%	3,422	7.4%
Remote	22	0.1%	4	0.0%	26	0.1%
Very Remote	1	0.0%	0	0.0%	1	0.0%
Missing	67		8		75	
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>

**Table G.13 Participant profile per quarter by disability group - VIC<sup>70,71</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	9,476	25%	2,097	26%	11,573	25%
Intellectual Disability	11,487	30%	2,045	25%	13,532	29%
Psychosocial disability	4,389	11%	950	12%	5,339	11%
Cerebral Palsy	1,707	4%	346	4%	2,053	4%
Other Neurological	1,816	5%	377	5%	2,193	5%
Developmental Delay	2,514	7%	579	7%	3,093	7%
Other Physical	1,134	3%	295	4%	1,429	3%
Acquired Brain Injury	1,278	3%	248	3%	1,526	3%
Hearing Impairment	849	2%	309	4%	1,158	2%
Visual Impairment	1,133	3%	225	3%	1,358	3%
Multiple Sclerosis	1,024	3%	200	2%	1,224	3%
Other Sensory/Speech	359	1%	60	1%	419	1%
Global Developmental Delay	453	1%	164	2%	617	1%
Stroke	404	1%	88	1%	492	1%
Spinal Cord Injury	328	1%	67	1%	395	1%
Other	63	0%	9	0%	72	0%
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>

<sup>68</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>69</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>70</sup> Table order based on national proportions (highest to lowest)

<sup>71</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

**Table G.14 Participant profile per quarter by level of function – VIC**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	2,530	7%	684	8%	3,214	7%
2 (High Function)	134	0%	28	0%	162	0%
3 (High Function)	2,486	6%	518	6%	3,004	6%
4 (High Function)	2,212	6%	380	5%	2,592	6%
5 (High Function)	3,888	10%	647	8%	4,535	10%
6 (Moderate Function)	5,307	14%	1,388	17%	6,695	14%
7 (Moderate Function)	2,627	7%	515	6%	3,142	7%
8 (Moderate Function)	3,496	9%	644	8%	4,140	9%
9 (Moderate Function)	175	0%	31	0%	206	0%
10 (Moderate Function)	4,788	13%	940	12%	5,728	12%
11 (Low Function)	1,617	4%	293	4%	1,910	4%
12 (Low Function)	6,461	17%	1,429	18%	7,890	17%
13 (Low Function)	1,682	4%	398	5%	2,080	4%
14 (Low Function)	862	2%	164	2%	1,026	2%
15 (Low Function)	10	0%	0	0%	10	0%
Missing	139		0		139	
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>

**Table G.15 Participant profile per quarter by Age group – VIC**

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	5,482	14%	1,376	17%	6,858	15%
7 to 14	7,950	21%	1,759	22%	9,709	21%
15 to 18	2,659	7%	501	6%	3,160	7%
19 to 24	3,302	9%	589	7%	3,891	8%
25 to 34	4,213	11%	839	10%	5,052	11%
35 to 44	4,092	11%	810	10%	4,902	11%
45 to 54	5,067	13%	1,055	13%	6,122	13%
55 to 64	4,840	13%	1,045	13%	5,885	13%
65+	809	2%	85	1%	894	2%
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>

**Table G.16 Participant profile per quarter by Gender – VIC**

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	23,094	60%	4,755	59%	27,849	60%
Female	14,892	39%	3,185	40%	18,077	39%
Indeterminate	428	1%	119	1%	547	1%
<b>Total</b>	<b>38,414</b>	<b>100%</b>	<b>8,059</b>	<b>100%</b>	<b>46,473</b>	<b>100%</b>

## Part Two: Participant experience and outcomes

**Table G.17 Number of questionnaires completed by SFOF version – VIC<sup>72</sup>**

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	1,945	3,446	1,085	6,476
Participant school to 14	1,894	5,302	2,064	9,260
Participant 15 to 24	1,223	3,297	1,045	5,565
Participant 25 and over	4,603	11,178	3,728	19,509
<b>Total Participant</b>	<b>9,665</b>	<b>23,223</b>	<b>7,922</b>	<b>40,810</b>
Family 0 to 14	3,660	8,462	3,045	15,167
Family 15 to 24	308	2,490	777	3,575
Family 25 and over	147	3,894	1,208	5,249
<b>Total Family</b>	<b>4,115</b>	<b>14,846</b>	<b>5,030</b>	<b>23,991</b>
<b>Total</b>	<b>13,780</b>	<b>38,069</b>	<b>12,952</b>	<b>64,801</b>

**Table G.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC**

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	76%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		62%		
CC	% who are happy with the level of independence/control they have now			34%	
CC	% who choose who supports them			32%	53%
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			22%	32%
CC	% who want more choice and control in their life			82%	79%

<sup>72</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

**Table G.19 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – VIC**

	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	65%	59%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	55%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		33%		
REL	Of these, % who are welcomed or actively included	66%	74%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			33%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

**Table G.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		59%		
HM	% who are happy with their home			79%	73%
HM	% who feel safe or very safe in their home			83%	76%
HW	% who rate their health as good, very good or excellent			67%	47%
HW	% who did not have any difficulties accessing health services			70%	67%
LL	% who currently attend or previously attended school in a mainstream class			26%	
LL	% who participate in education, training or skill development				18%
LL	Of those who participate, % who do so in mainstream settings				34%
LL	% unable to do a course or training they wanted to do in the last 12 months				39%
WK	% who have a paid job			15%	22%
WK	% who volunteer			12%	13%

**Table G.21 Selected key indicators for families/carers of participants – VIC**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	22%	30%	23%
% receiving Carer Allowance	52%	55%	40%
% working in a paid job	46%	50%	34%
Of those in a paid job, % in permanent employment	78%	75%	75%
Of those in a paid job, % working 15 hours or more	74%	81%	81%
% who say they (and their partner) are able to work as much as they want	38%	39%	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%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	28%	19%
% able to advocate for their child/family member	76%	69%	67%
% who have friends and family they see as often as they like	41%	38%	45%
% 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		38%	
% who feel in control selecting services		38%	40%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			41%
% who rate their health as good, very good or excellent	71%	59%	57%

**Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,087) – VIC**

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	86%
CC Has the NDIS helped increase your child's ability to communicate what they want?	80%
REL Has the NDIS improved how your child fits into family life?	68%
S/CP Has the NDIS improved how your child fits into community life?	54%

**Table G.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=2,583) – VIC**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	55%
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?	41%
S/CP	Has the NDIS improved your child's social and recreational life?	42%

**Table G.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=1,457) and ‘Participant 25 and over’ (n=4,759) – VIC**

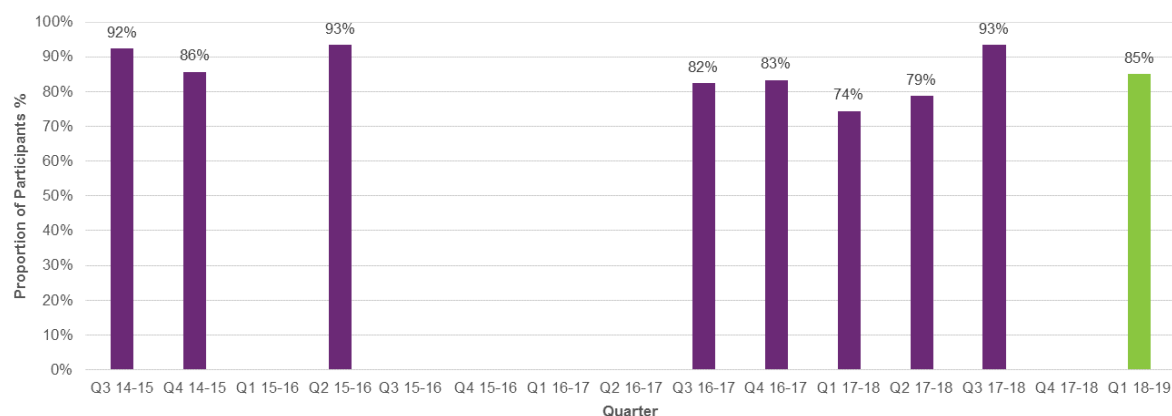
	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	55%	63%
DL	Has the NDIS helped you with daily living activities?	56%	68%
REL	Has the NDIS helped you to meet more people?	45%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	26%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	44%
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%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%
S/CP	Has the NDIS helped you be more involved?	50%	55%

**Table G.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=3,442); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=558) – VIC**

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%	48%
Has the NDIS improved the level of support for your family?	64%	60%
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?	67%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	35%	29%



**Figure G.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (VIC)<sup>73</sup>**



\*Of the participants describing satisfaction with the Agency planning process in Q1 of 2018-19, 85% gave a rating of good or very good, 10% gave a neutral rating and 5% gave a rating of poor or very poor.

**Table G.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (VIC)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	95%	5%	0%
I had enough time to tell my story and say what support I need	100%	0%	0%
The planner knows what I can do well	85%	15%	0%
The planner had some good ideas for my plan	85%	15%	0%
I know what is in my plan	90%	10%	0%
The planner helped me think about my future	80%	10%	10%
I think my plan will make my life better	75%	15%	10%
The planning meeting went well	95%	5%	0%

**Table G.28 Plan reviews conducted per quarter – VIC**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>25,531</b>	<b>7,987</b>	<b>33,518</b>
Early intervention plans	4,407	1,116	5,523
Permanent disability plans	21,124	6,871	27,995

**Table G.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>18,871</b>	<b>6,173</b>	<b>25,044</b>
Trial participants	8,447	1,196	9,643
Transition participants	10,424	4,977	15,401

<sup>73</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table G.30 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>6,660</b>	<b>1,814</b>	<b>8,474</b>
<i>Trial participants</i>	1,510	226	1,736
<i>Transition participants</i>	5,150	1,588	6,738

**Table G.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC<sup>74</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>19.0%</b>	<b>16.8%</b>	<b>18.5%</b>

**Table G.32 AAT cases by category – VIC**

	Prior Quarters		2018-19 Q1		Total	
Category	N	%	N	%	N	%
Access	49	29%	15	31%	64	29%
Plan	78	46%	26	53%	104	48%
Plan Review	26	15%	3	6%	29	13%
Other	16	9%	5	10%	21	10%
<b>Total</b>	<b>169</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>218</b>	<b>100%</b>
<b>% of all access decisions<sup>75</sup></b>	<b>0.26%</b>		<b>0.29%</b>		<b>0.27%</b>	

**Table G.33 AAT cases by open/closed and decision – VIC**

	N
<b>AAT Cases</b>	<b>218</b>
<b>Open AAT Cases</b>	<b>119</b>
<b>Closed AAT Cases</b>	<b>99</b>
<i>Resolved before hearing</i>	89
<i>Gone to hearing and received a substantive decision</i>	10*

\*Of the 10 cases which went to hearing and received a substantive decision: 4 affirmed the Agency's decision, 3 varied the Agency's decision, 0 overturned the Agency's decision and 3 set aside the Agency's decision.

**Table G.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC**

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	13%	15%	<b>14%</b>
Self-managed partly	11%	13%	<b>12%</b>
Plan managed	22%	29%	<b>25%</b>
Agency managed	54%	43%	<b>50%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>74</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>75</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table G.35 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	46%	48%	47%

Table G.36 Duration to plan activation by quarter of initial plan approval for active participants – VIC<sup>76</sup>

	Prior Quarters (Transition Only)		2017-18 Q3	
Plan activation	N	%	N	%
Less than 30 days	10,431	54%	3,414	53%
30 to 59 days	2,998	15%	920	14%
60 to 89 days	1,603	8%	477	7%
<b>Activated within 90 days</b>	<b>15,032</b>	<b>77%</b>	<b>4,811</b>	<b>75%</b>
90 to 119 days	838	4%	294	5%
120 days and over	1,504	8%	292	5%
<b>Activated between 90 and 180 days</b>	<b>2,342</b>	<b>12%</b>	<b>586</b>	<b>9%</b>
No payments	2,103	11%	999	16%
<b>Total plans approved</b>	<b>19,477</b>	<b>100%</b>	<b>6,396</b>	<b>100%</b>

Table G.37 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – VIC

Plan utilisation <sup>77</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	46%	71%	49%
50% to 75%	24%	15%	23%
> 75%	30%	14%	28%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table G.38 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2018-19 Q1	Total
Daily Activities	9%	9%	9%
Health & Wellbeing	42%	42%	42%
Lifelong Learning	10%	8%	9%
Other	12%	11%	11%
Non-categorised	33%	33%	33%
<b>Any mainstream service</b>	<b>89%</b>	<b>88%</b>	<b>89%</b>

### Part Three: Providers and the growing market

Table G.39 Key provider indicators by quarter - VIC

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,926	254	2,172
<i>Company/ organisation</i>	2,997	335	3,313
<i>Total</i>	4,923	589	5,485
b) Registration revoked	27		

<sup>76</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>77</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table G.40 Number of approved providers by registration group - VIC<sup>78</sup>

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	529	93	622	18%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	170	33	203	19%
Assistance with travel/transport arrangements	1,094	172	1,266	16%
Daily Personal Activities	368	32	400	9%
Group and Centre Based Activities	360	38	398	11%
High Intensity Daily Personal Activities	350	28	378	8%
Household tasks	1,356	238	1,594	18%
Interpreting and translation	393	74	467	19%
Participation in community, social and civic activities	417	44	461	11%
<b>Assistive Technology</b>				
Assistive equipment for recreation	465	66	531	14%
Assistive products for household tasks	597	87	684	15%
Assistance products for personal care and safety	856	100	956	12%
Communication and information equipment	384	53	437	14%
Customised Prosthetics	280	44	324	16%
Hearing Equipment	160	27	187	17%
Hearing Services	14	0	14	0%
Personal Mobility Equipment	627	76	703	12%
Specialised Hearing Services	52	0	52	0%
Vision Equipment	156	36	192	23%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	369	46	415	12%
Behaviour Support	285	45	330	16%
Community nursing care for high needs	645	87	732	13%
Development of daily living and life skills	386	41	427	11%
Early Intervention supports for early childhood	340	16	356	5%
Exercise Physiology and Physical Wellbeing activities	472	95	567	20%
Innovative Community Participation	742	138	880	19%
Specialised Driving Training	154	26	180	17%
Therapeutic Supports	2,317	271	2,588	12%
<b>Capital services</b>				
Home modification design and construction	640	93	733	15%
Specialised Disability Accommodation	208	36	244	17%
Vehicle Modifications	126	35	161	28%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	251	24	275	10%
Support Coordination	310	52	362	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	121	5	126	4%
Specialised Supported Employment	81	0	81	0%
<b>Total approved providers</b>	<b>4,896</b>	<b>589</b>	<b>5,485</b>	<b>12%</b>

<sup>78</sup> The 27 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table G.41 Key markets indicators by quarter – VIC**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.66	1.65
b) Number of providers delivering new supports	682	824
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	35%	36%
<i>Not yet active (%)</i>	59%	57%
<i>Inactive (%)</i>	6%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	82%
<i>Therapeutic Supports (%)</i>	88%	88%
<i>Participate Community (%)</i>	85%	84%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	90%	89%

**Table G.42 Cumulative number of providers that have been active by registration group – VIC**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	24	10	34	42%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	98	14	112	14%
Assistance with travel/transport arrangements	219	47	266	21%
Daily Personal Activities	264	32	296	12%
Group and Centre Based Activities	232	23	255	10%
High Intensity Daily Personal Activities	211	33	244	16%
Household tasks	380	104	484	27%
Interpreting and translation	18	2	20	11%
Participation in community, social and civic activities	295	40	335	14%
<b>Assistive Technology</b>				
Assistive equipment for recreation	20	12	32	60%
Assistive products for household tasks	24	12	36	50%
Assistance products for personal care and safety	205	55	260	27%
Communication and information equipment	33	4	37	12%
Customised Prosthetics	64	13	77	20%
Hearing Equipment	28	2	30	7%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	97	17	114	18%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	16	0	16	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	266	30	296	11%
Behaviour Support	100	19	119	19%
Community nursing care for high needs	74	17	91	23%
Development of daily living and life skills	205	38	243	19%
Early Intervention supports for early childhood	223	28	251	13%
Exercise Physiology and Physical Wellbeing activities	63	15	78	24%
Innovative Community Participation	41	13	54	32%
Specialised Driving Training	20	3	23	15%
Therapeutic Supports	1,093	174	1,267	16%
<b>Capital services</b>				
Home modification design and construction	55	9	64	16%
Specialised Disability Accommodation	15	5	20	33%
Vehicle Modifications	15	3	18	20%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	108	18	126	17%
Support Coordination	61	15	76	25%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	54	5	59	9%
Specialised Supported Employment	59	1	60	2%
<b>Total approved active providers</b>	<b>2,011</b>	<b>352</b>	<b>2,363</b>	<b>18%</b>

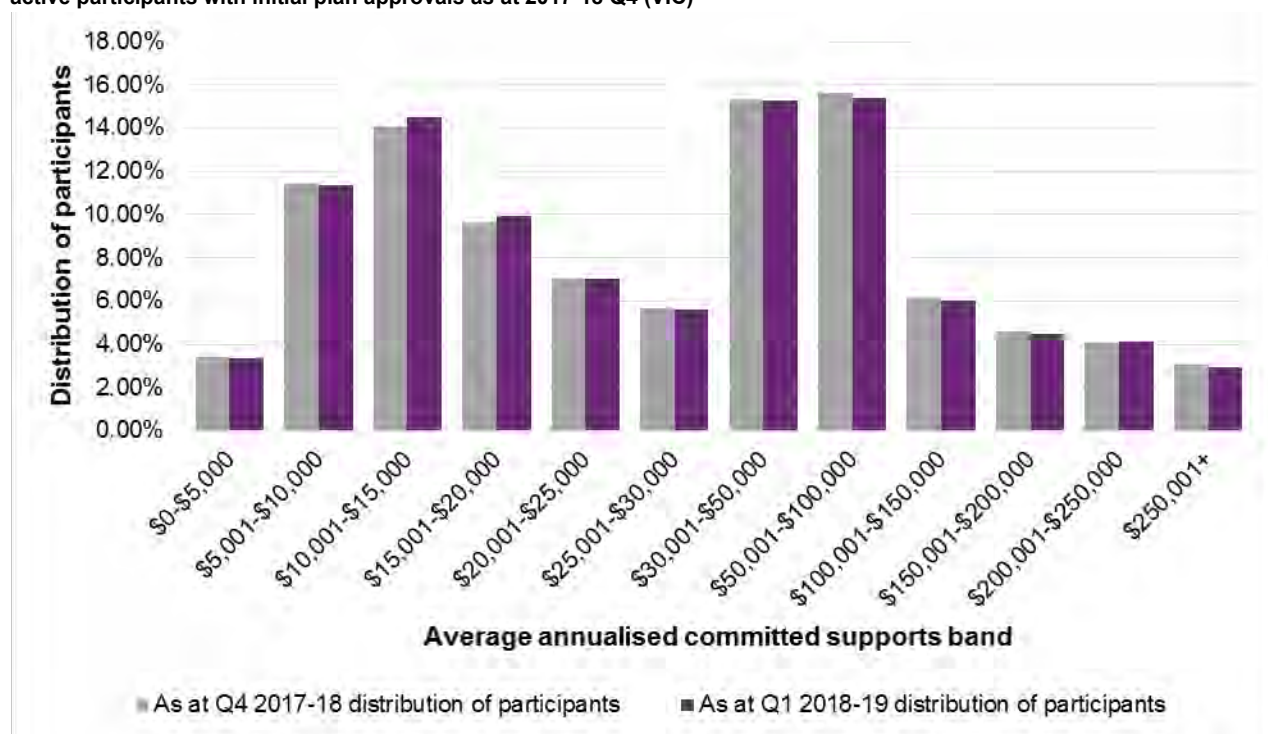


## Part Five: Financial sustainability

Table G.43 Committed supports by financial year (\$m) - VIC

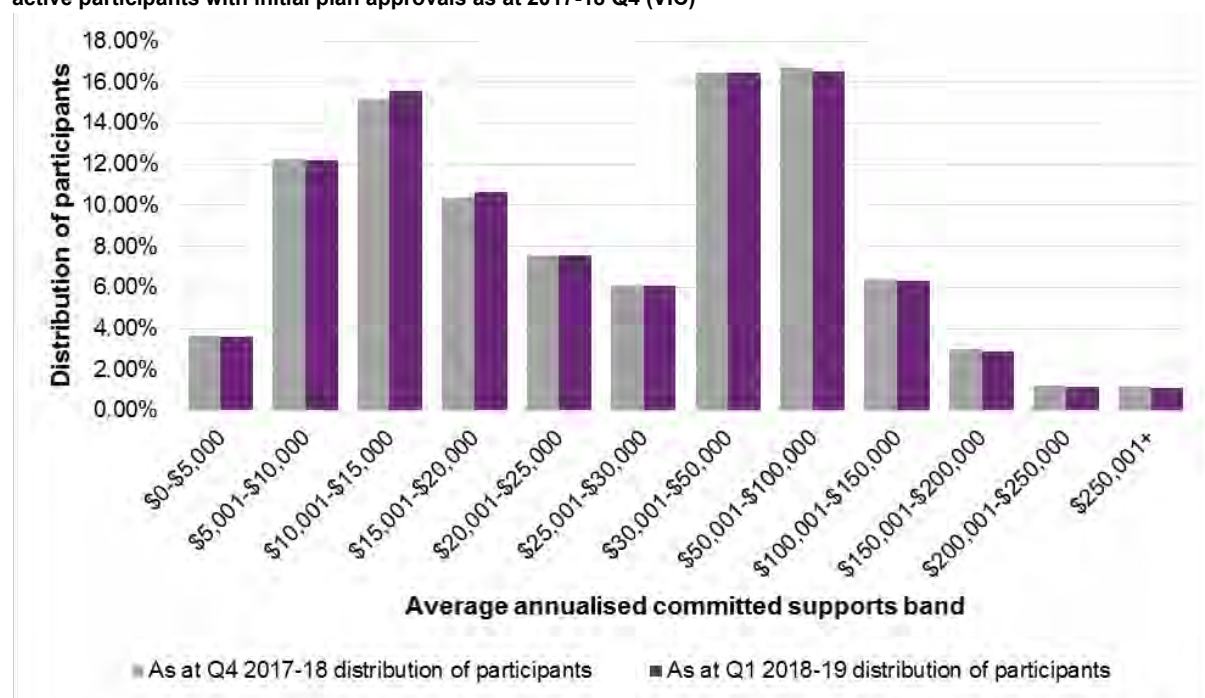
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>79</sup>	Total
Total Committed	53.1	162.6	203.0	493.1	1,435.4	663.3	3,010.5

Figure G.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (VIC)

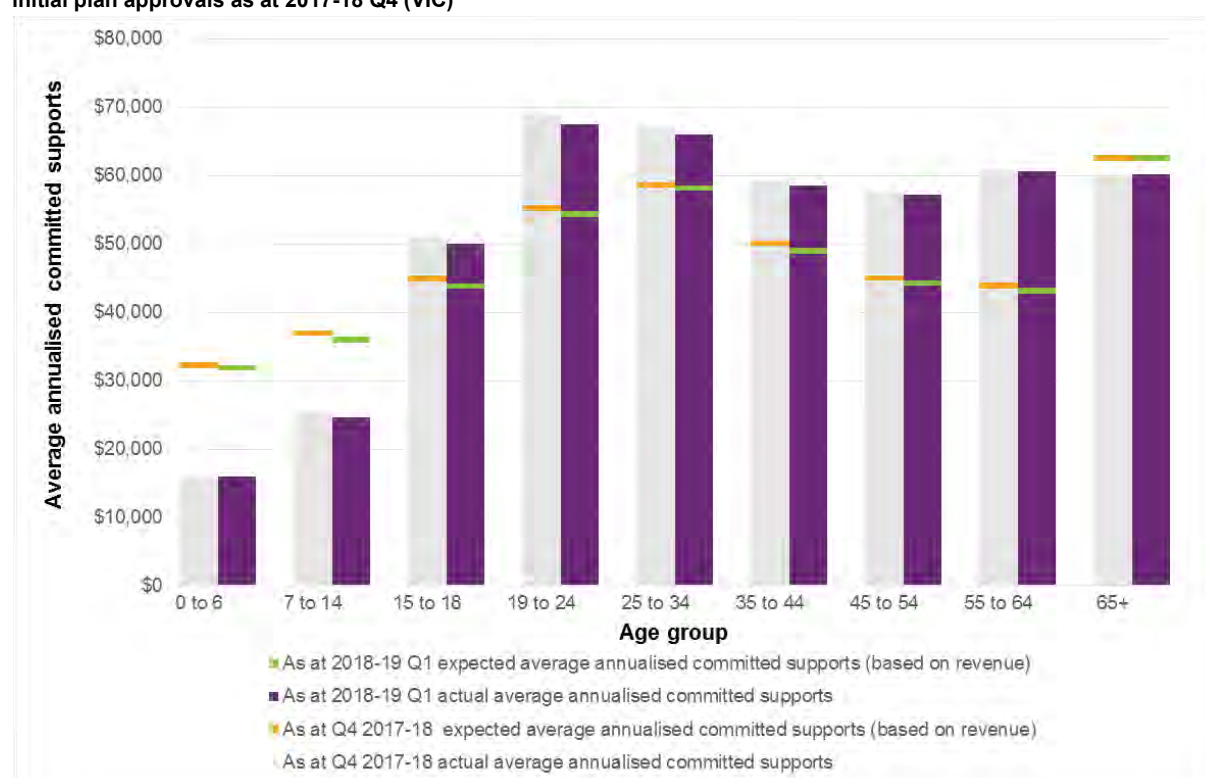


<sup>79</sup> Note: the \$663 million in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

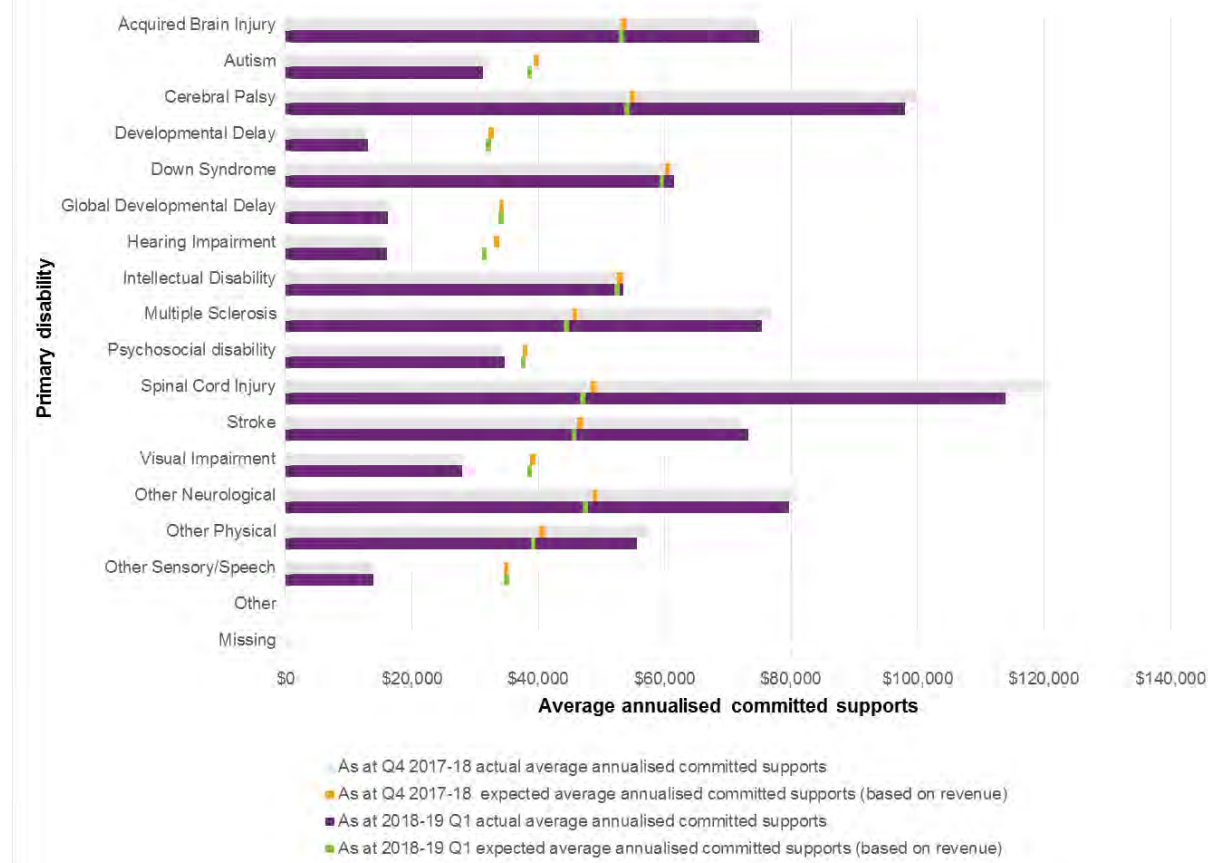
**Figure G.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (VIC)**



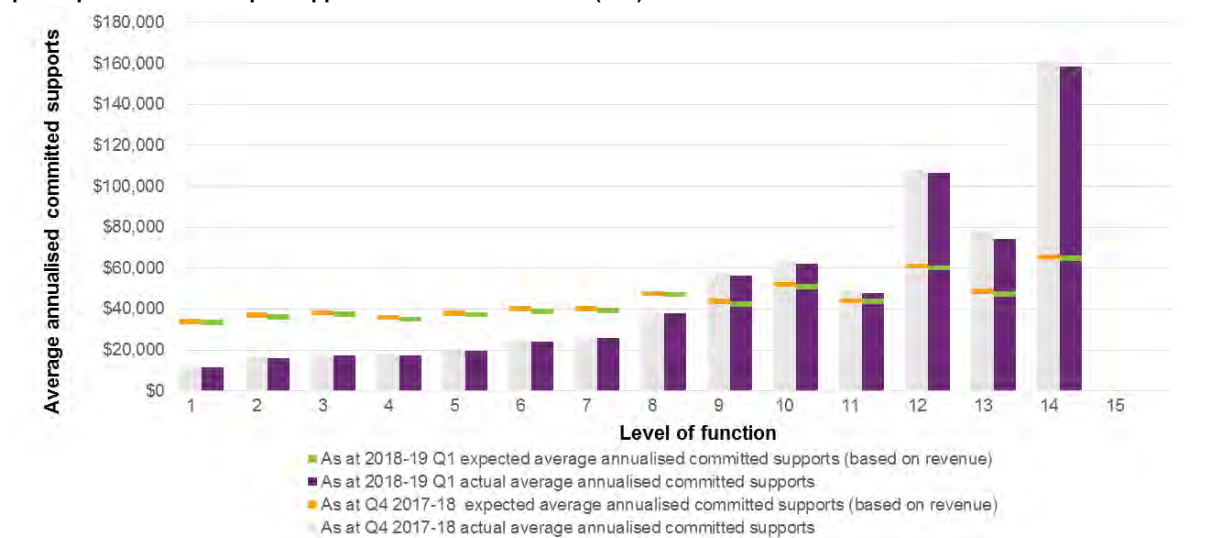
**Figure G.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (VIC)**



**Figure G.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (VIC)**



**Figure G.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>80</sup> (VIC)**

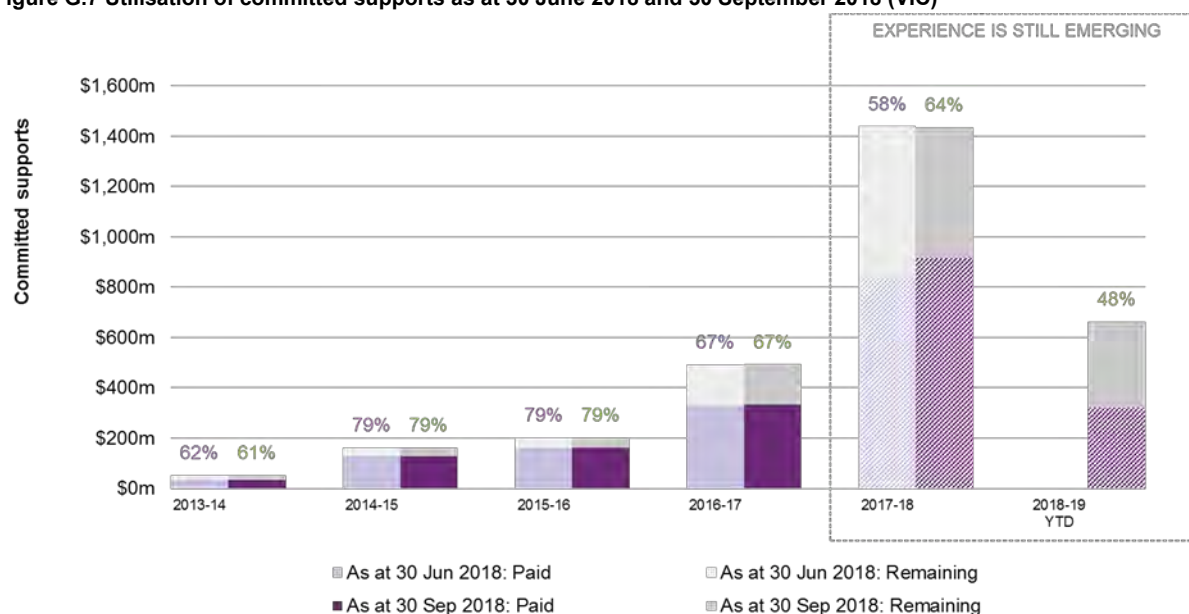


<sup>80</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Table G.45 Payments by financial year, compared to committed supports (\$m) – VIC**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	53.1	162.6	203.0	493.1	1,435.4	663.3	3,010.5
Total paid	32.5	128.3	160.9	331.9	914.7	319.6	1,887.9
% utilised to date	61%	79%	79%	67%	64%	48%	63% <sup>81</sup>

**Figure G.7 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (VIC)**



<sup>81</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

# Appendix H:

## Queensland

### Part One: Participants and their plans

Table H.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	16,524	8,217	24,741	25,564	44,957

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD<sup>82</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>33,148</b>	<b>12,636</b>	<b>45,784</b>
<b>Access Met</b>	<b>27,685</b>	<b>9,629</b>	<b>37,314</b>
State	18,592	6,020	24,612
Commonwealth	2,284	975	3,259
New	6,809	2,634	9,443
<b>Total Participant Plans</b>	<b>16,999</b>	<b>9,040</b>	<b>25,564</b>
State	10,073	5,710	15,783
Commonwealth	1,425	679	2,104
New	5,026	1,828	6,854
ECEI <sup>83</sup>	475	823	823
<b>Total Participant Plans</b>	<b>16,999</b>	<b>9,040</b>	<b>25,564</b>
Early Intervention (s25)	3,393	823	4,216
Permanent Disability (s24)	13,131	7,394	20,525
ECEI <sup>84</sup>	475	823	823

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – QLD

Exits	
<b>Total participant exits</b>	<b>398</b>
Early Intervention participants	85
Permanent disability participants	313

<sup>82</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 88% of people with a hearing impairment met the access criteria compared to 76% overall.

<sup>83</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>84</sup> Ibid.

**Table H.4 Cumulative position by services previously received – QLD**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	255	40	66		361	600	60%
End of 2016-17	5,124	462	1,601	254	7,441	14,966	50%
End of 2017-18	10,073	1,425	5,026	475	16,999	31,155	55%
End of 2018-19 Q1	15,783	2,104	6,854	823	25,564	44,957	57%

**Table H.5 Cumulative position by entry into the Scheme – QLD**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	165	196		361	600	60%
End of 2016-17	1,337	5,850	254	7,441	14,966	50%
End of 2017-18	3,393	13,131	475	16,999	31,155	55%
End of 2018-19 Q1	4,216	20,525	823	25,564	44,957	57%

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,566	9.7%	416	5.1%	1,982	8.1%
Not Aboriginal and Torres Strait Islander	14,085	87.3%	7,361	89.7%	21,446	88.1%
Not Stated	482	3.0%	433	5.3%	915	3.8%
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>

**Table H.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	425	2.6%	522	6.4%	947	3.9%
Not CALD	15,687	97.2%	7,679	93.5%	23,366	96.0%
Not Stated	21	0.1%	9	0.1%	30	0.1%
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>

**Table H.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	281	1.7%	101	1.2%	382	1.6%
Not YPIRAC	15,852	98.3%	8,109	98.8%	23,961	98.4%
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>



**Table H.9 Participant profile per quarter by remoteness – QLD<sup>85,86</sup>**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Major Cities	2,733	17.0%	6,023	73.5%	<b>8,756</b>	<b>36.0%</b>
Population > 50,000	8,625	53.7%	1,322	16.1%	<b>9,947</b>	<b>40.9%</b>
Population between 15,000 and 50,000	600	3.7%	304	3.7%	<b>904</b>	<b>3.7%</b>
Population between 5,000 and 15,000	1,385	8.6%	174	2.1%	<b>1,559</b>	<b>6.4%</b>
Population less than 5,000	2,108	13.1%	310	3.8%	<b>2,418</b>	<b>9.9%</b>
Remote	355	2.2%	29	0.4%	<b>384</b>	<b>1.6%</b>
Very Remote	255	1.6%	37	0.5%	<b>292</b>	<b>1.2%</b>
Missing	72		11		<b>83</b>	
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>

**Table H.10 Participant profile per quarter by disability group – QLD<sup>87,88</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	4,386	27%	2,008	24%	<b>6,394</b>	<b>26%</b>
Intellectual Disability	4,430	27%	2,412	29%	<b>6,842</b>	<b>28%</b>
Psychosocial disability	1,275	8%	540	7%	<b>1,815</b>	<b>7%</b>
Cerebral Palsy	899	6%	491	6%	<b>1,390</b>	<b>6%</b>
Developmental Delay	801	5%	282	3%	<b>1,083</b>	<b>4%</b>
Other Neurological	823	5%	528	6%	<b>1,351</b>	<b>6%</b>
Other Physical	907	6%	495	6%	<b>1,402</b>	<b>6%</b>
Acquired Brain Injury	641	4%	316	4%	<b>957</b>	<b>4%</b>
Hearing Impairment	528	3%	280	3%	<b>808</b>	<b>3%</b>
Visual Impairment	252	2%	244	3%	<b>496</b>	<b>2%</b>
Multiple Sclerosis	292	2%	230	3%	<b>522</b>	<b>2%</b>
Other Sensory/Speech	161	1%	17	0%	<b>178</b>	<b>1%</b>
Global Developmental Delay	143	1%	35	0%	<b>178</b>	<b>1%</b>
Stroke	262	2%	112	1%	<b>374</b>	<b>2%</b>
Spinal Cord Injury	313	2%	215	3%	<b>528</b>	<b>2%</b>
Other	20	0%	5	0%	<b>25</b>	<b>0%</b>
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>

<sup>85</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>86</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>87</sup> Table order based on national proportions (highest to lowest)

<sup>88</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

**Table H.11 Participant profile per quarter by level of function – QLD**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1,001	6%	321	4%	<b>1,322</b>	<b>5%</b>
2 (High Function)	22	0%	10	0%	<b>32</b>	<b>0%</b>
3 (High Function)	1,075	7%	371	5%	<b>1,446</b>	<b>6%</b>
4 (High Function)	955	6%	418	5%	<b>1,373</b>	<b>6%</b>
5 (High Function)	1,260	8%	381	5%	<b>1,641</b>	<b>7%</b>
6 (Moderate Function)	2,278	14%	1,321	16%	<b>3,599</b>	<b>15%</b>
7 (Moderate Function)	1,101	7%	345	4%	<b>1,446</b>	<b>6%</b>
8 (Moderate Function)	1,604	10%	933	11%	<b>2,537</b>	<b>10%</b>
9 (Moderate Function)	88	1%	49	1%	<b>137</b>	<b>1%</b>
10 (Moderate Function)	2,317	14%	1,415	17%	<b>3,732</b>	<b>15%</b>
11 (Low Function)	747	5%	345	4%	<b>1,092</b>	<b>4%</b>
12 (Low Function)	2,613	16%	1,520	19%	<b>4,133</b>	<b>17%</b>
13 (Low Function)	605	4%	471	6%	<b>1,076</b>	<b>4%</b>
14 (Low Function)	459	3%	306	4%	<b>765</b>	<b>3%</b>
15 (Low Function)	8	0%	4	0%	<b>12</b>	<b>0%</b>
Missing	0		0		<b>0</b>	
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>

**Table H.12 Participant profile per quarter by Age group – QLD**

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	2,110	13%	613	7%	<b>2,723</b>	<b>11%</b>
7 to 14	3,517	22%	1,358	17%	<b>4,875</b>	<b>20%</b>
15 to 18	1,261	8%	633	8%	<b>1,894</b>	<b>8%</b>
19 to 24	1,521	9%	1,174	14%	<b>2,695</b>	<b>11%</b>
25 to 34	1,632	10%	1,140	14%	<b>2,772</b>	<b>11%</b>
35 to 44	1,561	10%	919	11%	<b>2,480</b>	<b>10%</b>
45 to 54	1,946	12%	1,092	13%	<b>3,038</b>	<b>12%</b>
55 to 64	2,265	14%	1,209	15%	<b>3,474</b>	<b>14%</b>
65+	320	2%	72	1%	<b>392</b>	<b>2%</b>
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>

**Table H.13 Participant profile per quarter by Gender – QLD**

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	10,066	62%	4,885	60%	<b>14,951</b>	<b>61%</b>
Female	5,908	37%	3,271	40%	<b>9,179</b>	<b>38%</b>
Indeterminate	159	1%	54	1%	<b>213</b>	<b>1%</b>
<b>Total</b>	<b>16,133</b>	<b>100%</b>	<b>8,210</b>	<b>100%</b>	<b>24,343</b>	<b>100%</b>

## Part Two: Participant experience and outcomes

Table H.14 Number of questionnaires completed by SFOF version – QLD<sup>89</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	758	1,303	433	2,494
Participant school to 14	1,311	2,525	1,589	5,425
Participant 15 to 24	1,007	1,377	1,808	4,192
Participant 25 and over	3,349	3,975	4,304	11,628
<b>Total Participant</b>	<b>6,425</b>	<b>9,180</b>	<b>8,134</b>	<b>23,739</b>
Family 0 to 14	1,922	3,690	1,738	7,350
Family 15 to 24	246	916	1,154	2,316
Family 25 and over	174	1,220	1,426	2,820
<b>Total Family</b>	<b>2,342</b>	<b>5,826</b>	<b>4,318</b>	<b>12,486</b>
<b>Total</b>	<b>8,767</b>	<b>15,006</b>	<b>12,452</b>	<b>36,225</b>

Table H.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC	% who say their child is able to tell them what he/she wants	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		65%		
CC	% who are happy with the level of independence/control they have now			37%	
CC	% who choose who supports them			32%	55%
CC	% who choose what they do each day			41%	63%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			21%	28%
CC	% who want more choice and control in their life			87%	81%

<sup>89</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

**Table H.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – QLD**

	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	70%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	51%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		33%		
REL	Of these, % who are welcomed or actively included	59%	75%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			31%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	39%

**Table H.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		55%		
HM	% who are happy with their home			80%	75%
HM	% who feel safe or very safe in their home			84%	75%
HW	% who rate their health as good, very good or excellent			67%	49%
HW	% who did not have any difficulties accessing health services			68%	67%
LL	% who currently attend or previously attended school in a mainstream class			21%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				51%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			19%	21%
WK	% who volunteer			15%	15%

**Table H.18 Selected key indicators for families/carers of participants - QLD**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	28%	32%	29%
% receiving Carer Allowance	57%	58%	44%
% working in a paid job	42%	46%	32%
Of those in a paid job, % in permanent employment	71%	70%	74%
Of those in a paid job, % working 15 hours or more	78%	82%	82%
% who say they (and their partner) are able to work as much as they want	44%	45%	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	85%	89%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	42%	30%	19%
% able to advocate for their child/family member	81%	77%	76%
% who have friends and family they see as often as they like	45%	40%	47%
% 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		48%	
% who feel in control selecting services		45%	45%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			44%
% who rate their health as good, very good or excellent	70%	61%	58%

**Table H.19 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=293) - QLD**

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL Has the NDIS improved how your child fits into family life?	72%
S/CP Has the NDIS improved how your child fits into community life?	59%

**Table H.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=1,664) - QLD**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	57%
LL	Has the NDIS improved your child's access to education?	34%
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 H.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=1,196) and ‘Participant 25 and over’ (n=3,488) - QLD**

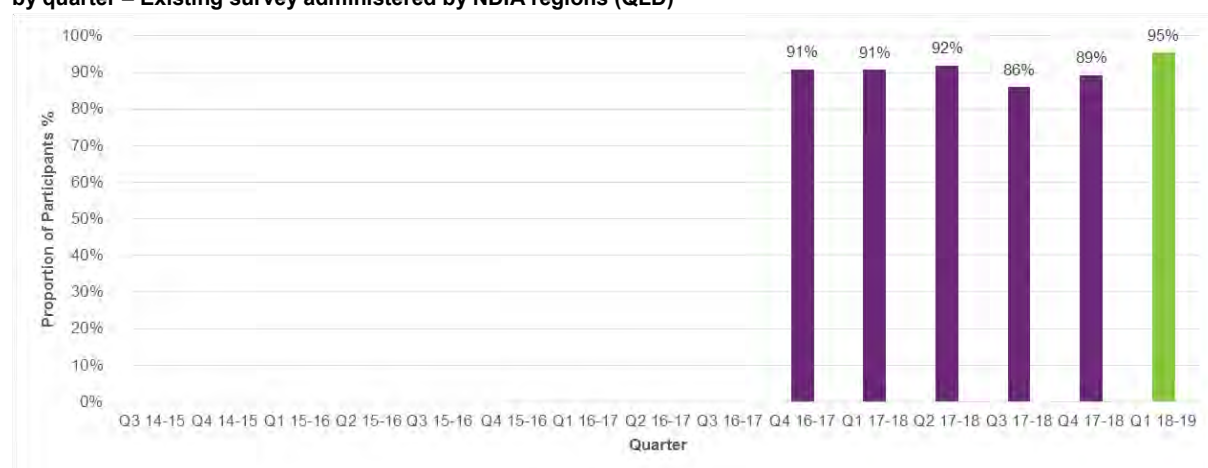
	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	66%	70%
DL	Has the NDIS helped you with daily living activities?	66%	76%
REL	Has the NDIS helped you to meet more people?	53%	57%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%
S/CP	Has the NDIS helped you be more involved?	62%	63%

**Table H.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,861); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=503) - QLD**

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?	55%	49%
Has the NDIS improved the level of support for your family?	62%	62%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	
Has the NDIS improved your health and wellbeing?	38%	35%



**Figure H.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (QLD)\*<sup>90</sup>**



\*Of the participants describing satisfaction with the Agency planning process in Q1 of 2018-19, 95% gave a rating of good or very good, 4% gave a neutral rating and 1% gave a rating of poor or very poor.

**Table H.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (QLD)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	98%	2%	1%
I had enough time to tell my story and say what support I need	96%	2%	2%
The planner knows what I can do well	86%	11%	3%
The planner had some good ideas for my plan	90%	8%	2%
I know what is in my plan	73%	23%	5%
The planner helped me think about my future	88%	10%	3%
I think my plan will make my life better	89%	10%	1%
The planning meeting went well	95%	4%	1%

**Table H.24 Plan reviews conducted per quarter – QLD**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>11,206</b>	<b>3,967</b>	<b>15,173</b>
Early intervention plans	1,940	742	2,682
Permanent disability plans	9,266	3,225	12,491

<sup>90</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table H.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>7,307</b>	<b>3,052</b>	<b>10,359</b>
<i>Trial participants</i>	623	76	699
<i>Transition participants</i>	6,684	2,976	9,660

**Table H.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>3,899</b>	<b>915</b>	<b>4,814</b>
<i>Trial participants</i>	217	20	237
<i>Transition participants</i>	3,682	895	4,577

**Table H.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD<sup>91</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>25.9%</b>	<b>17.7%</b>	<b>23.8%</b>

**Table H.28 AAT cases by category – QLD**

	Prior Quarters		2017-18 Q4		Total	
Category	N	%	N	%	N	%
Access	35	34%	13	43%	48	36%
Plan	39	38%	14	47%	53	40%
Plan Review	23	23%	2	7%	25	19%
Other	5	5%	1	3%	6	5%
<b>Total</b>	<b>102</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>132</b>	<b>100%</b>
<b>% of all access decisions<sup>92</sup></b>	<b>0.42%</b>		<b>0.30%</b>		<b>0.38%</b>	

<sup>91</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>92</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table H.29 AAT cases by open/closed and decision – QLD

	N
<b>AAT Cases</b>	<b>132</b>
<b>Open AAT Cases</b>	<b>61</b>
<b>Closed AAT Cases</b>	<b>71</b>
<i>Resolved before hearing</i>	71
<i>Gone to hearing and received a substantive decision</i>	0

Table H.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	9%	13%	11%
Self-managed partly	7%	12%	9%
Plan managed	16%	29%	22%
Agency managed	68%	47%	58%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table H.31 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	32%	46%	38%

Table H.32 Duration to plan activation by quarter of initial plan approval for active participants – QLD<sup>93</sup>

	Prior Quarters (Transition Only)		2017-18 Q3	
<b>Plan activation</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Less than 30 days	6,731	58%	1,274	57%
30 to 59 days	1,472	13%	330	15%
60 to 89 days	743	6%	160	7%
<b>Activated within 90 days</b>	<b>8,946</b>	<b>77%</b>	<b>1,764</b>	<b>78%</b>
90 to 119 days	465	4%	109	5%
120 days and over	931	8%	102	5%
<b>Activated between 90 and 180 days</b>	<b>1,396</b>	<b>12%</b>	<b>211</b>	<b>9%</b>
No payments	1,289	11%	274	12%
<b>Total plans approved</b>	<b>11,631</b>	<b>100%</b>	<b>2,249</b>	<b>100%</b>

Table H.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – QLD

Plan utilisation <sup>94</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	51%	73%	53%
50% to 75%	23%	16%	23%
> 75%	26%	12%	24%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>93</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>94</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table H.34 Proportion of active participants with approved plans accessing mainstream supports - QLD**

	Prior Quarters	2018-19 Q1	Total
Daily Activities	15%	9%	12%
Health & Wellbeing	48%	35%	42%
Lifelong Learning	10%	6%	8%
Other	13%	8%	11%
Non-categorised	33%	41%	37%
Any mainstream service	94%	86%	90%

### **Part Three: Providers and the growing market**

**Table H.35 Key provider indicators by quarter - QLD**

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,299	255	1,548
<i>Company/ organisation</i>	2,260	316	2,562
<i>Total</i>	3,559	571	4,110
b) Registration revoked	20		

**Table H.36 Number of approved providers by registration group - QLD<sup>95</sup>**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	370	56	426	15%
Assistance Animals	2	1	3	50%
Assistance with daily life tasks in a group or shared living arrangement	266	44	310	17%
Assistance with travel/transport arrangements	642	126	768	20%
Daily Personal Activities	323	55	378	17%
Group and Centre Based Activities	247	52	299	21%
High Intensity Daily Personal Activities	260	44	304	17%
Household tasks	823	171	994	21%
Interpreting and translation	112	9	121	8%
Participation in community, social and civic activities	355	60	415	17%
<b>Assistive Technology</b>				
Assistive equipment for recreation	389	56	445	14%
Assistive products for household tasks	403	70	473	17%
Assistance products for personal care and safety	654	102	756	16%
Communication and information equipment	319	44	363	14%
Customised Prosthetics	195	34	229	17%
Hearing Equipment	88	13	101	15%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	493	63	556	13%
Specialised Hearing Services	10	0	10	0%
Vision Equipment	114	24	138	21%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	358	63	421	18%
Behaviour Support	503	89	592	18%
Community nursing care for high needs	236	43	279	18%
Development of daily living and life skills	327	57	384	17%
Early Intervention supports for early childhood	692	113	805	16%
Exercise Physiology and Physical Wellbeing activities	388	84	472	22%
Innovative Community Participation	545	112	657	21%
Specialised Driving Training	81	7	88	9%
Therapeutic Supports	1,200	224	1,424	19%
<b>Capital services</b>				
Home modification design and construction	483	77	560	16%
Specialised Disability Accommodation	158	25	183	16%
Vehicle Modifications	70	15	85	21%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	213	40	253	19%
Support Coordination	448	67	515	15%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	62	4	66	6%
Specialised Supported Employment	23	2	25	9%
<b>Total approved providers</b>	<b>3,539</b>	<b>571</b>	<b>4,110</b>	<b>16%</b>

<sup>95</sup> The 20 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table H.37 Key markets indicators by quarter - QLD**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.66	1.70
b) Number of providers delivering new supports	469	722
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	30%	32%
<i>Not yet active (%)</i>	67%	63%
<i>Inactive (%)</i>	4%	4%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	85%	86%
<i>Therapeutic Supports (%)</i>	83%	84%
<i>Participate Community (%)</i>	82%	84%
<i>Early Childhood Supports (%)</i>	89%	91%
<i>Assist Personal Activities (%)</i>	80%	84%



**Table H.38 Cumulative number of providers that have been active by registration group - QLD**

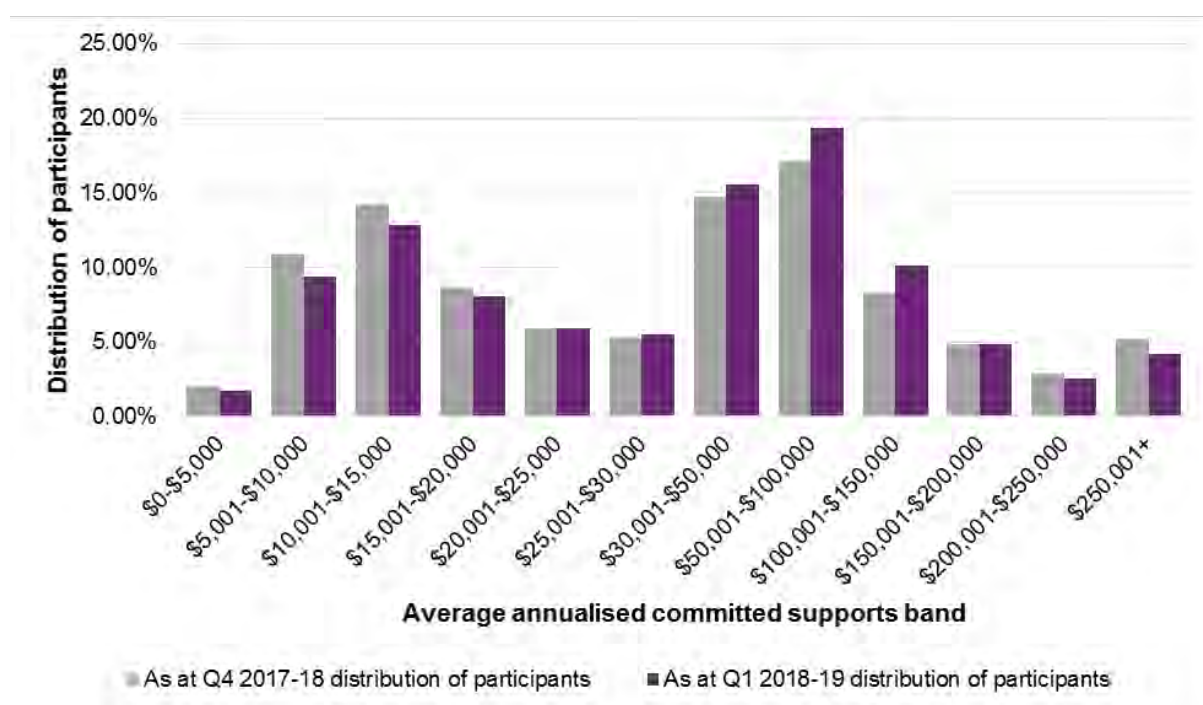
Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	15	3	18	20%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	122	19	141	16%
Assistance with travel/transport arrangements	135	31	166	23%
Daily Personal Activities	191	58	249	30%
Group and Centre Based Activities	121	30	151	25%
High Intensity Daily Personal Activities	133	30	163	23%
Household tasks	223	82	305	37%
Interpreting and translation	5	2	7	40%
Participation in community, social and civic activities	219	51	270	23%
<b>Assistive Technology</b>				
Assistive equipment for recreation	27	7	34	26%
Assistive products for household tasks	21	3	24	14%
Assistance products for personal care and safety	197	41	238	21%
Communication and information equipment	35	2	37	6%
Customised Prosthetics	38	6	44	16%
Hearing Equipment	8	3	11	38%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	89	20	109	22%
Specialised Hearing Services	3	2	5	67%
Vision Equipment	10	1	11	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	187	57	244	30%
Behaviour Support	82	21	103	26%
Community nursing care for high needs	27	11	38	41%
Development of daily living and life skills	147	38	185	26%
Early Intervention supports for early childhood	174	39	213	22%
Exercise Physiology and Physical Wellbeing activities	65	21	86	32%
Innovative Community Participation	29	8	37	28%
Specialised Driving Training	13	2	15	15%
Therapeutic Supports	490	146	636	30%
<b>Capital services</b>				
Home modification design and construction	33	18	51	55%
Specialised Disability Accommodation	4	2	6	50%
Vehicle Modifications	13	6	19	46%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	108	46	154	43%
Support Coordination	56	16	72	29%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	14	1	15	7%
Specialised Supported Employment	10	3	13	30%
<b>Total approved active providers</b>	<b>1,183</b>	<b>331</b>	<b>1,514</b>	<b>28%</b>

## Part Five: Financial sustainability

Table H.39 Committed supports by financial year (\$m) - QLD

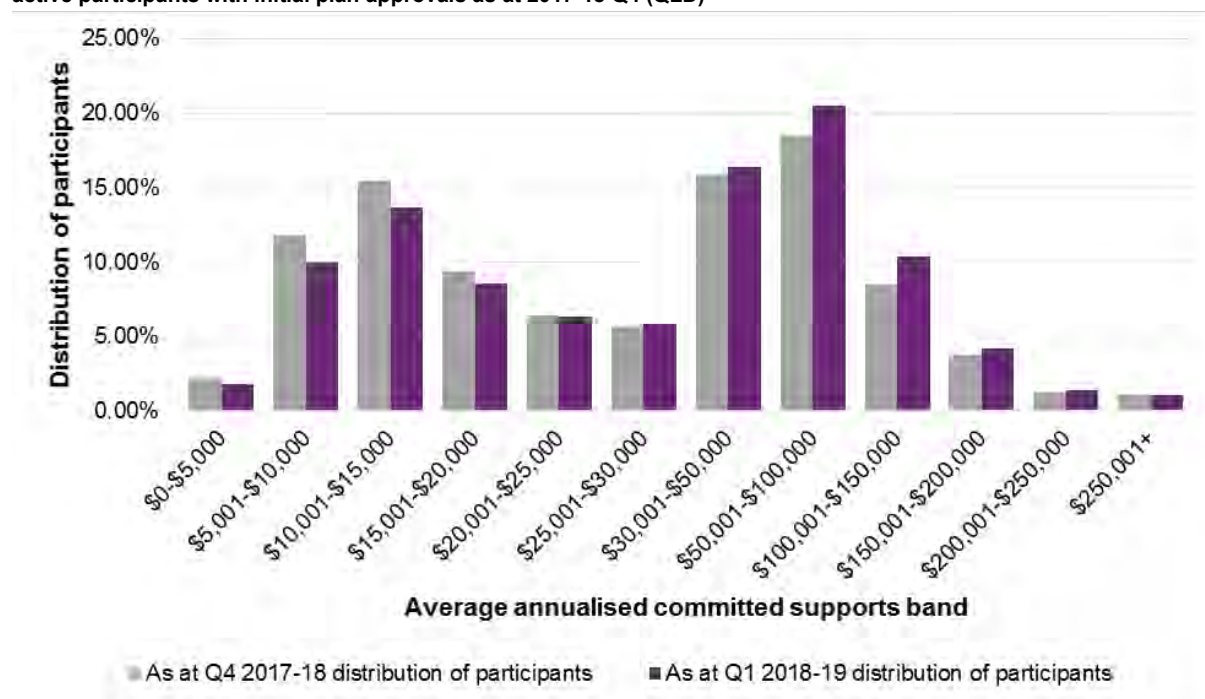
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>96</sup>	Total
Total Committed	0.0	0.0	1.0	198.2	792.5	357.8	<b>1,349.4</b>

Figure H.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)

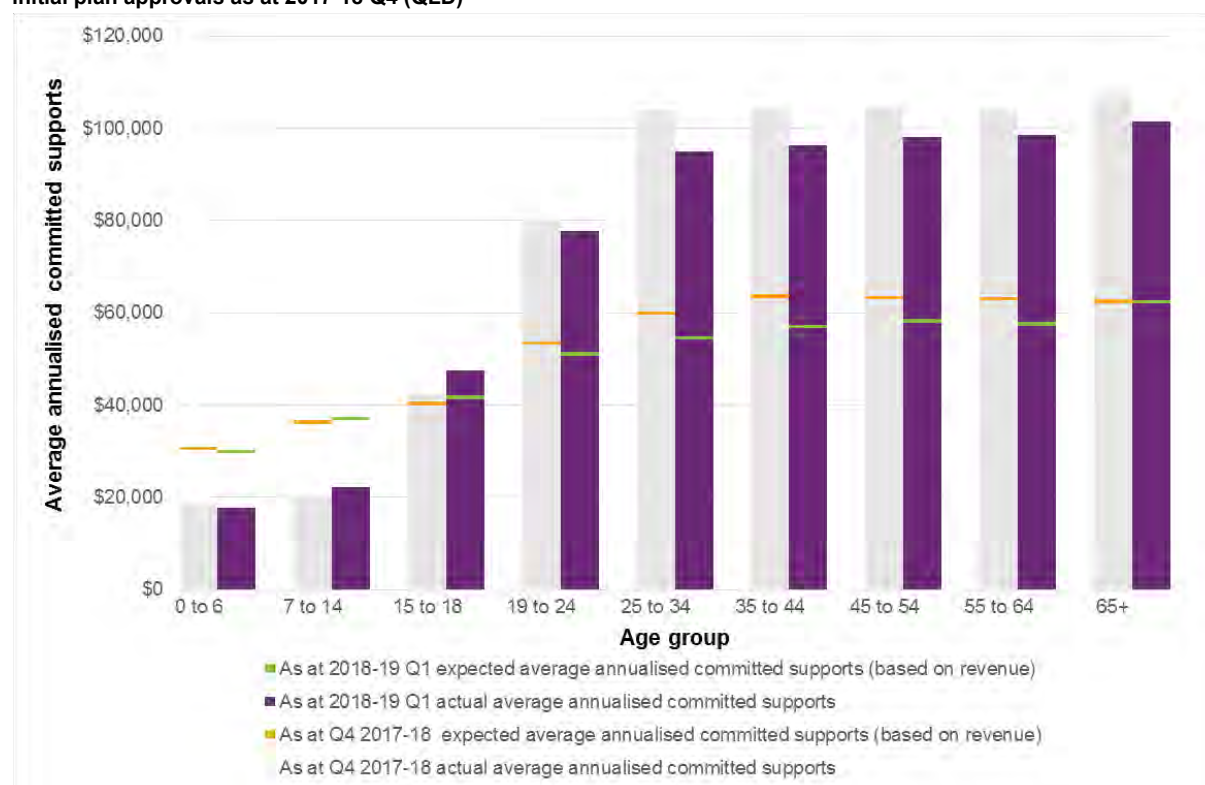


<sup>96</sup> Note: the \$358 million in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

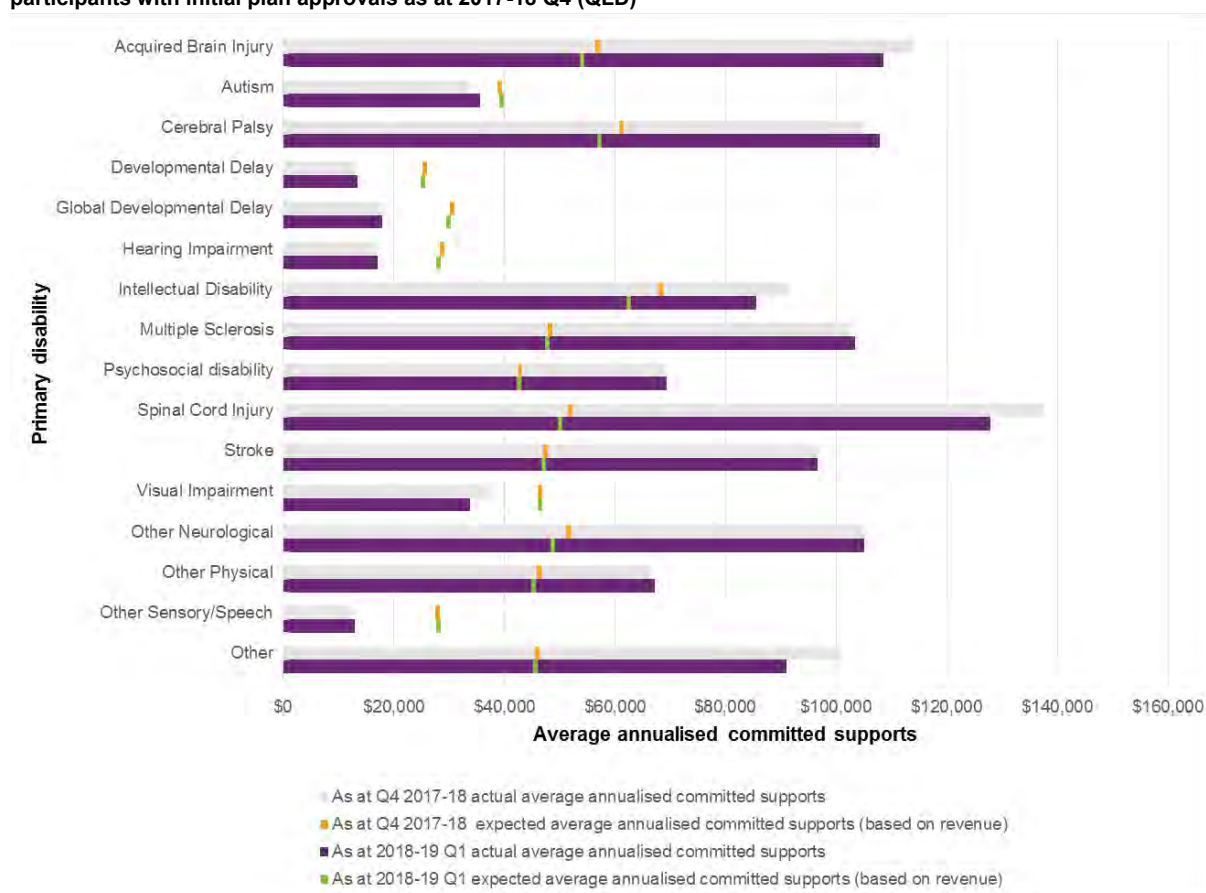
**Figure H.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (QLD)**



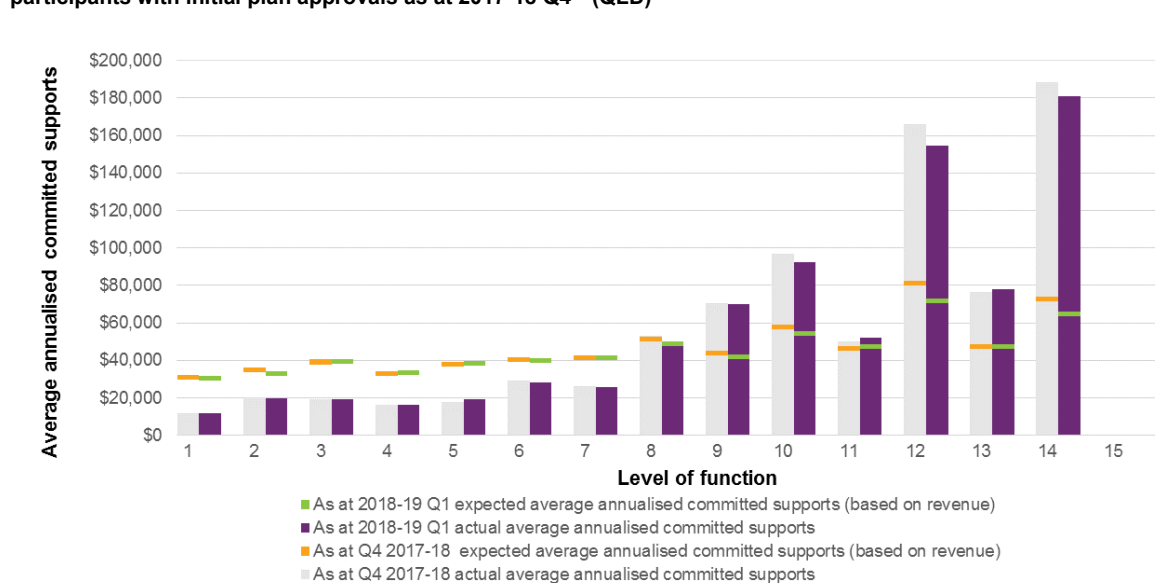
**Figure H.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (QLD)**



**Figure H.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (QLD)**



**Figure H.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>97</sup> (QLD)**

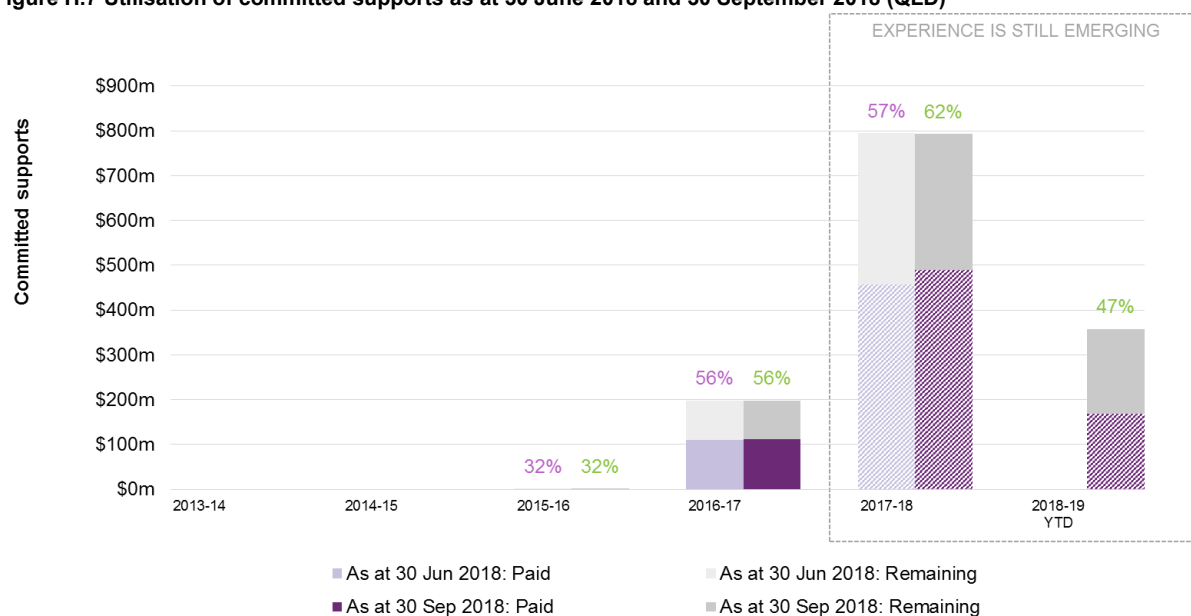


<sup>97</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Table H.42 Payments by financial year, compared to committed supports (\$m) – QLD**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	0.0	0.0	1.0	198.2	792.5	357.8	1,349.4
Total paid	0.0	0.0	0.3	111.1	489.3	168.4	769.0
% utilised to date	0.0	0.0	32%	56%	62%	47%	57% <sup>98</sup>

**Figure H.7 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (QLD)**



<sup>98</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

# Appendix I:

## Western Australia

### Part One: Participants and their plans

Table I.1 Plan approvals compared to estimates – WA<sup>99</sup>

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	4,508	1,116	5,624	5,626	6,080

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA<sup>100</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>10,926</b>	<b>4,452</b>	<b>15,378</b>
<b>Access Met</b>	<b>9,978</b>	<b>4,040</b>	<b>14,018</b>
<i>State</i>	6,307	2,767	9,074
<i>Commonwealth</i>	293	190	483
<i>New</i>	3,378	1,083	4,461
<b>Total Participant Plans</b>	<b>4,508</b>	<b>1,118</b>	<b>5,626</b>
<i>State</i>	1,801	699	2,500
<i>Commonwealth</i>	117	49	166
<i>New</i>	2,590	368	2,958
<i>ECEI</i>	0	2	2
<b>Total Participant Plans</b>	<b>4,508</b>	<b>1,118</b>	<b>5,626</b>
<i>Early Intervention (s25)</i>	854	114	968
<i>Permanent Disability (s24)</i>	3,654	1,002	4,656
<i>ECEI</i>	0	2	2

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – WA

<b>Exits</b>	
<b>Total participant exits</b>	<b>110</b>
<i>Early Intervention participants</i>	21
<i>Permanent disability participants</i>	89

<sup>99</sup> In this table the 5,624 participants include the 966 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants in subsequent tables where the percentage of estimate is shown.

<sup>100</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 80% of people with a hearing impairment met the access criteria compared to 91% overall.



Table I.4 Cumulative position by services previously received – WA<sup>101</sup>

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	1,069	83	1,342		2,494	2,493	100%
End of 2016-17	1,629	87	2,066	0	3,782	3,778	100%
End of 2017-18	1,801	117	2,590	0	4,508	5,566	78%
End of 2018-19 Q1	2,500	166	2,958	2	5,626	6,080	77%

Table I.5 Cumulative position by entry into the Scheme – WA<sup>102</sup>

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	363	2,131		2,494	2,493	100%
End of 2016-17	667	3,115	0	3,782	3,778	100%
End of 2017-18	854	3,654	0	4,508	5,566	78%
End of 2018-19 Q1	968	4,656	2	5,626	6,080	77%

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	197	4.5%	45	4.0%	242	4.4%
Not Aboriginal and Torres Strait Islander	4,118	93.6%	1,044	93.6%	5,162	93.6%
Not Stated	84	1.9%	26	2.3%	110	2.0%
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

Table I.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	323	7.3%	53	4.8%	376	6.8%
Not CALD	3,858	87.7%	412	37.0%	4,270	77.4%
Not Stated	218	5.0%	650	58.3%	868	15.7%
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

Table I.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	28	0.6%	1	0.1%	29	0.5%
Not YPIRAC	4,371	99.4%	1,114	99.9%	5,485	99.5%
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

<sup>101</sup> In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

<sup>102</sup> Ibid.

**Table I.9 Participant profile per quarter by remoteness – WA<sup>103,104</sup>**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Major Cities	3,979	90.7%	1,031	92.7%	<b>5,010</b>	<b>90.9%</b>
Population > 50,000	123	2.8%	35	3.1%	<b>158</b>	<b>2.9%</b>
Population between 15,000 and 50,000	54	1.2%	1	0.1%	<b>55</b>	<b>1.0%</b>
Population between 5,000 and 15,000	76	1.7%	10	0.9%	<b>86</b>	<b>1.6%</b>
Population less than 5,000	143	3.3%	35	3.1%	<b>178</b>	<b>3.2%</b>
Remote	7	0.2%	0	0.0%	<b>7</b>	<b>0.1%</b>
Very Remote	5	0.1%	0	0.0%	<b>5</b>	<b>0.1%</b>
Missing	12		3		<b>15</b>	
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

**Table I.10 Participant profile per quarter by disability group - WA<sup>105,106</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	1,482	34%	368	33%	<b>1,850</b>	<b>34%</b>
Intellectual Disability	1,038	24%	284	25%	<b>1,322</b>	<b>24%</b>
Psychosocial disability	367	8%	91	8%	<b>458</b>	<b>8%</b>
Cerebral Palsy	225	5%	45	4%	<b>270</b>	<b>5%</b>
Other Neurological	190	4%	72	6%	<b>262</b>	<b>5%</b>
Developmental Delay	141	3%	30	3%	<b>171</b>	<b>3%</b>
Other Physical	179	4%	48	4%	<b>227</b>	<b>4%</b>
Acquired Brain Injury	132	3%	34	3%	<b>166</b>	<b>3%</b>
Hearing Impairment	96	2%	30	3%	<b>126</b>	<b>2%</b>
Visual Impairment	79	2%	19	2%	<b>98</b>	<b>2%</b>
Multiple Sclerosis	112	3%	25	2%	<b>137</b>	<b>2%</b>
Other Sensory/Speech	79	2%	3	0%	<b>82</b>	<b>1%</b>
Global Developmental Delay	153	3%	43	4%	<b>196</b>	<b>4%</b>
Stroke	61	1%	8	1%	<b>69</b>	<b>1%</b>
Spinal Cord Injury	61	1%	14	1%	<b>75</b>	<b>1%</b>
Other	4	0%	1	0%	<b>5</b>	<b>0%</b>
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

<sup>103</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>104</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>105</sup> Table order based on national proportions (highest to lowest)

<sup>106</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

**Table I.11 Participant profile per quarter by level of function – WA**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	262	6%	96	9%	<b>358</b>	<b>7%</b>
2 (High Function)	16	0%	5	0%	<b>21</b>	<b>0%</b>
3 (High Function)	281	6%	92	8%	<b>373</b>	<b>7%</b>
4 (High Function)	211	5%	42	4%	<b>253</b>	<b>5%</b>
5 (High Function)	493	11%	80	7%	<b>573</b>	<b>11%</b>
6 (Moderate Function)	629	14%	188	17%	<b>817</b>	<b>15%</b>
7 (Moderate Function)	346	8%	78	7%	<b>424</b>	<b>8%</b>
8 (Moderate Function)	345	8%	94	8%	<b>439</b>	<b>8%</b>
9 (Moderate Function)	27	1%	4	0%	<b>31</b>	<b>1%</b>
10 (Moderate Function)	462	11%	134	12%	<b>596</b>	<b>11%</b>
11 (Low Function)	256	6%	41	4%	<b>297</b>	<b>5%</b>
12 (Low Function)	601	14%	192	17%	<b>793</b>	<b>15%</b>
13 (Low Function)	306	7%	50	4%	<b>356</b>	<b>7%</b>
14 (Low Function)	103	2%	19	2%	<b>122</b>	<b>2%</b>
15 (Low Function)	0	0%	0	0%	<b>0</b>	<b>0%</b>
Missing	61		0		<b>61</b>	
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

**Table I.12 Participant profile per quarter by Age group – WA**

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	526	12%	185	17%	<b>711</b>	<b>13%</b>
7 to 14	1,191	27%	255	23%	<b>1,446</b>	<b>26%</b>
15 to 18	384	9%	70	6%	<b>454</b>	<b>8%</b>
19 to 24	383	9%	90	8%	<b>473</b>	<b>9%</b>
25 to 34	467	11%	119	11%	<b>586</b>	<b>11%</b>
35 to 44	354	8%	89	8%	<b>443</b>	<b>8%</b>
45 to 54	463	11%	146	13%	<b>609</b>	<b>11%</b>
55 to 64	504	11%	149	13%	<b>653</b>	<b>12%</b>
65+	127	3%	12	1%	<b>139</b>	<b>3%</b>
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

**Table I.13 Participant profile per quarter by Gender – WA**

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	2,843	65%	676	61%	<b>3,519</b>	<b>64%</b>
Female	1,520	35%	418	37%	<b>1,938</b>	<b>35%</b>
Indeterminate	36	1%	21	2%	<b>57</b>	<b>1%</b>
<b>Total</b>	<b>4,399</b>	<b>100%</b>	<b>1,115</b>	<b>100%</b>	<b>5,514</b>	<b>100%</b>

## Part Two: Participant experience and outcomes

Table I.14 Number of questionnaires completed by SFOF version – WA<sup>107</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	299	132	83	514
Participant school to 14	283	224	356	863
Participant 15 to 24	144	57	155	356
Participant 25 and over	507	292	505	1,304
<b>Total Participant</b>	<b>1,233</b>	<b>705</b>	<b>1,099</b>	<b>3,037</b>
Family 0 to 14	561	345	423	1,329
Family 15 to 24	38	40	118	196
Family 25 and over	23	79	184	286
<b>Total Family</b>	<b>622</b>	<b>464</b>	<b>725</b>	<b>1,811</b>
<b>Total</b>	<b>1,855</b>	<b>1,169</b>	<b>1,824</b>	<b>4,848</b>

Table I.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

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	63%			
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		32%		
DL	% who say their child is becoming more independent		53%		
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			50%	
CC	% who choose who supports them			35%	58%
CC	% who choose what they do each day			49%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	30%
CC	% who want more choice and control in their life			74%	64%

<sup>107</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

**Table I.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – WA**

	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%	68%		
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		43%		
REL	Of these, % who are welcomed or actively included	67%	78%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			37%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	43%

**Table I.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA**

	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			83%	77%
HM	% who feel safe or very safe in their home			87%	75%
HW	% who rate their health as good, very good or excellent			71%	50%
HW	% who did not have any difficulties accessing health services			76%	79%
LL	% who currently attend or previously attended school in a mainstream class			41%	
LL	% who participate in education, training or skill development				11%
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				31%
WK	% who have a paid job			21%	24%
WK	% who volunteer			17%	14%

**Table I.18 Selected key indicators for families/carers of participants – WA**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	15%	23%
% receiving Carer Allowance	42%	36%	27%
% working in a paid job	45%	52%	35%
Of those in a paid job, % in permanent employment	76%	77%	83%
Of those in a paid job, % working 15 hours or more	76%	84%	90%
% who say they (and their partner) are able to work as much as they want	46%	58%	70%
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%	90%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	24%	26%
% able to advocate for their child/family member	81%	79%	74%
% who have friends and family they see as often as they like	52%	60%	58%
% 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		49%	
% who feel in control selecting services		55%	62%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			41%
% who rate their health as good, very good or excellent	77%	71%	71%

**Table I.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=71) – WA**

Question	% Yes
DL Has the NDIS improved your child's development?	87%
DL Has the NDIS improved your child's access to specialist services?	91%
CC Has the NDIS helped increase your child's ability to communicate what they want?	66%
REL Has the NDIS improved how your child fits into family life?	63%
S/CP Has the NDIS improved how your child fits into community life?	54%



**Table I.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=444) – WA**

	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?	42%
REL	Has the NDIS improved your child's relationships with family and friends?	54%
S/CP	Has the NDIS improved your child's social and recreational life?	51%

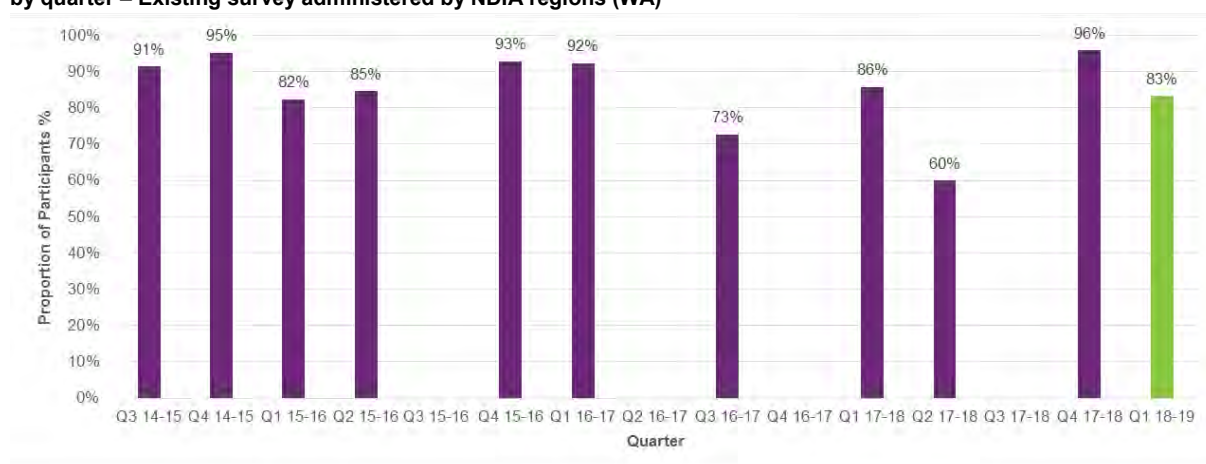
**Table I.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=147) and ‘Participant 25 and over’ (n=455) – WA**

	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?	70%	82%
REL	Has the NDIS helped you to meet more people?	53%	61%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	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?	37%	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?	63%	68%

**Table I.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=494); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=62) – WA**

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?	59%	46%
Has the NDIS improved the level of support for your family?	69%	56%
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%	65%
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%

**Figure I.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (WA)\*<sup>108</sup>**



\*Of the participants describing satisfaction with the Agency planning process in Q1 of 2018-19, 83% gave a rating of good or very good, 11% gave a neutral rating and 6% gave a rating of poor or very poor.

**Table I.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (WA)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	89%	11%	0%
I had enough time to tell my story and say what support I need	94%	6%	0%
The planner knows what I can do well	100%	0%	0%
The planner had some good ideas for my plan	83%	17%	0%
I know what is in my plan	72%	28%	0%
The planner helped me think about my future	61%	22%	17%
I think my plan will make my life better	78%	17%	6%
The planning meeting went well	89%	0%	11%

**Table I.24 Plan reviews conducted per quarter – WA**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>6,325</b>	<b>876</b>	<b>7,201</b>
Early intervention plans	986	176	1,162
Permanent disability plans	5,339	700	6,039

**Table I.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>5,460</b>	<b>693</b>	<b>6,153</b>
Early intervention plans	4,227	366	4,593
Permanent disability plans	1,233	327	1,560

<sup>108</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table I.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>865</b>	<b>183</b>	<b>1,048</b>
<i>Trial participants</i>	677	84	761
<i>Transition participants</i>	188	99	287

**Table I.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA<sup>109</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>12.2%</b>	<b>14.4%</b>	<b>12.5%</b>

**Table I.28 AAT cases by category – WA**

	Prior Quarters		2018-19 Q1		Total	
Category	N	%	N	%	N	%
Access	9	31%	2	40%	11	32%
Plan	14	48%	3	60%	17	50%
Plan Review	6	21%	0	0%	6	18%
Other	0	0%	0	0%	0	0%
<b>Total</b>	<b>29</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>34</b>	<b>100%</b>
<b>% of all access decisions<sup>110</sup></b>	<b>0.24%</b>		<b>0.15%</b>		<b>0.22%</b>	

**Table I.29 AAT cases by open/closed and decision – WA**

	N
<b>AAT Cases</b>	<b>34</b>
<b>Open AAT Cases</b>	<b>17</b>
<b>Closed AAT Cases</b>	<b>17</b>
<i>Resolved before hearing</i>	17
<i>Gone to hearing and received a substantive decision</i>	0

**Table I.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA**

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	12%	8%	<b>10%</b>
Self-managed partly	18%	18%	<b>18%</b>
Plan managed	6%	4%	<b>5%</b>
Agency managed	64%	69%	<b>67%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>109</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>110</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table I.31 Distribution of active participants by support coordination and quarter of plan approval – WA**

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	68%	47%	58%

**Table I.32 Duration to plan activation by quarter of initial plan approval for active participants – WA<sup>111</sup>**

	Prior Quarters (Transition Only)		2017-18 Q3	
Plan activation	N	%	N	%
Less than 30 days	937	61%	20	61%
30 to 59 days	184	12%	8	24%
60 to 89 days	103	7%	0	0%
<b>Activated within 90 days</b>	<b>1,224</b>	<b>79%</b>	<b>28</b>	<b>85%</b>
90 to 119 days	71	5%	1	3%
120 days and over	116	8%	0	0%
<b>Activated between 90 and 180 days</b>	<b>187</b>	<b>12%</b>	<b>1</b>	<b>3%</b>
No payments	130	8%	4	12%
<b>Total plans approved</b>	<b>1,541</b>	<b>100%</b>	<b>33</b>	<b>100%</b>

**Table I.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – WA**

Plan utilisation <sup>112</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	35%	64%	35%
50% to 75%	27%	18%	27%
> 75%	38%	18%	38%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table I.34 Proportion of active participants with approved plans accessing mainstream supports – WA**

	Prior Quarters	2018-19 Q1	Total
Daily Activities	8%	6%	7%
Health & Wellbeing	46%	51%	49%
Lifelong Learning	21%	22%	21%
Other	21%	19%	20%
Non-categorised	30%	25%	28%
<b>Any mainstream service</b>	<b>94%</b>	<b>90%</b>	<b>92%</b>

<sup>111</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>112</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

### Part Three: Providers and the growing market

Table I.35 Key provider indicators by quarter - WA

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	207	2	207
<i>Company/ organisation</i>	841	17	846
<i>Total</i>	1,048	19	1,053
b) Registration revoked	14		

Table I.36 Number of approved providers by registration group - WA<sup>113</sup>

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	102	2	104	2%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	91	10	101	11%
Assistance with travel/transport arrangements	175	6	181	3%
Daily Personal Activities	111	10	121	9%
Group and Centre Based Activities	90	7	97	8%
High Intensity Daily Personal Activities	104	6	110	6%
Household tasks	182	5	187	3%
Interpreting and translation	52	0	52	0%
Participation in community, social and civic activities	132	8	140	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	166	1	167	1%
Assistive products for household tasks	129	2	131	2%
Assistance products for personal care and safety	306	5	311	2%
Communication and information equipment	122	0	122	0%
Customised Prosthetics	84	1	85	1%
Hearing Equipment	48	1	49	2%
Hearing Services	7	0	7	0%
Personal Mobility Equipment	231	2	233	1%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	48	2	50	4%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	115	6	121	5%
Behaviour Support	98	8	106	8%
Community nursing care for high needs	68	0	68	0%
Development of daily living and life skills	114	10	124	9%
Early Intervention supports for early childhood	114	2	116	2%
Exercise Physiology and Physical Wellbeing activities	85	4	89	5%
Innovative Community Participation	117	4	121	3%
Specialised Driving Training	55	1	56	2%
Therapeutic Supports	248	4	252	2%
<b>Capital services</b>				
Home modification design and construction	124	2	126	2%
Specialised Disability Accommodation	23	1	24	4%
Vehicle Modifications	32	0	32	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	47	6	53	13%
Support Coordination	70	13	83	19%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	65	0	65	0%
Specialised Supported Employment	23	1	24	4%
<b>Total approved providers</b>	<b>1,034</b>	<b>19</b>	<b>1,053</b>	<b>2%</b>

<sup>113</sup> The 14 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table I.37 Key markets indicators by quarter – WA**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.71	1.62
b) Number of providers delivering new supports	79	114
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	25%	27%
<i>Not yet active (%)</i>	70%	67%
<i>Inactive (%)</i>	6%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	82%
<i>Therapeutic Supports (%)</i>	93%	92%
<i>Participate Community (%)</i>	79%	82%
<i>Early Childhood Supports (%)</i>	89%	89%
<i>Assist Personal Activities (%)</i>	81%	81%



Table I.38 Cumulative number of providers that have been active by registration group – WA

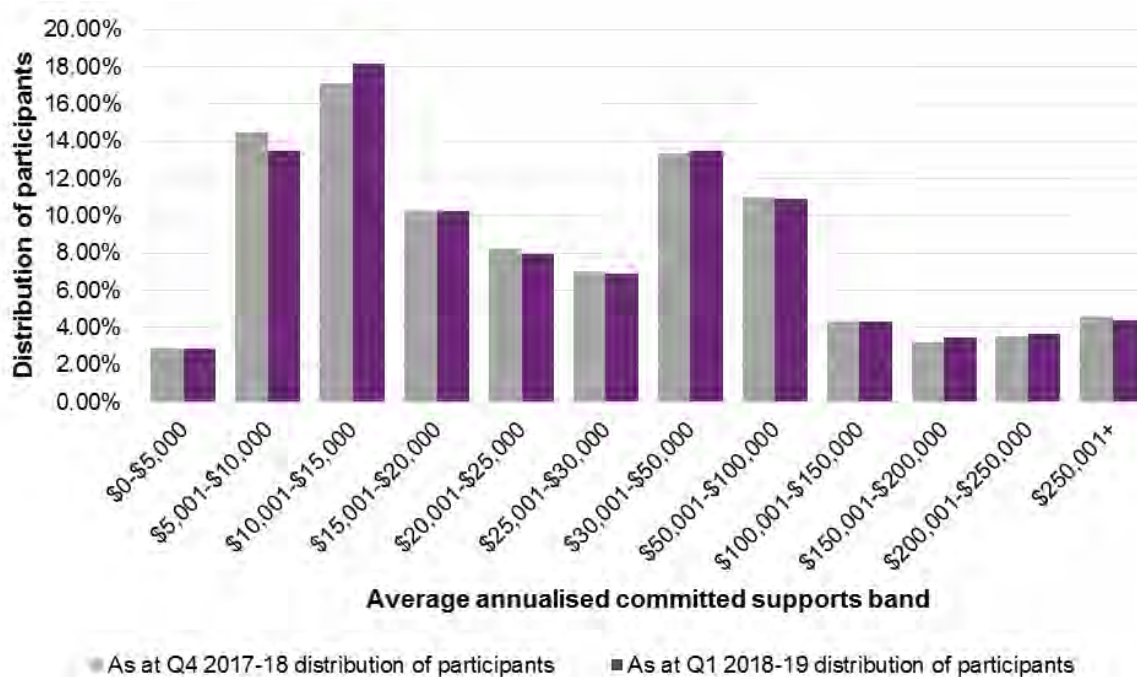
Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	10	1	11	10%
Assistance Animals	0	1	1	-
Assistance with daily life tasks in a group or shared living arrangement	42	2	44	5%
Assistance with travel/transport arrangements	50	4	54	8%
Daily Personal Activities	59	9	68	15%
Group and Centre Based Activities	34	2	36	6%
High Intensity Daily Personal Activities	58	3	61	5%
Household tasks	42	7	49	17%
Interpreting and translation	5	1	6	20%
Participation in community, social and civic activities	74	5	79	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	13	0	13	0%
Assistive products for household tasks	4	3	7	75%
Assistance products for personal care and safety	84	7	91	8%
Communication and information equipment	11	1	12	9%
Customised Prosthetics	28	1	29	4%
Hearing Equipment	3	0	3	0%
Hearing Services	1	1	2	100%
Personal Mobility Equipment	45	2	47	4%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	8	0	8	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	58	5	63	9%
Behaviour Support	33	4	37	12%
Community nursing care for high needs	9	0	9	0%
Development of daily living and life skills	55	2	57	4%
Early Intervention supports for early childhood	44	5	49	11%
Exercise Physiology and Physical Wellbeing activities	10	0	10	0%
Innovative Community Participation	2	0	2	0%
Specialised Driving Training	9	0	9	0%
Therapeutic Supports	118	16	134	14%
<b>Capital services</b>				
Home modification design and construction	21	1	22	5%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	3	0	3	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	17	3	20	18%
Support Coordination	24	0	24	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	26	1	27	4%
Specialised Supported Employment	9	0	9	0%
<b>Total approved active providers</b>	<b>317</b>	<b>31</b>	<b>348</b>	<b>10%</b>

## Part Five: Financial sustainability

Table I.39 Committed supports by financial year (\$m) - WA

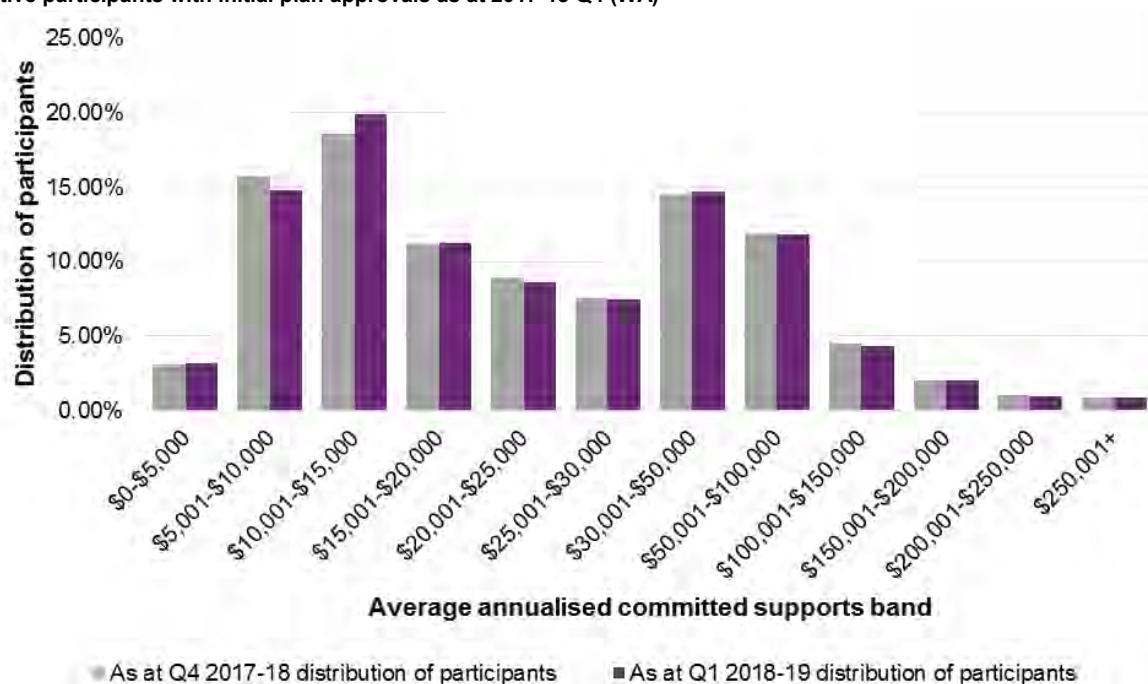
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>114</sup>	Total
Total Committed	0.0	18.9	69.6	168.1	214.9	68.2	<b>539.5</b>

Figure I.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (WA)

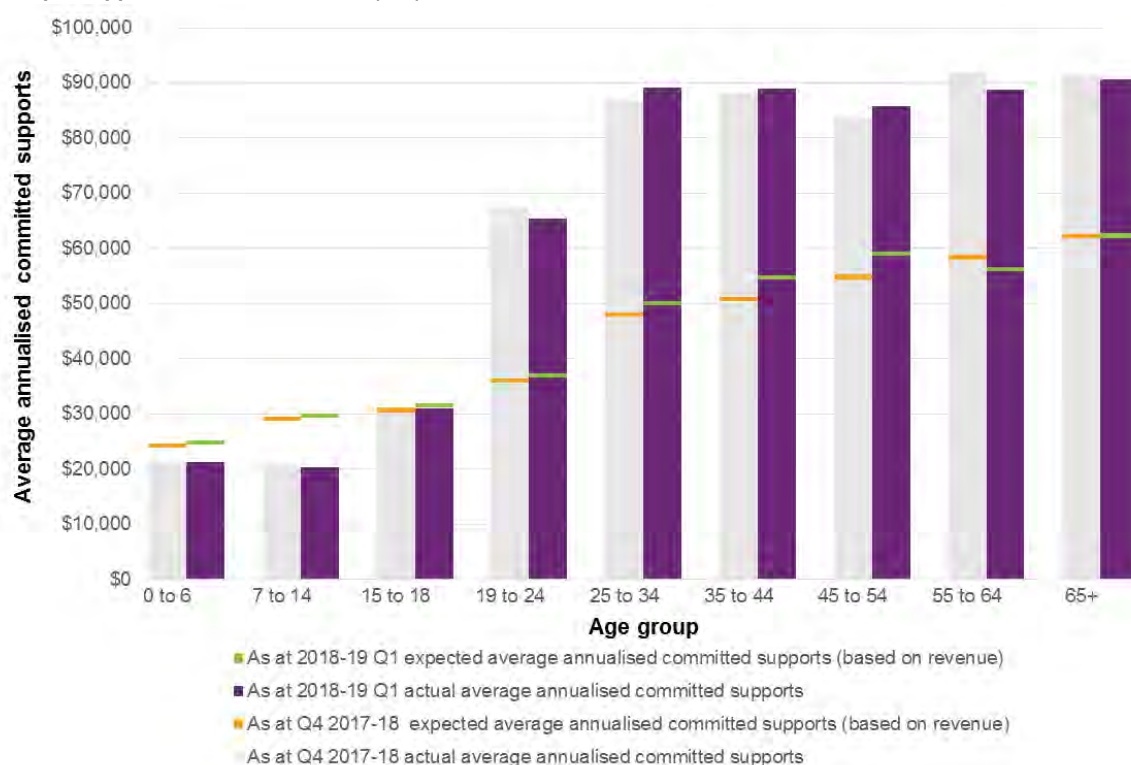


<sup>114</sup> Note: the \$68 million in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

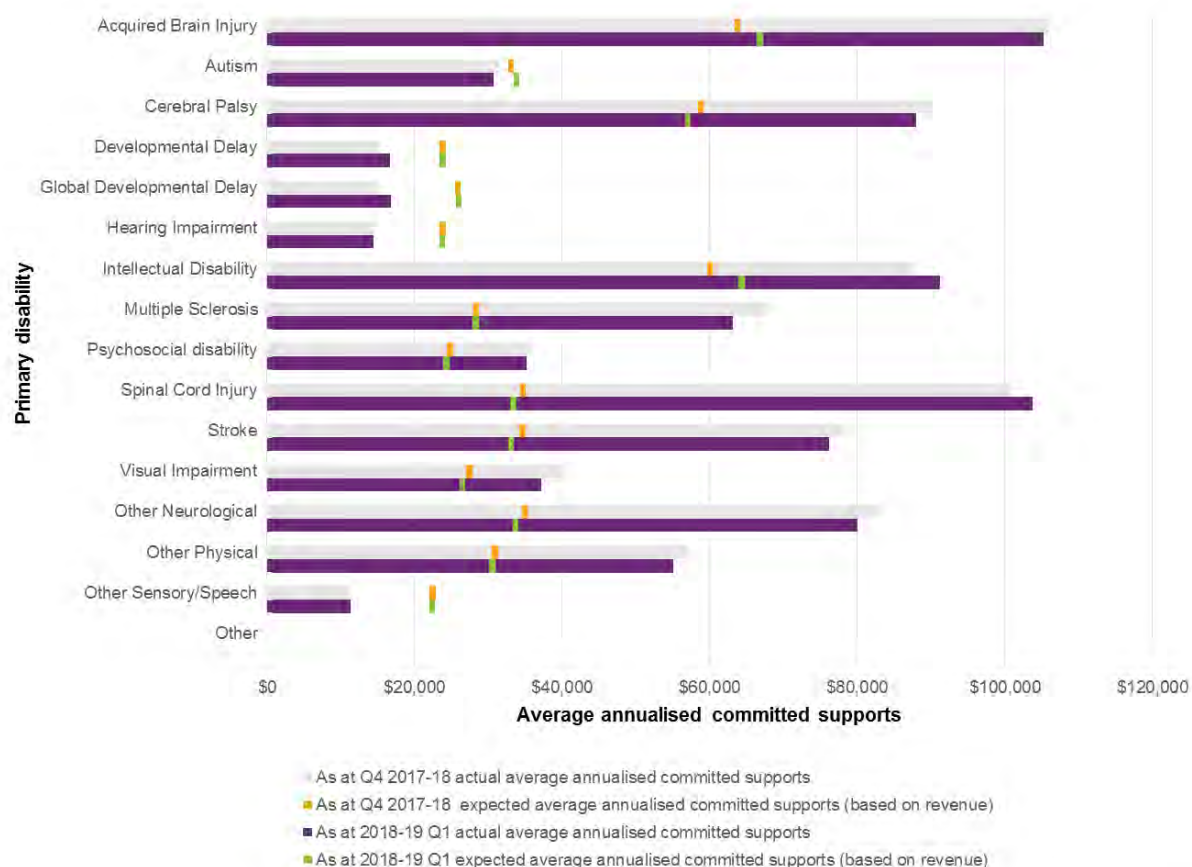
**Figure I.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (WA)**



**Figure I.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (WA)**

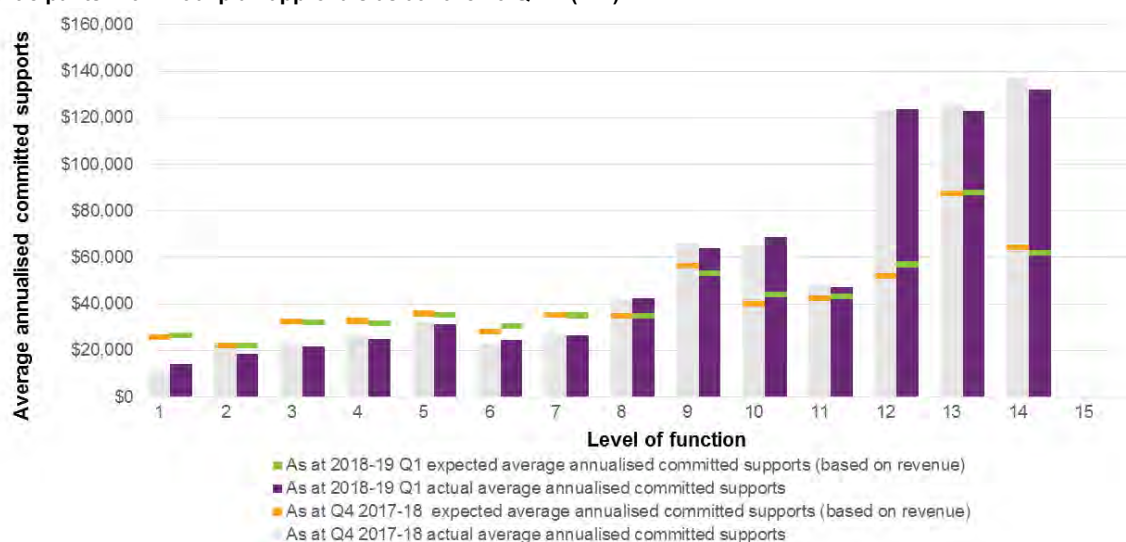


**Figure I.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>115</sup> (WA)**



<sup>115</sup> Average annualised committed supports are not shown where there is insufficient data in the group.

**Figure I.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4<sup>116</sup> (WA)**



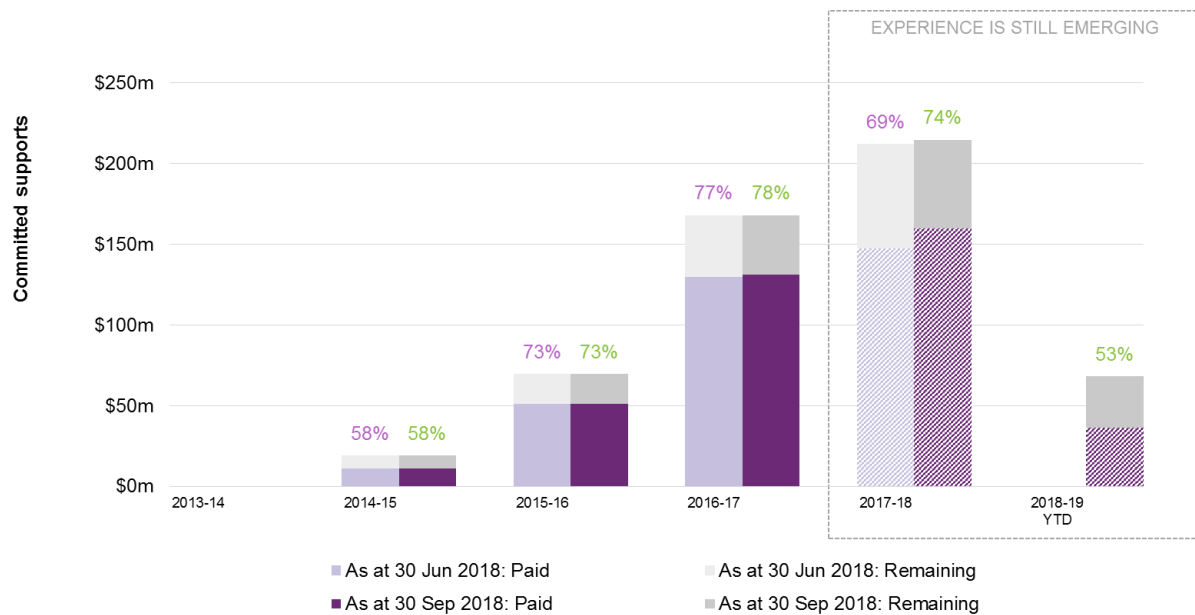
**Table I.40 Payments by financial year, compared to committed supports (\$m) – WA**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	0.0	18.9	69.6	168.1	214.9	68.2	539.5
Total paid	0.0	10.9	51.1	131.2	159.9	36.2	389.2
% utilised to date	0.0	58%	73%	78%	74%	53%	72% <sup>117</sup>

**Figure I.7 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (WA)**

<sup>116</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

<sup>117</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.



# Appendix J:

## South Australia

### Part One: Participants and their plans

Table J.1 Plan approvals compared to estimates – SA

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	18,460	2,268	20,728	20,859	27,539

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA<sup>118</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>30,111</b>	<b>2,472</b>	<b>32,583</b>
<b>Access Met</b>	<b>26,403</b>	<b>1,559</b>	<b>27,962</b>
State	12,288	534	12,822
Commonwealth	1,973	89	2,062
New	12,142	936	13,078
<b>Total Participant Plans</b>	<b>18,565</b>	<b>2,399</b>	<b>20,859</b>
State	7,777	1,306	9,083
Commonwealth	1,276	201	1,477
New	9,407	761	10,168
ECEI <sup>119</sup>	105	131	131
<b>Total Participant Plans</b>	<b>18,565</b>	<b>2,399</b>	<b>20,859</b>
Early Intervention (s25)	8,797	271	9,068
Permanent Disability (s24)	9,663	1,997	11,660
ECEI <sup>120</sup>	105	131	131

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – SA

Exits	
<b>Total participant exits</b>	<b>821</b>
Early Intervention participants	717
Permanent disability participants	104

<sup>118</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 81% of people with a hearing impairment met the access criteria compared to 63% overall.

<sup>119</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>120</sup> Ibid.



**Table J.4 Cumulative position by services previously received – SA**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,472	515	4,130		7,117	8,500	84%
End of 2016-17	3,829	541	7,261	482	12,113	12,887	94%
End of 2017-18	7,777	1,276	9,407	105	18,565	25,957	72%
End of 2018-19 Q1	9,083	1,477	10,168	131	20,859	27,539	76%

**Table J.5 Cumulative position by entry into the Scheme – SA**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	5,111	2,006		7,117	8,500	84%
End of 2016-17	7,577	4,054	482	12,113	12,887	94%
End of 2017-18	8,797	9,663	105	18,565	25,957	72%
End of 2018-19 Q1	9,068	11,660	131	20,859	27,539	76%

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	772	4.4%	101	4.5%	873	4.4%
Not Aboriginal and Torres Strait Islander	15,931	90.3%	2,059	90.8%	17,990	90.4%
Not Stated	937	5.3%	107	4.7%	1,044	5.2%
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

**Table J.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	1,116	6.3%	172	7.6%	1,288	6.5%
Not CALD	16,314	92.5%	2,095	92.4%	18,409	92.5%
Not Stated	210	1.2%	0	0.0%	210	1.1%
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

**Table J.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	61	0.3%	30	1.3%	91	0.5%
Not YPIRAC	17,579	99.7%	2,237	98.7%	19,816	99.5%
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

**Table J.9 Participant profile per quarter by remoteness – SA<sup>121,122</sup>**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Major Cities	13,248	75.4%	1,590	70.3%	<b>14,838</b>	<b>74.5%</b>
Population > 50,000	476	2.7%	46	2.0%	<b>522</b>	<b>2.6%</b>
Population between 15,000 and 50,000	1,355	7.7%	252	11.1%	<b>1,607</b>	<b>8.1%</b>
Population between 5,000 and 15,000	313	1.8%	42	1.9%	<b>355</b>	<b>1.8%</b>
Population less than 5,000	1,797	10.2%	217	9.6%	<b>2,014</b>	<b>10.1%</b>
Remote	266	1.5%	90	4.0%	<b>356</b>	<b>1.8%</b>
Very Remote	108	0.6%	25	1.1%	<b>133</b>	<b>0.7%</b>
Missing	77		5		<b>82</b>	
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

**Table J.10 Participant profile per quarter by disability group - SA<sup>123,124</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	7,633	43%	551	24%	<b>8,184</b>	<b>41%</b>
Intellectual Disability	3,811	22%	639	28%	<b>4,450</b>	<b>22%</b>
Psychosocial disability	228	1%	82	4%	<b>310</b>	<b>2%</b>
Cerebral Palsy	692	4%	98	4%	<b>790</b>	<b>4%</b>
Other Neurological	555	3%	164	7%	<b>719</b>	<b>4%</b>
Developmental Delay	1,028	6%	72	3%	<b>1,100</b>	<b>6%</b>
Other Physical	631	4%	173	8%	<b>804</b>	<b>4%</b>
Acquired Brain Injury	489	3%	164	7%	<b>653</b>	<b>3%</b>
Hearing Impairment	471	3%	78	3%	<b>549</b>	<b>3%</b>
Visual Impairment	321	2%	43	2%	<b>364</b>	<b>2%</b>
Multiple Sclerosis	225	1%	81	4%	<b>306</b>	<b>2%</b>
Other Sensory/Speech	789	4%	12	1%	<b>801</b>	<b>4%</b>
Global Developmental Delay	506	3%	37	2%	<b>543</b>	<b>3%</b>
Stroke	113	1%	25	1%	<b>138</b>	<b>1%</b>
Spinal Cord Injury	111	1%	42	2%	<b>153</b>	<b>1%</b>
Other	37	0%	6	0%	<b>43</b>	<b>0%</b>
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

<sup>121</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>122</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>123</sup> Table order based on national proportions (highest to lowest)

<sup>124</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

**Table J.11 Participant profile per quarter by level of function – SA**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1,116	6%	83	4%	<b>1,199</b>	<b>6%</b>
2 (High Function)	4	0%	8	0%	<b>12</b>	<b>0%</b>
3 (High Function)	1,088	6%	154	7%	<b>1,242</b>	<b>6%</b>
4 (High Function)	1,198	7%	75	3%	<b>1,273</b>	<b>6%</b>
5 (High Function)	2,787	16%	106	5%	<b>2,893</b>	<b>15%</b>
6 (Moderate Function)	3,604	21%	569	25%	<b>4,173</b>	<b>21%</b>
7 (Moderate Function)	1,678	10%	65	3%	<b>1,743</b>	<b>9%</b>
8 (Moderate Function)	868	5%	288	13%	<b>1,156</b>	<b>6%</b>
9 (Moderate Function)	50	0%	13	1%	<b>63</b>	<b>0%</b>
10 (Moderate Function)	1,143	7%	330	15%	<b>1,473</b>	<b>7%</b>
11 (Low Function)	1,109	6%	18	1%	<b>1,127</b>	<b>6%</b>
12 (Low Function)	1,289	7%	421	19%	<b>1,710</b>	<b>9%</b>
13 (Low Function)	1,315	8%	83	4%	<b>1,398</b>	<b>7%</b>
14 (Low Function)	237	1%	53	2%	<b>290</b>	<b>1%</b>
15 (Low Function)	1	0%	1	0%	<b>2</b>	<b>0%</b>
Missing	153		0		<b>153</b>	
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

Table J.12 Participant profile per quarter by Age group – SA

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	3,010	17%	212	9%	<b>3,222</b>	<b>16%</b>
7 to 14	7,791	44%	302	13%	<b>8,093</b>	<b>41%</b>
15 to 18	1,991	11%	64	3%	<b>2,055</b>	<b>10%</b>
19 to 24	1,008	6%	225	10%	<b>1,233</b>	<b>6%</b>
25 to 34	856	5%	332	15%	<b>1,188</b>	<b>6%</b>
35 to 44	739	4%	255	11%	<b>994</b>	<b>5%</b>
45 to 54	970	5%	373	16%	<b>1,343</b>	<b>7%</b>
55 to 64	1,124	6%	460	20%	<b>1,584</b>	<b>8%</b>
65+	151	1%	44	2%	<b>195</b>	<b>1%</b>
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

Table J.13 Participant profile per quarter by Gender – SA

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	11,585	66%	1,340	59%	<b>12,925</b>	<b>65%</b>
Female	5,549	31%	863	38%	<b>6,412</b>	<b>32%</b>
Indeterminate	506	3%	64	3%	<b>570</b>	<b>3%</b>
<b>Total</b>	<b>17,640</b>	<b>100%</b>	<b>2,267</b>	<b>100%</b>	<b>19,907</b>	<b>100%</b>

## Part Two: Participant experience and outcomes

Table J.14 Number of questionnaires completed by SFOF version – SA<sup>125</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	1,484	857	146	2,487
Participant school to 14	2,090	1,090	384	3,564
Participant 15 to 24	524	1,115	307	1,946
Participant 25 and over	29	3,674	1,425	5,128
<b>Total Participant</b>	<b>4,127</b>	<b>6,736</b>	<b>2,262</b>	<b>13,125</b>
Family 0 to 14	3,423	1,847	521	5,791
Family 15 to 24	476	775	209	1,460
Family 25 and over	1	1,278	552	1,831
<b>Total Family</b>	<b>3,900</b>	<b>3,900</b>	<b>1,282</b>	<b>9,082</b>
<b>Total</b>	<b>8,027</b>	<b>10,636</b>	<b>3,544</b>	<b>22,207</b>

<sup>125</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

**Table J.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA**

	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	56%			
CC	% who say their child is able to tell them what he/she wants	77%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		33%		
DL	% who say their child is becoming more independent		53%		
CC	% of children who have a genuine say in decisions about themselves		79%		
CC	% who are happy with the level of independence/control they have now			45%	
CC	% who choose who supports them			38%	62%
CC	% who choose what they do each day			49%	70%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	27%
CC	% who want more choice and control in their life			79%	76%

**Table J.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – SA**

	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%	68%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	61%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	64%	78%		
REL	% of children who spend time with friends without an adult present		19%		
REL	% with no friends other than family or paid staff			28%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	40%

**Table J.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		73%		
HM	% who are happy with their home			85%	81%
HM	% who feel safe or very safe in their home			88%	79%
HW	% who rate their health as good, very good or excellent			73%	52%
HW	% who did not have any difficulties accessing health services			76%	74%
LL	% who currently attend or previously attended school in a mainstream class			32%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				61%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			22%	30%
WK	% who volunteer			12%	12%

**Table J.18 Selected key indicators for families/carers of participants – SA**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	30%	27%
% receiving Carer Allowance	48%	54%	42%
% working in a paid job	47%	45%	32%
Of those in a paid job, % in permanent employment	74%	71%	74%
Of those in a paid job, % working 15 hours or more	78%	85%	83%
% who say they (and their partner) are able to work as much as they want	46%	53%	67%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	87%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	27%	21%
% able to advocate for their child/family member	78%	77%	76%
% who have friends and family they see as often as they like	52%	51%	56%
% 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		49%	
% who feel in control selecting services		46%	49%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	73%	63%	60%

**Table J.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=532)– SA**

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	93%
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?	76%
S/CP Has the NDIS improved how your child fits into community life?	65%



**Table J.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=1,548) – SA**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	65%
LL	Has the NDIS improved your child's access to education?	46%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

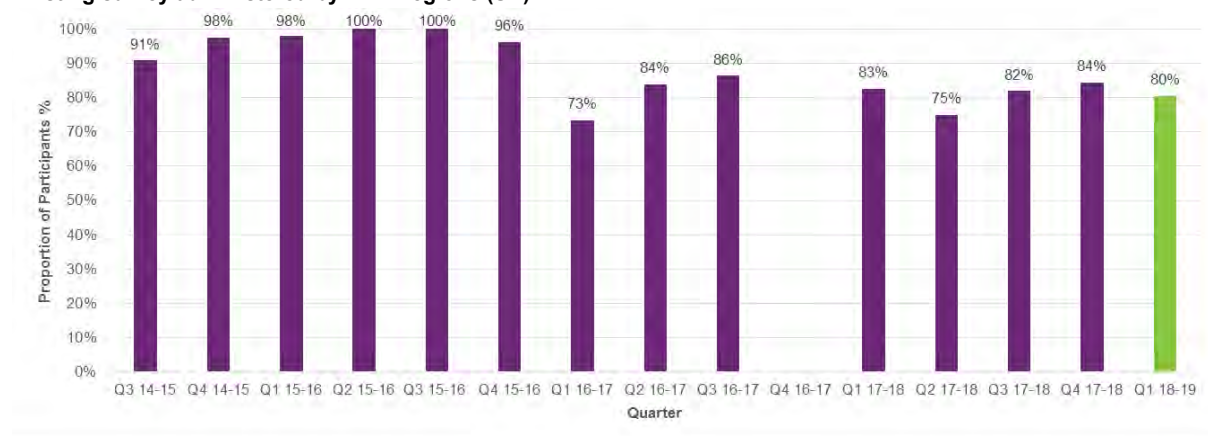
**Table J.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=742) and ‘Participant 25 and over’ (n=228) – SA**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	53%	66%
DL	Has the NDIS helped you with daily living activities?	51%	72%
REL	Has the NDIS helped you to meet more people?	40%	43%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	21%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	41%
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%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	17%
S/CP	Has the NDIS helped you be more involved?	45%	52%

**Table J.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,807); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=485) – SA**

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?	64%	43%
Has the NDIS improved the level of support for your family?	72%	56%
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%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	48%	34%

**Figure J.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (SA)\*<sup>126</sup>**



\*Of the participants describing satisfaction with the Agency planning process in Q1 of 2018-19, 80% gave a rating of good or very good, 9% gave a neutral rating and 11% gave a rating of poor or very poor.

**Table J.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (SA)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	0%	7%
I had enough time to tell my story and say what support I need	91%	2%	7%
The planner knows what I can do well	78%	11%	11%
The planner had some good ideas for my plan	72%	15%	13%
I know what is in my plan	78%	13%	9%
The planner helped me think about my future	76%	15%	9%
I think my plan will make my life better	78%	9%	13%
The planning meeting went well	83%	13%	4%

**Table J.24 Plan reviews conducted per quarter – SA**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>19,414</b>	<b>4,054</b>	<b>23,468</b>
Early intervention plans	12,577	2,256	14,833
Permanent disability plans	6,837	1,798	8,635

**Table J.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>16,793</b>	<b>3,622</b>	<b>20,415</b>
Trial participants	11,623	2,074	13,697
Transition participants	5,170	1,548	6,718

<sup>126</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

Table J.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,621</b>	<b>432</b>	<b>3,053</b>
<i>Trial participants</i>	1,439	111	1,550
<i>Transition participants</i>	1,182	321	1,503

Table J.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA<sup>127</sup>

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>10.8%</b>	<b>8.8%</b>	<b>10.4%</b>

Table J.28 AAT cases by category – SA

	Prior Quarters		2018-19 Q1		Total	
Category	N	%	N	%	N	%
Access	15	16%	12	36%	27	21%
Plan	54	58%	19	58%	73	58%
Plan Review	14	15%	1	3%	15	12%
Other	10	11%	1	3%	11	9%
<b>Total</b>	<b>93</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>126</b>	<b>100%</b>
<b>% of all access decisions<sup>128</sup></b>	<b>0.20%</b>		<b>0.42%</b>		<b>0.23%</b>	

Table J.29 AAT cases by open/closed and decision – SA

	N
<b>AAT Cases</b>	<b>126</b>
<b>Open AAT Cases</b>	<b>54</b>
<b>Closed AAT Cases</b>	<b>72</b>
<i>Resolved before hearing</i>	70
<i>Gone to hearing and received a substantive decision</i>	2*

\*Of the 2 cases which went to hearing and received a substantive decision: 1 affirmed the Agency's decision, 1 varied the Agency's decision, 0 overturned the Agency's decision and 0 set aside the Agency's decision.

Table J.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	12%	13%	<b>12%</b>
Self-managed partly	9%	8%	<b>9%</b>
Plan managed	17%	27%	<b>20%</b>
Agency managed	62%	53%	<b>59%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>127</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>128</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table J.31 Distribution of active participants by support coordination and quarter of plan approval – SA**

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	39%	35%	38%

**Table J.32 Duration to plan activation by quarter of initial plan approval for active participants – SA<sup>129</sup>**

	Prior Quarters (Transition Only)		2017-18 Q3	
Plan activation	N	%	N	%
Less than 30 days	3,456	47%	861	58%
30 to 59 days	1,033	14%	175	12%
60 to 89 days	555	8%	92	6%
<b>Activated within 90 days</b>	<b>5,044</b>	<b>69%</b>	<b>1,128</b>	<b>76%</b>
90 to 119 days	325	4%	50	3%
120 days and over	837	11%	68	5%
<b>Activated between 90 and 180 days</b>	<b>1,162</b>	<b>16%</b>	<b>118</b>	<b>8%</b>
No payments	1,127	15%	238	16%
<b>Total plans approved</b>	<b>7,333</b>	<b>100%</b>	<b>1,484</b>	<b>100%</b>

**Table J.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – SA**

Plan utilisation <sup>130</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	45%	67%	46%
50% to 75%	26%	17%	26%
> 75%	29%	16%	28%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table J.34 Proportion of active participants with approved plans accessing mainstream supports – SA**

	Prior Quarters	2018-19 Q1	Total
Daily Activities	8%	7%	8%
Health & Wellbeing	36%	36%	36%
Lifelong Learning	28%	20%	25%
Other	9%	10%	9%
Non-categorised	31%	35%	32%
<b>Any mainstream service</b>	<b>90%</b>	<b>89%</b>	<b>90%</b>

<sup>129</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>130</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

### Part Three: Providers and the growing market

Table J.35 Key provider indicators by quarter - SA

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	667	406	1,073
<i>Company/ organisation</i>	1,293	743	2,030
<i>Total</i>	1,960	1,149	3,103
b) Registration revoked	6		

Table J.36 Number of approved providers by registration group - SA<sup>131</sup>

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	115	257	372	223%
Assistance Animals	6	1	7	17%
Assistance with daily life tasks in a group or shared living arrangement	115	220	335	191%
Assistance with travel/transport arrangements	221	386	607	175%
Daily Personal Activities	150	279	429	186%
Group and Centre Based Activities	147	240	387	163%
High Intensity Daily Personal Activities	140	236	376	169%
Household tasks	345	466	811	135%
Interpreting and translation	77	105	182	136%
Participation in community, social and civic activities	186	309	495	166%
<b>Assistive Technology</b>				
Assistive equipment for recreation	258	132	390	51%
Assistive products for household tasks	232	177	409	76%
Assistance products for personal care and safety	456	219	675	48%
Communication and information equipment	198	124	322	63%
Customised Prosthetics	117	107	224	91%
Hearing Equipment	80	55	135	69%
Hearing Services	8	1	9	13%
Personal Mobility Equipment	336	157	493	47%
Specialised Hearing Services	19	4	23	21%
Vision Equipment	69	71	140	103%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	162	275	437	170%
Behaviour Support	269	151	420	56%
Community nursing care for high needs	124	157	281	127%
Development of daily living and life skills	190	285	475	150%
Early Intervention supports for early childhood	460	226	686	49%
Exercise Physiology and Physical Wellbeing activities	101	169	270	167%
Innovative Community Participation	271	278	549	103%
Specialised Driving Training	30	59	89	197%
Therapeutic Supports	680	623	1,303	92%
<b>Capital services</b>				
Home modification design and construction	185	180	365	97%
Specialised Disability Accommodation	96	111	207	116%
Vehicle Modifications	42	47	89	112%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	80	284	364	355%
Support Coordination	192	261	453	136%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	77	152	229	197%
Specialised Supported Employment	15	50	65	333%
<b>Total approved providers</b>	<b>1,954</b>	<b>1,149</b>	<b>3,103</b>	<b>59%</b>

<sup>131</sup> The 6 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table J.37 Key markets indicators by quarter – SA**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.25	1.25
b) Number of providers delivering new supports	294	313
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	34%	24%
<i>Not yet active (%)</i>	61%	71%
<i>Inactive (%)</i>	6%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	81%
<i>Therapeutic Supports (%)</i>	94%	93%
<i>Participate Community (%)</i>	78%	80%
<i>Early Childhood Supports (%)</i>	87%	84%
<i>Assist Personal Activities (%)</i>	84%	88%



Table J.38 Cumulative number of providers that have been active by registration group – SA<sup>132</sup>

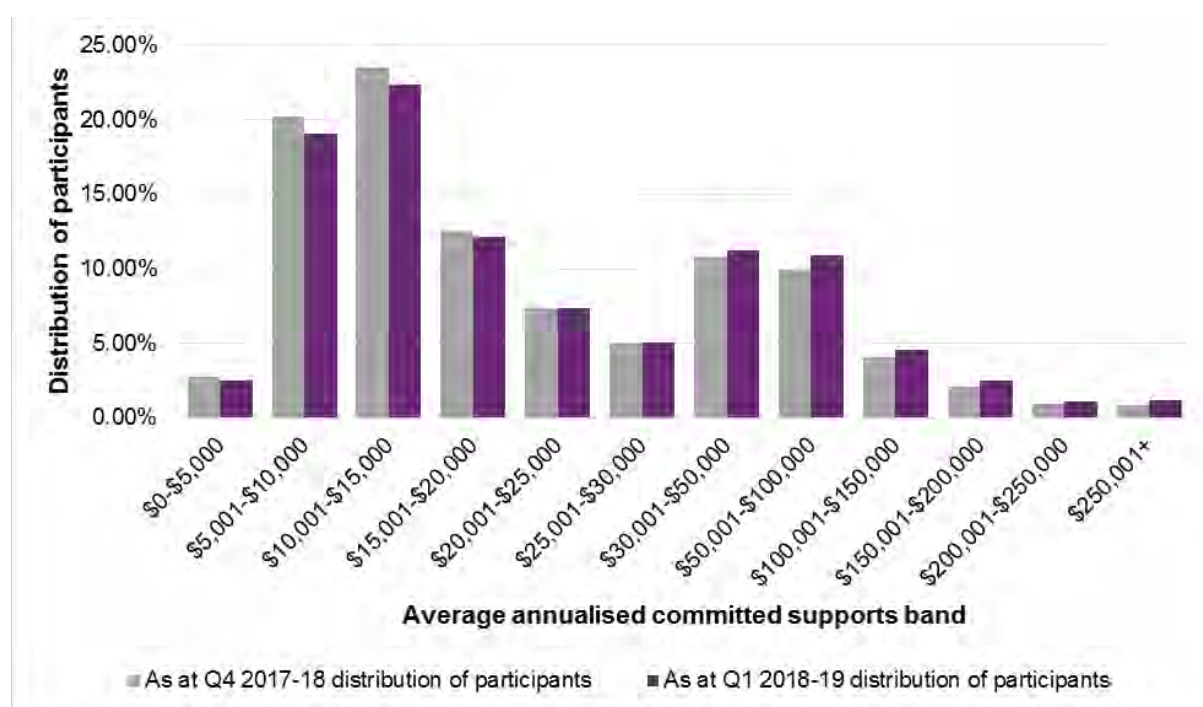
Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	13	0	13	0%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	35	11	46	31%
Assistance with travel/transport arrangements	67	13	80	19%
Daily Personal Activities	98	16	114	16%
Group and Centre Based Activities	62	11	73	18%
High Intensity Daily Personal Activities	84	12	96	14%
Household tasks	87	30	117	34%
Interpreting and translation	7	2	9	29%
Participation in community, social and civic activities	106	16	122	15%
<b>Assistive Technology</b>				
Assistive equipment for recreation	19	2	21	11%
Assistive products for household tasks	9	2	11	22%
Assistance products for personal care and safety	103	25	128	24%
Communication and information equipment	25	5	30	20%
Customised Prosthetics	34	6	40	18%
Hearing Equipment	21	0	21	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	38	11	49	29%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	7	0	7	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	101	20	121	20%
Behaviour Support	64	13	77	20%
Community nursing care for high needs	15	0	15	0%
Development of daily living and life skills	78	8	86	10%
Early Intervention supports for early childhood	315	11	326	3%
Exercise Physiology and Physical Wellbeing activities	11	3	14	27%
Innovative Community Participation	8	0	8	0%
Specialised Driving Training	2	0	2	0%
Therapeutic Supports	406	54	460	13%
<b>Capital services</b>				
Home modification design and construction	5	1	6	20%
Specialised Disability Accommodation	2	1	3	50%
Vehicle Modifications	13	0	13	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	41	11	52	27%
Support Coordination	53	10	63	19%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	12	2	14	17%
Specialised Supported Employment	11	0	11	0%
<b>Total approved active providers</b>	<b>773</b>	<b>120</b>	<b>893</b>	<b>16%</b>

## Part Five: Financial sustainability

Table J.39 Committed supports by financial year (\$m) - SA

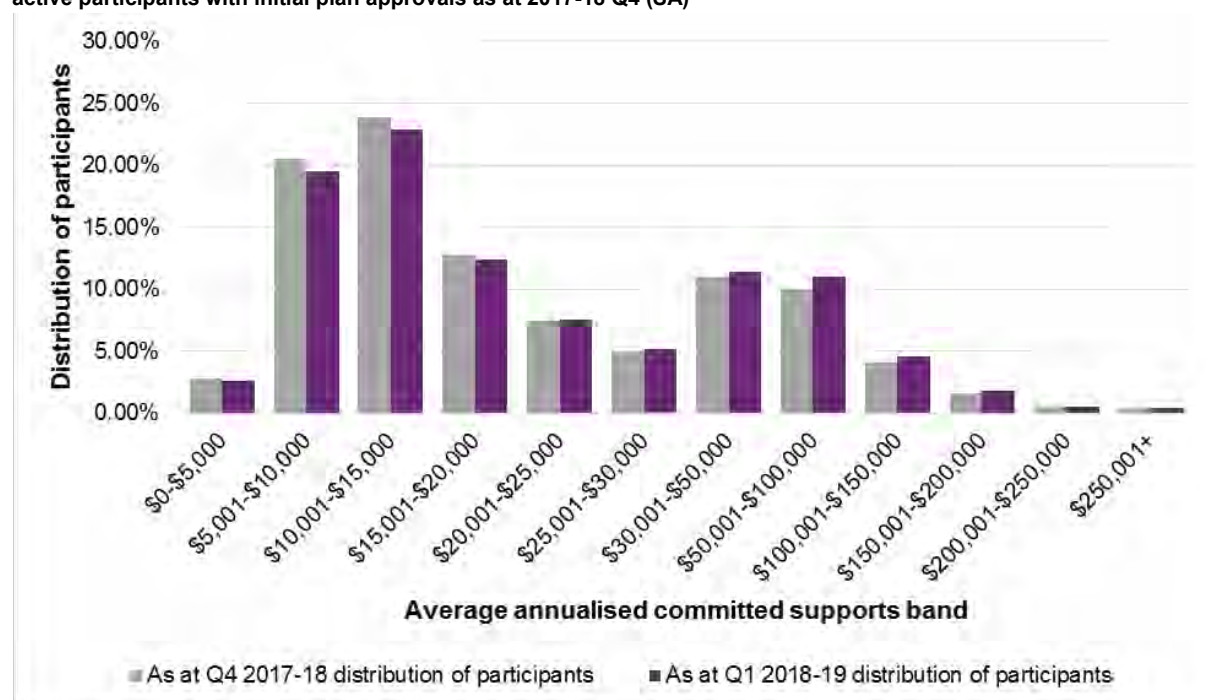
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>133</sup>	Total
Total Committed	11.0	50.7	106.3	190.6	367.6	171.0	897.2

Figure J.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (SA)

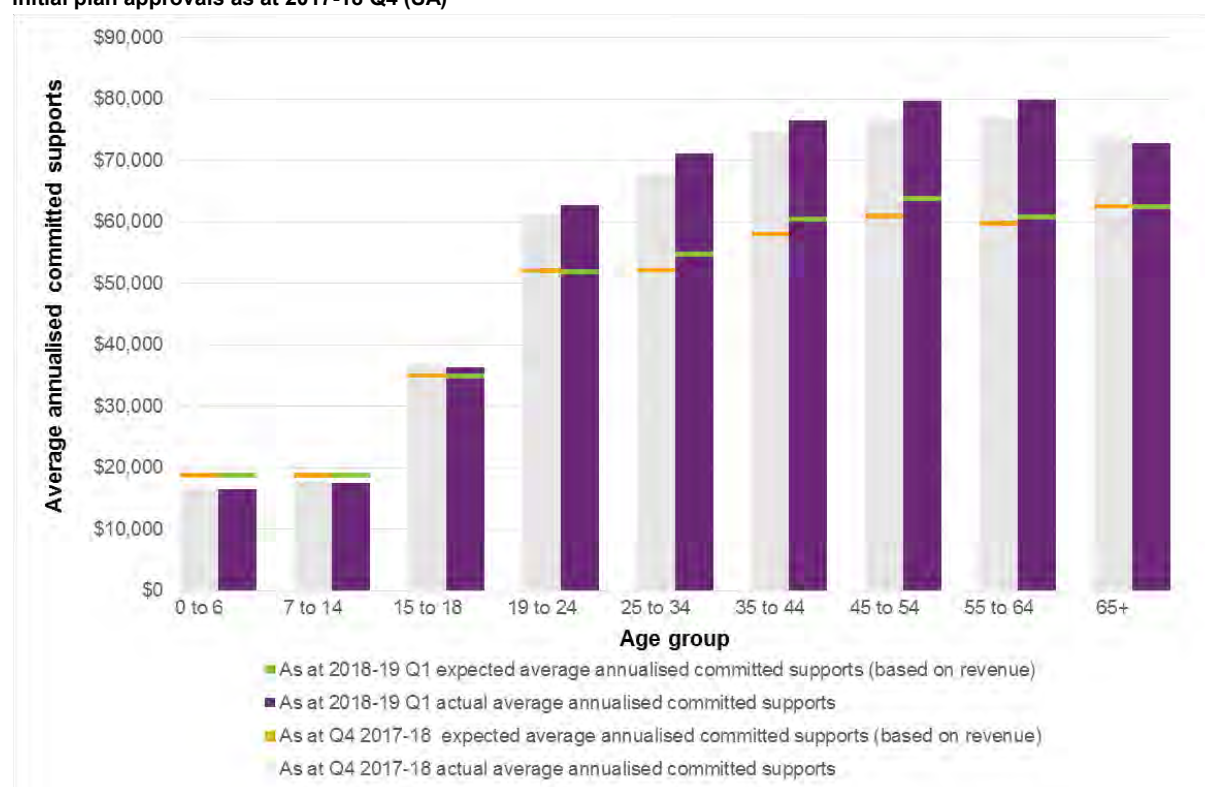


<sup>133</sup> Note: the \$171 million in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

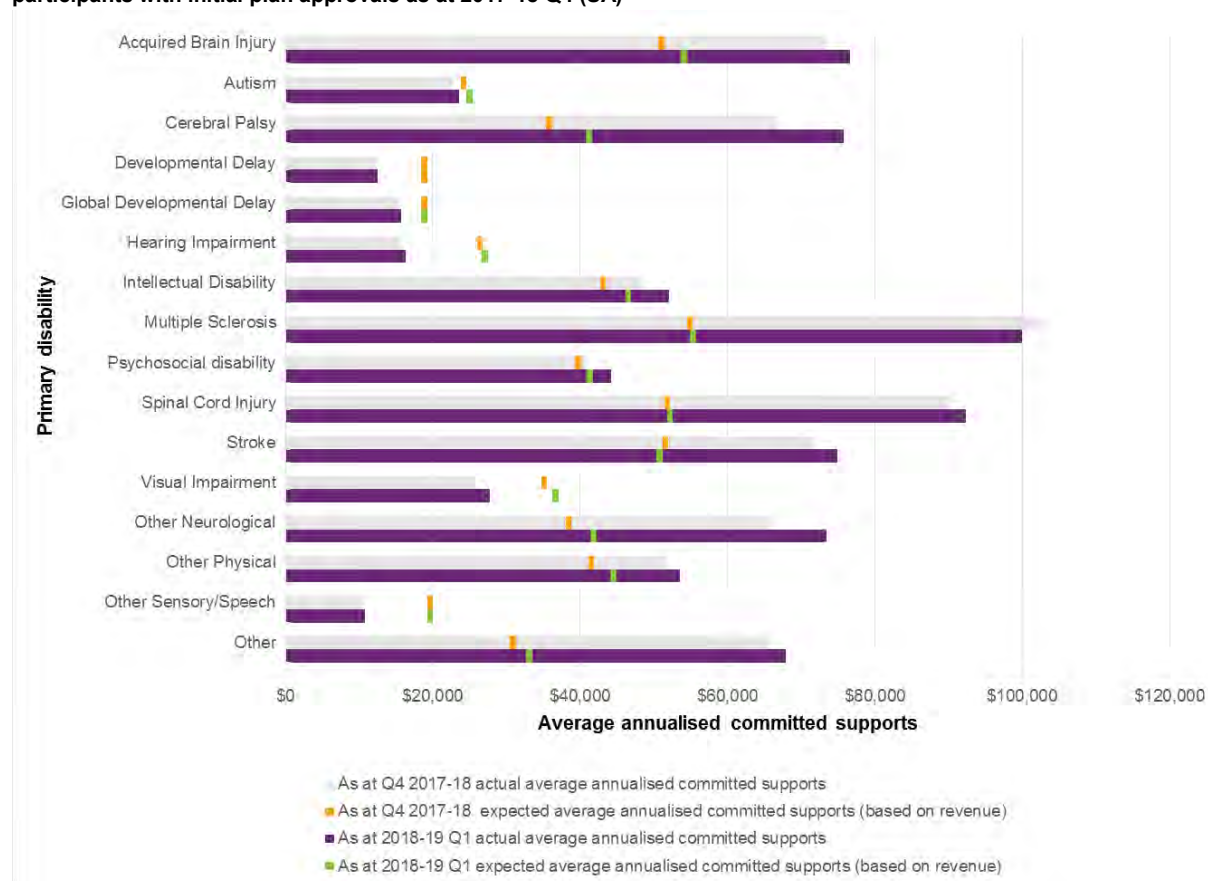
**Figure J.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2017-18 Q4 (SA)**



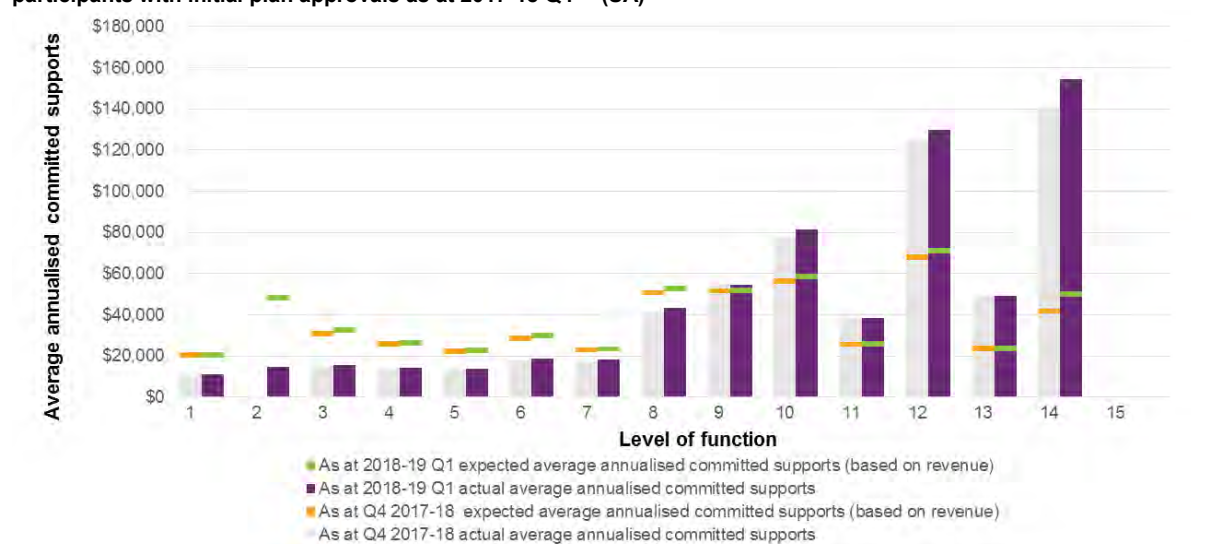
**Figure J.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (SA)**



**Figure J.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (SA)**



**Figure J.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>134</sup> (SA)**

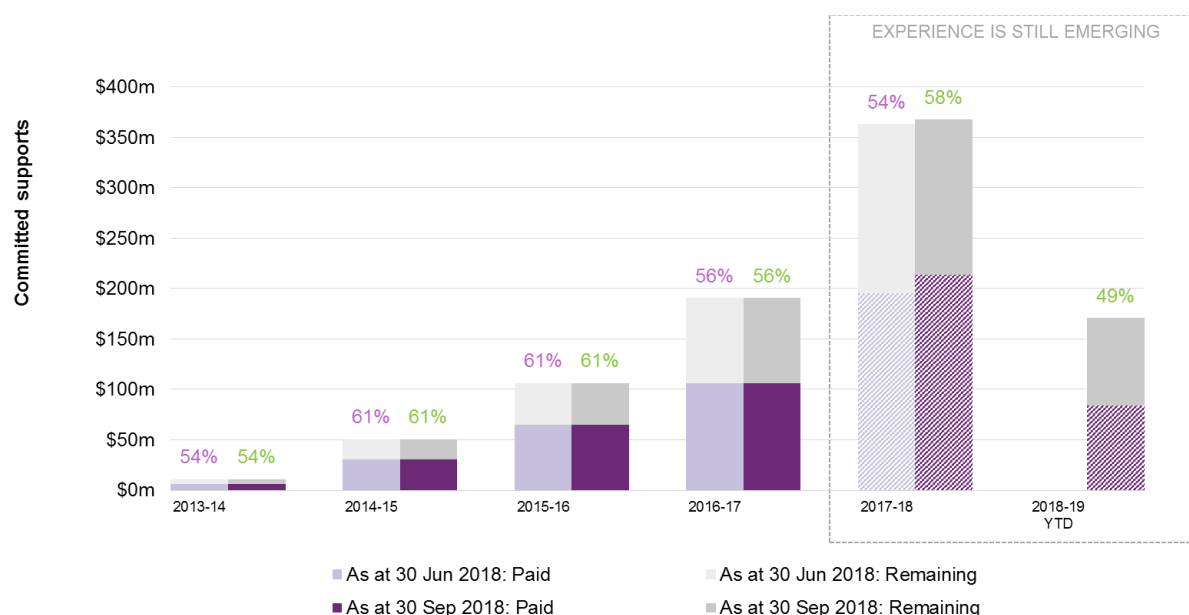


<sup>134</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Table J.40 Payments by financial year, compared to committed supports (\$m) – SA**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	11.0	50.7	106.3	190.6	367.6	171.0	897.2
Total paid	5.9	30.9	65.1	106.3	214.0	83.7	506.0
% utilised to date	54%	61%	61%	56%	58%	49%	56% <sup>135</sup>

**Figure J.7 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (SA)**



<sup>135</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	3,878	609	4,487	5,023	6,072

Table K.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS<sup>136</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>4,978</b>	<b>728</b>	<b>5,706</b>
<b>Access Met</b>	<b>4,491</b>	<b>548</b>	<b>5,039</b>
<i>State</i>	2,230	194	2,424
<i>Commonwealth</i>	550	112	662
<i>New</i>	1,711	242	1,953
<b>Total Participant Plans</b>	<b>4,415</b>	<b>1,145</b>	<b>5,023</b>
<i>State</i>	1,991	216	2,207
<i>Commonwealth</i>	394	150	544
<i>New</i>	1,493	243	1,736
<i>ECEI</i> <sup>137</sup>	537	536	536
<b>Total Participant Plans</b>	<b>4,415</b>	<b>1,145</b>	<b>5,023</b>
<i>Early Intervention (s25)</i>	515	88	603
<i>Permanent Disability (s24)</i>	3,363	521	3,884
<i>ECEI</i> <sup>138</sup>	537	536	536

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – TAS

Exits	
<b>Total participant exits</b>	<b>61</b>
<i>Early Intervention participants</i>	6
<i>Permanent disability participants</i>	55

<sup>136</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 91% of people with a hearing impairment met the access criteria compared to 75% overall.

<sup>137</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>138</sup> Ibid.



**Table K.4 Cumulative position by services previously received – TAS**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	701	33	428		1,162	1,125	103%
End of 2016-17	1,230	63	935	18	2,246	2,242	100%
End of 2017-18	1,991	394	1,493	537	4,415	4,874	91%
End of 2018-19 Q1	2,207	544	1,736	536	5,023	6,072	83%

**Table K.5 Cumulative position by entry into the Scheme – TAS**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	25	1,137		1,162	1,125	103%
End of 2016-17	190	2,038	18	2,246	2,242	100%
End of 2017-18	515	3,363	537	4,415	4,874	91%
End of 2018-19 Q1	603	3,884	536	5,023	6,072	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 K.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	298	7.8%	43	7.1%	341	7.7%
Not Aboriginal and Torres Strait Islander	3,348	87.7%	514	84.4%	3,862	87.3%
Not Stated	171	4.5%	52	8.5%	223	5.0%
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>

**Table K.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	78	2.0%	29	4.8%	107	2.4%
Not CALD	3,726	97.6%	579	95.1%	4,305	97.3%
Not Stated	13	0.3%	1	0.2%	14	0.3%
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>

**Table K.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS**

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	6	0.2%	8	1.3%	14	0.3%
Not YPIRAC	3,811	99.8%	601	98.7%	4,412	99.7%
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>



**Table K.9 Participant profile per quarter by remoteness – TAS<sup>139,140</sup>**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Major Cities	41	1.1%	0	0.0%	<b>41</b>	<b>0.9%</b>
Population > 50,000	2,383	62.7%	361	59.3%	<b>2,744</b>	<b>62.0%</b>
Population between 15,000 and 50,000	808	21.2%	155	25.5%	<b>963</b>	<b>21.8%</b>
Population between 5,000 and 15,000	11	0.3%	1	0.2%	<b>12</b>	<b>0.3%</b>
Population less than 5,000	526	13.8%	89	14.6%	<b>615</b>	<b>13.9%</b>
Remote	28	0.7%	3	0.5%	<b>31</b>	<b>0.7%</b>
Very Remote	6	0.2%	0	0.0%	<b>6</b>	<b>0.1%</b>
Missing	14		0		<b>14</b>	
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>

**Table K.10 Participant profile per quarter by disability group – TAS<sup>141,142</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	1,460	38%	162	27%	<b>1,622</b>	<b>37%</b>
Intellectual Disability	1,569	41%	201	33%	<b>1,770</b>	<b>40%</b>
Psychosocial disability	87	2%	40	7%	<b>127</b>	<b>3%</b>
Cerebral Palsy	230	6%	22	4%	<b>252</b>	<b>6%</b>
Other Neurological	94	2%	30	5%	<b>124</b>	<b>3%</b>
Developmental Delay	31	1%	11	2%	<b>42</b>	<b>1%</b>
Other Physical	79	2%	14	2%	<b>93</b>	<b>2%</b>
Acquired Brain Injury	78	2%	32	5%	<b>110</b>	<b>2%</b>
Hearing Impairment	70	2%	22	4%	<b>92</b>	<b>2%</b>
Visual Impairment	46	1%	18	3%	<b>64</b>	<b>1%</b>
Multiple Sclerosis	11	0%	16	3%	<b>27</b>	<b>1%</b>
Other Sensory/Speech	14	0%	4	1%	<b>18</b>	<b>0%</b>
Global Developmental Delay	19	0%	18	3%	<b>37</b>	<b>1%</b>
Stroke	4	0%	9	1%	<b>13</b>	<b>0%</b>
Spinal Cord Injury	15	0%	10	2%	<b>25</b>	<b>1%</b>
Other	10	0%	0	0%	<b>10</b>	<b>0%</b>
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>

<sup>139</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>140</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>141</sup> Table order based on national proportions (highest to lowest)

<sup>142</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

**Table K.11 Participant profile per quarter by level of function – TAS**

<b>Level of Function</b>	<b>Prior Quarters</b>		<b>2018-19 Q1</b>		<b>Total</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
1 (High Function)	76	2%	24	4%	<b>100</b>	<b>2%</b>
2 (High Function)	2	0%	4	1%	<b>6</b>	<b>0%</b>
3 (High Function)	263	7%	47	8%	<b>310</b>	<b>7%</b>
4 (High Function)	236	6%	29	5%	<b>265</b>	<b>6%</b>
5 (High Function)	341	9%	43	7%	<b>384</b>	<b>9%</b>
6 (Moderate Function)	829	22%	137	22%	<b>966</b>	<b>22%</b>
7 (Moderate Function)	491	13%	47	8%	<b>538</b>	<b>12%</b>
8 (Moderate Function)	285	8%	61	10%	<b>346</b>	<b>8%</b>
9 (Moderate Function)	3	0%	0	0%	<b>3</b>	<b>0%</b>
10 (Moderate Function)	266	7%	66	11%	<b>332</b>	<b>8%</b>
11 (Low Function)	261	7%	13	2%	<b>274</b>	<b>6%</b>
12 (Low Function)	350	9%	107	18%	<b>457</b>	<b>10%</b>
13 (Low Function)	288	8%	21	3%	<b>309</b>	<b>7%</b>
14 (Low Function)	107	3%	10	2%	<b>117</b>	<b>3%</b>
15 (Low Function)	0	0%	0	0%	<b>0</b>	<b>0%</b>
Missing	19		0		<b>19</b>	
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>

Table K.12 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	143	4%	104	17%	<b>247</b>	<b>6%</b>
7 to 14	1,092	29%	99	16%	<b>1,191</b>	<b>27%</b>
15 to 18	613	16%	20	3%	<b>633</b>	<b>14%</b>
19 to 24	928	24%	10	2%	<b>938</b>	<b>21%</b>
25 to 34	644	17%	32	5%	<b>676</b>	<b>15%</b>
35 to 44	119	3%	185	30%	<b>304</b>	<b>7%</b>
45 to 54	126	3%	142	23%	<b>268</b>	<b>6%</b>
55 to 64	143	4%	17	3%	<b>160</b>	<b>4%</b>
65+	9	0%	0	0%	<b>9</b>	<b>0%</b>
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>

Table K.13 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	2,335	61%	368	60%	<b>2,703</b>	<b>61%</b>
Female	1,312	34%	227	37%	<b>1,539</b>	<b>35%</b>
Indeterminate	170	4%	14	2%	<b>184</b>	<b>4%</b>
<b>Total</b>	<b>3,817</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>4,426</b>	<b>100%</b>

## Part Two: Participant experience and outcomes

Table K.14 Number of questionnaires completed by SFOF version – TAS<sup>143</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	6	79	55	140
Participant school to 14	558	891	142	1,591
Participant 15 to 24	305	158	30	493
Participant 25 and over	155	500	370	1,025
<b>Total Participant</b>	<b>1,024</b>	<b>1,628</b>	<b>597</b>	<b>3,249</b>
Family 0 to 14	510	956	192	1,658
Family 15 to 24	162	133	24	319
Family 25 and over	5	196	154	355
<b>Total Family</b>	<b>677</b>	<b>1,285</b>	<b>370</b>	<b>2,332</b>
<b>Total</b>	<b>1,701</b>	<b>2,913</b>	<b>967</b>	<b>5,581</b>

<sup>143</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

**Table K.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS**

	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	75%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		36%		
DL	% who say their child is becoming more independent		45%		
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			45%	
CC	% who choose who supports them			46%	42%
CC	% who choose what they do each day			55%	56%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	43%
CC	% who want more choice and control in their life			80%	79%

**Table K.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – TAS**

	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	68%	67%		
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		29%		
REL	Of these, % who are welcomed or actively included	71%	81%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			32%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	34%

**Table K.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		78%		
HM	% who are happy with their home			77%	79%
HM	% who feel safe or very safe in their home			85%	84%
HW	% who rate their health as good, very good or excellent			72%	56%
HW	% who did not have any difficulties accessing health services			74%	77%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				24%
WK	% who have a paid job			8%	23%
WK	% who volunteer			11%	10%

**Table K.18 Selected key indicators for families/carers of participants – TAS**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	43%	31%	26%
% receiving Carer Allowance	67%	41%	36%
% working in a paid job	42%	40%	31%
Of those in a paid job, % in permanent employment	72%	72%	80%
Of those in a paid job, % working 15 hours or more	73%	80%	85%
% who say they (and their partner) are able to work as much as they want	42%	43%	67%
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	91%	82%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	30%	22%
% able to advocate for their child/family member	78%	75%	68%
% who have friends and family they see as often as they like	39%	49%	54%
% 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		43%	
% who feel in control selecting services		37%	46%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			56%
% who rate their health as good, very good or excellent	68%	64%	70%

**Table K.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1) – TAS**

Question	% Yes
DL Has the NDIS improved your child's development?	Numbers are too small
DL Has the NDIS improved your child's access to specialist services?	Numbers are too small
CC Has the NDIS helped increase your child's ability to communicate what they want?	Numbers are too small
REL Has the NDIS improved how your child fits into family life?	Numbers are too small
S/CP Has the NDIS improved how your child fits into community life?	Numbers are too small

**Table K.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=411) – TAS**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	41%
LL	Has the NDIS improved your child's access to education?	15%
REL	Has the NDIS improved your child's relationships with family and friends?	26%
S/CP	Has the NDIS improved your child's social and recreational life?	35%

**Table K.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=332) and ‘Participant 25 and over’ (n=131) – TAS**

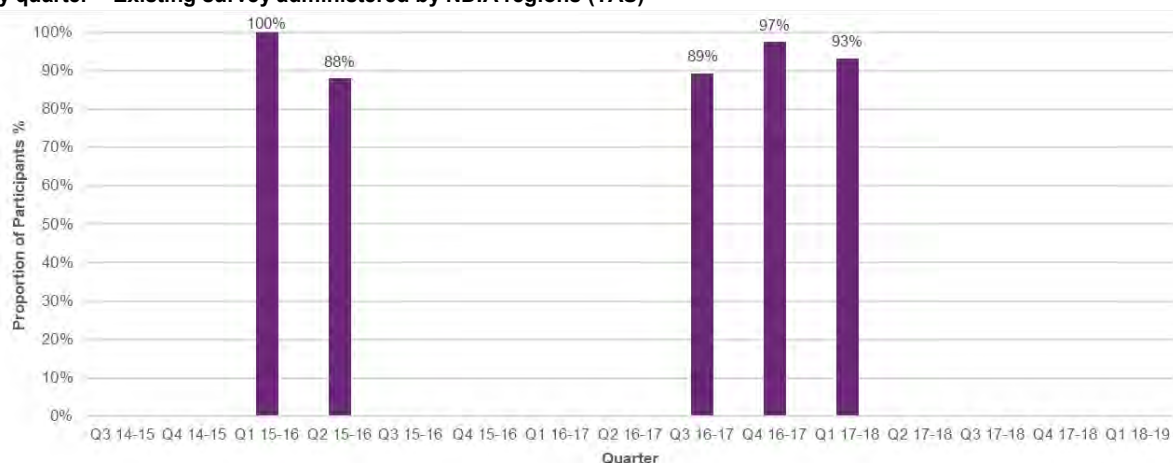
	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	43%	73%
DL	Has the NDIS helped you with daily living activities?	44%	75%
REL	Has the NDIS helped you to meet more people?	39%	59%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	47%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	23%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	6%	16%
S/CP	Has the NDIS helped you be more involved?	43%	61%

**Table K.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=411); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=196) – TAS**

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?	29%	42%
Has the NDIS improved the level of support for your family?	46%	50%
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?	49%	50%
Has the NDIS improved your ability/capacity to help your child develop and learn?	40%	
Has the NDIS improved your health and wellbeing?	24%	26%



**Figure K.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (TAS)<sup>144</sup>**



There is insufficient data to present information on participant satisfaction in TAS.

**Table K.23 Plan reviews conducted per quarter – TAS**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>4,224</b>	<b>821</b>	<b>5,045</b>
<i>Early intervention plans</i>	304	103	407
<i>Permanent disability plans</i>	3,920	718	4,638

**Table K.24 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>3,079</b>	<b>609</b>	<b>3,688</b>
<i>Trial participants</i>	2,056	199	2,255
<i>Transition participants</i>	1,023	410	1,433

**Table K.25 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>1,145</b>	<b>212</b>	<b>1,357</b>
<i>Trial participants</i>	554	52	606
<i>Transition participants</i>	591	160	751

**Table K.26 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS<sup>145</sup>**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>24.6%</b>	<b>20.3%</b>	<b>23.8%</b>

<sup>144</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>145</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table K.27 AAT cases by category – TAS

	Prior Quarters		2018-19 Q1		Total	
Category	N	%	N	%	N	%
Access	2	11%	1	20%	3	13%
Plan	10	56%	4	80%	14	61%
Plan Review	6	33%	0	0%	6	26%
Other	0	0%	0	0%	0	0%
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>23</b>	<b>100%</b>
<b>% of all access decisions<sup>146</sup></b>	<b>0.21%</b>		<b>0.37%</b>		<b>0.24%</b>	

Table K.28 AAT cases by open/closed and decision – TAS

	N
<b>AAT Cases</b>	<b>23</b>
<b>Open AAT Cases</b>	<b>9</b>
<b>Closed AAT Cases</b>	<b>14</b>
<i>Resolved before hearing</i>	14
<i>Gone to hearing and received a substantive decision</i>	0

Table K.29 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	10%	9%	<b>9%</b>
Self-managed partly	8%	12%	<b>9%</b>
Plan managed	3%	6%	<b>4%</b>
Agency managed	80%	73%	<b>77%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>146</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table K.30 Distribution of active participants by support coordination and quarter of plan approval – TAS**

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	38%	41%	39%

**Table K.31 Duration to plan activation by quarter of initial plan approval for active participants – TAS<sup>147</sup>**

	Prior Quarters (Transition Only)		2017-18 Q3	
Plan activation	N	%	N	%
Less than 30 days	693	39%	263	47%
30 to 59 days	211	12%	73	13%
60 to 89 days	141	8%	50	9%
<b>Activated within 90 days</b>	<b>1,045</b>	<b>58%</b>	<b>386</b>	<b>69%</b>
90 to 119 days	91	5%	27	5%
120 days and over	222	12%	28	5%
<b>Activated between 90 and 180 days</b>	<b>313</b>	<b>17%</b>	<b>55</b>	<b>10%</b>
No payments	431	24%	118	21%
<b>Total plans approved</b>	<b>1,789</b>	<b>100%</b>	<b>559</b>	<b>100%</b>

**Table K.32 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – TAS**

Plan utilisation <sup>148</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	36%	62%	39%
50% to 75%	15%	15%	15%
> 75%	49%	23%	46%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table K.33 Proportion of active participants with approved plans accessing mainstream supports - TAS**

	Prior Quarters	2018-19 Q1	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	60%	56%	58%
Lifelong Learning	32%	20%	28%
Other	14%	15%	15%
Non-categorised	23%	29%	25%
<b>Any mainstream service</b>	<b>95%</b>	<b>94%</b>	<b>94%</b>

<sup>147</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>148</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

### Part Three: Providers and the growing market

Table K.34 Key provider indicators by quarter - TAS

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	278	35	311
<i>Company/ organisation</i>	881	63	934
<i>Total</i>	1,159	98	1,245
b) Registration revoked	12		

**Table K.35 Number of approved providers by registration group - TAS<sup>149</sup>**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	82	14	96	17%
Assistance Animals	2	1	3	50%
Assistance with daily life tasks in a group or shared living arrangement	69	4	73	6%
Assistance with travel/transport arrangements	153	18	171	12%
Daily Personal Activities	93	3	96	3%
Group and Centre Based Activities	80	5	85	6%
High Intensity Daily Personal Activities	91	1	92	1%
Household tasks	148	23	171	16%
Interpreting and translation	40	7	47	18%
Participation in community, social and civic activities	120	6	126	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	190	17	207	9%
Assistive products for household tasks	147	14	161	10%
Assistance products for personal care and safety	352	31	383	9%
Communication and information equipment	144	13	157	9%
Customised Prosthetics	71	4	75	6%
Hearing Equipment	62	5	67	8%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	239	14	253	6%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	58	6	64	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	120	4	124	3%
Behaviour Support	68	7	75	10%
Community nursing care for high needs	47	10	57	21%
Development of daily living and life skills	103	9	112	9%
Early Intervention supports for early childhood	64	3	67	5%
Exercise Physiology and Physical Wellbeing activities	86	13	99	15%
Innovative Community Participation	115	24	139	21%
Specialised Driving Training	41	5	46	12%
Therapeutic Supports	257	29	286	11%
<b>Capital services</b>				
Home modification design and construction	109	14	123	13%
Specialised Disability Accommodation	55	7	62	13%
Vehicle Modifications	35	8	43	23%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	38	1	39	3%
Support Coordination	62	5	67	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	47	0	47	0%
Specialised Supported Employment	26	1	27	4%
<b>Total approved providers</b>	<b>1,147</b>	<b>98</b>	<b>1,245</b>	<b>9%</b>

<sup>149</sup> The 12 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table K.36 Key markets indicators by quarter - TAS**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.58	1.72
b) Number of providers delivering new supports	103	134
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	20%	23%
<i>Not yet active (%)</i>	74%	71%
<i>Inactive (%)</i>	6%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	78%
<i>Therapeutic Supports (%)</i>	78%	83%
<i>Participate Community (%)</i>	81%	81%
<i>Early Childhood Supports (%)</i>	68%	73%
<i>Assist Personal Activities (%)</i>	81%	79%

**Table K.37 Cumulative number of providers that have been active by registration group - TAS**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	8	0	8	0%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	41	1	42	2%
Assistance with travel/transport arrangements	47	3	50	6%
Daily Personal Activities	63	3	66	5%
Group and Centre Based Activities	43	3	46	7%
High Intensity Daily Personal Activities	58	2	60	3%
Household tasks	22	8	30	36%
Interpreting and translation	3	0	3	0%
Participation in community, social and civic activities	74	3	77	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	4	1	5	25%
Assistive products for household tasks	2	0	2	0%
Assistance products for personal care and safety	53	7	60	13%
Communication and information equipment	13	2	15	15%
Customised Prosthetics	12	3	15	25%
Hearing Equipment	7	1	8	14%
Hearing Services	0	0	0	-
Personal Mobility Equipment	18	4	22	22%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	5	4	9	80%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	72	4	76	6%
Behaviour Support	24	6	30	25%
Community nursing care for high needs	3	1	4	33%
Development of daily living and life skills	54	6	60	11%
Early Intervention supports for early childhood	23	0	23	0%
Exercise Physiology and Physical Wellbeing activities	14	4	18	29%
Innovative Community Participation	8	1	9	13%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	124	25	149	20%
<b>Capital services</b>				
Home modification design and construction	9	1	10	11%
Specialised Disability Accommodation	5	2	7	40%
Vehicle Modifications	6	1	7	17%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	15	0	15	0%
Support Coordination	17	1	18	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	28	0	28	0%
Specialised Supported Employment	16	0	16	0%
<b>Total approved active providers</b>	<b>300</b>	<b>56</b>	<b>356</b>	<b>19%</b>

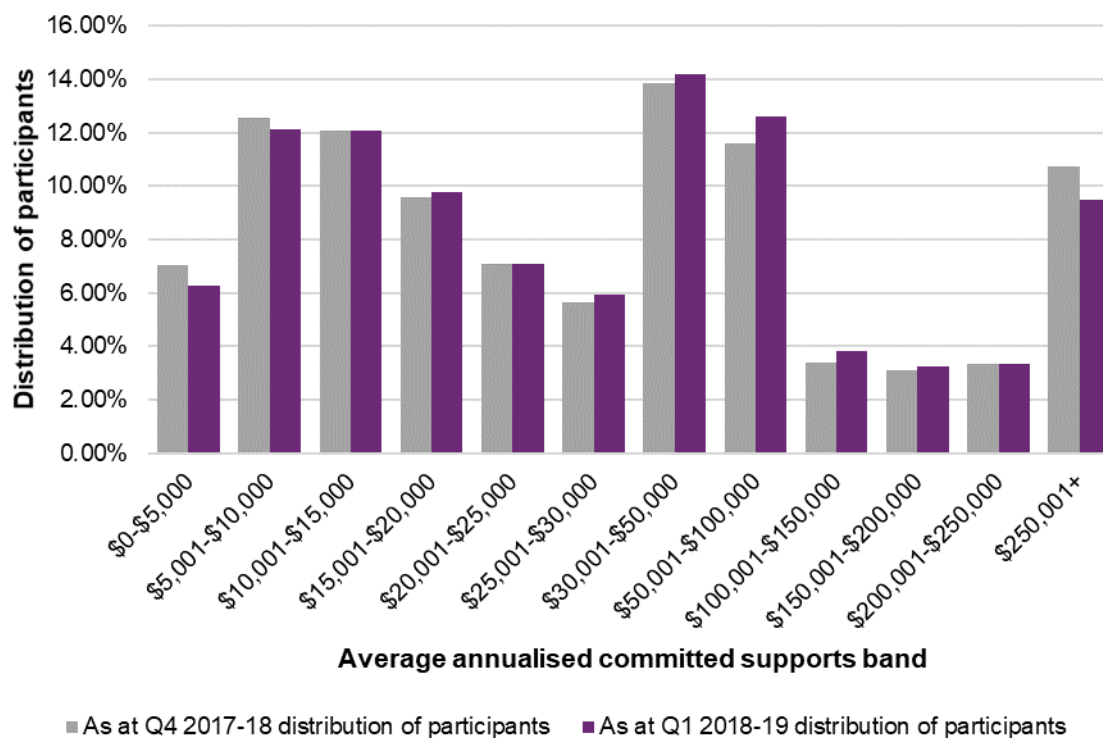


## Part Five: Financial sustainability

Table K.38 Committed supports by financial year (\$m) - TAS

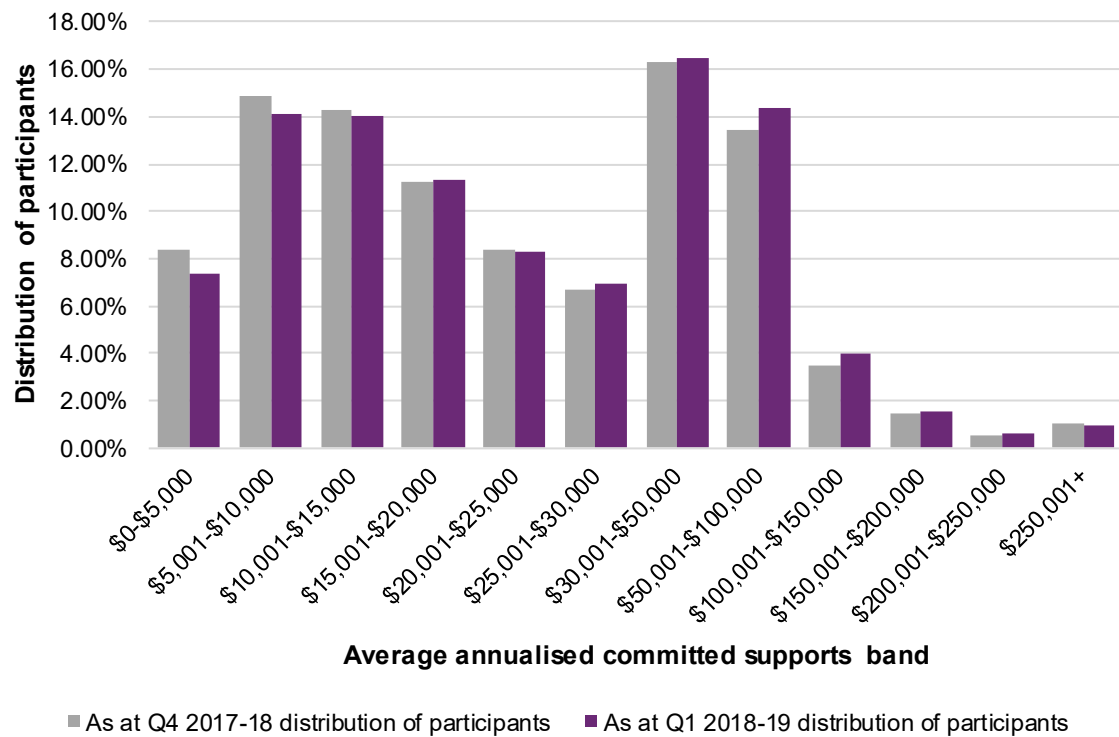
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>150</sup>	Total
Total Committed	18.0	51.6	65.9	99.6	187.1	76.7	499.0

Figure K.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (TAS)

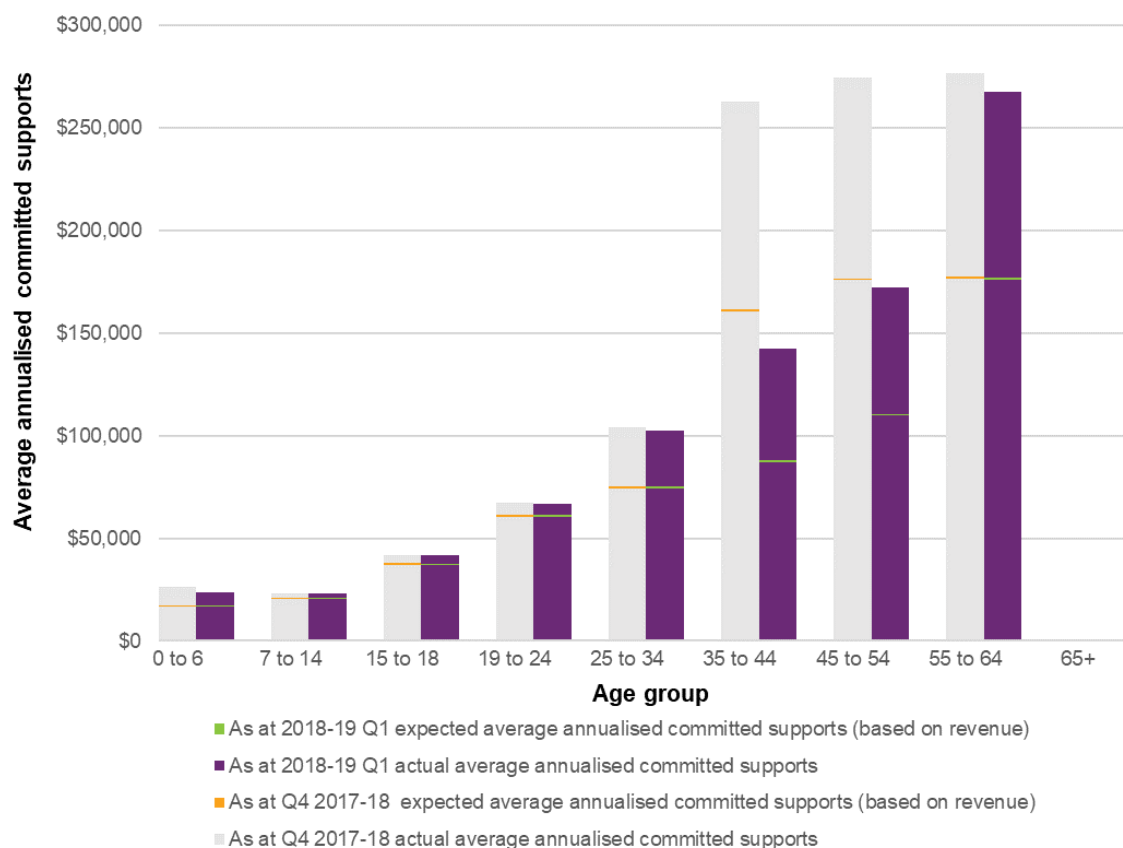


<sup>150</sup> Note: the \$77 million in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

**Figure K.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (TAS)**

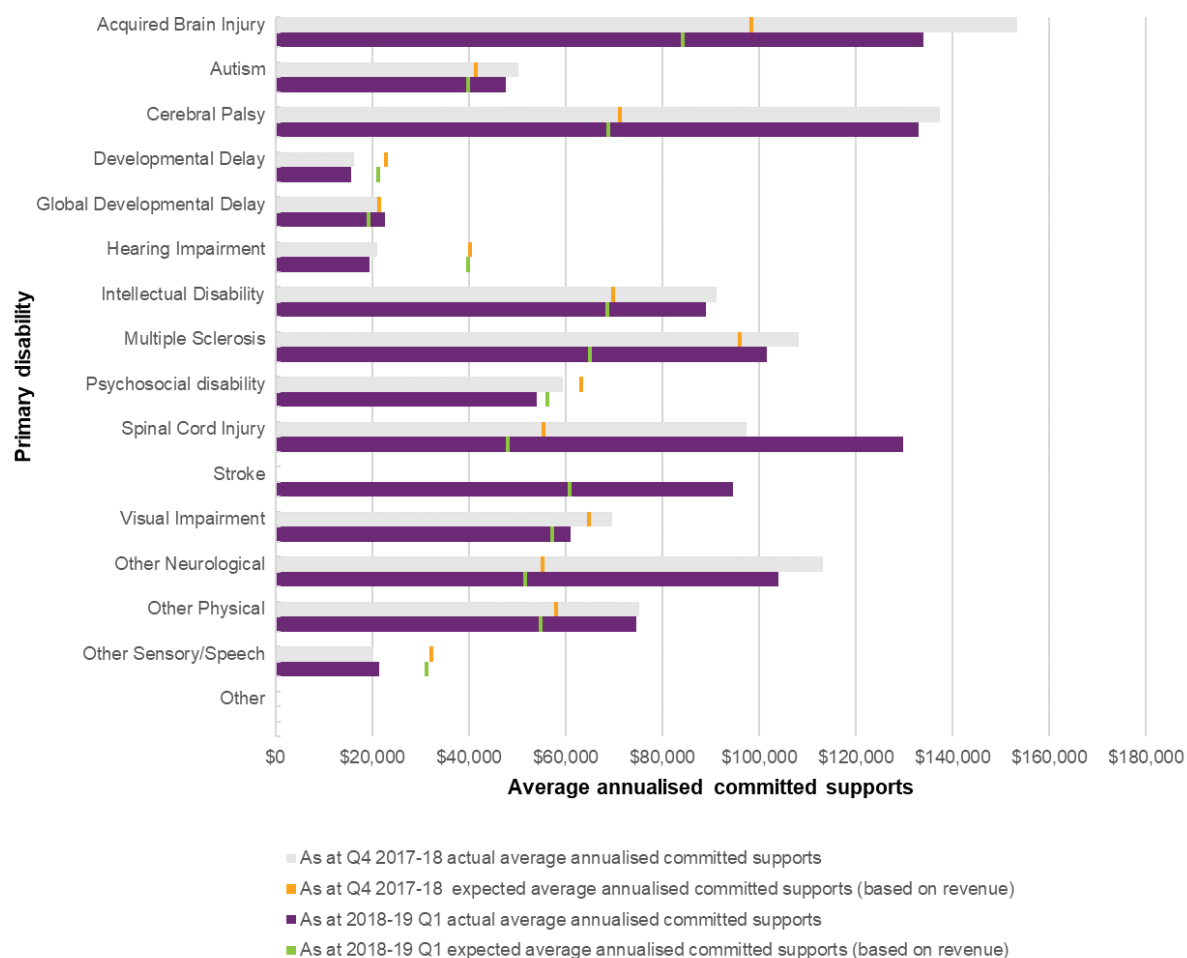


**Figure K.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>151</sup> (TAS)**



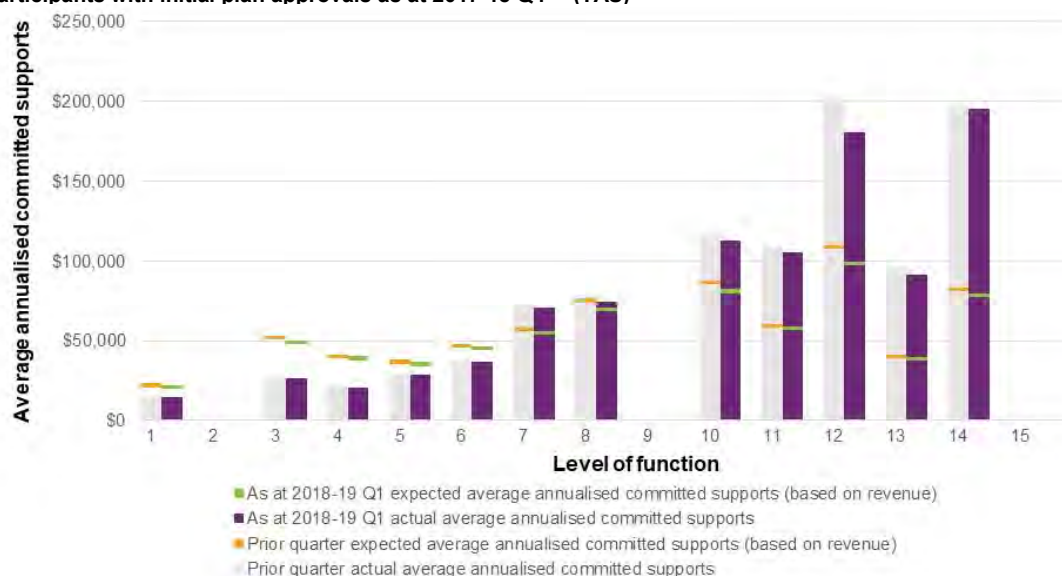
<sup>151</sup> Average annualised committed supports are not shown where there is insufficient data in the group.

**Figure K.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>152</sup> (TAS)**



<sup>152</sup> Average annualised committed supports are not shown where there is insufficient data in the group.

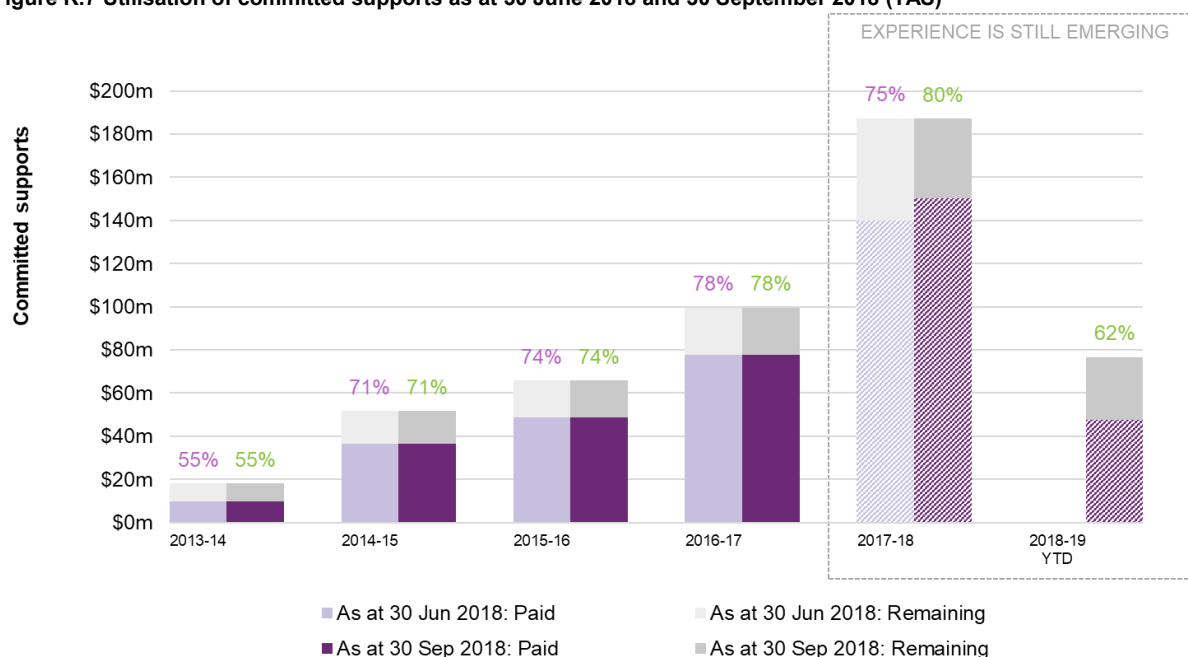
**Figure K.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>153</sup> (TAS)**



**Table K.39 Payments by financial year, compared to committed supports (\$m) – TAS**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total Committed	18.0	51.6	65.9	99.6	187.1	76.7	499.0
Total Paid	10.0	36.6	48.6	77.8	150.4	47.5	370.9
% utilised to date	55%	71%	74%	78%	80%	62%	74% <sup>154</sup>

**Figure K.7 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (TAS)**



<sup>153</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

<sup>154</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

# Appendix L:

## Australian Capital Territory

### Part One: Participants and their plans

Table L.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	6,759	318	7,077	7,107	5,075

Table L.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT<sup>155</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>8,807</b>	<b>314</b>	<b>9,121</b>
<b>Access Met</b>	<b>7,288</b>	<b>200</b>	<b>7,488</b>
State	2,907	3	2,910
Commonwealth	277	2	279
New	4,104	195	4,299
<b>Total Participant Plans</b>	<b>6,808</b>	<b>348</b>	<b>7,107</b>
State	2,874	3	2,877
Commonwealth	249	9	258
New	3,636	306	3,942
ECEI <sup>156</sup>	49	30	30
<b>Total Participant Plans</b>	<b>6,808</b>	<b>348</b>	<b>7,107</b>
Early Intervention (s25)	2,446	162	2,608
Permanent Disability (s24)	4,313	156	4,469
ECEI <sup>157</sup>	49	30	30

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – ACT

Exits	
<b>Total participant exits</b>	<b>668</b>
Early Intervention participants	425
Permanent disability participants	243

Table L.4 Cumulative position by services previously received – ACT

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,712	52	1,334		4,098	4,278	96%
End of 2016-17	2,857	183	3,008	0	6,048	5,075	119%
End of 2017-18	2,874	249	3,636	49	6,808	5,075	134%

<sup>155</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 85% of people with a hearing impairment met the access criteria compared to 64% overall.

<sup>156</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>157</sup> Ibid.

End of 2018-19 Q1	2,877	258	3,942	30	7,107	5,075	140%
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**Table L.5 Cumulative position by entry into the Scheme – ACT**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	1,559	2,539		4,098	4,278	96%
End of 2016-17	2,119	3,929	0	6,048	5,075	119%
End of 2017-18	2,446	4,313	49	6,808	5,075	134%
End of 2018-19 Q1	2,608	4,469	30	7,107	5,075	140%

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	256	4.2%	14	4.4%	270	4.2%
Not Aboriginal and Torres Strait Islander	5,609	92.1%	295	92.8%	5,904	92.1%
Not Stated	226	3.7%	9	2.8%	235	3.7%
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>

**Table L.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
CALD	615	10.1%	38	11.9%	653	10.2%
Not CALD	5,349	87.8%	279	87.7%	5,628	87.8%
Not Stated	127	2.1%	1	0.3%	128	2.0%
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>

**Table L.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
YPIRAC	44	0.7%	0	0.0%	44	0.7%
Not YPIRAC	6,047	99.3%	318	100.0%	6,365	99.3%
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>



**Table L.9 Participant profile per quarter by remoteness – ACT<sup>158,159</sup>**

Participant profile	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Major Cities	5,875	96.7%	311	97.8%	<b>6,186</b>	<b>96.5%</b>
Population > 50,000	110	1.8%	7	2.2%	<b>117</b>	<b>1.8%</b>
Population between 15,000 and 50,000	19	0.3%	0	0.0%	<b>19</b>	<b>0.3%</b>
Population between 5,000 and 15,000	20	0.3%	0	0.0%	<b>20</b>	<b>0.3%</b>
Population less than 5,000	53	0.9%	0	0.0%	<b>53</b>	<b>0.8%</b>
Remote	1	0.0%	0	0.0%	<b>1</b>	<b>0.0%</b>
Very Remote	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
Missing	13		0		<b>13</b>	
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>

**Table L.10 Participant profile per quarter by disability group – ACT<sup>160,161</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	1,528	25%	95	30%	<b>1,623</b>	<b>25%</b>
Intellectual Disability	1,308	21%	23	7%	<b>1,331</b>	<b>21%</b>
Psychosocial disability	792	13%	23	7%	<b>815</b>	<b>13%</b>
Cerebral Palsy	261	4%	7	2%	<b>268</b>	<b>4%</b>
Other Neurological	256	4%	17	5%	<b>273</b>	<b>4%</b>
Developmental Delay	385	6%	65	20%	<b>450</b>	<b>7%</b>
Other Physical	410	7%	17	5%	<b>427</b>	<b>7%</b>
Acquired Brain Injury	159	3%	5	2%	<b>164</b>	<b>3%</b>
Hearing Impairment	257	4%	11	3%	<b>268</b>	<b>4%</b>
Visual Impairment	140	2%	8	3%	<b>148</b>	<b>2%</b>
Multiple Sclerosis	158	3%	11	3%	<b>169</b>	<b>3%</b>
Other Sensory/Speech	191	3%	4	1%	<b>195</b>	<b>3%</b>
Global Developmental Delay	80	1%	24	8%	<b>104</b>	<b>2%</b>
Stroke	84	1%	5	2%	<b>89</b>	<b>1%</b>
Spinal Cord Injury	57	1%	2	1%	<b>59</b>	<b>1%</b>
Other	25	0%	1	0%	<b>26</b>	<b>0%</b>
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>

<sup>158</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>159</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>160</sup> Table order based on national proportions (highest to lowest)

<sup>161</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

**Table L.11 Participant profile per quarter by level of function – ACT**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	440	7%	61	19%	501	8%
2 (High Function)	12	0%	2	1%	14	0%
3 (High Function)	362	6%	25	8%	387	6%
4 (High Function)	569	9%	39	12%	608	10%
5 (High Function)	658	11%	24	8%	682	11%
6 (Moderate Function)	839	14%	69	22%	908	14%
7 (Moderate Function)	420	7%	17	5%	437	7%
8 (Moderate Function)	475	8%	26	8%	501	8%
9 (Moderate Function)	40	1%	2	1%	42	1%
10 (Moderate Function)	728	12%	21	7%	749	12%
11 (Low Function)	306	5%	7	2%	313	5%
12 (Low Function)	775	13%	15	5%	790	12%
13 (Low Function)	299	5%	10	3%	309	5%
14 (Low Function)	136	2%	0	0%	136	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	32		0		32	
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>

**Table L.12 Participant profile per quarter by Age group – ACT**

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	775	13%	132	42%	907	14%
7 to 14	1,558	26%	64	20%	1,622	25%
15 to 18	526	9%	13	4%	539	8%
19 to 24	515	8%	15	5%	530	8%
25 to 34	495	8%	12	4%	507	8%
35 to 44	572	9%	26	8%	598	9%
45 to 54	671	11%	24	8%	695	11%
55 to 64	719	12%	25	8%	744	12%
65+	260	4%	7	2%	267	4%
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>

**Table L.13 Participant profile per quarter by Gender – ACT**

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	3,660	60%	216	68%	3,876	60%
Female	2,405	39%	99	31%	2,504	39%
Indeterminate	26	0%	3	1%	29	0%
<b>Total</b>	<b>6,091</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>6,409</b>	<b>100%</b>

## Part Two: Participant experience and outcomes

Table L.14 Number of questionnaires completed by SFOF version – ACT<sup>162</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	252	170	102	524
Participant school to 14	212	192	87	491
Participant 15 to 24	161	68	27	256
Participant 25 and over	854	258	93	1,205
<b>Total Participant</b>	<b>1,479</b>	<b>688</b>	<b>309</b>	<b>2,476</b>
Family 0 to 14	387	337	180	904
Family 15 to 24	35	40	20	95
Family 25 and over	23	54	29	106
<b>Total Family</b>	<b>445</b>	<b>431</b>	<b>229</b>	<b>1,105</b>
<b>Total</b>	<b>1,924</b>	<b>1,119</b>	<b>538</b>	<b>3,581</b>

Table L.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

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	54%			
CC	% who say their child is able to tell them what he/she wants	72%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		27%		
DL	% who say their child is becoming more independent		49%		
CC	% of children who have a genuine say in decisions about themselves		80%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			49%	68%
CC	% who choose what they do each day			61%	78%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	28%
CC	% who want more choice and control in their life			77%	72%

<sup>162</sup> Baseline outcomes for participants and/or their families and carers were collected for 87% of participants.

**Table L.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – ACT**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	59%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		47%		
REL	Of these, % who are welcomed or actively included	63%	77%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			24%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	37%

**Table L.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		79%		
HM	% who are happy with their home			76%	71%
HM	% who feel safe or very safe in their home			84%	68%
HW	% who rate their health as good, very good or excellent			61%	43%
HW	% who did not have any difficulties accessing health services			74%	62%
LL	% who currently attend or previously attended school in a mainstream class			63%	
LL	% who participate in education, training or skill development				16%
LL	Of those who participate, % who do so in mainstream settings				79%
LL	% unable to do a course or training they wanted to do in the last 12 months				44%
WK	% who have a paid job			28%	31%
WK	% who volunteer			13%	16%

**Table L.18 Selected key indicators for families/carers of participants – ACT**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	11%	17%	11%
% receiving Carer Allowance	24%	29%	25%
% working in a paid job	56%	68%	51%
Of those in a paid job, % in permanent employment	87%	84%	87%
Of those in a paid job, % working 15 hours or more	87%	87%	91%
% who say they (and their partner) are able to work as much as they want	51%	64%	57%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	83%	97%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	28%	10%
% able to advocate for their child/family member	85%	82%	76%
% who have friends and family they see as often as they like	51%	51%	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		53%	
% who feel in control selecting services		54%	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			31%
% who rate their health as good, very good or excellent	77%	70%	69%

**Table L.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=97) – ACT**

Question	% Yes
DL Has the NDIS improved your child's development?	86%
DL Has the NDIS improved your child's access to specialist services?	86%
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?	64%
S/CP Has the NDIS improved how your child fits into community life?	58%

**Table L.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=204) – ACT**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	63%
LL	Has the NDIS improved your child's access to education?	38%
REL	Has the NDIS improved your child's relationships with family and friends?	49%
S/CP	Has the NDIS improved your child's social and recreational life?	46%

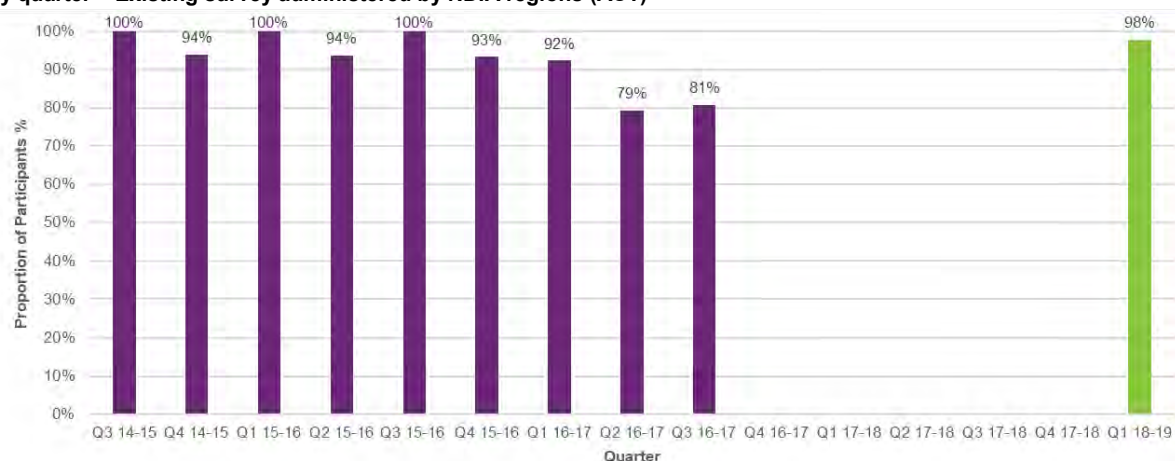
**Table L.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=99) and ‘Participant 25 and over’ (n=413) – ACT**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	54%	70%
DL	Has the NDIS helped you with daily living activities?	57%	73%
REL	Has the NDIS helped you to meet more people?	37%	46%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	20%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	57%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	20%	24%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	16%
S/CP	Has the NDIS helped you be more involved?	43%	56%

**Table L.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=250); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=40) – ACT**

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?	64%	44%
Has the NDIS improved the level of support for your family?	70%	66%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	44%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	43%	36%

**Figure L.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (ACT)\*<sup>163</sup>**



\*Of the participants describing satisfaction with the Agency planning process in Q1 of 2018-19, 98% gave a rating of good or very good, 2% gave a neutral rating and 0% gave a rating of poor or very poor.

**Table L.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (ACT)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	98%	2%	0%
I had enough time to tell my story and say what support I need	98%	2%	0%
The planner knows what I can do well	78%	22%	0%
The planner had some good ideas for my plan	91%	9%	0%
I know what is in my plan	82%	18%	0%
The planner helped me think about my future	89%	9%	2%
I think my plan will make my life better	96%	4%	0%
The planning meeting went well	100%	0%	0%

**Table L.24 Plan reviews conducted per quarter – ACT**

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>10,180</b>	<b>1,557</b>	<b>11,737</b>
Early intervention plans	3,232	487	3,719
Permanent disability plans	6,948	1,070	8,018

<sup>163</sup> Participant satisfaction results are not shown if there is insufficient data in the group.



Table L.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>8,414</b>	<b>1,310</b>	<b>9,724</b>
<i>Trial participants</i>	6,519	582	7,101
<i>Transition participants</i>	1,895	728	2,623

Table L.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>1,766</b>	<b>247</b>	<b>2,013</b>
<i>Trial participants</i>	1,272	160	1,432
<i>Transition participants</i>	494	87	581

Table L.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT<sup>164</sup>

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>14.9%</b>	<b>14.3%</b>	<b>14.8%</b>

Table L.28 AAT cases by category – ACT

	Prior Quarters		2018-19 Q1		Total	
<b>Category</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Access	66	50%	8	44%	74	50%
Plan	49	37%	7	39%	56	38%
Plan Review	12	9%	3	17%	15	10%
Other	4	3%	0	0%	4	3%
<b>Total</b>	<b>131</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>149</b>	<b>100%</b>
<b>% of all access decisions<sup>165</sup></b>	<b>0.69%</b>		<b>0.80%</b>		<b>0.70%</b>	

<sup>164</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>165</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table L.29 AAT cases by open/closed and decision – ACT

	N
<b>AAT Cases</b>	<b>149</b>
<b>Open AAT Cases</b>	<b>69</b>
<b>Closed AAT Cases</b>	<b>80</b>
<i>Resolved before hearing</i>	76
<i>Gone to hearing and received a substantive decision</i>	<b>4*</b>

\*Of the 4 cases which went to hearing and received a substantive decision: 3 affirmed the Agency's decision, 1 varied the Agency's decision, 0 overturned the Agency's decision and 0 set aside the Agency's decision.

Table L.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	24%	31%	<b>27%</b>
Self-managed partly	13%	9%	<b>12%</b>
Plan managed	31%	32%	<b>31%</b>
Agency managed	32%	28%	<b>30%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table L.31 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	41%	30%	<b>36%</b>

Table L.32 Duration to plan activation by quarter of initial plan approval for active participants – ACT<sup>166</sup>

	Prior Quarters (Transition Only)		2017-18 Q3	
<b>Plan activation</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Less than 30 days	1,192	54%	60	52%
30 to 59 days	293	13%	12	10%
60 to 89 days	135	6%	10	9%
<b>Activated within 90 days</b>	<b>1,620</b>	<b>74%</b>	<b>82</b>	<b>71%</b>
90 to 119 days	70	3%	2	2%
120 days and over	223	10%	7	6%
<b>Activated between 90 and 180 days</b>	<b>293</b>	<b>13%</b>	<b>9</b>	<b>8%</b>
No payments	286	13%	24	21%
<b>Total plans approved</b>	<b>2,199</b>	<b>100%</b>	<b>115</b>	<b>100%</b>

Table L.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – ACT

Plan utilisation <sup>167</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	45%	77%	46%
50% to 75%	21%	7%	20%
> 75%	34%	16%	34%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>166</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>167</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table L.34 Proportion of active participants with approved plans accessing mainstream supports – ACT**

	Prior Quarters	2018-19 Q1	Total
Daily Activities	6%	6%	6%
Health & Wellbeing	44%	47%	45%
Lifelong Learning	15%	20%	17%
Other	15%	14%	15%
Non-categorised	27%	25%	26%
Any mainstream service	87%	87%	87%

### ***Part Three: Providers and the growing market***

**Table L.35 Key provider indicators by quarter – ACT**

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	325	19	343
<i>Company/ organisation</i>	1,027	63	1,081
<i>Total</i>	1,352	82	1,424
b) Registration revoked	10		

Table L.36 Number of approved providers by registration group - ACT<sup>168</sup>

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	45	8	53	18%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	67	2	69	3%
Assistance with travel/transport arrangements	193	23	216	12%
Daily Personal Activities	86	5	91	6%
Group and Centre Based Activities	68	2	70	3%
High Intensity Daily Personal Activities	75	2	77	3%
Household tasks	255	26	281	10%
Interpreting and translation	58	7	65	12%
Participation in community, social and civic activities	101	5	106	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	217	21	238	10%
Assistive products for household tasks	186	16	202	9%
Assistance products for personal care and safety	397	34	431	9%
Communication and information equipment	155	20	175	13%
Customised Prosthetics	100	4	104	4%
Hearing Equipment	60	10	70	17%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	287	18	305	6%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	63	7	70	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	105	5	110	5%
Behaviour Support	78	5	83	6%
Community nursing care for high needs	100	13	113	13%
Development of daily living and life skills	102	4	106	4%
Early Intervention supports for early childhood	124	5	129	4%
Exercise Physiology and Physical Wellbeing activities	138	12	150	9%
Innovative Community Participation	150	25	175	17%
Specialised Driving Training	52	5	57	10%
Therapeutic Supports	275	14	289	5%
<b>Capital services</b>				
Home modification design and construction	156	16	172	10%
Specialised Disability Accommodation	53	12	65	23%
Vehicle Modifications	35	11	46	31%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	44	1	45	2%
Support Coordination	69	2	71	3%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	59	-1	58	-2%
Specialised Supported Employment	19	0	19	0%
<b>Total approved providers</b>	<b>1,342</b>	<b>82</b>	<b>1,424</b>	<b>6%</b>

<sup>168</sup> The 10 providers whose registration ended during the first quarter of 2017-18 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table L.37 Key markets indicators by quarter – ACT**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.14	1.15
b) Number of providers delivering new supports	137	151
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	24%	24%
<i>Not yet active (%)</i>	68%	67%
<i>Inactive (%)</i>	8%	9%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	80%	82%
<i>Therapeutic Supports (%)</i>	89%	88%
<i>Participate Community (%)</i>	86%	88%
<i>Early Childhood Supports (%)</i>	83%	85%
<i>Assist Personal Activities (%)</i>	86%	88%

**Table L.38 Cumulative number of providers that have been active by registration group – ACT**

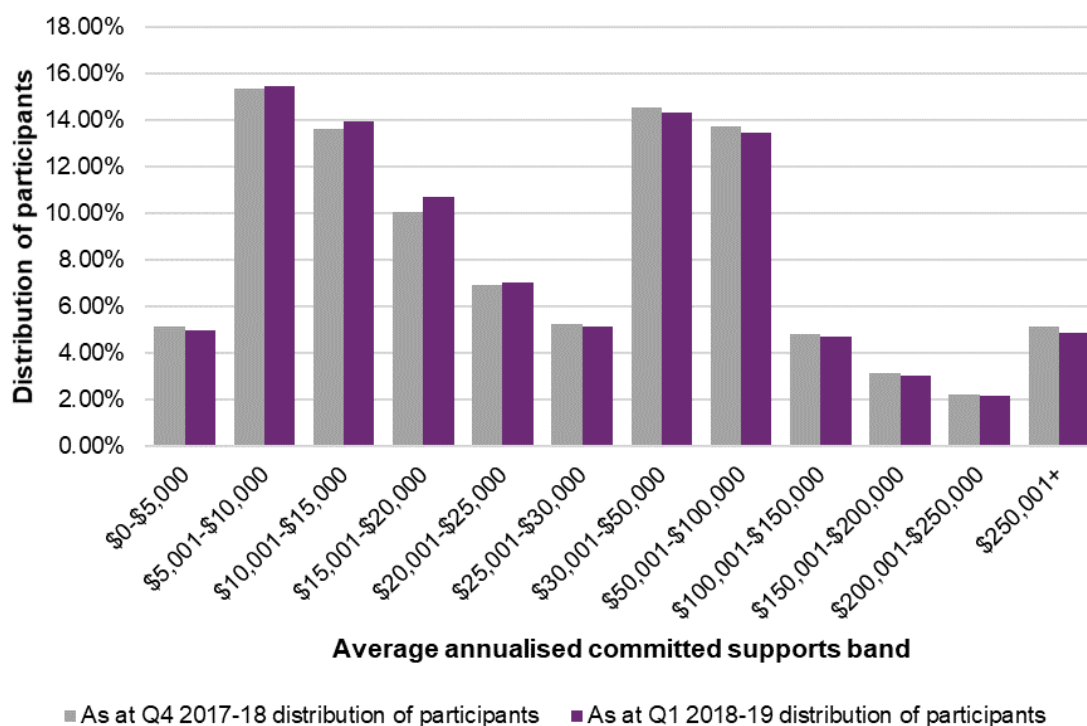
Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	4	1	5	25%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	40	0	40	0%
Assistance with travel/transport arrangements	38	4	42	11%
Daily Personal Activities	64	2	66	3%
Group and Centre Based Activities	32	3	35	9%
High Intensity Daily Personal Activities	48	1	49	2%
Household tasks	93	9	102	10%
Interpreting and translation	5	1	6	20%
Participation in community, social and civic activities	69	3	72	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	13	1	14	8%
Assistive products for household tasks	8	1	9	13%
Assistance products for personal care and safety	75	12	87	16%
Communication and information equipment	17	1	18	6%
Customised Prosthetics	29	2	31	7%
Hearing Equipment	16	0	16	0%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	41	4	45	10%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	8	1	9	13%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	72	4	76	6%
Behaviour Support	32	3	35	9%
Community nursing care for high needs	7	0	7	0%
Development of daily living and life skills	58	3	61	5%
Early Intervention supports for early childhood	59	4	63	7%
Exercise Physiology and Physical Wellbeing activities	36	2	38	6%
Innovative Community Participation	11	1	12	9%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	177	13	190	7%
<b>Capital services</b>				
Home modification design and construction	15	1	16	7%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	4	2	6	50%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	31	1	32	3%
Support Coordination	20	2	22	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	22	0	22	0%
Specialised Supported Employment	5	1	6	20%
<b>Total approved active providers</b>	<b>433</b>	<b>42</b>	<b>475</b>	<b>10%</b>

## Part Five: Financial sustainability

Table L.39 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>169</sup>	Total
Total Committed	-	26.6	138.5	282.2	320.4	89.7	857.5

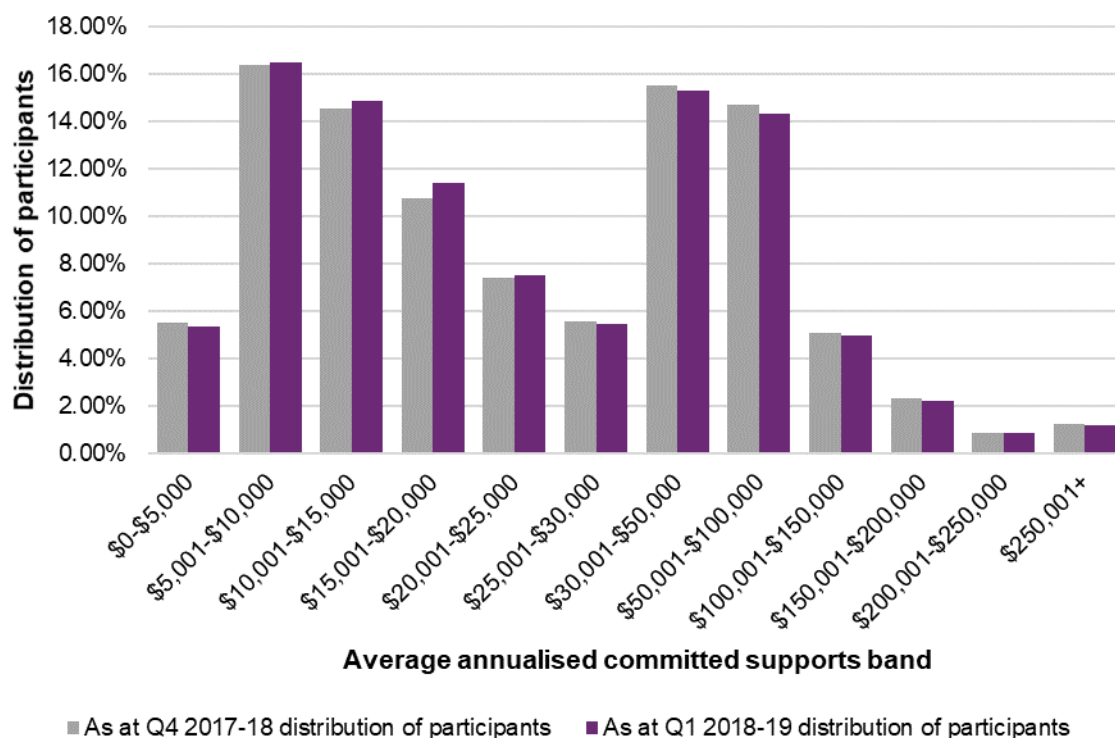
Figure L.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (ACT)



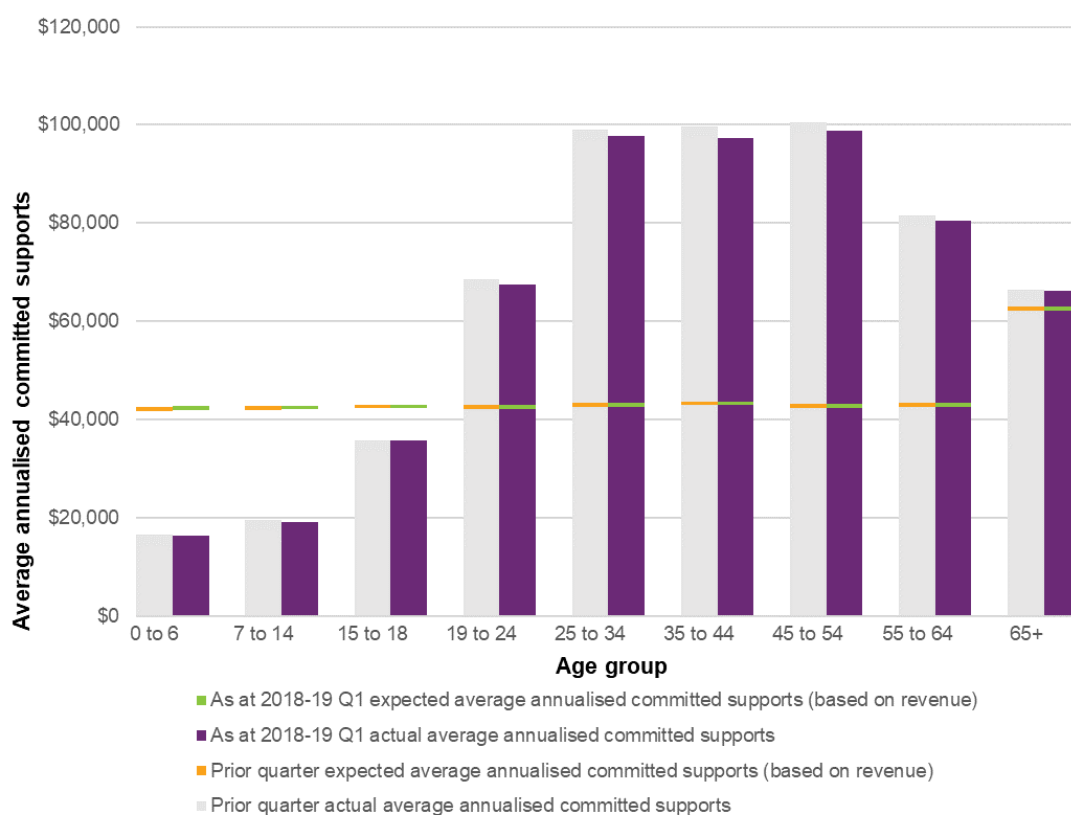
<sup>169</sup> Note: the \$90 million in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.



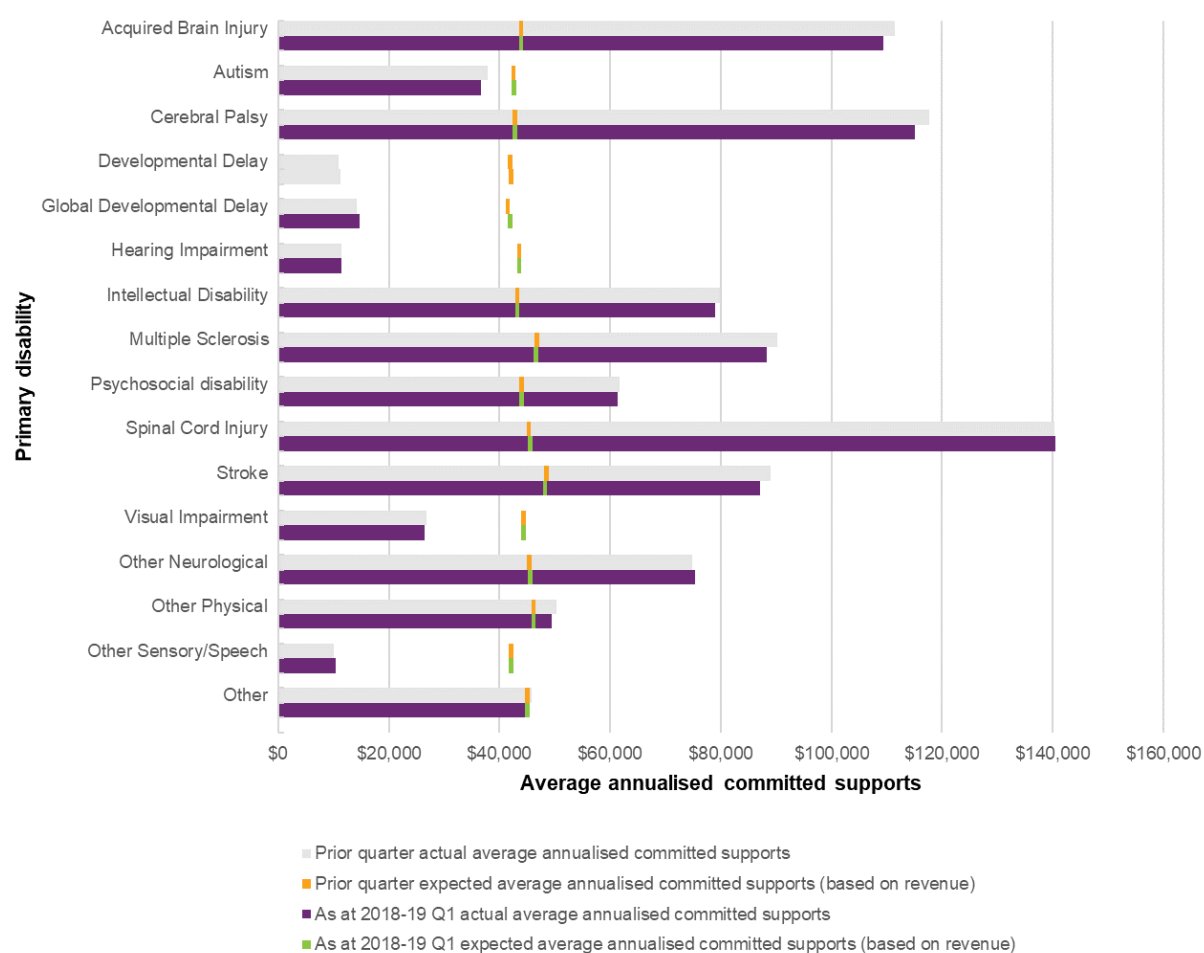
**Figure L.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (ACT)**



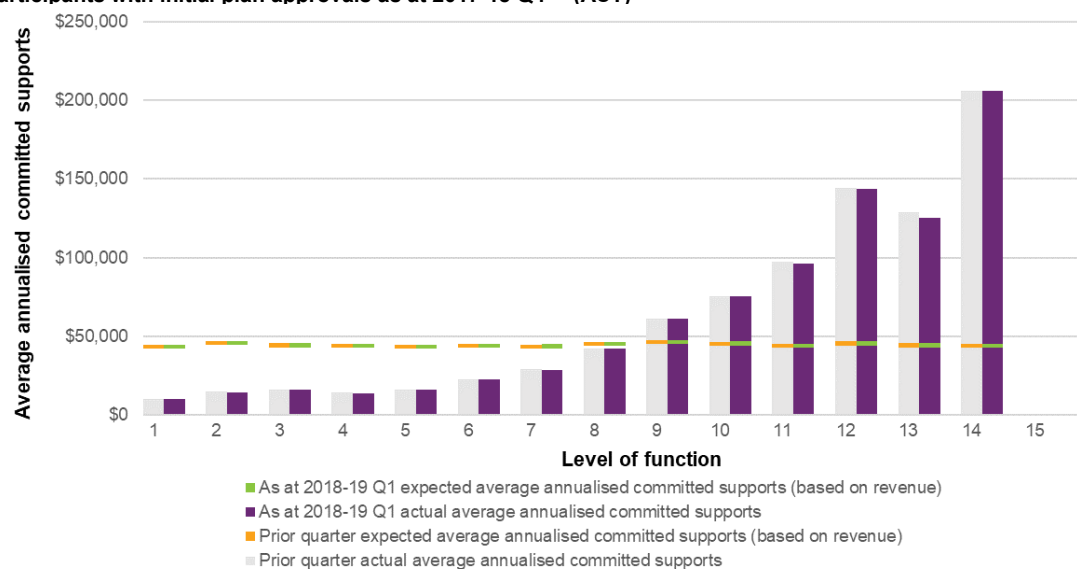
**Figure L.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (ACT)**



**Figure L.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (ACT)**



**Figure L.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>170</sup> (ACT)**



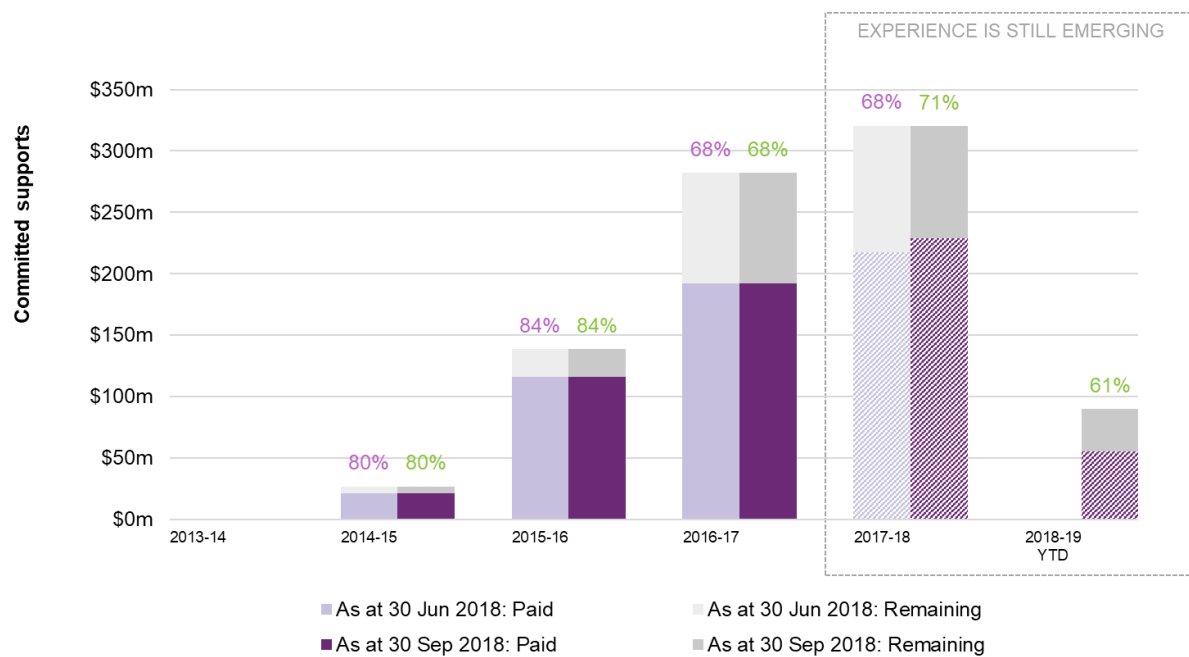
**Table L.40 Payments by financial year, compared to committed supports (\$m) – ACT**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total Committed	-	26.6	138.5	282.2	320.4	89.7	857.5
Total Paid	-	21.2	116.0	192.1	228.7	55.0	613.0
% utilised to date	-	80%	84%	68%	71%	61%	71% <sup>171</sup>

<sup>170</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

<sup>171</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure L.7 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (ACT)



# Appendix M:

## Northern Territory

### Part One: Participants and their plans

Table M.1 Plan approvals compared to estimates – NT

	Prior Quarters	2018-19 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	843	217	1,060	1,568	2,504

Table M.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT<sup>172</sup>

	Prior Quarters	2018-19 Q1	Total
<b>Access decisions</b>	<b>1,547</b>	<b>391</b>	<b>1,938</b>
<b>Access Met</b>	<b>1,379</b>	<b>283</b>	<b>1,662</b>
State	954	171	1,125
Commonwealth	103	35	138
New	322	77	399
<b>Total Participant Plans</b>	<b>843</b>	<b>725</b>	<b>1,568</b>
State	564	162	726
Commonwealth	42	19	61
New	237	36	273
ECEI	0	508	508
<b>Total Participant Plans</b>	<b>843</b>	<b>725</b>	<b>1,568</b>
Early Intervention (s25)	123	9	132
Permanent Disability (s24)	720	208	928
ECEI	0	508	508

Table M.3 Exits from the Scheme since 1 July 2013 as at 30 September 2018 – NT

Exits	
<b>Total participant exits</b>	<b>31</b>
Early Intervention participants	6
Permanent disability participants	25

Table M.4 Cumulative position by services previously received – NT

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	78	3	74		155	149	104%
End of 2016-17	265	6	117	0	388	546	71%
End of 2017-18	564	42	237	0	843	1,623	52%
End of 2018-19 Q1	726	61	273	508	1,568	2,504	63%

<sup>172</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q1, 95% of people with a hearing impairment met the access criteria compared to 72% overall.

Table M.5 Cumulative position by entry into the Scheme – NT

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	38	117		155	149	104%
End of 2016-17	69	319	0	388	546	71%
End of 2017-18	123	720	0	843	1,623	52%
End of 2018-19 Q1	132	928	508	1,568	2,504	63%

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	629	77.5%	77	35.5%	706	68.6%
Not Aboriginal and Torres Strait Islander	169	20.8%	137	63.1%	306	29.7%
Not Stated	14	1.7%	3	1.4%	17	1.7%
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

Table M.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
CALD	306	37.7%	52	24.0%	358	34.8%
Not CALD	506	62.3%	165	76.0%	671	65.2%
Not Stated	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

Table M.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	13	1.6%	7	3.2%	20	1.9%
Not YPIRAC	799	98.4%	210	96.8%	1,009	98.1%
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

Table M.9 Participant profile per quarter by remoteness – NT<sup>173,174</sup>

	Prior Quarters		2018-19 Q1		Total	
Participant profile	N	%	N	%	N	%
Major Cities	7	0.9%	0	0.0%	7	0.7%
Population > 50,000	158	19.6%	134	61.8%	292	28.4%
Population between 15,000 and 50,000	0	0.0%	0	0.0%	0	0.0%
Population between 5,000 and 15,000	1	0.1%	0	0.0%	1	0.1%
Population less than 5,000	1	0.1%	3	1.4%	4	0.4%
Remote	195	24.2%	56	25.8%	251	24.4%
Very Remote	445	55.1%	24	11.1%	469	45.6%
Missing	5		0		5	
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

<sup>173</sup> This table has changed from the previous report. It is now based on the Modified Monash Model measure of remoteness.

<sup>174</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Table M.10 Participant profile per quarter by disability group - NT<sup>175,176</sup>**

Disability	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Autism	82	10%	43	20%	125	12%
Intellectual Disability	231	28%	60	28%	291	28%
Psychosocial disability	59	7%	15	7%	74	7%
Cerebral Palsy	92	11%	11	5%	103	10%
Other Neurological	67	8%	11	5%	78	8%
Developmental Delay	16	2%	4	2%	20	2%
Other Physical	62	8%	15	7%	77	7%
Acquired Brain Injury	86	11%	20	9%	106	10%
Hearing Impairment	24	3%	10	5%	34	3%
Visual Impairment	13	2%	4	2%	17	2%
Multiple Sclerosis	4	0%	3	1%	7	1%
Other Sensory/Speech	9	1%	0	0%	9	1%
Global Developmental Delay	12	1%	1	0%	13	1%
Stroke	34	4%	5	2%	39	4%
Spinal Cord Injury	18	2%	15	7%	33	3%
Other	3	0%	0	0%	3	0%
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

**Table M.11 Participant profile per quarter by level of function – NT**

Level of Function	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	36	4%	10	5%	46	4%
2 (High Function)	0	0%	0	0%	0	0%
3 (High Function)	29	4%	9	4%	38	4%
4 (High Function)	24	3%	6	3%	30	3%
5 (High Function)	60	7%	10	5%	70	7%
6 (Moderate Function)	64	8%	39	18%	103	10%
7 (Moderate Function)	55	7%	9	4%	64	6%
8 (Moderate Function)	70	9%	19	9%	89	9%
9 (Moderate Function)	5	1%	3	1%	8	1%
10 (Moderate Function)	129	16%	38	18%	167	16%
11 (Low Function)	28	3%	4	2%	32	3%
12 (Low Function)	197	24%	45	21%	242	24%
13 (Low Function)	48	6%	18	8%	66	6%
14 (Low Function)	66	8%	7	3%	73	7%
15 (Low Function)	1	0%	0	0%	1	0%
Missing	0		0		0	
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

<sup>175</sup> Table order based on national proportions (highest to lowest)

<sup>176</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.



**Table M.12 Participant profile per quarter by Age group – NT**

Age Group	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
0 to 6	79	10%	18	8%	97	9%
7 to 14	111	14%	36	17%	147	14%
15 to 18	44	5%	12	6%	56	5%
19 to 24	67	8%	33	15%	100	10%
25 to 34	121	15%	35	16%	156	15%
35 to 44	137	17%	17	8%	154	15%
45 to 54	155	19%	36	17%	191	19%
55 to 64	90	11%	28	13%	118	11%
65+	8	1%	2	1%	10	1%
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

**Table M.13 Participant profile per quarter by Gender – NT**

Gender	Prior Quarters		2018-19 Q1		Total	
	N	%	N	%	N	%
Male	506	62%	137	63%	643	62%
Female	304	37%	79	36%	383	37%
Indeterminate	2	0%	1	0%	3	0%
<b>Total</b>	<b>812</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>1,029</b>	<b>100%</b>

## *Part Two: Participant experience and outcomes*

**Table M.14 Number of questionnaires completed by SFOF version – NT<sup>177</sup>**

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1 2018-19	Number of questionnaires
Participant 0 to school	17	38	11	66
Participant school to 14	27	75	43	145
Participant 15 to 24	24	69	45	138
Participant 25 and over	156	255	118	529
<b>Total Participant</b>	<b>224</b>	<b>437</b>	<b>217</b>	<b>878</b>
Family 0 to 14	41	100	52	193
Family 15 to 24	3	35	27	65
Family 25 and over	16	57	51	124
<b>Total Family</b>	<b>60</b>	<b>192</b>	<b>130</b>	<b>382</b>
<b>Total</b>	<b>284</b>	<b>629</b>	<b>347</b>	<b>1,260</b>

<sup>177</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

**Table M.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT**

	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	56%			
CC	% who say their child is able to tell them what he/she wants	58%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		21%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		54%		
CC	% who are happy with the level of independence/control they have now			27%	
CC	% who choose who supports them			20%	28%
CC	% who choose what they do each day			23%	41%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	16%
CC	% who want more choice and control in their life			86%	85%

**Table M.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NT**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	71%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		31%		
REL	Of these, % who are welcomed or actively included	62%	69%		
REL	% of children who spend time with friends without an adult present		23%		
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			53%	47%

**Table M.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		49%		
HM	% who are happy with their home			67%	57%
HM	% who feel safe or very safe in their home			76%	60%
HW	% who rate their health as good, very good or excellent			64%	36%
HW	% who did not have any difficulties accessing health services			51%	42%
LL	% who currently attend or previously attended school in a mainstream class			20%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				54%
LL	% unable to do a course or training they wanted to do in the last 12 months				30%
WK	% who have a paid job			10%	11%
WK	% who volunteer			13%	8%

**Table M.18 Selected key indicators for families/carers of participants – NT**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	11%	15%	18%
% receiving Carer Allowance	29%	22%	19%
% working in a paid job	40%	55%	32%
Of those in a paid job, % in permanent employment	82%	75%	70%
Of those in a paid job, % working 15 hours or more	85%	92%	72%
% who say they (and their partner) are able to work as much as they want	51%	57%	33%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	96%	81%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	41%	46%	44%
% able to advocate for their child/family member	58%	61%	44%
% who have friends and family they see as often as they like	48%	48%	47%
% who feel very confident or somewhat confident in supporting their child's development	70%		
% who know what their family can do to enable their family member with disability to become as independent as possible		30%	
% who feel in control selecting services		31%	24%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			28%
% who rate their health as good, very good or excellent	79%	74%	54%

**Table M.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=7) – NT**

Question	% Yes
DL Has the NDIS improved your child's development?	Numbers are too small
DL Has the NDIS improved your child's access to specialist services?	Numbers are too small
CC Has the NDIS helped increase your child's ability to communicate what they want?	Numbers are too small
REL Has the NDIS improved how your child fits into family life?	Numbers are too small
S/CP Has the NDIS improved how your child fits into community life?	Numbers are too small

**Table M.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=25) – NT**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	36%
LL	Has the NDIS improved your child's access to education?	19%
REL	Has the NDIS improved your child's relationships with family and friends?	20%
S/CP	Has the NDIS improved your child's social and recreational life?	15%

**Table M.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=29) and ‘Participant 25 and over’ (n=161) – NT**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	43%	40%
DL	Has the NDIS helped you with daily living activities?	59%	59%
REL	Has the NDIS helped you to meet more people?	45%	40%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	37%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	14%	18%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	10%
S/CP	Has the NDIS helped you be more involved?	43%	43%

**Table M.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=30); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=10) – NT**

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?	30%	Numbers are too small
Has the NDIS improved the level of support for your family?	32%	Numbers are too small
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?	35%	Numbers are too small
Has the NDIS improved your ability/capacity to help your child develop and learn?	35%	
Has the NDIS improved your health and wellbeing?	25%	Numbers are too small

There is insufficient data to present information on participant satisfaction in NT.

Table M.23 Plan reviews conducted per quarter – NT

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total plan reviews</b>	<b>1,088</b>	<b>245</b>	<b>1,333</b>
<i>Early intervention plans</i>	127	27	154
<i>Permanent disability plans</i>	961	218	1,179

Table M.24 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>485</b>	<b>177</b>	<b>662</b>
<i>Trial participants</i>	259	37	296
<i>Transition participants</i>	226	140	366

Table M.25 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>603</b>	<b>68</b>	<b>671</b>
<i>Trial participants</i>	79	8	87
<i>Transition participants</i>	524	60	584

Table M.26 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT<sup>178</sup>

	Prior Quarters (Transition only)	2018-19 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>70.1%</b>	<b>28.6%</b>	<b>61.1%</b>

Table M.27 AAT cases by category – NT

	Prior Quarters		2018-19 Q1		Total	
Category	N	%	N	%	N	%
Access	1	33%	0	0%	1	25%
Plan	2	67%	1	100%	3	75%
Plan Review	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
<b>Total</b>	<b>3</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>4</b>	<b>100%</b>
<b>% of all access decisions<sup>179</sup></b>	<b>0.22%</b>		<b>0.23%</b>		<b>0.22%</b>	

<sup>178</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>179</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table M.28 AAT cases by open/closed and decision – NT

	N
<b>AAT Cases</b>	<b>4</b>
<b>Open AAT Cases</b>	<b>1</b>
<b>Closed AAT Cases</b>	<b>3</b>
<i>Resolved before hearing</i>	<i>1</i>
<i>Gone to hearing and received a substantive decision</i>	<b>2*</b>

\*Of the 2 cases which went to hearing and received a substantive decision: 1 affirmed the Agency's decision, 1 varied the Agency's decision.

Table M.29 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q1	Total
Self-managed fully	1%	6%	<b>3%</b>
Self-managed partly	3%	6%	<b>4%</b>
Plan managed	17%	20%	<b>19%</b>
Agency managed	78%	68%	<b>74%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table M.30 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q1	Total
Support coordination	97%	87%	93%

Table M.31 Duration to plan activation by quarter of initial plan approval for active participants – NT<sup>180</sup>

	Prior Quarters (Transition Only)		2017-18 Q3	
<b>Plan activation</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Less than 30 days	282	57%	32	47%
30 to 59 days	39	8%	10	15%
60 to 89 days	19	4%	7	10%
<b>Activated within 90 days</b>	<b>340</b>	<b>69%</b>	<b>49</b>	<b>72%</b>
90 to 119 days	34	7%	1	1%
120 days and over	37	8%	4	6%
<b>Activated between 90 and 180 days</b>	<b>71</b>	<b>14%</b>	<b>5</b>	<b>7%</b>
No payments	82	17%	14	21%
<b>Total plans approved</b>	<b>493</b>	<b>100%</b>	<b>68</b>	<b>100%</b>

Table M.32 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1 to 3 of 2017-18 – NT

Plan utilisation <sup>181</sup>	Prior Quarters (Transition only)	2017-18 Q3	Total
0% to 50%	57%	85%	58%
50% to 75%	21%	12%	20%
> 75%	23%	3%	22%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>180</sup> Note: Plans approved after the end of 2017-18 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>181</sup> This table only considers committed supports and payments for supports provided to 30 June 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.



**Table M.33 Proportion of active participants with approved plans accessing mainstream supports – NT**

	Prior Quarters	2018-19 Q1	Total
Daily Activities	15%	9%	12%
Health & Wellbeing	52%	57%	55%
Lifelong Learning	5%	6%	6%
Other	15%	16%	16%
Non-categorised	23%	20%	22%
Any mainstream service	94%	94%	94%

### ***Part Three: Providers and the growing market***

**Table M.34 Key provider indicators by quarter – NT**

	Prior Quarters	2018-19 Q1	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	101	23	124
<i>Company/ organisation</i>	501	52	545
<i>Total</i>	602	75	669
b) Registration revoked	8		

**Table M.35 Number of approved providers by registration group – NT<sup>182</sup>**

Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	76	22	98	29%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	36	0	36	0%
Assistance with travel/transport arrangements	69	8	77	12%
Daily Personal Activities	43	3	46	7%
Group and Centre Based Activities	37	4	41	11%
High Intensity Daily Personal Activities	34	1	35	3%
Household tasks	50	9	59	18%
Interpreting and translation	57	10	67	18%
Participation in community, social and civic activities	53	4	57	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	63	1	64	2%
Assistive products for household tasks	56	3	59	5%
Assistance products for personal care and safety	101	4	105	4%
Communication and information equipment	133	13	146	10%
Customised Prosthetics	28	1	29	4%
Hearing Equipment	45	5	50	11%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	78	3	81	4%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	54	6	60	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	52	14	66	27%
Behaviour Support	20	7	27	35%
Community nursing care for high needs	20	4	24	20%
Development of daily living and life skills	42	5	47	12%
Early Intervention supports for early childhood	29	8	37	28%
Exercise Physiology and Physical Wellbeing activities	33	3	36	9%
Innovative Community Participation	137	33	170	24%
Specialised Driving Training	20	5	25	25%
Therapeutic Supports	61	12	73	20%
<b>Capital services</b>				
Home modification design and construction	48	5	53	10%
Specialised Disability Accommodation	41	12	53	29%
Vehicle Modifications	42	9	51	21%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	27	3	30	11%
Support Coordination	35	10	45	29%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	20	-1	19	-5%
Specialised Supported Employment	6	0	6	0%
<b>Total approved providers</b>	<b>594</b>	<b>75</b>	<b>669</b>	<b>13%</b>

<sup>182</sup> The 8 providers whose registration ended during the first quarter of 2018-19 are not included in the 2017-18 Q4 and prior numbers in this table.

**Table M.36 Key markets indicators by quarter – NT**

Market indicators	Prior Quarters	2018-19 Q1
a) Average number of providers per participant	1.87	1.99
b) Number of providers delivering new supports	37	54
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	11%	13%
<i>Not yet active (%)</i>	86%	84%
<i>Inactive (%)</i>	3%	3%
e) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	87%	89%
<i>Therapeutic Supports (%)</i>	80%	82%
<i>Participate Community (%)</i>	72%	77%
<i>Early Childhood Supports (%)</i>	76%	84%
<i>Assist Personal Activities (%)</i>	76%	76%

Table M.37 Cumulative number of providers that have been active by registration group – NT

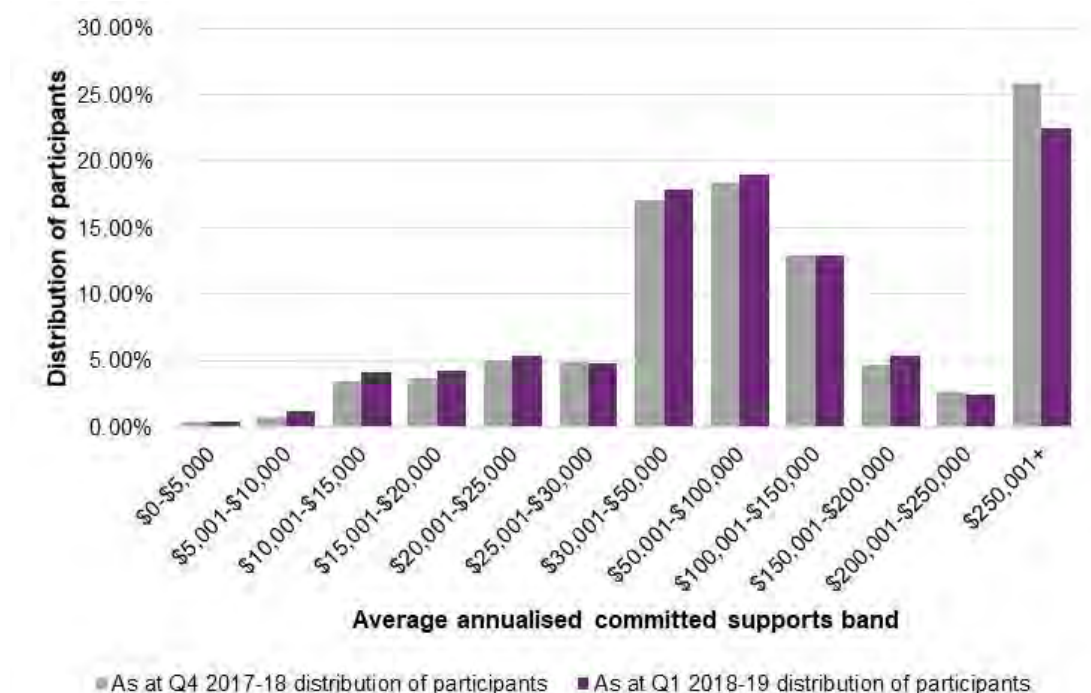
Registration Group	Prior Quarters	2018-19 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	1	2	3	200%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	18	1	19	6%
Assistance with travel/transport arrangements	16	2	18	13%
Daily Personal Activities	23	4	27	17%
Group and Centre Based Activities	13	1	14	8%
High Intensity Daily Personal Activities	15	2	17	13%
Household tasks	14	1	15	7%
Interpreting and translation	2	0	2	0%
Participation in community, social and civic activities	25	2	27	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	3	0	3	0%
Assistance products for personal care and safety	13	3	16	23%
Communication and information equipment	1	0	1	0%
Customised Prosthetics	0	3	3	-
Hearing Equipment	0	0	0	-
Hearing Services	0	0	0	-
Personal Mobility Equipment	8	0	8	0%
Specialised Hearing Services	0	0	0	-
Vision Equipment	2	0	2	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	29	8	37	28%
Behaviour Support	4	3	7	75%
Community nursing care for high needs	3	0	3	0%
Development of daily living and life skills	13	1	14	8%
Early Intervention supports for early childhood	5	4	9	80%
Exercise Physiology and Physical Wellbeing activities	1	1	2	100%
Innovative Community Participation	1	0	1	0%
Specialised Driving Training	0	0	0	-
Therapeutic Supports	29	6	35	21%
<b>Capital services</b>				
Home modification design and construction	2	0	2	0%
Specialised Disability Accommodation	1	0	1	0%
Vehicle Modifications	2	0	2	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	8	1	9	13%
Support Coordination	3	1	4	33%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	2	0	2	0%
Specialised Supported Employment	2	0	2	0%
<b>Total approved active providers</b>	<b>85</b>	<b>20</b>	<b>105</b>	<b>24%</b>

## Part Five: Financial sustainability

Table M.38 Committed supports by financial year (\$m) – NT

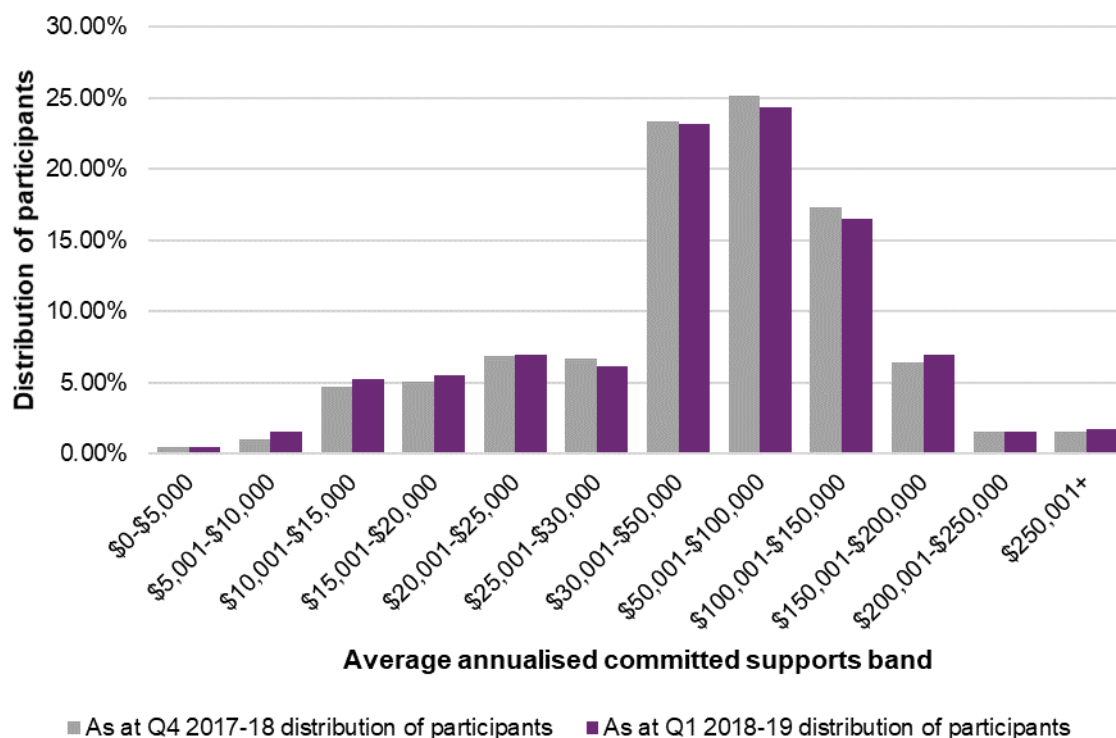
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 <sup>183</sup>	Total
Total Committed	-	1.9	5.6	19.7	98.8	35.6	161.7

Figure M.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NT)

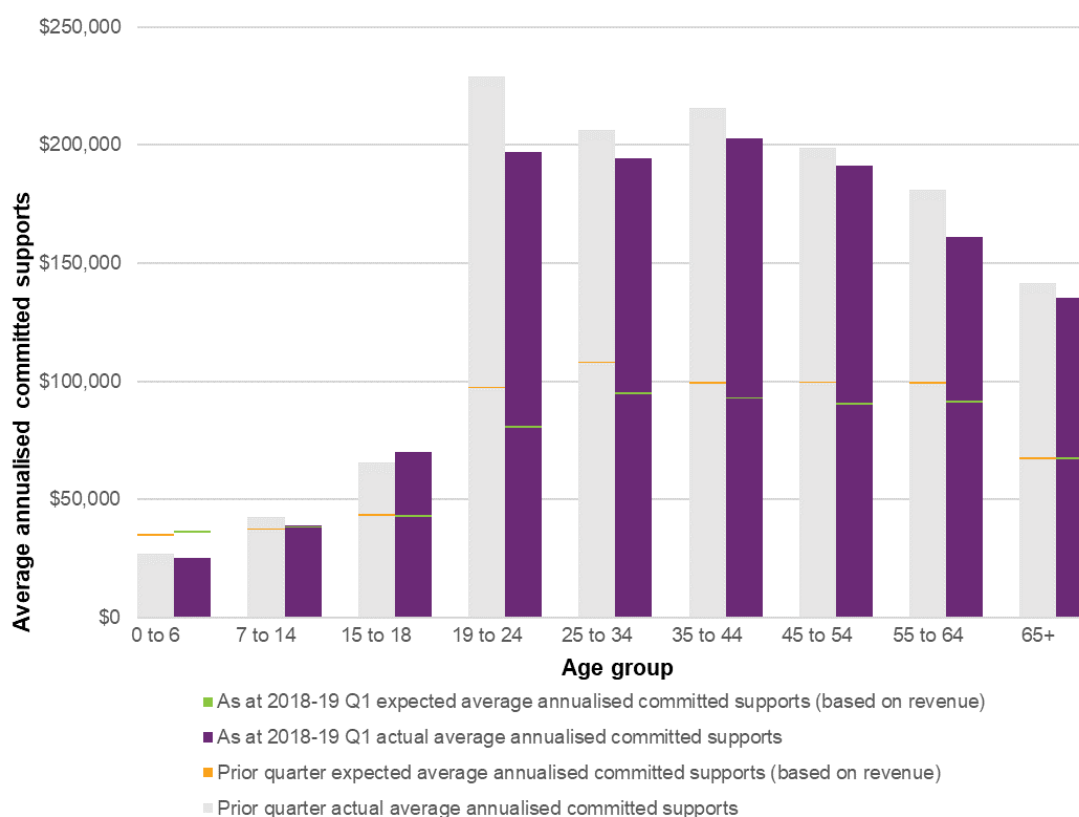


<sup>183</sup> Note: the \$36 million in respect of 2018-19 Q1 only includes committed supports expected to be used to 30 September 2018.

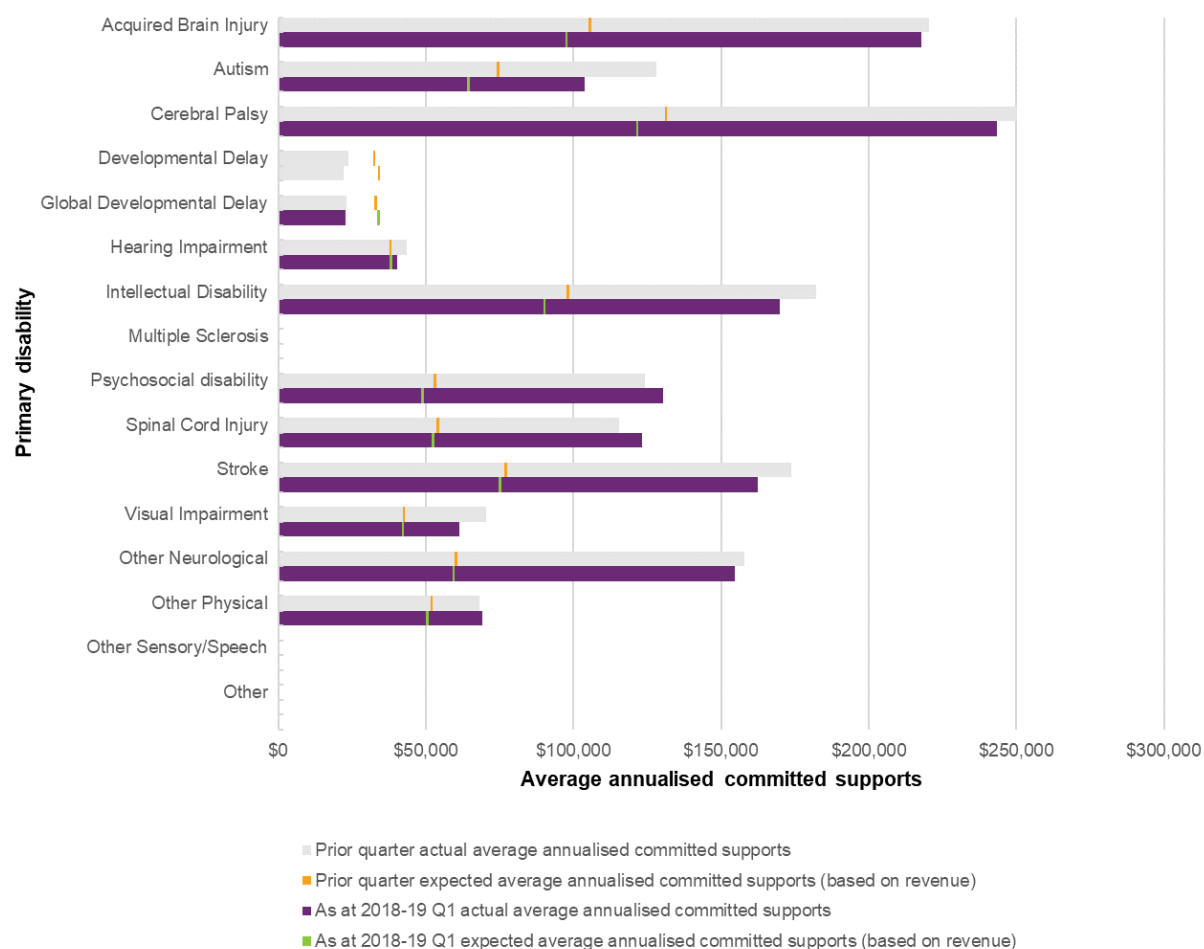
**Figure M.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NT)**



**Figure M.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4 (NT)**



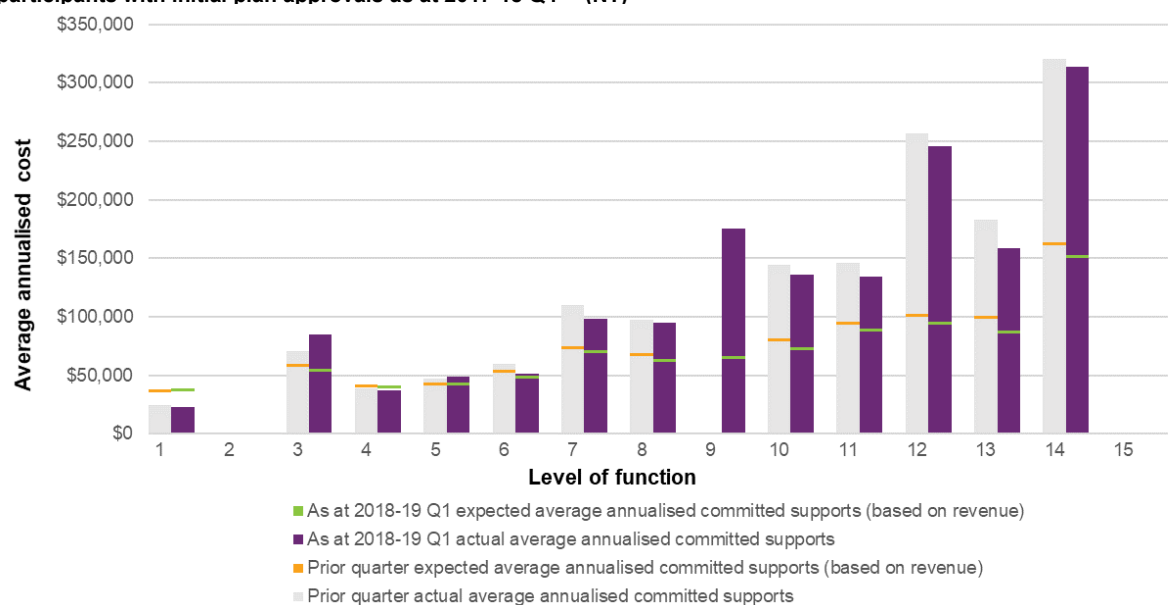
**Figure M.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>184</sup> (NT)**



<sup>184</sup> Average annualised committed supports are not shown where there is insufficient data in the group.



**Figure M.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2017-18 Q4<sup>185</sup> (NT)**



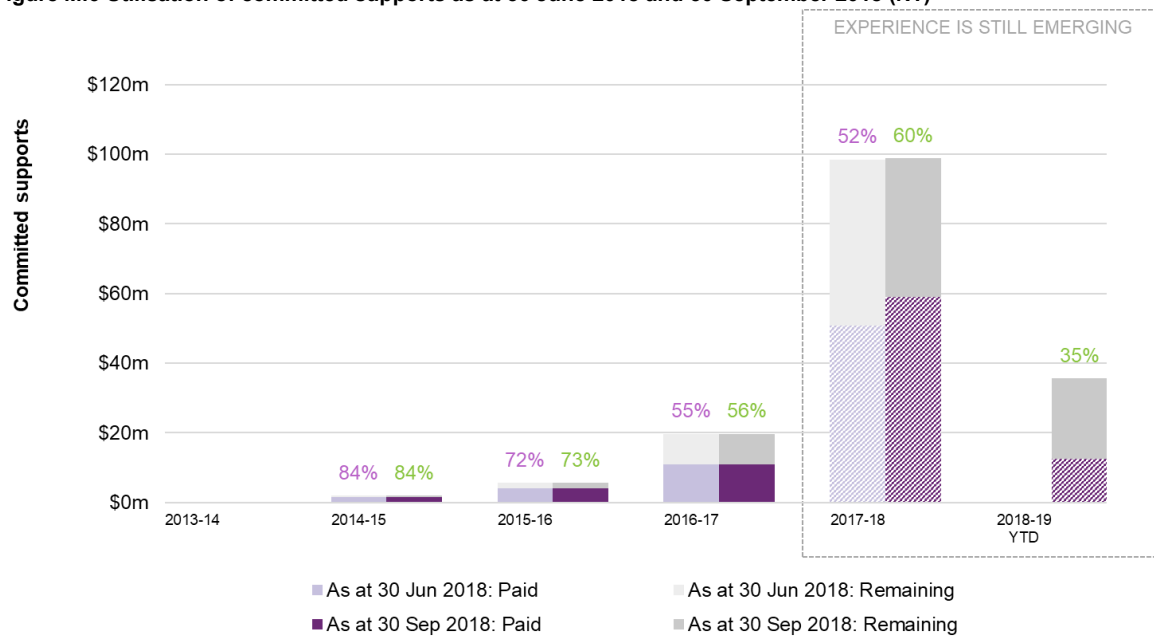
**Table M.39 Payments by financial year, compared to committed supports (\$m) – NT**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total Committed	-	1.9	5.6	19.7	98.8	35.6	161.7
Total Paid	-	1.6	4.1	11.0	59.0	12.5	88.2
% utilised to date	n/a	84%	73%	56%	60%	35%	55% <sup>186</sup>

<sup>185</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

<sup>186</sup> Note: Only committed supports expected to be used to 30 September 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure M.6 Utilisation of committed supports as at 30 June 2018 and 30 September 2018 (NT)



## Appendix N:

### Specialist Disability Accommodation

**Table N.1 Active participants with SDA funding in current NDIS plan as at 30 September 2018**

State/Territory	Participants with SDA supports	All participants	% of participants with SDA
NSW	4,776	89,325	5.3%
VIC	2,618	46,473	5.6%
QLD	728	24,343	3.0%
WA <sup>187</sup>	274	5,514	5.0%
SA	370	19,907	1.9%
TAS	585	4,426	13.2%
ACT <sup>188</sup>	6	6,409	0.1%
NT	179	1,029	17.4%
<b>Total</b>	<b>9,536</b>	<b>197,426</b>	<b>4.8%</b>

**Table N.2 Annualised committed supports in current NDIS plans as at 30 September 2018**

State/Territory	Committed in current plans to SDA (\$)	Total committed in current plans (\$)	% of committed for SDA supports
NSW	44,520,173	5,442,594,903	0.8%
VIC	25,630,350	2,732,213,438	0.9%
QLD	7,391,400	1,638,861,525	0.5%
WA	3,034,023	304,074,796	1.0%
SA	3,846,790	755,278,126	0.5%
TAS	6,968,383	326,426,068	2.1%
ACT	127,041	355,088,046	0.0%
NT	2,004,525	150,294,403	1.3%
<b>Total</b>	<b>93,522,686</b>	<b>11,704,831,304</b>	<b>0.8%</b>

#### 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 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.

<sup>187</sup> Some participants with existing supported living arrangements receive Supported Independent Living (SIL) funding.

<sup>188</sup> Ibid.

**Table N.3 Number of Enrolled SDA Dwellings by Location and Type as at 30 September 2018 (excluding in-kind arrangements)**<sup>189,190</sup>

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>ACT</b>	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-
<b>NSW</b>	<b>893</b>	<b>51</b>	<b>152</b>	<b>1</b>	<b>1,097</b>
NSW - Capital Region	34	1	2	-	37
NSW - Central Coast	35	3	-	-	38
NSW - Central West	46	3	3	-	52
NSW - Coffs Harbour - Grafton	17	5	1	-	23
NSW - Far West and Orana	53	4	-	-	57
NSW - Hunter Valley exc Newcastle	41	2	6	-	49
NSW - Illawarra	21	-	6	-	27
NSW - Mid North Coast	19	-	3	-	22
NSW - Murray	33	1	3	-	37
NSW - New England and North West	27	2	5	-	34
NSW - Newcastle and Lake Macquarie	39	-	13	-	52
NSW - Richmond - Tweed	25	1	5	-	31
NSW - Riverina	20	1	5	-	26
NSW - Southern Highlands and Shoalhaven	7	1	2	-	10
NSW - Sydney - Baulkham Hills and Hawkesbury	35	-	8	-	43
NSW - Sydney - Blacktown	51	4	9	-	64
NSW - Sydney - City and Inner South	13	2	-	-	15
NSW - Sydney - Eastern Suburbs	13	3	1	-	17
NSW - Sydney - Inner South West	38	1	-	-	39
NSW - Sydney - Inner West	14	1	-	-	15
NSW - Sydney - North Sydney and Hornsby	63	7	-	-	70
NSW - Sydney - Northern Beaches	28	2	4	-	34
NSW - Sydney - Outer South West	17	-	2	-	19
NSW - Sydney - Outer West and Blue Mountains	48	5	1	-	54
NSW - Sydney - Parramatta	64	-	28	-	92
NSW - Sydney - Ryde	31	-	31	-	62
NSW - Sydney - South West	19	-	1	1	21
NSW - Sydney - Sutherland	42	2	13	-	57
<b>NT</b>	<b>17</b>	<b>3</b>	<b>8</b>	<b>-</b>	<b>28</b>
NT - Darwin	9	2	8	-	19
NT - Northern Territory - Outback	8	1	-	-	9
<b>QLD</b>	<b>256</b>	<b>38</b>	<b>63</b>	<b>2</b>	<b>359</b>

<sup>189</sup> The NDIA is working with WA and ACT governments and expects to commence enrolling dwellings this quarter.

<sup>190</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Brisbane - East	14	-	-	-	14
QLD - Brisbane - North	14	2	4	-	20
QLD - Brisbane - South	28	4	-	-	32
QLD - Brisbane - West	16	2	-	-	18
QLD - Brisbane Inner City	6	-	-	-	6
QLD - Cairns	10	1	2	-	13
QLD - Darling Downs - Maranoa	2	2	-	-	4
QLD - Fitzroy	19	2	-	-	21
QLD - Gold Coast	14	2	3	-	19
QLD - Ipswich	10	1	16	-	27
QLD - Logan - Beaudesert	2	1	1	-	4
QLD - Mackay	8	1	-	-	9
QLD - Moreton Bay - North	20	2	11	-	33
QLD - Moreton Bay - South	3	2	-	-	5
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	15	3	-	-	18
QLD - Toowoomba	13	7	2	2	24
QLD - Townsville	13	2	5	-	20
QLD - Wide Bay	49	4	19	-	72
<b>SA</b>	<b>344</b>	<b>11</b>	<b>3</b>	<b>-</b>	<b>358</b>
SA - Adelaide - Central and Hills	28	1	1	-	30
SA - Adelaide - North	95	1	2	-	98
SA - Adelaide - South	87	8	-	-	95
SA - Adelaide - West	82	-	-	-	82
SA - Barossa - Yorke - Mid North	13	1	-	-	14
SA - South Australia - Outback	6	-	-	-	6
SA - South Australia - South East	33	-	-	-	33
<b>TAS</b>	<b>17</b>	<b>2</b>	<b>3</b>	<b>-</b>	<b>22</b>
TAS - Hobart	6	-	-	-	6
TAS - Launceston and North East	4	1	3	-	8
TAS - South East	1	-	-	-	1
TAS - West and North West	6	1	-	-	7
<b>VIC</b>	<b>279</b>	<b>59</b>	<b>31</b>	<b>10</b>	<b>379</b>
VIC - Ballarat	24	5	-	-	29
VIC - Bendigo	7	-	8	-	15
VIC - Geelong	24	4	2	4	34
VIC - Hume	32	3	-	-	35
VIC - Latrobe - Gippsland	6	6	-	-	12
VIC - Melbourne - Inner	3	1	-	-	4
VIC - Melbourne - Inner East	25	4	1	-	30
VIC - Melbourne - Inner South	17	3	1	-	21
VIC - Melbourne - North East	29	9	-	-	38
VIC - Melbourne - North West	13	1	-	-	14

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
VIC - Melbourne - Outer East	22	-	4	-	26
VIC - Melbourne - South East	17	2	2	1	22
VIC - Melbourne - West	3	9	3	-	15
VIC - Mornington Peninsula	14	5	2	-	21
VIC - North West	17	-	5	5	27
VIC - Shepparton	11	3	3	-	17
VIC - Warrnambool and South West	15	4	-	-	19
<b>WA</b>	-	-	-	-	-
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
<b>Total</b>	<b>1,806</b>	<b>164</b>	<b>260</b>	<b>13</b>	<b>2,243</b>

**Table N.4 Number of Enrolled SDA Dwellings by Location and Design as at 30 September 2018<sup>191,192</sup>**

Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	-	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-	-
<b>NSW</b>	<b>713</b>	<b>166</b>	<b>59</b>	<b>41</b>	<b>118</b>	<b>1,097</b>
NSW - Capital Region	31	3	1	1	1	37
NSW - Central Coast	32	2	-	4	-	38
NSW - Central West	34	4	1	4	9	52
NSW - Coffs Harbour - Grafton	11	3	4	2	3	23
NSW - Far West and Orana	50	2	-	3	2	57
NSW - Hunter Valley exc Newcastle	28	13	-	3	5	49
NSW - Illawarra	20	7	-	-	-	27
NSW - Mid North Coast	14	6	-	2	-	22
NSW - Murray	16	15	1	3	2	37

<sup>191</sup> The NDIA is working with WA and ACT governments and expects to commence enrolling dwellings this quarter.

<sup>192</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - New England and North West	15	11	1	-	7	34
NSW - Newcastle and Lake Macquarie	26	7	15	1	3	52
NSW - Richmond - Tweed	15	5	10	-	1	31
NSW - Riverina	18	6	1	-	1	26
NSW - Southern Highlands and Shoalhaven	8	-	-	2	-	10
NSW - Sydney - Baulkham Hills and Hawkesbury	21	11	-	-	11	43
NSW - Sydney - Blacktown	48	-	-	1	15	64
NSW - Sydney - City and Inner South	12	1	-	2	-	15
NSW - Sydney - Eastern Suburbs	15	-	1	1	-	17
NSW - Sydney - Inner South West	36	1	-	-	2	39
NSW - Sydney - Inner West	13	-	1	1	-	15
NSW - Sydney - North Sydney and Hornsby	52	12	6	-	-	70
NSW - Sydney - Northern Beaches	29	-	-	-	5	34
NSW - Sydney - Outer South West	12	2	4	1	-	19
NSW - Sydney - Outer West and Blue Mountains	38	4	-	8	4	54
NSW - Sydney - Parramatta	42	22	12	1	15	92
NSW - Sydney - Ryde	27	3	-	1	31	62
NSW - Sydney - South West	12	7	1	-	1	21
NSW - Sydney - Sutherland	38	19	-	-	-	57
<b>NT</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>-</b>	<b>15</b>	<b>28</b>
NT - Darwin	4	1	1	-	13	19
NT - Northern Territory - Outback	4	3	-	-	2	9
<b>QLD</b>	<b>83</b>	<b>104</b>	<b>64</b>	<b>32</b>	<b>76</b>	<b>359</b>
QLD - Brisbane - East	7	3	-	3	1	14
QLD - Brisbane - North	7	5	3	-	5	20
QLD - Brisbane - South	5	7	11	9	-	32
QLD - Brisbane - West	1	3	12	-	2	18
QLD - Brisbane Inner City	-	2	4	-	-	6
QLD - Cairns	3	2	2	-	6	13
QLD - Darling Downs - Maranoa	1	3	-	-	-	4
QLD - Fitzroy	4	9	-	1	7	21
QLD - Gold Coast	9	2	3	-	5	19
QLD - Ipswich	3	6	15	1	2	27
QLD - Logan - Beaudesert	1	-	-	2	1	4
QLD - Mackay	2	4	-	-	3	9
QLD - Moreton Bay - North	-	13	10	5	5	33
QLD - Moreton Bay - South	-	4	-	-	1	5
QLD - Queensland - Outback	-	-	-	-	-	-
QLD - Sunshine Coast	4	6	-	5	3	18
QLD - Toowoomba	11	10	1	-	2	24
QLD - Townsville	6	3	2	-	9	20
QLD - Wide Bay	19	22	1	6	24	72
<b>SA</b>	<b>129</b>	<b>142</b>	<b>49</b>	<b>1</b>	<b>37</b>	<b>358</b>



Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
SA - Adelaide - Central and Hills	18	3	3	-	6	30
SA - Adelaide - North	33	57	5	-	3	98
SA - Adelaide - South	26	34	15	-	20	95
SA - Adelaide - West	31	21	24	-	6	82
SA - Barossa - Yorke - Mid North	7	6	-	1	-	14
SA - South Australia - Outback	2	4	-	-	-	6
SA - South Australia - South East	12	17	2	-	2	33
<b>TAS</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>22</b>
TAS - Hobart	1	3	-	1	1	6
TAS - Launceston and North East	-	4	1	1	2	8
TAS - South East	-	1	-	-	-	1
TAS - West and North West	1	2	-	-	4	7
<b>VIC</b>	<b>159</b>	<b>115</b>	<b>18</b>	<b>38</b>	<b>49</b>	<b>379</b>
VIC - Ballarat	5	12	-	11	1	29
VIC - Bendigo	2	5	4	4	-	15
VIC - Geelong	12	9	3	5	5	34
VIC - Hume	20	9	-	1	5	35
VIC - Latrobe - Gippsland	7	4	-	-	1	12
VIC - Melbourne - Inner	2	2	-	-	-	4
VIC - Melbourne - Inner East	17	12	-	1	-	30
VIC - Melbourne - Inner South	11	6	-	1	3	21
VIC - Melbourne - North East	18	10	1	4	5	38
VIC - Melbourne - North West	11	3	-	-	-	14
VIC - Melbourne - Outer East	15	3	-	4	4	26
VIC - Melbourne - South East	7	5	1	4	5	22
VIC - Melbourne - West	3	8	4	-	-	15
VIC - Mornington Peninsula	3	10	1	3	4	21
VIC - North West	6	9	-	-	12	27
VIC - Shepparton	5	6	4	-	2	17
VIC - Warrnambool and South West	15	2	-	-	2	19
<b>WA</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
WA - Bunbury	-	-	-	-	-	-
WA - Mandurah	-	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-	-
<b>Total</b>	<b>1,094</b>	<b>541</b>	<b>192</b>	<b>114</b>	<b>302</b>	<b>2,243</b>



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