

COAG Disability Reform Council
Quarterly Report
31 December 2018



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Executive Summary

As the pace of the roll-out of the National Disability Insurance Scheme (NDIS) significantly accelerates, the positive impact on the lives of Australians with disability is increasingly apparent. This report outlines the progress made over the last quarter, framed in the context of the Scheme's evolution.

1. The NDIS is reaching more eligible Australians more rapidly

The accelerating pace of the roll-out is delivering NDIS funding for an ever-increasing number of existing and new participants, at the same time as the NDIA is focused on meeting operational targets.

1.1 The number of participants entering the Scheme has significantly increased

At 31 December 2018, 244,653 eligible people with disabilities had joined the NDIS representing a 17% increase over the prior quarter. In January 2019, the quarter of a million mark was reached.

During the quarter, an additional 31,026 participants received an approved plan. This compares with 19,965 in the same quarter the previous year. In other words, more than 1.5 times the number of participants received NDIS benefits in the past quarter versus a year ago. This is a significant increase in the pace of the roll-out.

1.2 More participants are receiving funding for the first time

Excluding children in the Early Childhood Early Intervention (ECEI) program, 32% of participants or 73,956 individuals are receiving funding for the first time.

In the December quarter, 36.6% of participants gained support for the first time versus 31.0% in prior quarters.

1.3 The number of scheduled reviews has dramatically increased

As the roll-out of the Scheme accelerates, the number of scheduled plan reviews has significantly increased.

In aggregate, over the period of transition,

236,642 plan reviews have been undertaken. This is broadly equivalent to the number of people in the Scheme and the ECEI program.

Reflecting the rapid acceleration of the Scheme roll-out, 52,117 plan reviews were undertaken in the past quarter and 90,463 over the last six months.

When the number of plan approvals is added to the scheduled reviews, this brings the total number to 83,143 for the quarter and 147,439 for the half year, or a run rate of 1,180 a working day for the half year.

The number of plans and reviews will continue to increase through to full Scheme, even though the NDIA is proactively taking steps to lengthen the period between plan reviews for participants whose conditions are stable and unlikely to change.

1.4 The focus of the roll-out has shifted to Victoria, Queensland and Western Australia

In the quarter ended December 2018, 28% of approved plans were delivered in Victoria and 26% in Queensland. This reflects the continued roll-out of the Scheme in those states, following the prior focus on New South Wales and South Australia. The transition of existing state participants in New South Wales has been completed, although 3,891 new participants have joined the Scheme in the quarter. In the case of South Australia, the transition of existing state participants has continued with the agreement of the State Government, as has the enrolment of new participants. Western Australia is receiving significantly greater attention, with the active support of the Western Australian Government.

1.5 The NDIA is delivering against operational targets

Although the NDIS is being implemented against the backdrop of the bilateral estimates, the availability of records—essential to the transfer and/or enrolment of participants into the NDIS—has been a constraint, despite the wholehearted support of each State Government. As a result, the NDIA has increasingly moved to assess its operational performance against the availability of records, not just the bilateral estimates.

Executive Summary *continued*

At 31 December 2018, operational performance for the 2018-19 year-to-date stood at 88%, with Tasmania, Queensland and Victoria, all exceeding 90%, and New South Wales close behind at 87%. With the support of the relevant state Governments, significantly greater effort is currently being applied in South Australia and Western Australia to improve performance before year end.

2. More is being done to reach those most in need

In addition to focusing on the roll-out according to the bilateral estimates, more is being done to deliver plans to those most in need. This includes the group of participants eligible for Specialist Disability Accommodation (SDA); Younger People in Residential Aged Care (YPIRAC); as well as children.

2.1 The focus on moving eligible participants into SDA has increased

It is estimated that up to 28,000 participants who have a significant functional impairment and/or very high support needs will be eligible for Specialist Disability Accommodation (SDA). Such participants will also typically have Supported Independent Living (SIL) in their plans.

The number of participants with SDA formally in their plans increased by 15% in the quarter to 10,975, while those with SIL increased by 20% to 16,880. At the same time, the number of enrolled SDA dwellings increased by 16% to 2,593.

While these increases are encouraging, initiatives to further stimulate SDA market supply are underway to meet anticipated demand. The NDIA is actively supporting changes to the SDA Rules to facilitate such a development and to make it easier for eligible participants to gain access to suitable SDA that is reasonable and necessary in a way that is consistent with their support needs.

The NDIA is also supporting the development of innovative SDA options, as well as options for high support needs participants who live in the community.

2.2 The focus on YPIRAC has increased

YPIRAC is the term used for any person under the age of 65 years who currently lives in a residential or aged care facility. This often occurs because the person cannot find alternative accommodation. Ensuring eligible participants have the ability to exercise choice and control and, if they so desire, are able to move from such facilities, is a priority for the NDIA.

Of 6,457 individuals in YPIRAC under the age of 65, 4,012 have been deemed eligible for the NDIS so far, and of those 3,286 have an approved plan, with 2,988 of those plans currently being active. The eligibility of 1,439 is yet to be determined, with an additional 173 having already been found not to be eligible. In addition, there are a further 638 participants over the age of 65 (who were made eligible before 65 years of age), with an approved current plan.

This represents a 30% increase in the number of participants with an active plan in the last six months, and 91% in the past year.

Of those with a plan, only a small proportion currently have SDA approved. This largely reflects the constrained market supply of SDA and constraints imposed by the SDA Rules on the way the NDIA can currently operate. Changing the SDA Rules to increase the NDIA's flexibility is an important initiative to stimulate SDA supply and to move younger people out of aged care facilities.

2.3 The focus on young people has increased

In a concerted push that recognises the value of early intervention, the number of children linked to a service provider in the ECEI program (who do not have an approved plan) has grown from 6,656 in Quarter 1 to 11,489 this quarter, representing a 72.6% increase.

2.4 The focus on Aboriginal and Torres Strait Islander people has increased

During the past quarter, a 16.8% increase occurred in the number of Aboriginal and Torres Strait Islander participants. The increase over the past year has been 82.9%.

Executive Summary *continued*

2.5 A greater focus on Culturally and Linguistically Diverse (CALD) participants is occurring

A 20% increase was recorded in the number of CALD participants over the past quarter. The increase over the past year was 98.4%.

2.6 Prior changes made to the hearing stream are having an impact

Last quarter, refinements were made to the Hearing Stream to facilitate rapid entry to the Scheme and/or to ECEI for people with a hearing disability.

The impact of this change has been seen this quarter, with a 23% increase in participants with a hearing impairment, with an additional 1,522 plans being approved.

This initiative has been undertaken to ensure that, in particular, children have faster access to support to address hearing deficiencies.

3. Further improvements are being made to Scheme delivery

3.1 The roll-out of the new general participant pathway is underway

Based on extensive consultation with participants, families, carers, providers and sector representatives, the NDIA has been making significant improvements to the participant pathway to deliver quality plans.

The new pathway experience began rolling out in Western Australia and the Australian Capital Territory in September 2018, followed by New South Wales from October 2018, and Tasmania and Victoria from November 2018. Changes to the pathway have focused on embedding a more individualised approach with participants, and an emphasis on clearer communication to better support people with disability to achieve their goals.

A clearer, easier to use participant plan was also introduced in November 2018. The new plan includes an improved layout and clearer definitions of funding, and also shows how a participant's supports are linked to their goals.

3.2 Improvements are being made in Assistive Technology processes

Initiatives are underway to improve the timeliness of decision making to fund Assistive Technology. This includes eliminating the need for quotes for items below \$1,500; establishing a dedicated team to deal with quotes; and piloting the use of assessment panels for more complex and non-standard Assistive Technology.

3.3 Improvements in the delivery of the psychosocial stream are underway

The NDIA has been making improvements to ensure people with psychosocial disability receive fair and efficient access to the NDIS. Initiatives to improve the NDIS experience for this group of participants include the recruitment of specialised planners and LACs, better links between mental health services and NDIS staff and partners, and a focus on recovery-based planning. The new psychosocial pathway also provides better assistance to participants with episodic support requirements.

Changes to the psychosocial pathway were introduced in specific locations in Tasmania and South Australia in November 2018, followed by Victoria and New South Wales in conjunction with the implementation of the complex support needs pathway. These improvements will continue to roll-out nationally.

3.4 Improvements are being made to the Complex Pathways

The complex pathway aims to support participants with disability who have other challenges impacting their lives and require dedicated support to navigate the NDIS. To improve the NDIS experience for people with complex support needs, the NDIA has been developing the complex support needs pathway. The approach includes specialised planning teams, NDIA staff with extensive experience in complex support coordination, and the introduction of liaison officers and support coordinators who have the networks, skills and knowledge to support participants with complex support needs.

Executive Summary *continued*

A new complex support needs pathway was introduced in specific locations in Victoria and New South Wales in November 2018, and will progressively roll-out across the country.

3.5 The pilot to improve access and planning decisions is underway

To improve the quality of access and funding decisions for people with autism, intellectual disability and psychosocial disability, who are aged between 7 and 64 years, an Independent Assessment Pilot has been launched on a completely voluntary basis. Feedback to date has been very positive, but work continues.

Previously, the Autism Collaborative Research Centre developed the first National Guidelines for the assessment of autism, and it is currently undertaking work to test the effectiveness of the PEDI-CAT (ASD) tool.

3.6 Previous changes made in the Contact Centre delivery are resulting in improved service

Participants are now benefiting from significantly improved service levels following the switch to Serco in June 2018. The average phone call answer speed is now 28 seconds, versus 4 minutes 16 seconds previously; abandonment rates have decreased from 17.5% to 1.5%; and email resolution for the first response has risen from 70% to 80%. Results for providers are not dissimilar.

3.7 Signs are emerging of improving participant engagement

The NDIA is committed to obtaining feedback from each participant at each stage of their engagement with the NDIA. Currently, participant satisfaction surveys are undertaken on a sample basis. Until each person is surveyed, the new survey remains a work-in-progress. The long-standing survey that has been used by the NDIS is also done on a sample basis.

The overall satisfaction rate, based on the long-standing survey stood at 84% for the quarter, which is consistent with results for six out of nine prior periods. In the other three of nine quarters, the results were 88% in two quarters and 93% in the previous quarter. More detailed

feedback shows very high levels of satisfaction for the planner listening to the participant; the participants' having enough time to tell their story; and the overall planning meeting going well. Additional emphasis is being put on training planners so that they can add greater value in the planning process and provide greater guidance as to next steps.

Other signs of improvement exist around the steady decrease in unscheduled reviews, which despite significantly increasing volume, now stands at the lowest percent (13.4%) since September 2016.

The percent of participant complaints has reduced to 6.6%, showing a reduction over the past year.

Similarly, the percent of AAT cases, which stood at 0.38% of all access decisions in December 2018, has marginally reduced over the past six months.

4. Outcomes for participants are increasingly positive

Most importantly, the Scheme is showing improved outcomes for participants in most, but not all, areas. This is what the Scheme is all about: improving outcomes for participants.

This is evidenced by strong longitudinal results after one year, which have continued to improve after a second year. Improvements up to 9% can be seen in almost all categories between the first and second year of a participant's time in the Scheme. For instance, 94% of parents said that the NDIS had improved their child's development, up 3% on the prior year; and 80% of participants aged 25 years and over considered that the NDIS had helped them with their daily living activities, up 9% on the prior year. These trends are encouraging.

One area of greater focus over the coming year will be in relation to employment outcomes for participants. While employment participation rates vary markedly by disability (ranging from 57% for those with a hearing impairment to 5% for those who have had a stroke), the overall percent of participants in work is static at 21%,

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notwithstanding an improvement from 13% to 21% for those aged between 15 and 24 years. The NDIA is working proactively with the Department of Social Services, participants and providers to find an approach that will address this issue. It is recognised that the key to living an ordinary life is to find gainful paid employment, wherever it is possible.

On the other hand, the results for the level of social and community engagement of people with disability has increased markedly from 35% to 46%, exceeding the internal target of 41% for 2018-19. This is encouraging.

5. The provider market continues to grow

Growth of a vibrant provider market is fundamental to the success of the Scheme and a participant's ability to exercise choice and control.

The overall number of registered providers has now reached 19,075, representing a 6% increase for the quarter, and 55% over the past year. Encouragingly, the growth rate of active providers was higher at 9.1% for the quarter and 68.7% for the past year.

The highest quarterly growth rate for active providers was 22% for Specialist Disability Accommodation (SDA); 19% for innovative community participation, and 18% for community nursing care for high needs participants.

The NDIA is committed to providing more granular information on both demand and supply to deepen and broaden markets. Additional material contained in this report, particularly on SDA and on participant numbers by broad type of support is part of that commitment, as are ongoing improvements to the Provider Finder tool that is designed to assist participants connect with providers.

6. The Scheme remains financially sustainable

The Scheme remains within budget, and has done so every year of its operation. It is projected to remain within budget for the rest of the financial year.

As an insurance Scheme, the NDIS takes a lifelong approach, investing in people with disability early to improve their outcomes later in life. The NDIA closely monitors cost pressures to detect and respond to risks to Scheme sustainability as they emerge. It does this in a way that is consistent with the principles of the Scheme and the purpose for which it was created. Equally, it is recognised that maintaining Scheme sustainability is in the short and long-term interests of all participants.

7. Sector engagement is increasing

The NDIA is committed to working with the sector more broadly. That is being evidenced through the active involvement of disability organisations and participants in the comprehensive work undertaken and underway in relation to the pathways. It has been reflected in engagement with the hearing sector, Mental Health Australia, and with those that support participants with complex needs. The NDIA is also actively engaging with the Autism Advisory Group to better understand and meet the needs of those with autism.

The NDIA has also released a revised ILC Investment Strategy, with the objective of enhancing the support for individuals and communities that proactively work with people with disability.

In conclusion

In addition to the rapid progress made on the Scheme's roll-out over the last year, the comprehensive program of work that has been undertaken to address initial implementation challenges with the Scheme is having a positive impact.

This work, which continues, has been undertaken with the active engagement of participants and the sector. That work is essential to ensure an NDIS which meets the needs of participants, that creates a vibrant and innovative provider market, and that ensures the financial sustainability of the Scheme over the long haul.

Introduction

This report is a summary of the performance and operations of the National Disability Insurance Agency (NDIA) for Quarter 2 of 2018-19 (1 October – 31 December 2018), as required in the NDIS Act 2013 (Section 174).¹

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.



¹ 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.



“Since Tiana joined the NDIS two months ago, she has been able to spend two days a week at work. It’s been the best thing. She loves working with the kids and when I pick her up, she’s in a happy mood. Before we joined the NDIS we were running out of funding. I was getting very stressed but now she’s done so well and we’ve seen so much improvement.”

- Marilyn Dillon, mum of NDIS participant Tiana Dillon (pictured), who works two days a week at a primary school

Part One: Participants and their plans

More participants from diverse geographies experience improved outcomes with support from the NDIS.

1.1 Roll-out

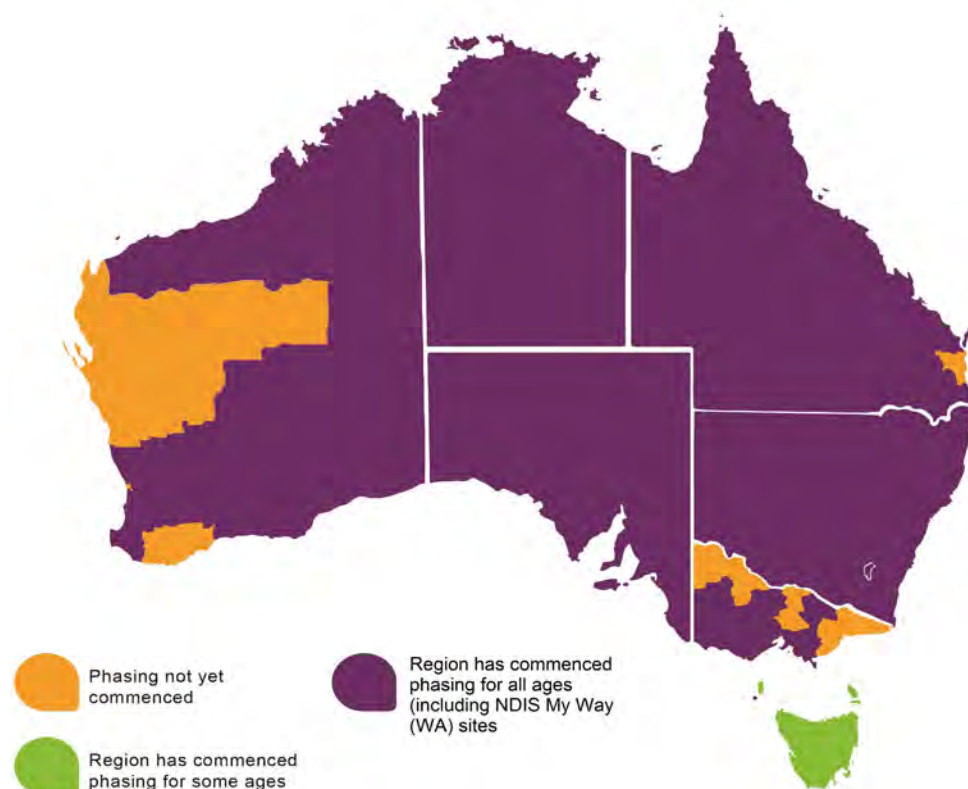
More participants are receiving support as the NDIS transitions into the remaining areas of Australia.

In October 2018 the NDIS began operating in the Victorian areas of Brimbank Melton and Western Melbourne. Western Australia continued its transition from the state-operated NDIS My Way to the national Scheme this quarter, and since October 2018 has been operating in the areas of Goldfields-Esperance, North Metro and Kimberley-Pilbara. At 31 December 2018, the NDIS was fully available in New South Wales, South Australia, the Northern Territory and the Australian Capital Territory, with more people in these States/Territories expected to phase into the Scheme beyond 31 December 2018.

The Commonwealth and Western Australian Governments have agreed to provide additional time for people to transfer from Western Australia's state-based NDIS to the nationwide NDIS, to allow state-based participants to be appropriately supported and transitioned.

As of 1 January 2019, all Queenslanders, Victorians and Tasmanians will be able to apply for access to the NDIS, with the Scheme rolling-out in the remaining regions of these States.

Figure 1: Phasing regions



1.2 Number of participants

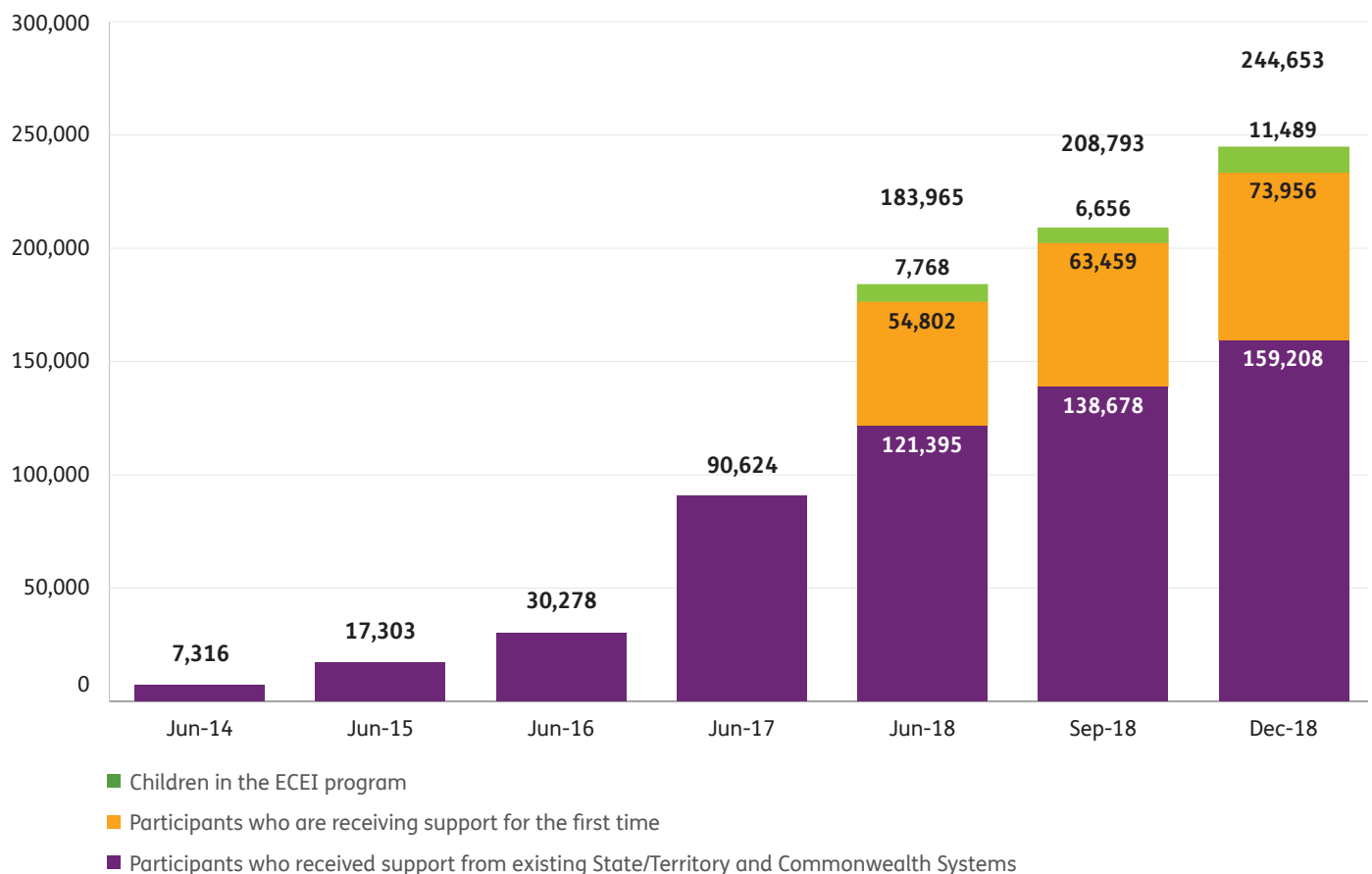
Almost 250,000 Australians with disabilities are now being supported by the NDIS, with close to one third of participants receiving support for the first time.

At 31 December 2018, 244,653 people with disabilities, including children in the ECEI program, were being supported by the NDIS. This represents a 17% increase in the number of participants over last quarter. An additional 31,026 participants, excluding children in the ECEI program, received approved plans this quarter.²

Importantly, the Scheme is supporting both people from existing State/Territory and Commonwealth systems and people who have not previously received support. Of the 244,653 participants currently supported by the Scheme, 159,208 previously received support from existing State/Territory or Commonwealth programs and 73,956 are now receiving support for the first time. In the December quarter, 36.6% of participants gained support for the first time, compared with 31.0% in previous quarters combined, excluding children supported in the ECEI program.

The number of children in the ECEI program has grown significantly from 6,656 in 2018-19 Q1 to 11,489 in Q2, which is due to an increased effort from the National Access Team to ensure all children were correctly matched with Early Childhood Partners prior to 31 December 2018.

Figure 2: Growth in participants



² The difference in the number of children in ECEI between quarters does not represent additional children being supported in the ECEI program. Children in the ECEI program can exit from the program, remain in the program or go on to receive an NDIS plan. This means that simple addition will not produce total amounts of Scheme participants.

1.3 Operational progress

The NDIA performed strongly this quarter, achieving 88% of its operational target.

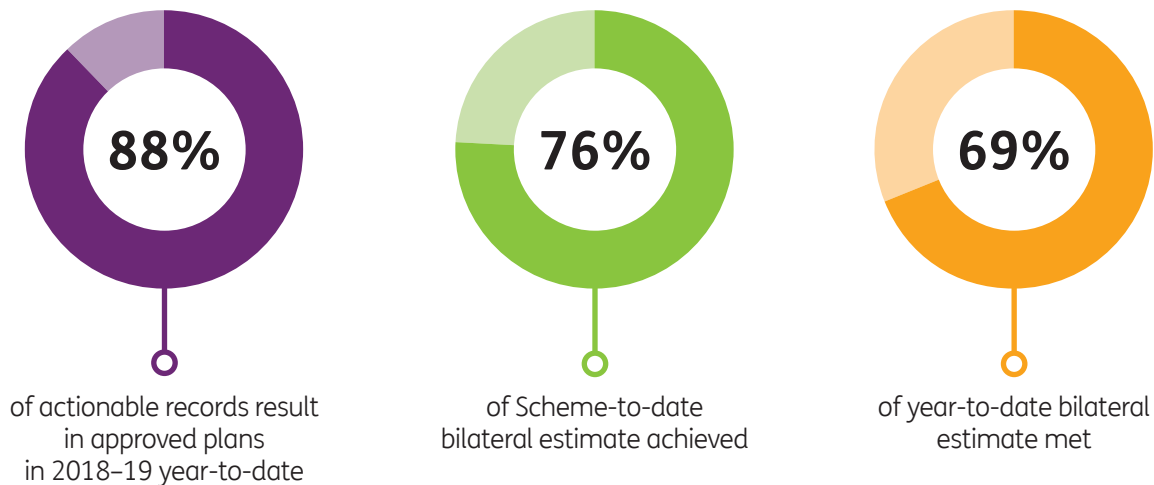
The NDIS is transitioning in sites across Australia in line with phasing schedules bilaterally agreed by State/Territory and Commonwealth governments. The bilateral agreements outline an estimate of the number of people who were predicted to participate in the NDIS from each State/Territory at particular 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 year-to-date, the Agency has achieved 88% 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, 88% received approved plans. Queensland reached 96% of its operational target, while Tasmania achieved 100%.

At 31 December 2018, 76% of the Scheme-to-date bilateral estimate was reached and 69% of the 2018–19 year-to-date bilateral estimate was met.³ The availability of data and difficulties contacting transitioning participants from State/Territory and Commonwealth programs are the primary challenges impacting progress against bilateral estimates. Other reasons include some individuals making a decision not to apply to the Scheme, and others no longer requiring support.⁴

Of the 58,818 actionable records available to the Agency, 51,933 (88%) resulted in approved plans and 6,885 (12%) remained as ‘access in progress’ at the end of the quarter. The Agency is undertaking a number of initiatives to ensure the Scheme is progressing towards bilateral estimates of all actionable records. As well as significant improvements to the participant and provider pathway, which will advance the consistency and efficiency of plan approvals, the NDIA continues to monitor the key performance metrics of each regional service delivery team.

Figure 3: Progress against bilateral estimates



³ Detail on the bilateral estimates is included in Appendix C.

⁴ 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

Diversity increases with higher numbers of Culturally and Linguistically Diverse (CALD) participants and people with psychosocial disability joining the Scheme.

Over the transition period, there has been a steady increase in the diversity of participants, specifically:

- **Culturally and Linguistically Diverse (CALD):** From **6.7%** of participants at 31 December 2016, to **7.2%** at 31 December 2017, to **8.0%** at 31 December 2018.
- **Psychosocial disability:** From **6.6%** of participants at 31 December 2016, to **7.1%** at 31 December 2017, to **8.2%** at 31 December 2018.

The profiles of current participants vary depending on the phasing schedule for their region. The increase in CALD participants this quarter is due in part to the Scheme phasing in new metropolitan areas of Victoria. Considering the areas in which the NDIS has rolled out across Australia, the proportion of participants who are Aboriginal and/or Torres Strait Islander (5.4% total and 5.7% this quarter) is in line with expectations.

The proportion of children aged 0-6 years receiving support from the NDIS has increased from 7.1% of participants at 31 December 2016 to 12.6% of participants at 31 December 2018. Similarly, there has been a steady growth in the proportion of adults aged 45 years and over receiving support from the NDIS, increasing from 22.3% of participants at 31 December 2016, to 26.2% of participants at 31 December 2018. The proportion of participants in each age group reflects the phasing schedules outlined in some bilateral agreements which prioritise age group and/or people in existing State/Territory disability systems.

The number of Younger People in Residential Aged Care (YPIRAC) receiving support from the NDIS increased by 16% in the quarter, and 91% in the year. Of the 3,626 active participants with approved plans in residential aged care, 143 (3.9%) are under the age of 45 years, and 638 (17.6%) are over the age of 65 years.⁵ The initial priority for the NDIA is to bring this group of participants into the Scheme efficiently, ensuring they receive appropriate plans. Once in the Scheme and receiving the appropriate support, the NDIA will work sensitively with each participant and their family/carer to explore alternative housing options that may better suit their needs.

⁵ Participants aged over 65 years entered the Scheme prior to turning 65.

Figures 4 - 8 outline key participant characteristic trends from trial through to 31 December 2018.

Figure 4: Number of participants that identify as CALD

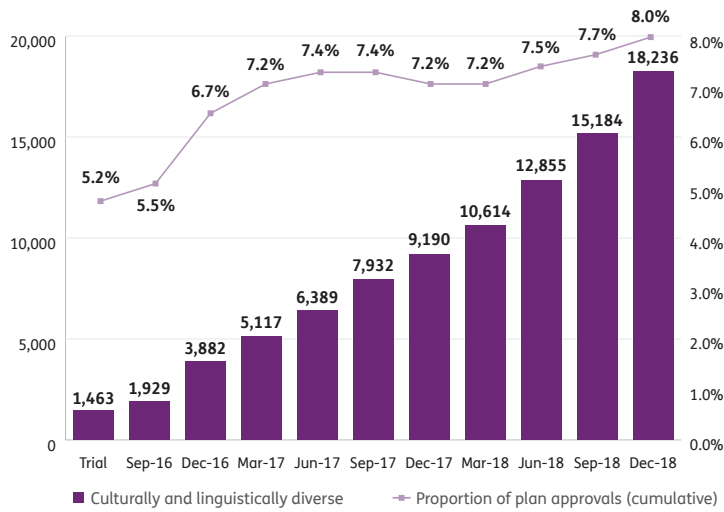


Figure 5: Number of Aboriginal and/or Torres Strait Islander participants

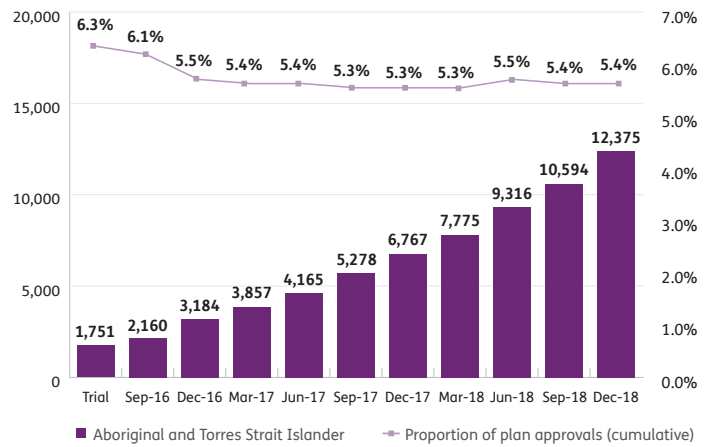


Figure 6: Number of participants by disability type⁶

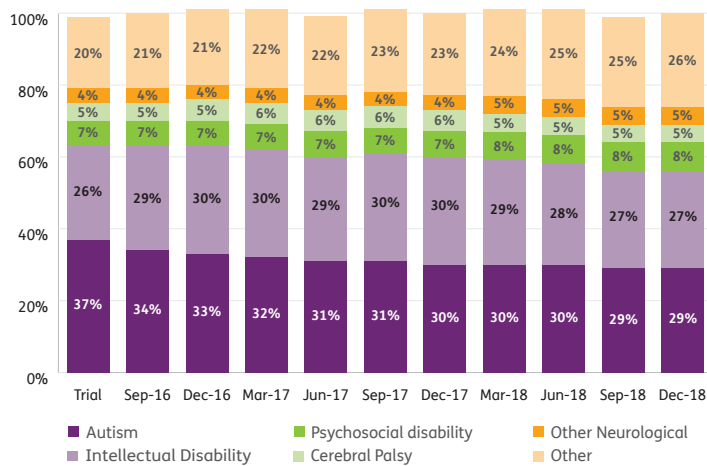


Figure 7: Number of participants by age group⁶

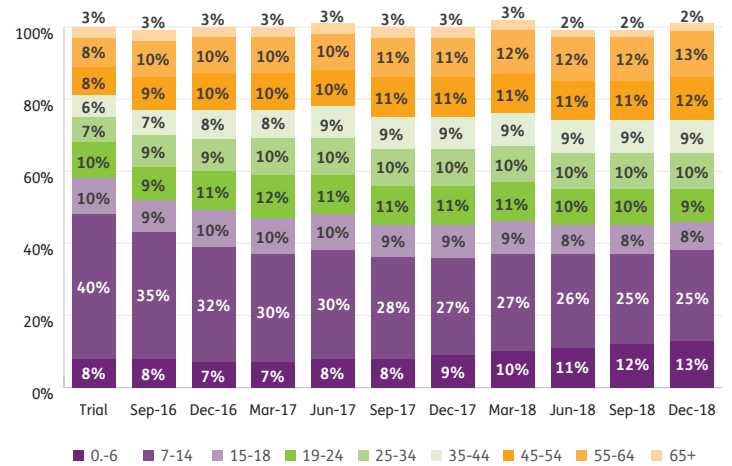


Figure 8: Number of YPIRAC participants

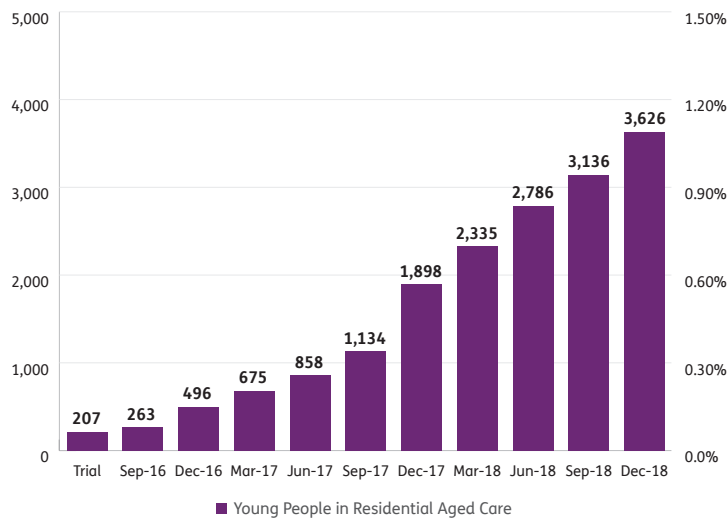
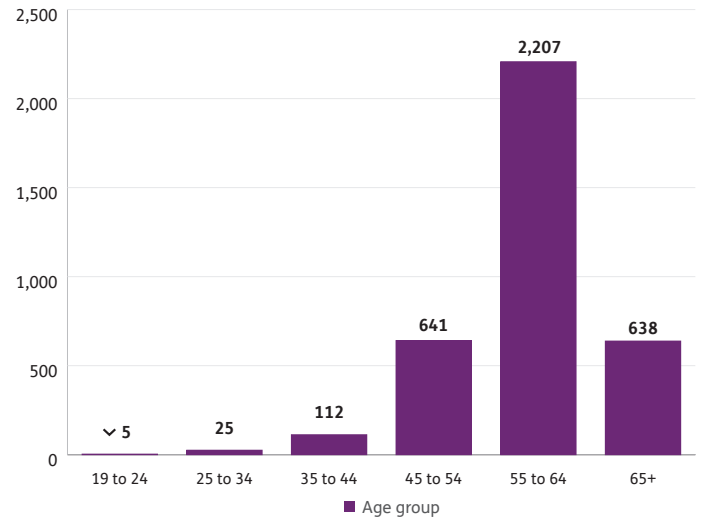


Figure 9: Number of current YPIRAC participants by age group



⁶ For Figures 6 and 7, percentage figures have been rounded, therefore totals may not add up to one hundred percent.



“Since the NDIS came to Rockhampton, Mynissa and her husband Matthew have received their own individualised funding, which means they now have a lot more independence from us than previously. The NDIS has helped us all tremendously. We are very proud.”

- Henry, dad of NDIS participant Mynissa Cope (pictured right)

“Matthew has always had that vision of being independent. Mynissa and Matthew together now have a lot more independence from us as their parents, and Matthew has been able to achieve his dream. Living independently has completely broadened his social life.”

- Loraine, mum of NDIS participant Matthew Fox (pictured left)

Part Two: Participant experience and outcomes

New data this quarter shows participant outcomes continue to improve over time.

2.1 Participants in community and social activities

Participation in community and social activities grows with more time spent in the Scheme.

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 (see page 18) and the number of participants involved in community and social activities, with baseline results collected as a participant enters the Scheme.

For people who entered in 2016-17 Q1 and Q2, participation in community and social activities is increasing with time spent in the Scheme. Following two years in the NDIS, participants aged 15 to 24 years increased their involvement in community and social activities from the 32% baseline to 43%, two percentage points in excess of the 2018-19 target of 41%. A similar increase was experienced by the 25 and over age group, which saw a 10 percentage point increase from 37% to 47%, six percentage points in excess of the 2018-19 target of 41%.⁷ The NDIA will be engaging with participants to better understand how participation in the NDIS has increased engagement in social and community activities.

Figure 10: Participants in community and social activities at 2016-17 Q1 and Q2 (Baseline), and 2017-18 Q2 (Year 2) against the 2018-19 Target

Participants in community and social activities	Baseline ⁷	Year 2	2018-19 Target
Aged 15 to 24 years	32%	43%	41%
Aged 25+	37%	47%	
Aged 15+ (average)	35%	46%	

⁷ Changes in baseline percentages between 2018/19 Q1 and Q2 are a result of new participants entering the Scheme this quarter.

2.2 Participants in employment

The NDIA commits to improving employment rates for Australians with disabilities.

Among the Organisation for Economic Co-operation and Development (OECD) countries, Australia ranks 21 out of 29 for employment rates among people with disabilities relative to the population, with a 39.8% employment-to-population ratio of people with disabilities, compared to the OECD average of 44%.⁸

The NDIA recognises the enormous value of working, enabling people to be stimulated and valued, while encouraging self-confidence, a sense of purpose and social opportunities. Paid employment provides independence and security, enabling individuals to support themselves and lead a life they want to live. The NDIA is hence committed to increasing employment rates for people with disabilities and assisting to bring employment levels up to at least the OECD average.

There are also significant economic benefits to increased employment rates among people with a disability. It has been proposed that if employment rates were increased to the OECD average, an additional 117,000 people would be employed, including people with disabilities and their carers, representing an increase of approximately 0.8%, and \$11.9 billion would be added to real GDP, an increase of approximately 0.5%.⁹

2.2.1 Employment at baseline

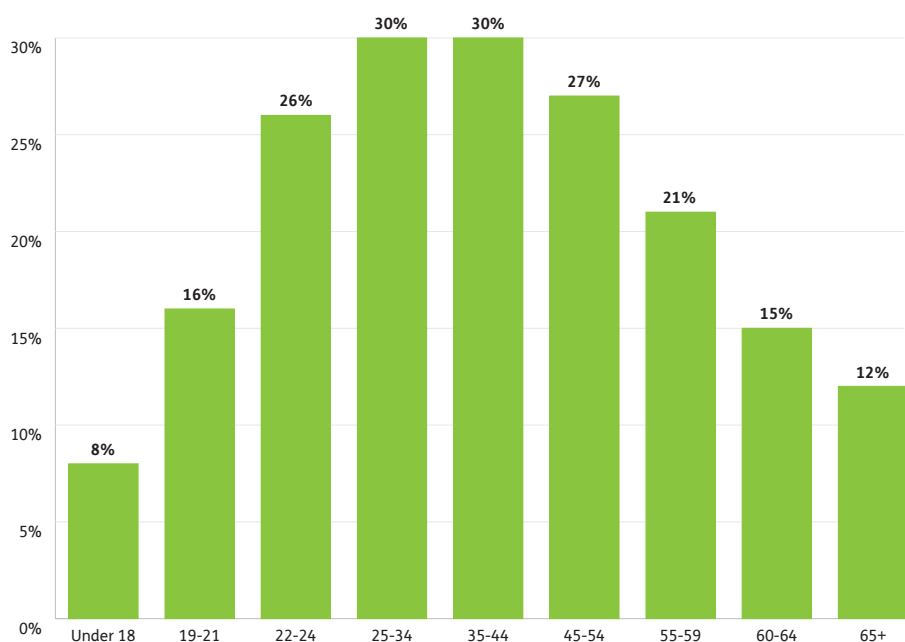
The highest rates of employment are recorded for participants aged 25 to 44 years.

The NDIS asked participants who joined the Scheme between 1 July 2016 and 30 June 2018 the question “Are you currently working in a paid job?” The data presented here relates to participant responses to this question at the point in which they entered the Scheme, noting that over the period of time they have spent in the NDIS their circumstances may have changed.

Number of participants in employment by age

The number of participants working in a paid job rises from 8% for those aged 15-18 years old, to 30% for those aged 25-44 years old. For participants aged 45-54 years old, this percentage decreases to 27%, before declining rapidly as participants approach retirement age, to 12% for those aged 65 or older.

Figure 11: Employment rates by age for participants who entered the Scheme in 2016-17 and 2017-18



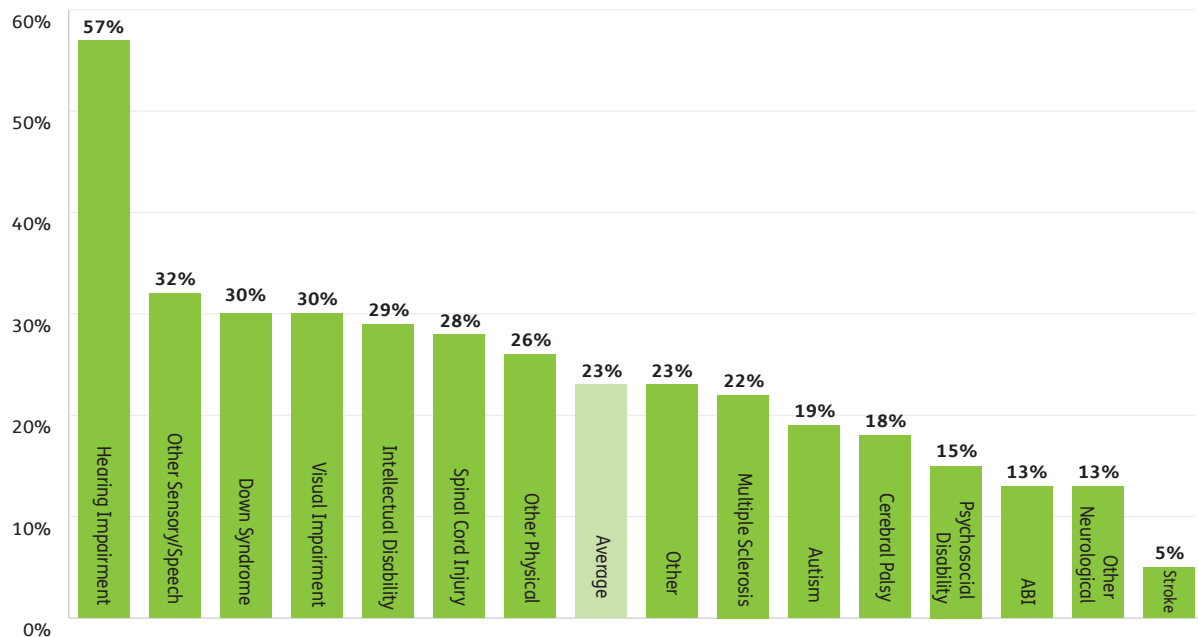
⁸ Source: *Sickness, Disability and Work: Breaking the Barriers*, OECD (2010).

⁹ Source: Deloitte Access Economics 2018. *Increased labour force engagement among Australians with a disability*. Report prepared for the NDIA, September 2018.

Number of participants employed by disability type

The average employment rate for participants aged 15 or more by disability type is 23%. The highest employment rates occur in participants with a hearing impairment at 57%, and other sensory or speech disabilities at 32%. Participants with an acquired brain injury (ABI) and other neurological disabilities are among those least likely to be employed, with baseline employment levels at 13%. The lowest percentage of employment by disability type is at 5% for people who have had a stroke, explained in part by age.

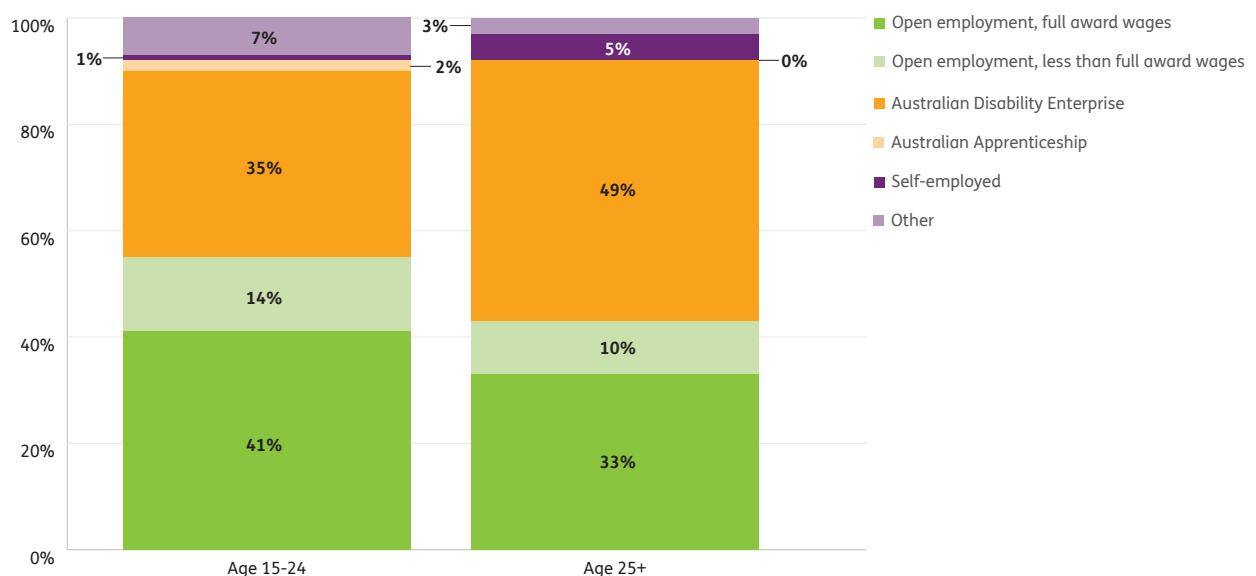
Figure 12: Employment rates of participants aged 15 years and over who entered the Scheme in 2016-17 and 2017-18, by disability type



Types of employment

Fifty-five percent (55%) of participants with a paid job aged 15-24 years old are in open employment. Thirty-three percent (33%) of participants with a paid job aged 25 and over are in open employment with full award wages, and a further 10% are in open employment earning less than full award wages. Forty-nine percent (49%) of older adults are working in an Australian Disability Enterprise, compared to 35% of younger adults.

Figure 13: Types of employment for participants who entered the Scheme in 2016-17 and 2017-18



2.2.2 Longitudinal trend in employment outcomes

The NDIA analyses factors that may influence employment success for participants.

Since baseline measures were recorded in 2016-17 Q1 and Q2, overall participant employment rates have remained static. While some participants have been successful in gaining employment over this period, others have left their positions. Of those who had a job when they entered the NDIS, 81% had a job two years later, 11% were seeking another job two years later, and the remaining 8% were not seeking another job. Of those who were looking for a job when they entered the NDIS, 14% had a job two years later.

Figure 14: Participants in work at 2016-17 Q1 and Q2 (Baseline), and 2017-18 Q2 (Year 2) against the 2018-19 Target

Participants in work	Baseline	Year 2	2018-19 Target
Aged 15 to 24 years	13%	21%	26%
Aged 25+	23%	21%	
Aged 15+ (average)	20%	21%	

To better understand the factors influencing employment success for participants aged 15 years and over, the NDIA investigated baseline participant characteristics, such as entry age, gender, level of function, Aboriginal and/or Torres Strait Islander status, education and geographical characteristics, as well as plan characteristics, including work goals and employment funding. Changes in participant outcomes between when a person entered the Scheme and review were also investigated.

Key insights positively associated with having a paid job at review, but not at Scheme entry:

- ↑ A work goal has been identified, and/or employment funding is included in a participant's NDIS plan
- ↑ Increased independence, indicated by the number of daily living activities where the participant does not require support
- ↑ Positive interaction with the community, where participants are socially engaged and included in their community
- ↑ Engaged or previously experienced in a volunteer role
- ↑ Improved health, indicated by a participant's self-assessment of their own health
- ↑ University educated

Key insights negatively associated with having a paid job at review:

- ↓ Higher support needs, indicated by a high number of daily living activities where the participant requires support
- ↓ Reduced independence, indicated by an increase of two or more daily activities where the participant requires support at review
- ↓ High unemployment rate of 8% or more in the local government area where the participant resides
- ↓ Higher entry age, with participants aged 55-59 years least likely to have a paid job at review
- ↓ Low interaction with the community

2.2.3 Employment initiatives

A Participant Employment Taskforce has been established to enhance economic independence and social opportunities for participants.

With the Department of Social Services (DSS), the NDIA is supporting a new initiative to improve employment rates for people with disability. Launched this quarter, the aim of the Taskforce is to find ways to support NDIS participants seek and obtain employment.

The Taskforce consists of senior members of the DSS and the NDIA. Targeted consultations will be conducted by the Taskforce, including roundtables with participants, families, Australian Disability Enterprises, Disability Employment Services¹⁰ and other employment providers and stakeholders. As part of this initiative, new Economic Participation grants will be made as part of the 2019 ILC program by helping to build the capacity of people with disability to enable them to participate in the workforce, as well as assisting employers create opportunities for people with disability.

In addition, a principle focus will be on understanding barriers to economic participation at different stages of life; prioritising employment conversations in the NDIS planning processes; ensuring adequate supports are in place for participants by the time they obtain employment; and improving communication to ensure there is a broader appreciation of the employment supports available for people with disability.



¹⁰ Disability Employment Services operates under the Department of Social Services, and helps people with disability, injury or a health condition prepare for, find and maintain a job.

2.3 Two-year analysis of participant outcomes

Analysis of participant outcomes over two years demonstrates the long-term impact of the NDIS.

To assess the longitudinal impact of the NDIS, participants who entered the Scheme in 2016-17 Q1 were asked 'Has the NDIS helped?' when they first joined, and again a year later. During the December quarter, participants who entered the Scheme in 2016-17 Q2, who have now been in the Scheme for two years, were also asked this question. Survey results from this new group of participants have built on the results of the previous quarter, supporting the trend that outcomes are improving as participants spend more time in the Scheme. The responses to 'Has the NDIS helped?' allow the NDIA to gain a better understanding of the longer-term impact of the Scheme.

From transition to 31 December 2018, for participants that have been in the Scheme for two years, the following outcomes have been recorded:

For children aged 0 to before starting school:



- **86%** of parents and carers thought the NDIS helped increase their child's ability to communicate what they want, compared to **82%** in their first year.
- **86%** of parents and carers thought the NDIS improved how their child fits into family life, compared to **82%** in their first year.

For children starting school to 14 years:



- **65%** 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 **55%** in their first year.
- **50%** 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 **45%** in their first year.

For young adults aged 15 to 24 years:



- **66%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **59%** in their first year.
- **60%** of participants felt the NDIS had helped them improve their participation in community and social activities, compared to **56%** in their first year.

For adults aged 25 and over:



- **74%** 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 **67%** in their first year.
- **80%** of participants believed the NDIS helped them with daily living activities in their second year of participation, compared to **71%** in their first year.

There are also areas for improvement in the outcomes for participants. Only 18% of participants aged 25 and over felt involvement in the NDIS had helped them to find a job that was right for them, compared to 20% in their first year. Employment outcomes for participants have been prioritised within the NDIA and a Participant Employment Taskforce (see page 21) has been established to help address some of the challenges facing people with disability who are seeking and maintaining employment.

2.4 Participant satisfaction

Participant satisfaction remains high.

Plan development is a key milestone on the participant pathway. To better understand the impact of the NDIS on participants and their families and carers, the Agency conducts satisfaction surveys during the planning process each quarter.

This quarter, 84% of participants rated their overall experience with the NDIS planning process as either 'Very good' or 'Good', a rate consistent with overall participant satisfaction in six out of nine previous quarters. The participant satisfaction rate was 88% for two of the remaining three quarters, and 93% last quarter. Of the participants surveyed this quarter, 93% felt their planner listened to them, 90% considered that they had enough time to tell their story, and 89% reported their planning meeting to have gone well. Additional emphasis is being put on training planners so that they can add greater value in the planning process and provide greater guidance as to next steps.

Figure 15: Participant satisfaction in 2018-19 Q2¹¹

	Strongly agree / Agree	Neutral	Disagree / Strongly disagree
The planner listened to me	93%	4%	4%
I had enough time to tell my story and say what support I need	90%	4%	6%
The planner knows what I can do well	81%	12%	7%
The planner had some good ideas for my plan	81%	9%	9%
I know what is in my plan	75%	18%	7%
The planner helped me think about my future	77%	13%	11%
I think my plan will make my life better	83%	12%	6%
The planning meeting went well	89%	6%	5%

2.4.1 New participant satisfaction survey

New survey is introduced to give a comprehensive understanding of participant experience.

The planning process is one aspect of the NDIA's operations, and the Agency has been refining a detailed participant satisfaction survey that will allow for a more comprehensive understanding of the participant experience.

The NDIA is committed to obtaining feedback from each participant at each stage of their engagement with the NDIA. Currently, both the new and long-standing participant satisfaction surveys are undertaken on a sample basis. Until each person is surveyed, the new survey remains a work-in-progress.

The new satisfaction survey began roll-out on 1 September 2018. Designed to gather data at the four primary stages of the participant pathway – access, pre-planning, planning and plan review – the new survey enables a more comprehensive and robust study of participant satisfaction, when compared to the original survey that only gathers data at the planning stage. It also analyses the experience of different participant groups - for example differences in age and disability - and uses a random sample of participants, capturing a more detailed and dynamic picture 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.

¹¹ Survey results were collected from 548 randomly selected participants. This sample size meets the required level of precision for estimating satisfaction at a 95% confidence level.

From 1 September to 31 December 2018, the following initial results have been recorded¹²:

Stage One: Access

- 94%** of respondents believed their NDIS contact to be respectful.
- 75%** of respondents were happy with the process by which they entered the NDIS.
- 64%** of respondents understood the next stage in their NDIS process.

Stage Two: Pre-planning

- 94%** of respondents understood what information they had to provide to prepare for pre-planning.
- 85%** of respondents believed their NDIS contact understood how disability impacts their life.
- 70%** of respondents understood the next stage in their NDIS process.

Stage Three: Planning

- 95%** of respondents understood what information they had to provide for their plan.
- 86%** of respondents believed their NDIS contact understood how disability impacts their life.
- 73%** of respondents understood the next stage in their NDIS process.

Stage Four: Plan Review

- 84%** of respondents felt prepared for their plan review meeting.
- 79%** of respondents believed their NDIS contact understood how disability impacts their life.
- 78%** of respondents believed their NDIS plan was helping them progress with their goals.

These early insights positively demonstrate that participants understand what they had to prepare for pre-planning (94%) and what information they had to provide for their plan (95%). Feedback from the 'planning' stage of the pathway process is the most encouraging overall, and the results show that NDIA contacts and planners are respectful and understanding of an individual's situation, with 94% of respondents believing the NDIA to be respectful at access stage, and 85% of respondents believing their NDIA contact understands how disability impacts their life.

There is work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage. New online and printed booklets have been designed as one initiative to help create clearer pathways for participants.

¹² Survey results were collected from 1,966 randomly selected participants made up of 461 participants at access, 417 at pre-planning, 637 at planning, and 451 at plan review. The number of respondents at each of the four stages of the participant pathway were sufficient to meet the required level of precision for estimating satisfaction at a 95% confidence level.

2.5 Unscheduled plan reviews and complaints

The proportion of unscheduled plan reviews continues to decrease.

There was a decrease in the proportion of unscheduled plan reviews, with 13.4% this quarter compared to 14.6% last quarter, and 18.1% 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 has reduced to 6.6%, showing a reduction over the past year. Of the 5,920 complaints received by or on behalf of participants in the quarter, 4,812 were made during the planning stage, with timeliness and reasonable and necessary supports reported as the most common issues.¹³ There were a total of 1,080 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 (see pages 26–28).

The proportion of complaints made by registered service providers experienced a slight decrease this quarter, with 5.7% of the total number of providers lodging complaints, compared with 5.9% in the previous quarter. Timeliness was recorded as the leading issue for providers this quarter, resulting in 27% of complaints.

Complaints are now beginning to be tracked across all stages of the pathway. 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 for participant and provider concerns will allow the NDIA to make specific improvements to business operations, improving satisfaction rates for all NDIS stakeholders.

Figure 16: Number and proportion of participant complaints (incremental)

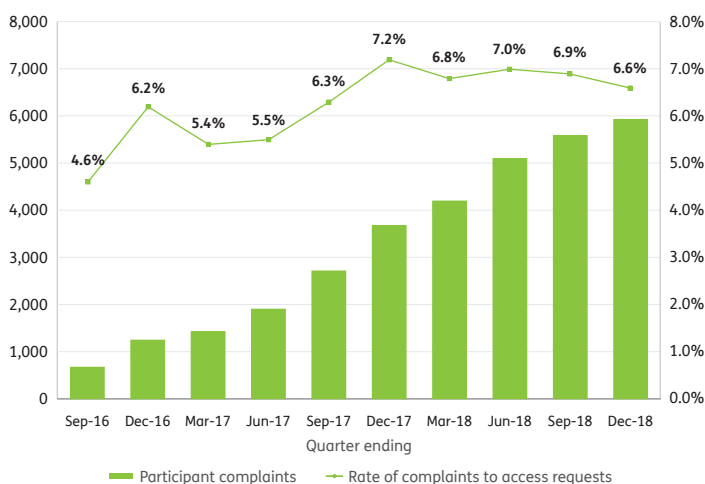
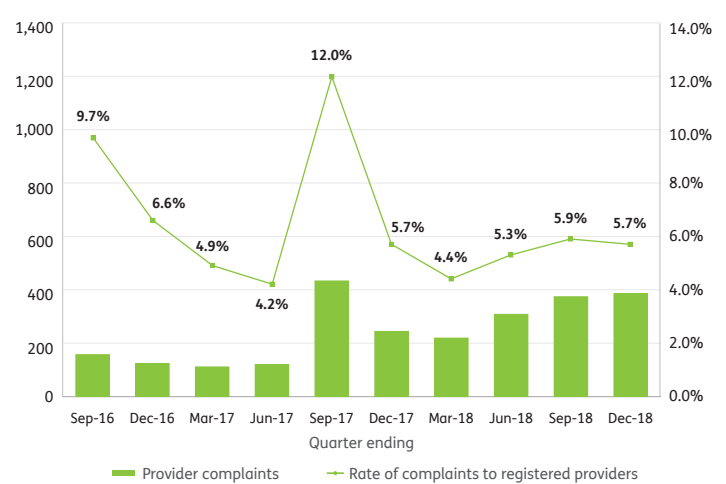


Figure 17: Number and proportion of provider complaints (incremental)¹⁴



¹³ Of the total complaints received by or on behalf of participants in the quarter, 4,667 were complaints about the Agency, with timeliness (38%) and reasonable and necessary supports (14%) the most common issues.

¹⁴ The sharp increase in provider complaints in September 2017 is due to improvements in data processes and back-capturing of data.

2.6 Actions to improve participant experience

The NDIA makes improvements across different areas of the participant pathway to improve experience and outcomes for participants.

2.6.1 Participant Pathway

New specialised pathways are rolled-out progressively across the country.

Based on extensive consultation with participants, families, carers, providers and sector representatives, the NDIA has been making significant improvements to the participant pathway to deliver quality plans.

The new general pathway experience began rolling out in Western Australia and the Australian Capital Territory in September 2018, followed by New South Wales from October 2018, and Tasmania and Victoria from November 2018. Changes to the participant pathway have focused on embedding a more individualised approach with participants, and an emphasis on clearer communication to better support people with disability to achieve their goals.

Specific developments this quarter include:

- **A new-look NDIS participant plan** to provide participants with a clearer and easier-to-use plan. The new plan includes an improved layout and clearer definitions of funding, and also shows how a participant's supports are linked to their goals.
- **A new complex support needs pathway** to support participants with disability who have other challenges impacting their lives and require dedicated support to navigate the NDIS. This approach includes specialised planning teams, NDIA staff with extensive experience in complex support coordination, and the introduction of liaison officers and support coordinators who have the networks, skills and knowledge to support participants with complex support needs.
- **Improvements to better support people with psychosocial disability**, including the recruitment of specialised planners and Local Area Coordinators (LACs), better links between mental health services and NDIS staff and partners, and a focus on recovery-based planning. The new psychosocial pathway also provides better assistance to participants with episodic support requirements.

The new complex support needs pathway was introduced in specific locations in Victoria and New South Wales in November 2018, and will progressively roll-out across the country.

Improvements to the psychosocial disability stream were introduced in specific locations in Tasmania and South Australia in November 2018, followed by Victoria and New South Wales in conjunction with the implementation of the complex support needs pathway. These improvements will continue to roll-out nationally.

2.6.2 Assistive Technology

Improved delivery of Assistive Technology supports participants' economic and community participation.

Assistive Technology (AT) is any device or system that allows individuals to perform tasks they would otherwise be unable to do, or increases the ease and safety with which tasks can be performed. Assistive technologies can also be referred to as 'aids' or 'equipment'.

For people who require it, the right AT can have a transformative impact on their lives. Based on feedback from participants and the disability sector, the NDIA recognises that improvements need to be made in the way the NDIS delivers AT funding and supports to participants.

Previously, multiple professional assessments and quotes, as well as internal technical advice were required to implement most AT requests. To enhance participant access to AT supports and make the process simpler and quicker, the Agency has:

- **Reduced the need for quotes for all AT**, including eliminating the need for quotes of \$1,500 or less
- **Dedicated a team** to addressing outstanding AT plan approvals

The NDIA is working on further initiatives to improve access to and delivery of AT in the long term, including:

- **Strengthening support for timely repairs and replacement** of AT by including appropriate funding in plans
- **Piloting a new pathway** process for complex and non-standard AT, drawing on the experience of specialised assessors who will work with participants and the NDIA during planning
- **Working with existing Assistive Technology programs** across States and Territories to better understand and identify opportunities for improved outcomes for participants who require AT

AT is constantly evolving, offering new and improved ways for people with disability to live a fuller life and increase their participation in work, education and the community. The NDIA is committed to supporting participants more consistently with their AT needs, and improving access to AT supports.

Figure 18: AT supports in active plans (\$m)

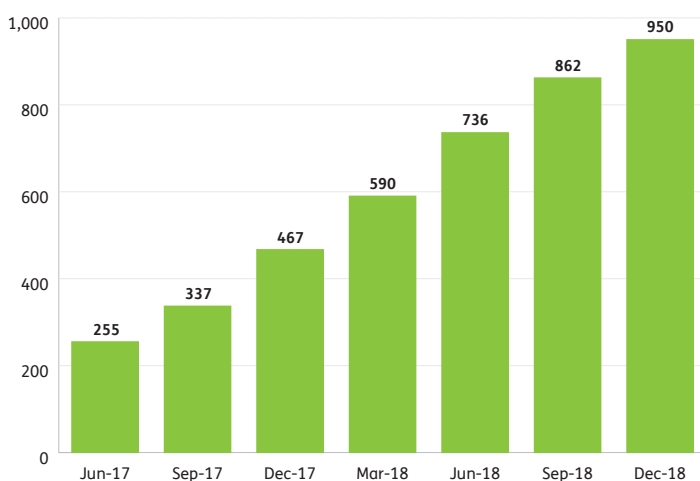
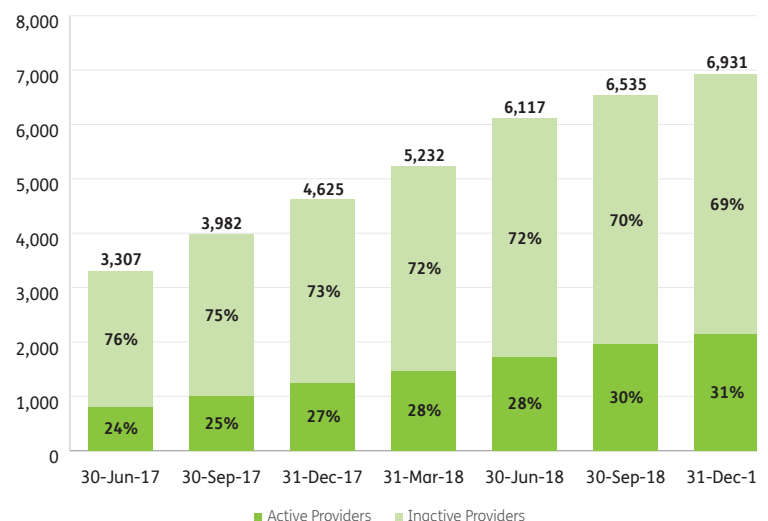


Figure 19: Growth in registered AT providers



2.6.3 Independent Assessment Pilot

A new pilot was launched to generate greater consistency and reliability in access and planning decisions for participants.

In November 2018, the NDIA launched a new Independent Assessment Pilot in areas of New South Wales to better understand and assess the impact of disability for people with autism spectrum disorder, intellectual disability and psychosocial disability.

Individuals who volunteer to participate in the pilot undertake an observation session and a functional impact assessment with a qualified independent professional, using standardised assessment tools to measure the impact of their disability on their daily lives. The pilot aims to improve consistency, accuracy and reliability in decision-making, delivering fair plan outcomes and access decisions for all participants.

Who is participating?

The pilot is offered to people with a diagnosis of autism, psychosocial or intellectual disability, who are aged between 7 and 64 years and have either applied to the NDIS and are waiting on an access decision, or who have had an 'access met' decision but do not yet have a plan.

Participants are offered several feedback opportunities throughout the pilot, which is being used to shape improvements to the NDIS access and planning process. So far, responses to the pilot have been positive, with a very high percentage of survey respondents reporting they are 'Very Satisfied' or 'Satisfied' with the process.

Reinforcing the NDIA's commitment to support prospective and current participants with autism spectrum disorder, the pilot is just one project currently being implemented by the NDIA to help deliver high-quality, appropriate supports for this group of participants. Other projects include the recent development of Australia's first National Guidelines for the assessment and diagnosis of autism spectrum disorder, and the study of the specialised assessment tool PEDI-CAT (ASD). All projects are aimed at ensuring the NDIS is providing positive experiences and meaningful outcomes for all participants.

The Independent Assessment Pilot, together with the new psychosocial pathway (see page 26), are two initiatives the Agency is implementing to ensure participants with psychosocial disability are appropriately supported throughout their engagement with the Scheme.



“Em waters plants, delivers mail and shops for office supplies 10 to 12 hours per week for her micro enterprise, Go Get Em. Her job feeds into her self-esteem, her sense of community and being involved. It’s lifted her confidence to be able to take on more things, which is building her independence and loosening her reliance on us as parents, which is moving her to her ultimate goal of moving out of home. It’s not just something she does during the day – it’s a vehicle for her to realise her independence goals that the NDIS is also helping her to achieve.”

- Mark Gardner, dad of NDIS participant Emily Gardner (pictured) who has established her own micro enterprise, Go Get Em

Part Three: Providers and the growing market

Providers are delivering quality, person-centered supports that help participants achieve their goals.

3.1 Growth and diversity of providers

The provider network grows, increasing participants' capacity to exercise choice and control.

Access to a growing, vibrant and competitive provider market is vital to participants achieving their goals. At 31 December 2018, there were a total of 19,075 registered providers, representing 6% market growth on last quarter. Of the total number of providers, 55% were active at 31 December 2018.

An active provider is an individual or organisation that has been registered with the NDIS and is offering services to participants. An inactive provider is an individual or organisation who has registered with the NDIS, but is not currently offering services to participants.

The jurisdictions that experienced the highest level of growth in active providers included Queensland with a 24% increase, the Northern Territory with a 23% increase and Western Australia with a 12% increase.

The largest registration groups in the NDIS, which include both **active** and **inactive** providers, experienced growth this quarter:

- **Therapeutic supports** from 8,701 to 9,247 (6% increase)
- **Household tasks** from 4,977 to 5,381 (8% increase)
- **Assistance with travel/transport arrangements** from 3,723 to 3,994 (7% increase)
- **Early Intervention supports for early childhood** from 2,940 to 3,051 (4% increase)
- **Innovative Community Participation** from 2,760 to 2,997 (9% increase)

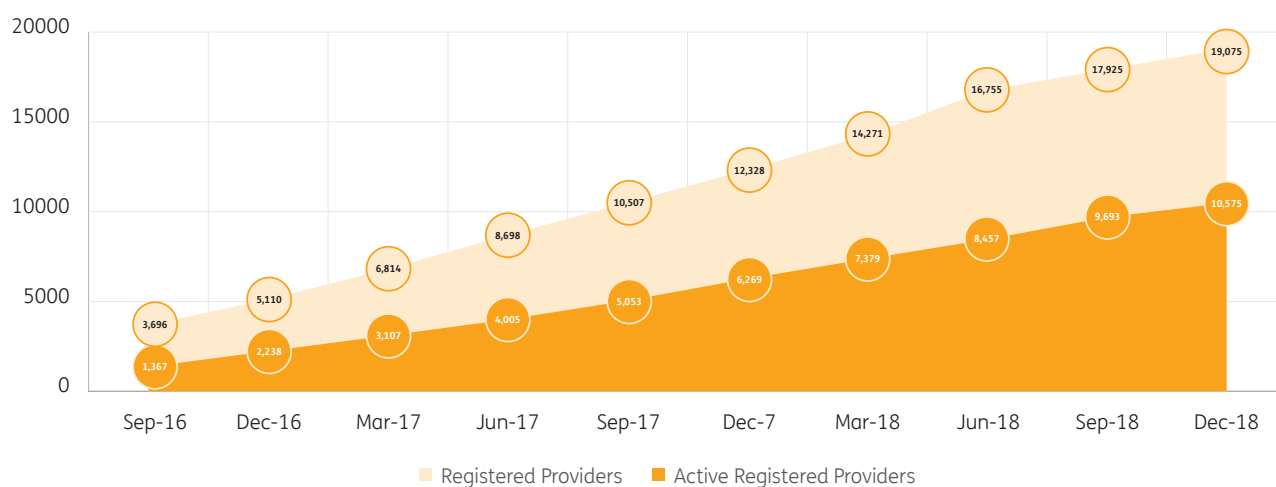
Of the total number of registered providers, 45% are individual / sole traders and 55% are organisations / companies.

The highest level of growth in **active** providers was demonstrated in the following registration groups:

- **Specialist Disability Accommodation** from 97 to 118 (22% increase)
- **Innovative Community Participation** from 266 to 317 (19% increase)
- **Community Nursing Care for high needs** from 305 to 359 (18% increase)

Specialist Disability Accommodation (SDA) is a fast growing and significant provider registration group. There are currently 10,975 participants with SDA in their plan, representing an increase of 15% since last quarter. There are 16,880 participants who have Supported Independent Living (SIL) in their plans. This demonstrates that there are 5,905 people in SIL that do not have SDA in their plans. This difference is likely due to the process of transition from State/Territory services to the NDIS.

Figure 20: Growth in registered providers



The NDIA recognises the integral role a safe and competitive provider market has in the success of the Scheme. From 1 January 2018 to 31 December 2018, the NDIA has revoked 316 provider registrations: 88 voluntary revocations due to a change in the business or personal circumstance of the provider; 39 revocations due to compliance action undertaken against the provider; and 189 other revocations that are not easily grouped under a single category, but are often a result of a voluntary revocation initiated by the provider.

The Agency is progressing a number of initiatives to improve the NDIS experience for providers, including reducing wait times on information through the NDIS Contact Centre and National Provider Payments Team, correcting systems via the Provider Portal and NDIS website, and furthering Pathway Reform, which aims to make engagement with the NDIS quicker and simpler for both providers and participants.

The NDIS Quality and Safeguards Commission, launched last quarter, continues to manage provider registrations in New South Wales and South Australia, and is expected to commence operations in each State/Territory by July 2020.

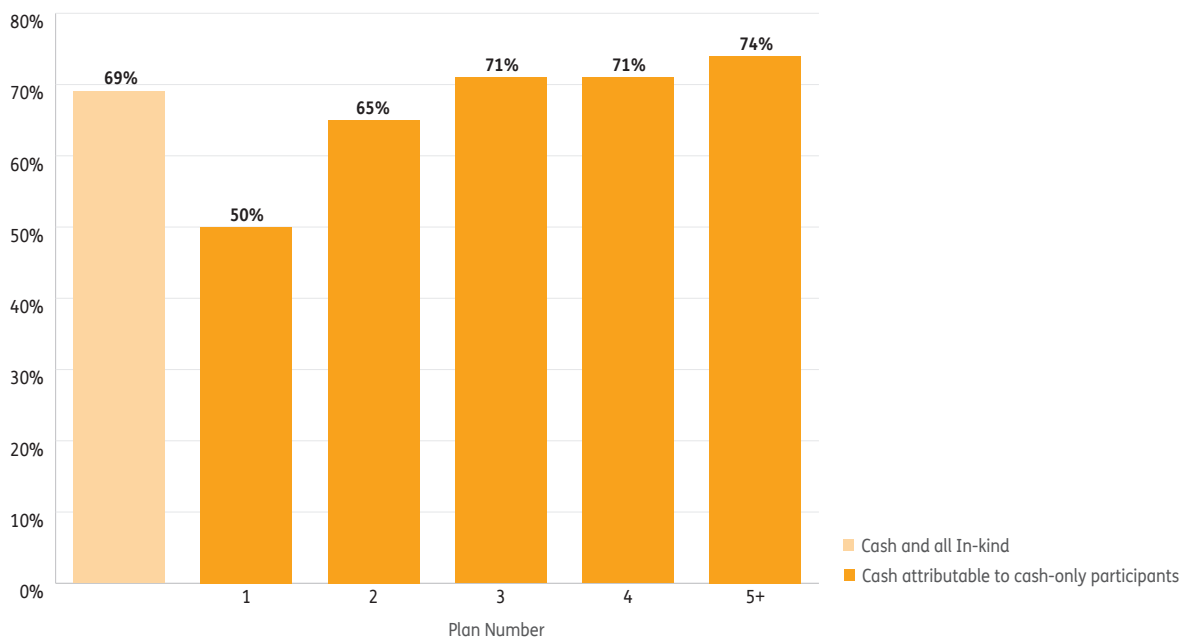
3.2 Plan utilisation

Plan utilisation increases as participants spend more time in the Scheme.

The plan utilisation rate at the end of the NDIS trial period in 2015-16 was 75%. This has since reduced to 67% in 2016-17, and 69% in 2017-18. The higher proportion of new participants who have entered the Scheme over the last two years explains this reduction: new participants and those who haven't received supports before are less familiar with their plan and the providers available to them, and hence do not utilise their supports as much. Once participants become more familiar with their plans and begin engaging with the provider market, their utilisation rate tends to increase.

During the 2017-18 support year, plan utilisation was at its highest for participants on their fifth plan or more at 74%, compared to a utilisation rate of 50% for participants on their first plan.

Figure 21: Utilisation rate by plan number in 2017-18





“All of the participants have benefited from being outdoors and being active in the garden. We have seen many smiles and had many laughs. The social aspect is also important; we’ve learned to work well together, support and assist each other and all of our participants have just flourished. The NDIS is opening people’s eyes up to the possibilities for people with a disability. That’s the approach we’ve taken here, it’s about engaging in the community, learning new skills and providing social inclusion.”

— Katrina Christensen and Craig Osborne from NDIS Provider Access Rec on the Paddock to Plate program, an initiative for people with disabilities to build, grow and maintain a sustainable vegetable and herb garden, while learning to cook and sell the produce locally.

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

New ILC grant rounds increase the capacity of Australian organisations to support people with disability.

4.1 Building inclusive communities

New Economic Participation grants announced to boost employment opportunities for people with disability.

ILC provides grants to organisations to carry out activities or programs in the community. Supported projects create connections between people with disability and the communities in which they live, encouraging inclusion and participation and promoting a diverse Australian society. To date, the NDIA has allocated 222 grants totalling \$85.9 million (excluding GST) to organisations across Australia to deliver a wide range of ILC initiatives.

The NDIA recently published a new ILC Investment Strategy which will guide the investment of almost \$400 million in ILC from 2019-20 to 2021-22. The Strategy will be implemented through four programs consistent with the original ILC policy that are designed to assist all people with disability:

- 1. Individual Capacity Building Program:** enabling systematic, nationwide access to peer support, mentoring and skills building for people with disability, carers, and families.
- 2. National Information Program:** linking people with disability to supports and services in their community.
- 3. Economic and Community Participation Program:** connecting people with disability to opportunities, and helping communities and employers to be inclusive.
- 4. Mainstream Capacity Building Program:** building the capacity, knowledge, skills, practices and cultures of mainstream services so they can meet the needs of people with disability.

In implementing the new programs, the NDIA recognises that people with disability are uniquely positioned to use their lived experience to assist others. This recognition will be given practical effect by investing in the establishment of a national network of Disabled Peoples Organisations and Families Organisations (DPOFO). A key priority for this national network will be to establish and facilitate peer support groups for people with disability across Australia. Because the DPOFO organisations and their peer support groups will be led by people with disabilities, they will be an important way of enabling people with disabilities to exercise choice and control over their lives.

To help lay the foundations of the ILC Investment Strategy, two ILC grant rounds were announced this quarter:

1. Disabled Peoples and Families Organisations – ILC Readiness Grant Round

This grant round supports the ILC Individual Capacity Building program, and will enable the delivery of activities that encourage people to develop their skills, knowledge, resources and individual capacity to achieve their goals, such as peer support. They will also support and build the organisational capacity of Disabled Peoples and Families Organisations across Australia. This grant round opened on 27 November 2018 and closed on the 21 December 2018. The outcome of the grant round is anticipated to be released in April 2019.

2. Economic Participation Grant Round

This grant round is designed to support the work of the recently established Participant Employment Taskforce (see page 21), and will help lay foundations for the Economic and Community Participation program. The grants will support innovative proposals that help build the aspirations, confidence and skills of people with disability to maximise their employment prospects, while also supporting employers to create opportunities for people with disability. The grant round was announced in December 2018 and is anticipated to open in early 2019.



“Moopster’s Munchies was developed to provide our daughter Ally, who has Down Syndrome and autism, with opportunities for an ordinary, good life and to be part of her local community. During her final two years of secondary school it became apparent Ally had a flair for selling. Ally has a small team who assist her to bake some of the goods, whilst her family offer support with the rest of the baking. Ally bakes from home, shops for the ingredients and packages the goods using labels she designed. On Tuesdays she does the deliveries to staff rooms in Geelong. Ally’s work week is organised into manageable chunks as this is how she works best. Ally’s resilience, persistence and capacity to learn and consolidate new skills through her enterprise is amazing. A recent highlight is feedback from businesses noticing how happy, confident and independent Ally has become. She is taking ownership of her business, which is now extending across many aspects of her life.”

– Kathy Deller, mum of NDIS participant Alexandra Deller (pictured) who has established her own micro enterprise, Moopster’s Munchies

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 second 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 \$5.3 billion paid. This represents a utilisation rate of 69% and reflects the increased amount of first plans approved in the year (see page 32).

Figure 22: Committed supports (\$m) and payments

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1 & Q2	Total
Total Committed	132.8	496.9	939.4	3,235.7	7,722.5	6,273.0	18,800.2
Total Paid	85.8	370.8	703.6	2,174.9	5,315.9	3,679.8	12,330.8
% utilised to date	65%	75%	75%	67%	69%	-	66% ¹⁵

¹⁵ Only committed supports expected to be used by 31 December 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 primary drivers of costs to the NDIS include 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. It is the responsibility of the NDIA to monitor primary pressures, detect any associated risks and manage them appropriately, using the insurance-based structure as a means to evaluate emerging experience against expectations.

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 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:

Independent Assessment Pilot

The launch of the NDIA's Independent Assessment Pilot in November 2018 introduced standardised assessments to better understand and assess the impact of disability for people with autism, intellectual disability and psychosocial disability. Designed to generate equity and reliability in access and planning decisions, the assessments are undertaken by independent professionals for a more consistent evaluation of those seeking access to the NDIS (see page 28).

Participant Pathway Review

The NDIA is working on strengthening the 'outcomes focus' of the Participant Pathway Review to improve participant satisfaction and enable individuals to reach their goals, while also increasing the consistency and reliability of access and plan budget decisions.

Reference package and guided planning process

To better align a participant's support package with their level of function, the NDIA introduced the reference package and guided planning process, which works to ensure that the right assessment questions and tools 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.

The NDIA continues to monitor and address emerging pressures and implement strategies to combat risk. Improving data quality, tools and reporting supports the management team to make quick and efficient decisions. Consequently, the Scheme continues to remain financially sustainable and invested in the experience and outcomes of its participants.



“I do lawn mowing, weeding, planting and mulching at private houses. I’ve got about 35 regulars. My enterprise has been good because it gives me something to get up for in the mornings. Just before I was leaving school I was told a few things I could do, but I didn’t really want to do them. There wasn’t much money and I’d probably get bored. My own business gives me pleasure. When I started my business, I was taking a lot longer to do the jobs than I am now so I’ve got a lot quicker and developed my skills.”

– Tom Neale (pictured), NDIS participant who runs his own lawn mowing enterprise
Ground Control by Major Tom

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 improving participant experience with the support of the disability community.

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. Specific sector engagement activities that occurred during the quarter are outlined below.

- As part of the Agency's work to improve participant experience of the planning process, a number of training resources called **Disability Snapshots** have been developed for planners and Local Area Coordinators (LACs). This was conducted in partnership with **Disability Advocacy Network Australia (DANA)**, who engaged with approximately 38 stakeholders to provide disability specific communication and accessibility tips for NDIS Planners and LACs. The snapshots were provided by people with disability and their families and will improve the accessibility of the planning process, increase the disability expertise of NDIS staff and enhance understanding of the likely supports participants may need in their plans.
- The Agency worked with **Inclusion Australia** to support the design of the new NDIS complex support needs pathway, which commenced in November 2018.
- The Agency worked with Peak Organisations, including **First Voice, Deafness Forum Australia, Deaf Australia, Aussie Deaf Kids** and **Parents of Deaf Children** to support the development and design of the new NDIS Hearing pathway stream for children 0-6 years.
- The Agency has been working with **Mental Health Australia (MHA)** to improve the experience and outcomes of participants with psychosocial disability. Improvements have primarily focused on the 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.
- The Agency has been collaborating with **National Aboriginal Controlled Health Organisation (NACCHO)** and **Aboriginal Medical Services (AMS)** to enable community-controlled organisations to facilitate access to the NDIS, help collect evidence of disability and provide services to the community.
- The NDIA is working with local organisations in the Western Australia areas of Kimberley, Pilbara and Goldfields to improve facilitation of access, evidence and plan building for Aboriginal and Torres Strait Islander people with disability. Remote Community Connectors will assist with cultural brokerage, supporting individuals, families and the NDIA with the transition.

6.2 NDIS Contact Centre

Customer experience improves for those making first point of contact with the NDIS.

The new provider responsible for operating the NDIS Contact Centre has demonstrated substantial improvements in call response time, wait time and abandoned call rates of all general and specific phone and email enquiries made to the NDIS.

Since transition to the new provider in June 2018, the Contact Centre has answered over 560,000 calls, with the following outcomes achieved:

- **Average answer speed** has reduced significantly, from 4mins 16secs for the general queue and 6mins 18secs for the provider queue, to a new average of **28 seconds** for both queues.
- The provider is contracted to reach a **weekly service level** of 80% of calls answered within 60 seconds, and is currently achieving an average service level of just over **83%**.
- Average **abandonment rates** on calls have reduced significantly from 17.5% on the general queue and 15.4% on the provider queue, to **1.5%** for both queues.
- The rate of email enquiries being resolved within the **first response** to the sender has risen from 70% to **80%**.

Improving the first point of communication for those contacting the NDIS is integral to the overall customer experience and will enhance public engagement with the Scheme.

6.3 Building a high performing NDIA

The NDIA invests in staff training to support Agency growth.

Investment in the NDIA workforce supports the Agency's commitment to providing a Scheme of the highest quality to people across Australia, ensuring people with disability have choice and control over their lives. Since December 2017, the NDIA team has increased by over 65% to just under 1,000, and additional staff and partners will be hired throughout the coming months.

In June 2017, the NDIA implemented a Learning and Development framework to support the continuous improvement of the workforce across the NDIA and its Partners in the Community network. The framework includes an improved six-week induction program for new staff, which incorporates in-person and online learning activities, and an ongoing training curriculum that provides regular training to staff on key aspects of the Agency's service delivery approach. The program effectively builds the capabilities of staff, Planners and Local Area Coordinators (LACs) to deliver appropriate and consistent support to a highly diverse group of people with disabilities including those with psychosocial disability and complex support needs.

Since June 2018, over 1,000 Planners and LACs have gone through the new induction program, and an additional 1,000 Planners and LACs are expected to be trained before the end of the financial year.



“Dee found it difficult to find employment. With a vision for an inclusive life and assistance from a Circle of Support and the NDIS, Dee has been able to transform her passion for meeting people and craft into a small business. This has given her a valued role in her community and employment tailored to her needs.”

— Jackie Holmes, mum of NDIS participant Deearne Holmes (pictured), who has established her own greeting card micro enterprise, DeeZines

Appendix A:

Key definitions

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

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

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

Active participant: Those who have been determined eligible and have 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.

Specialist Disability Accommodation (SDA): Specialist Disability Accommodation (SDA) refers to accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater for their extreme functional impairment or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

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

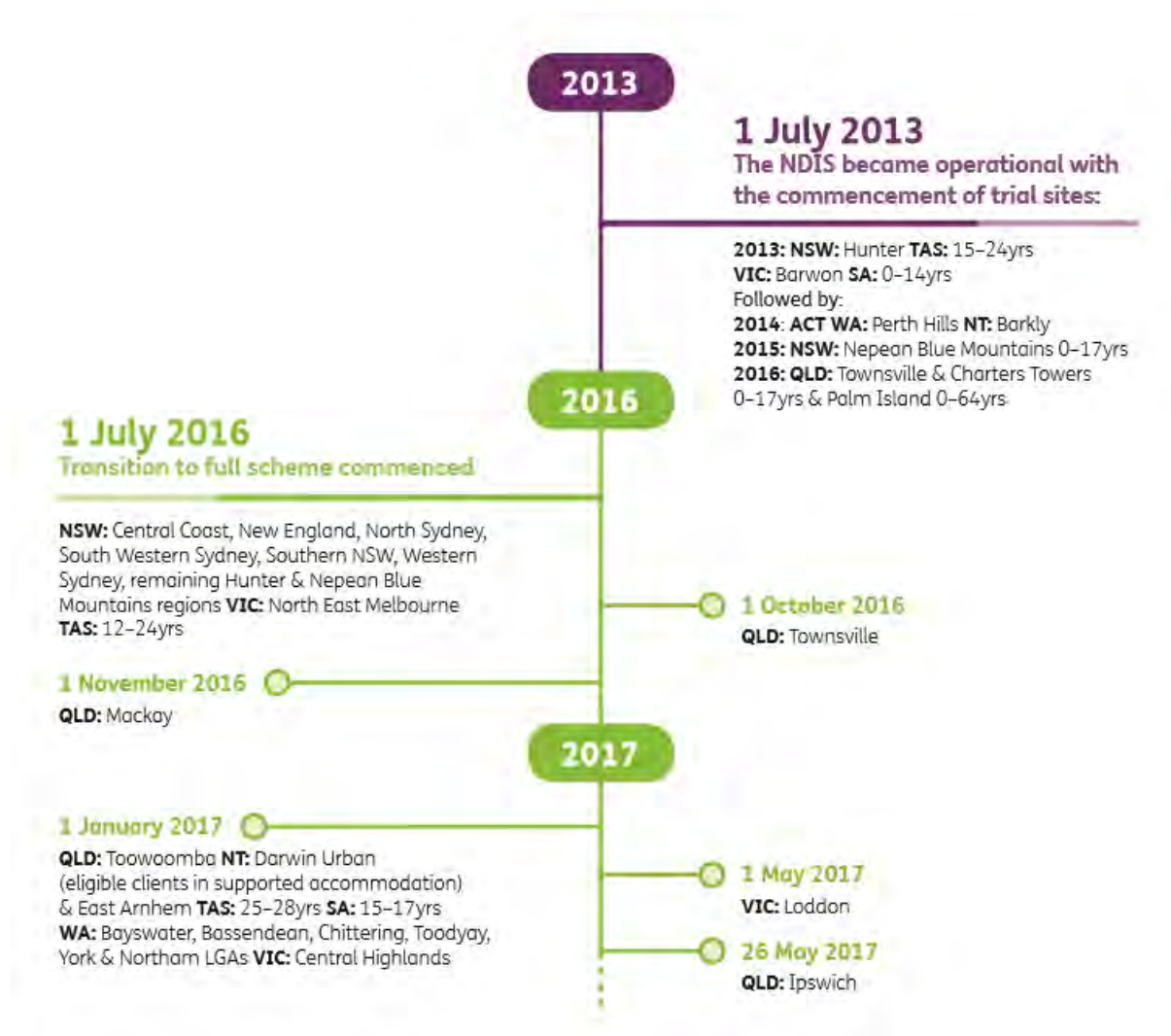
Quality and safeguards: Quality is about ensuring people receive good supports and safeguarding is about keeping people safe from harm. Features of quality and safeguarding systems generally include systems for handling complaints, staff screening processes and service provider standards checks.

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

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 against operational targets.
- Table C.2 compares plan approvals in 2018-19 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 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^{1,2}

State/Territory	2018-19 bilateral estimates	2018-19 Actionable data available (operational target)	2018-19 Plans approved (incl. ECEI), relating to actionable data	% of 2018-19 operational target met
NSW	13,202	9,513	8,301	87%
VIC	24,318	20,932	18,753	90%
QLD	27,604	19,130	18,371	96%
WA	2,774	2,740	1,373	50%
SA	3,163	3,406	2,614	77%
TAS	2,396	1,202	1,199	100%
ACT				
NT	1,763	1,895	1,322	70%
Total	75,220	58,818	51,933	88%

Table C.2 Plan approvals in 2018-19 (including confirmed ECEI referrals) compared to estimates^{3,4}

	2018-19 plans approved (incl. ECEI)			2018-19 bilateral estimates			Comparison for 2018-19 plan approvals (incl. ECEI) with 2018-19 bilateral estimates		
State/Territory	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	978	8,301	9,279		13,202	13,202		63%	
VIC	12,366	6,387	18,753	19,621	4,698	24,318	63%	136%	77%
QLD	11,469	6,902	18,371	14,845	12,759	27,604	77%	54%	67%
WA	818	555	1,373	1,710	1,064	2,774	48%	52%	49%
SA	3,507	2,614	6,121		3,163	3,163		83%	
TAS	368	831	1,199	856	1,540	2,396	43%	54%	50%
ACT	9	606	615						
NT	1,014	308	1,322	1,188	576	1,763	85%	54%	75%
Total*	26,035	25,898	51,933	38,219	37,001	75,220	68%	70%	69%
Total	30,529	26,504	57,033						

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

Table C.3 Plan approvals to date (including confirmed ECEI referrals) compared to estimates⁵

	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	89,249	98,858	12,111	116,644	128,755	79%	77%	77%
VIC	5,282	55,443	60,725	5,289	69,726	75,015	100%	80%	81%
QLD	361	35,130	35,491	600	58,159	58,759	60%	60%	60%
WA	2,494	3,197	5,691	2,493	5,847	8,340	100%	55%	68%
SA	7,117	17,709	24,826	8,500	20,620	29,120	84%	86%	85%
TAS	1,162	4,366	5,528	1,125	6,145	7,270	103%	71%	76%
ACT	4,098	3,353	7,451	4,278	797	5,075	96%	421%	147%
NT	155	2,012	2,167	149	3,237	3,386	104%	62%	64%
Total	30,278	210,459	240,737	34,545	281,176	315,721	88%	75%	76%

¹ Excludes ACT and Existing participants in NSW and SA approved in 2018-19.

² WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 3,724 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS this year.

³ Ibid.

⁴ Note: 'CW' stands for Commonwealth.

⁵ WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 3,916 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

Appendix D:

Outcomes framework questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one way the NDIA is measuring scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 99% of participants who received their initial plan since 1 July 2016.

The information collected from participants and their families and carers tracks how participants are progressing across eight life domains:

- **Choice and Control:** Includes independence, decision-making and whether the participant would like to have more choice and control in their life.
- **Relationships:** Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.
- **Health and Wellbeing:** Relates to health, lifestyle and access to health services.
- **Work:** Explores participants' experiences in the workforce and goals for employment.
- **Daily Living Activities:** Explores how independent participants are in nine areas of daily living, for example shopping and home cleaning.
- **Home:** Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.
- **Lifelong Learning:** Includes educational, training and learning experiences.
- **Social, Community and Civic Participation:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the Agency can track the type of supports that lead to the best outcomes.

Appendix E:

National

Part One: Participants and their plans

Table E.1 Plan approvals compared to estimates – NATIONAL⁶

	Prior Quarters	2018-19 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
NATIONAL	202,138	31,026	233,164	244,653	315,721

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – NATIONAL⁷

	Prior Quarters	2018-19 Q2	Total
Access decisions	299,464	31,347	330,811
Access Met⁸	255,992	23,441	279,433
State	153,748	12,107	165,855
Commonwealth	24,344	2,228	26,572
New	77,900	9,106	87,006
Total Participant Plans	208,794	42,515	244,653
State	119,947	16,662	136,609
Commonwealth	19,600	2,999	22,599
New	62,591	11,365	73,956
ECEI ⁹	6,656	11,489	11,489
Total Participant Plans	208,794	42,515	244,653
Early Intervention (s25)	38,256	5,293	43,549
Permanent Disability (s24)	163,882	25,733	189,615
ECEI ¹⁰	6,656	11,489	11,489

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – NATIONAL

Exits	
Total participant exits	5,678
Early Intervention participants	1,851
Permanent disability participants	3,827

⁶ In this table the 233,164 participants include the 3,916 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.

⁷ 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 Q2, 88% of people with a hearing impairment met the access criteria compared to 75% overall.

⁸ 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.

⁹ 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.

¹⁰ Ibid.

Table E.4 Cumulative position by services previously received – NATIONAL^{11,12}

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	14,886	2,038	13,354		30,278	34,545	88%
End of 2016-17	54,118	6,082	30,421	6,134	96,755	115,032	84%
End of 2017-18	105,524	16,976	53,688	7,768	183,956	240,500	76%
End of 2018-19 Q1	119,947	19,600	62,591	6,656	208,794	273,059	76%
End of 2018-19 Q2	136,609	22,599	73,956	11,489	244,653	315,721	76%

Table E.5 Cumulative position by entry into the Scheme – NATIONAL¹³

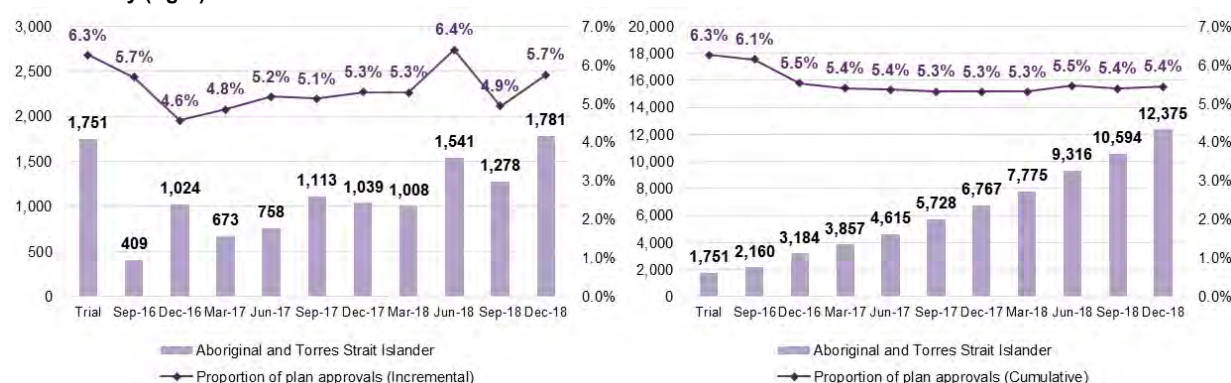
	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ¹⁴	Permanent Disability ¹⁵	ECEI	Total		
Trial	12,194	18,084		30,278	34,545	88%
End of 2016-17	21,448	69,173	6,134	96,755	115,032	84%
End of 2017-18	33,953	142,235	7,768	183,956	240,500	76%
End of 2018-19 Q1	38,256	163,882	6,656	208,794	273,059	76%
End of 2018-19 Q2	43,549	189,615	11,489	244,653	315,721	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

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	10,594	5.4%	1,781	5.7%	12,375	5.4%
Not Aboriginal and Torres Strait Islander	176,828	90.0%	27,325	88.2%	204,153	89.7%
Not Stated	9,074	4.6%	1,884	6.1%	10,958	4.8%
Total	196,496	100%	30,990	100%	227,486	100%

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



¹¹ 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.

¹² 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.

¹³ Ibid.

¹⁴ Participants who met Section 25 of the NDIS Act for access

¹⁵ Participants who met Section 24 of the NDIS Act for access

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

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
CALD	15,184	7.7%	3,052	9.8%	18,236	8.0%
Not CALD	179,536	91.4%	25,498	82.3%	205,034	90.1%
Not Stated	1,776	0.9%	2,440	7.9%	4,216	1.9%
Total	196,496	100%	30,990	100%	227,486	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NATIONAL



Table E.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NATIONAL¹⁶

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
YPIRAC	3,136	1.6%	490	1.6%	3,626	1.6%
Not YPIRAC	193,360	98.4%	30,500	98.4%	223,860	98.4%
Total	196,496	100%	30,990	100%	227,486	100%

¹⁶ 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, 140 participants (3.9%) were under 45 years and 2,845 (78.5%) were over 55 years.

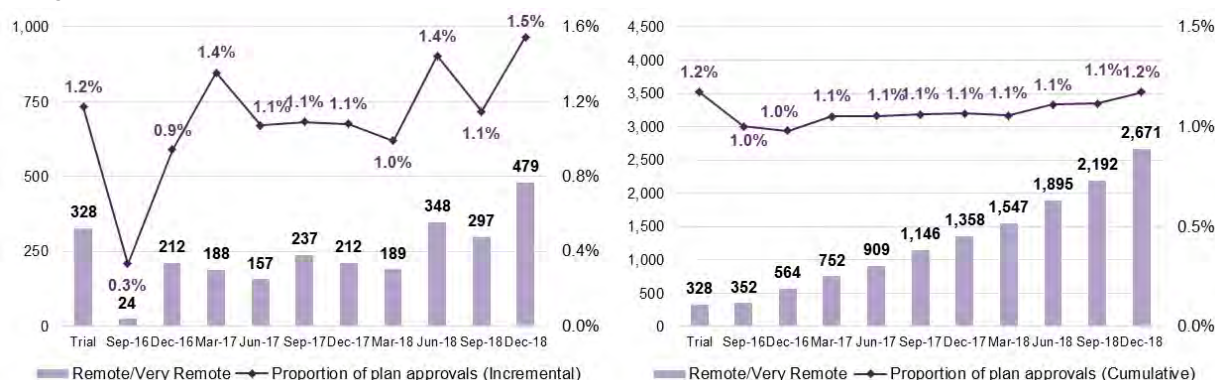
Figure E.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL



Table E.9 Participant profile per quarter by remoteness – NATIONAL^{17,18}

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Major Cities	127,013	64.8%	22,553	72.9%	149,566	65.9%
Population > 50,000	22,818	11.6%	3,110	10.0%	25,928	11.4%
Population between 15,000 and 50,000	18,803	9.6%	2,052	6.6%	20,855	9.2%
Population between 5,000 and 15,000	10,476	5.3%	1,067	3.4%	11,543	5.1%
Population less than 5,000	14,733	7.5%	1,687	5.5%	16,420	7.2%
Remote	1,249	0.6%	339	1.1%	1,588	0.7%
Very Remote	943	0.5%	140	0.5%	1,083	0.5%
Missing	461		42		503	
Total	196,496	100%	30,990	100%	227,486	100%

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NATIONAL



¹⁷ This table is based on the Modified Monash Model measure of remoteness.

¹⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

Table E.10 Participant profile per quarter by disability group - NATIONAL¹⁹

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	57,838	29%	8,796	28%	66,634	29%
Intellectual Disability ²⁰	54,024	27%	7,199	23%	61,223	27%
Psychosocial disability	15,759	8%	2,941	9%	18,700	8%
Cerebral Palsy	9,880	5%	1,318	4%	11,198	5%
Other Neurological	9,227	5%	1,677	5%	10,904	5%
Developmental Delay	8,613	4%	1,543	5%	10,156	4%
Other Physical	7,954	4%	1,656	5%	9,610	4%
Hearing Impairment	6,516	3%	1,522	5%	8,038	4%
ABI	6,641	3%	1,167	4%	7,808	3%
Visual Impairment	4,904	2%	816	3%	5,720	3%
Multiple Sclerosis	4,218	2%	686	2%	4,904	2%
Global Developmental Delay	2,658	1%	581	2%	3,239	1%
Stroke	2,587	1%	428	1%	3,015	1%
Spinal Cord Injury	2,559	1%	437	1%	2,996	1%
Other Sensory/Speech	2,776	1%	176	1%	2,952	1%
Other	342	0%	47	0%	389	0%
Total	196,496	100%	30,990	100%	227,486	100%

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

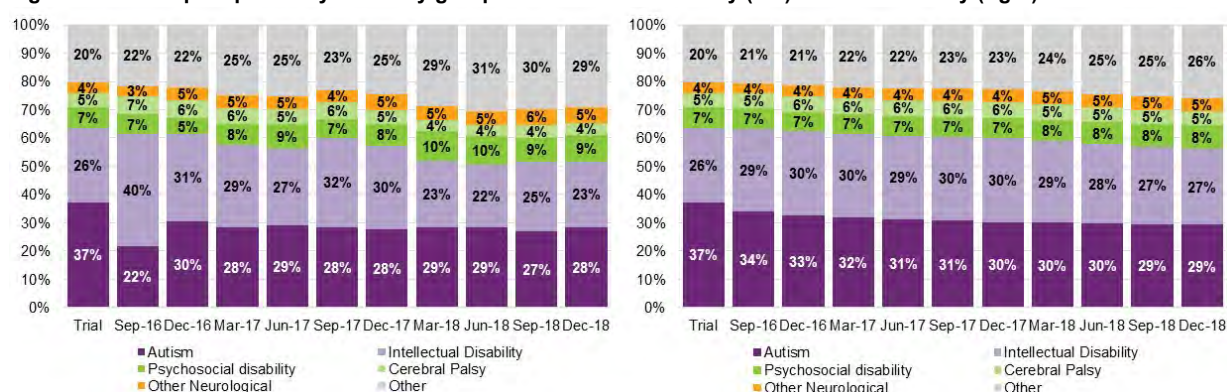


Table E.11 Participant profile per quarter by level of function – NATIONAL²¹

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	11,997	6%	2,371	8%	14,368	6%
2 (High Function)	450	0%	68	0%	518	0%
3 (High Function)	11,912	6%	1,904	6%	13,816	6%
4 (High Function)	13,604	7%	1,821	6%	15,425	7%
5 (High Function)	16,201	8%	2,099	7%	18,300	8%
6 (Moderate Function)	31,894	16%	5,694	18%	37,588	17%
7 (Moderate Function)	14,659	7%	1,822	6%	16,481	7%
8 (Moderate Function)	15,785	8%	2,625	8%	18,410	8%
9 (Moderate Function)	1,035	1%	152	0%	1,187	1%
10 (Moderate Function)	22,622	12%	3,956	13%	26,578	12%
11 (Low Function)	9,215	5%	1,195	4%	10,410	5%
12 (Low Function)	30,257	15%	4,984	16%	35,241	16%
13 (Low Function)	11,317	6%	1,625	5%	12,942	6%
14 (Low Function)	4,996	3%	669	2%	5,665	2%
15 (Low Function)	71	0%	5	0%	76	0%
Missing	481		0		481	
Total	196,496	100%	30,990	100%	227,486	100%

¹⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁰ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants (8,409).

²¹ The distributions are calculated excluding participants with a missing level of function.

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

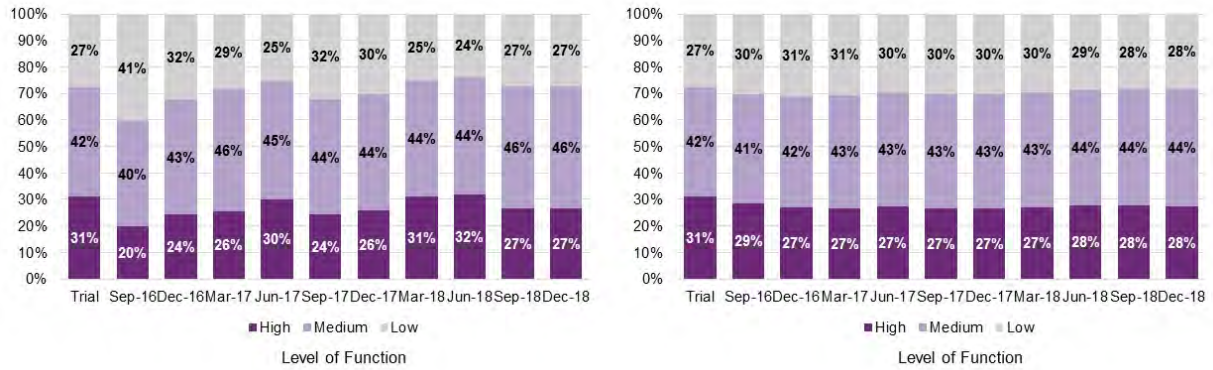


Table E.12 Participant profile per quarter by age group – NATIONAL

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	23,516	12%	5,234	17%	28,750	13%
7 to 14	49,484	25%	6,646	21%	56,130	25%
15 to 18	15,652	8%	2,180	7%	17,832	8%
19 to 24	19,617	10%	1,983	6%	21,600	9%
25 to 34	19,741	10%	2,793	9%	22,534	10%
35 to 44	17,959	9%	3,026	10%	20,985	9%
45 to 54	22,070	11%	4,168	13%	26,238	12%
55 to 64	23,901	12%	4,554	15%	28,455	13%
65+	4,556	2%	406	1%	4,962	2%
Total	196,496	100%	30,990	100%	227,486	100%

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

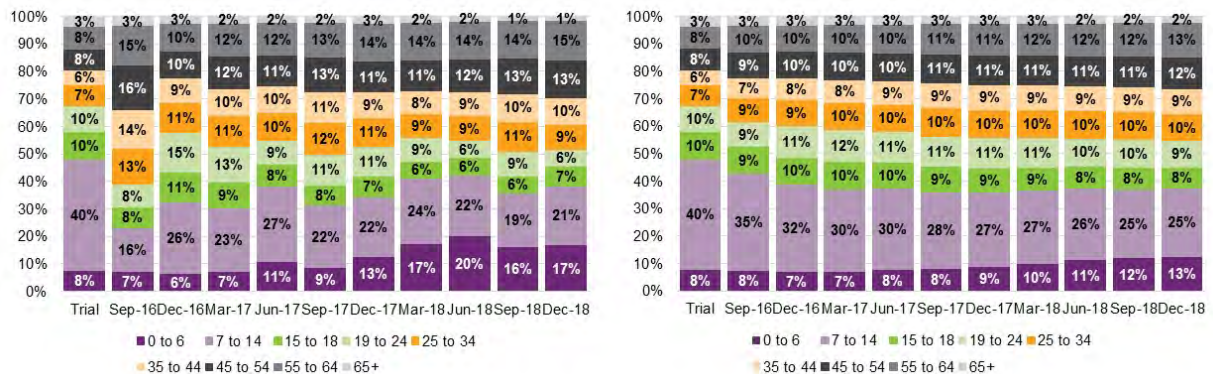
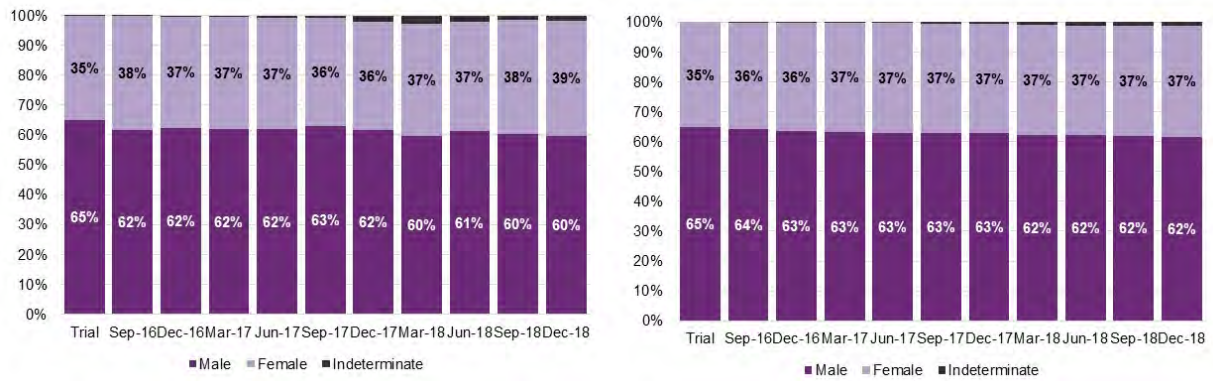


Table E.13 Participant profile per quarter by gender – NATIONAL

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	121,709	62%	18,510	60%	140,219	62%
Female	72,383	37%	11,961	39%	84,344	37%
Indeterminate	2,404	1%	519	2%	2,923	1%
Total	196,496	100%	30,990	100%	227,486	100%

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



Part Two: Participant experience and outcomes

Table E.14 Number of questionnaires completed by SFOF version - NATIONAL²²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1, Q2 2018-19	Number of questionnaires
Participant 0 to school	7,708	11,948	7,193	26,849
Participant school to 14	14,252	21,694	14,419	50,365
Participant 15 to 24	9,619	12,443	7,901	29,963
Participant 25 and over	24,944	37,936	27,012	89,892
Total Participant	56,523	84,021	56,525	197,069
Family 0 to 14	20,663	32,755	20,552	73,970
Family 15 to 24	2,743	8,507	5,519	16,769
Family 25 and over	789	11,729	8,578	21,096
Total Family	24,195	52,991	34,649	111,835
Total	80,718	137,012	91,174	308,904

²² Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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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%

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%	20%
% 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=3,368) – NATIONAL²³

	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?	82%
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?	59%

²³ Results in Tables E.19 to E.22 exclude participants who had their first plan approved between 1 July 2016 and 31 December 2016, as these participants have been included in Tables E.23 to E.26.

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=15,684) – 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?	33%
REL	Has the NDIS improved your child’s relationships with family and friends?	43%
S/CP	Has the NDIS improved your child’s social and recreational life?	40%

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=10,000) and ‘Participant 25 and over’ (n=25,419) – 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?	57%	70%
REL	Has the NDIS helped you to meet more people?	48%	52%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	19%	27%
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?	34%	30%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	18%	21%
S/CP	Has the NDIS helped you be more involved?	52%	58%

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=17,756); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,801) – 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?	54%	46%
Has the NDIS improved the level of support for your family?	60%	59%
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?	64%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	
Has the NDIS improved your health and wellbeing?	36%	33%

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’ – NATIONAL²⁴

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	90%	92%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	86%	+4%
REL	Has the NDIS improved how your child fits into family life?	75%	78%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	61%	65%	+5%

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?	55%	65%	+9%
LL	Has the NDIS improved your child's access to education?	37%	38%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	50%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	48%	+4%

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?	61%	66%	+4%	67%	74%	+7%
DL	Has the NDIS helped you with daily living activities?	59%	66%	+6%	71%	80%	+9%
REL	Has the NDIS helped you to meet more people?	54%	56%	+2%	52%	60%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	20%	-4%	32%	32%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	45%	+1%	51%	58%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	39%	-2%	33%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-2%	20%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	56%	60%	+4%	61%	68%	+6%

²⁴ Results in Tables E.23 to E.27 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

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

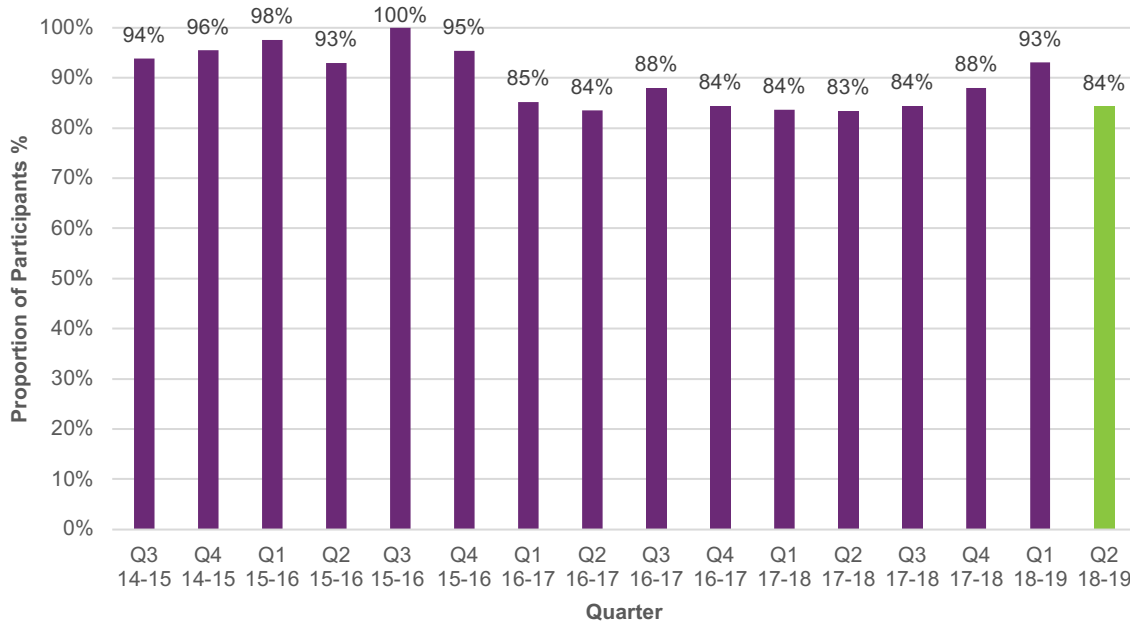
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	58%	+4%	52%	55%	+2%
Has the NDIS improved the level of support for your family?	62%	67%	+5%	63%	67%	+4%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	69%	+5%	64%	65%	nil
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	74%	+4%			
Has the NDIS improved your health and wellbeing?	40%	39%	nil	42%	34%	-8%

Table E.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ – NATIONAL²⁵

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	21%	26%
Aged 25+	23%	21%	
Aged 15+ (average)	20%	21%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	32%	43%	41%
Aged 25+	37%	47%	
Aged 15+ (average)	35%	46%	

²⁵ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

Figure E.9 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 Q2 of 2018-19, 84% gave a rating of good or very good, 9% gave a neutral rating and 6% gave a rating of poor or very poor.

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	93%	4%	4%
I had enough time to tell my story and say what support I need	90%	4%	6%
The planner knows what I can do well	81%	12%	7%
The planner had some good ideas for my plan	81%	9%	9%
I know what is in my plan	75%	18%	7%
The planner helped me think about my future	77%	13%	11%
I think my plan will make my life better	83%	12%	6%
The planning meeting went well	89%	6%	5%

Table E.29 Plan reviews conducted per quarter – NATIONAL²⁶

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	184,525	52,117	236,642
<i>Early intervention plans</i>	41,290	8,289	49,579
<i>Permanent disability plans</i>	143,235	43,828	187,063

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



Table E.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL²⁷

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	141,373	44,846	186,219
<i>Trial participants</i>	54,105	6,608	60,713
<i>Transition participants</i>	87,268	38,238	125,506

Figure E.11 Number and proportion of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL



Table E.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL²⁸

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	43,152	7,271	50,423
<i>Trial participants</i>	9,085	767	9,852
<i>Transition participants</i>	34,067	6,504	40,571

²⁶ 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.

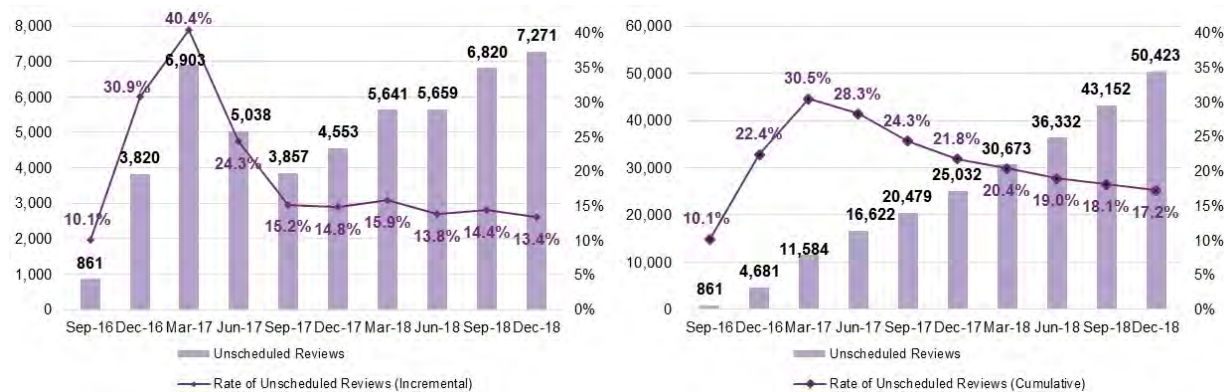
²⁷ A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

²⁸ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

Table E.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL²⁹

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	18.1%	13.4%	17.2%

Figure E.12 Number and proportion of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL



²⁹ 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 Q2	Transition Total	Number of unique complainants ³⁰
Participants or those who have sought access				
Complaints about service providers	1,272	355	1,627	1,415
Complaints about the Agency	23,289	4,667	27,956	18,098
Unclassified	1,923	898	2,821	2,531
Total	26,484	5,920	32,404	20,310
<i>% of all people who have sought access³¹</i>	6.5%	6.6%	6.5%	
Registered providers				
Complaints about the Agency	1,889	244	2,133	1,781
Unclassified	201	142	343	313
Total	2,090	386	2,476	2,008
<i>% of all registered providers³²</i>	6.2%	5.7%	6.1%	
Other				
Complaints about the Agency	1,173	93	1,266	1,262
Unclassified	184	82	266	262
Total	1,357	175	1,532	1,521
Total	29,931	6,481	36,412	23,839

*Of the 36,412 complaints made during the transition period, 488 (1.3%) were about the Contact Centre.

Figure E.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – NATIONAL

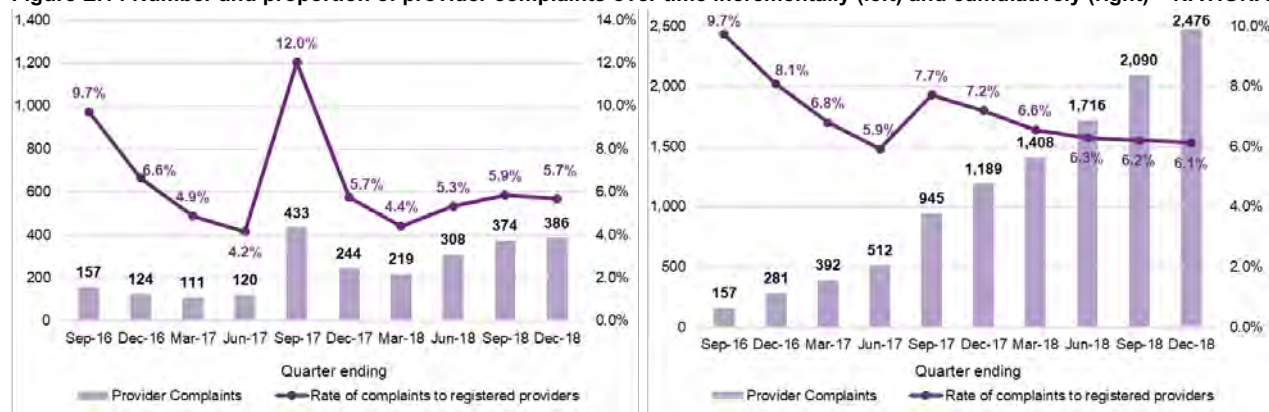


³⁰ Note that 72% of all complainants made only one complaint, 16% made two complaints and 11% made three or more complaints.

³¹ 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.

³² 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.

Figure E.14 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – NATIONAL³³



³³ The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.
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Table E.34 Complaints by type – NATIONAL

Complaints made by or on behalf of	Prior Quarters (Transition only)		2018-19 Q2		Transition Total	
Participants or those who have sought access						
<i>Complaints about service providers</i>						
Supports being provided	292	(23%)	65	(18%)	357	(22%)
Service delivery	211	(17%)	50	(14%)	261	(16%)
Staff conduct	190	(15%)	75	(21%)	265	(16%)
Provider process	143	(11%)	39	(11%)	182	(11%)
Provider costs	142	(11%)	29	(8%)	171	(11%)
Other	294	(23%)	97	(27%)	391	(24%)
Total	1,272		355		1,627	
<i>Complaints about the Agency</i>						
Timeliness	7,731	(33%)	1,774	(38%)	9,505	(34%)
Individual needs	3,564	(15%)	410	(9%)	3,974	(14%)
Reasonable and necessary supports	2,935	(13%)	666	(14%)	3,601	(13%)
Information unclear	1,143	(5%)	182	(4%)	1,325	(5%)
The way the NDIA carried out its decision making	1,035	(4%)	329	(7%)	1,364	(5%)
Other	6,881	(30%)	1,306	(28%)	8,187	(29%)
Total	23,289		4,667		27,956	
<i>Unclassified</i>	1,923		898		2,821	
Registered providers						
<i>Complaints about the Agency</i>						
Timeliness	462	(24%)	67	(27%)	529	(25%)
Individual needs	317	(17%)	3	(1%)	320	(15%)
Provider Portal	315	(17%)	27	(11%)	342	(16%)
Information unclear	154	(8%)	16	(7%)	170	(8%)
Participation, engagement and inclusion	43	(2%)	2	(1%)	45	(2%)
Other	598	(32%)	129	(53%)	727	(34%)
Total	1,889		244		2,133	
<i>Unclassified</i>	201		142		343	
Other						
<i>Complaints about the Agency</i>						
Individual needs	353	(30%)	13	(14%)	366	(29%)
Timeliness	238	(20%)	16	(17%)	254	(20%)
Information unclear	130	(11%)	12	(13%)	142	(11%)
Participation, engagement and inclusion	54	(5%)	2	(2%)	56	(4%)
Staff conduct - Agency	36	(3%)	3	(3%)	39	(3%)
Other	362	(31%)	47	(51%)	409	(32%)
Total	1,173		93		1,266	
<i>Unclassified</i>	184		82		266	

Table E.35 AAT Cases by category – NATIONAL

Category	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Access	482	37%	111	37%	593	37%
Plan	588	45%	164	54%	752	47%
Plan Review	173	13%	15	5%	188	12%
Other	51	4%	12	4%	63	4%
Total	1,294	100%	302	100%	1,596	100%
% of all access decisions³⁴	0.33%		0.38%		0.34%	

Figure E.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – NATIONAL

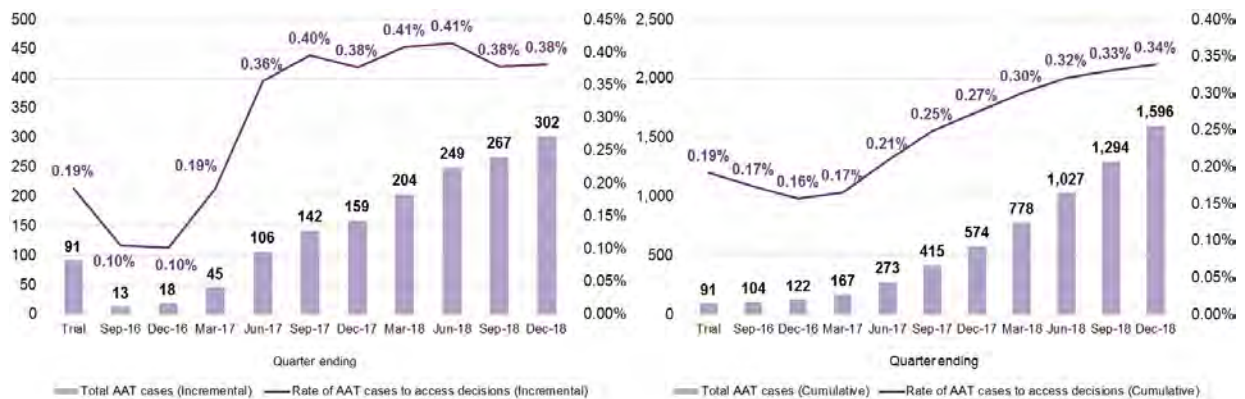


Table E.36 AAT cases by open/closed and decision – NATIONAL

	N
AAT Cases	1,596
Open AAT Cases	677
Closed AAT Cases	919
<i>Resolved before hearing</i>	<i>878</i>
<i>Gone to hearing and received a substantive decision</i>	<i>41*</i>

*Of the 41 cases which went to hearing and received a substantive decision: 22 affirmed the Agency's decision, 11 varied the Agency's decision and 8 set aside the Agency's decision.³⁵

³⁴ 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.

³⁵ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Table E.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL^{36,37}

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	13%	15%	14%
Self-managed partly	10%	11%	11%
Plan managed	23%	27%	24%
Agency managed	54%	47%	52%
Total	100%	100%	100%

Figure E.16 Distribution of active participants by method of financial plan management over time (cumulative) – NATIONAL^{38,39}

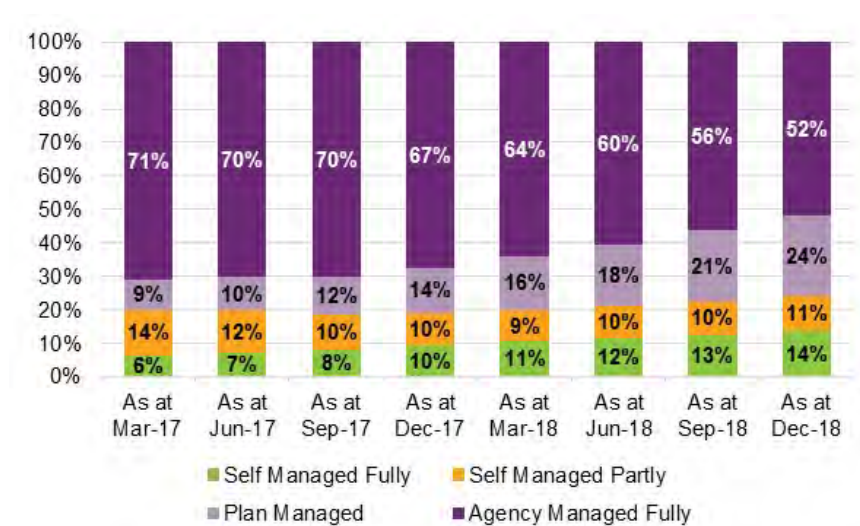


Table E.38 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL⁴⁰

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	39%	41%	40%

³⁶ 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.

³⁷ Trial participants are not included.

³⁸ Figure E.16 includes active participants as at each quarter over time whereas Table E.37 includes active participants as at the current quarter.

³⁹ Data on method of financial plan management is not available prior to 31 March 2017.

⁴⁰ Trial participants are not included.

Table E.39 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL⁴¹

	Prior Quarters (Transition Only)		2017-18 Q4	
Plan activation	N	%	N	%
Less than 30 days	64,908	55%	13,117	54%
30 to 59 days	16,684	14%	4,051	17%
60 to 89 days	8,367	7%	1,682	7%
Activated within 90 days	89,959	76%	18,850	78%
90 to 119 days	4,929	4%	869	4%
120 days and over	10,112	9%	1,035	4%
Activated between 90 and 180 days	15,041	13%	1,904	8%
No payments	13,564	11%	3,342	14%
Total plans approved	118,564	100%	24,096	100%

Table E.40 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – NATIONAL^{42,43}

Plan utilisation	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	41%	66%	43%
50% to 75%	23%	17%	23%
> 75%	36%	16%	34%
Total	100%	100%	100%

Table E.41 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL⁴⁴

	Prior Quarters	2018-19 Q2	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	47%	46%	47%
Lifelong Learning	11%	11%	11%
Other	11%	11%	11%
Non-categorised	33%	32%	33%
Any mainstream service	91%	91%	91%

Part Three: Providers and the growing market

Table E.42 Key provider indicators by quarter - NATIONAL⁴⁵

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	7,972	596	8,534
<i>Company/ organisation</i>	9,953	616	10,541
<i>Total</i>	17,925	1,212	19,075
b) Registration revoked	62		

⁴¹ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁴² 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.

⁴³ This table only considers committed supports and payments for supports provided to 30 September 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴⁵ The total number of providers as at 31 December 2018 (19,075) is not the sum of the number of providers as at 30 September 2018 (17,925) and the providers registered in the second quarter of 2018-19 (1,212). This is due to 62 providers whose registration ended during the second quarter of 2018-19.

Table E.43 Number of approved providers by registration group - NATIONAL⁴⁶

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	1,916	151	2,067	8%
Assistance Animals	20	0	20	0%
Assistance with daily life tasks in a group or shared living arrangement	1,251	108	1,359	9%
Assistance with travel/transport arrangements	3,723	271	3,994	7%
Daily Personal Activities	1,828	150	1,978	8%
Group and Centre Based Activities	1,637	118	1,755	7%
High Intensity Daily Personal Activities	1,602	96	1,698	6%
Household tasks	4,977	404	5,381	8%
Interpreting and translation	880	74	954	8%
Participation in community, social and civic activities	2,112	164	2,276	8%
Assistive Technology				
Assistive equipment for recreation	1,477	117	1,594	8%
Assistive products for household tasks	1,904	159	2,063	8%
Assistance products for personal care and safety	2,557	219	2,776	9%
Communication and information equipment	1,285	87	1,372	7%
Customised Prosthetics	1,169	78	1,247	7%
Hearing Equipment	478	31	509	6%
Hearing Services	38	1	39	3%
Personal Mobility Equipment	2,112	154	2,266	7%
Specialised Hearing Services	151	4	155	3%
Vision Equipment	535	50	585	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,894	149	2,043	8%
Behaviour Support	1,773	136	1,909	8%
Community nursing care for high needs	1,554	120	1,674	8%
Development of daily living and life skills	1,946	136	2,082	7%
Early Intervention supports for early childhood	2,940	111	3,051	4%
Exercise Physiology and Physical Wellbeing activities	2,081	153	2,234	7%
Innovative Community Participation	2,760	237	2,997	9%
Specialised Driving Training	577	22	599	4%
Therapeutic Supports	8,701	546	9,247	6%
Capital services				
Home modification design and construction	2,287	164	2,451	7%
Specialised Disability Accommodation	741	61	802	8%
Vehicle Modifications	348	32	380	9%
Choice and control support services				
Management of funding for supports in participants plan	1,529	96	1,625	6%
Support Coordination	1,788	139	1,927	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	733	8	741	1%
Specialised Supported Employment	274	5	279	2%
Total approved providers⁴⁷	17,863	1,212	19,075	7%

⁴⁶ The 62 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

⁴⁷ 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 Q2
a) Average number of providers per participant ⁴⁸	1.62	1.56
b) Number of providers delivering new supports	2,852	2,279
c) Change in the number of active/inactive providers: ⁴⁹		
<i>Active (%)</i>	46%	46%
<i>Not yet active (%)</i>	46%	45%
<i>Inactive (%)</i>	8%	10%
d) Share of payments - top 25% ⁵⁰		
<i>Daily Tasks/Shared Living (%)</i>	89%	88%
<i>Therapeutic Supports (%)</i>	88%	88%
<i>Participate Community (%)</i>	84%	83%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	86%	86%

⁴⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁹ '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.

⁵⁰ 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 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	206	28	234	14%
Assistance Animals	8	1	9	13%
Assistance with daily life tasks in a group or shared living arrangement	719	68	787	9%
Assistance with travel/transport arrangements	1,042	122	1,164	12%
Daily Personal Activities	1,346	145	1,491	11%
Group and Centre Based Activities	976	75	1,051	8%
High Intensity Daily Personal Activities	1,121	100	1,221	9%
Household tasks	2,126	281	2,407	13%
Interpreting and translation	93	13	106	14%
Participation in community, social and civic activities	1,547	146	1,693	9%
Assistive Technology				
Assistive equipment for recreation	178	24	202	13%
Assistive products for household tasks	169	20	189	12%
Assistance products for personal care and safety	1,019	121	1,140	12%
Communication and information equipment	213	24	237	11%
Customised Prosthetics	418	50	468	12%
Hearing Equipment	116	2	118	2%
Hearing Services	16	0	16	0%
Personal Mobility Equipment	559	58	617	10%
Specialised Hearing Services	28	0	28	0%
Vision Equipment	63	5	68	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,327	129	1,456	10%
Behaviour Support	646	72	718	11%
Community nursing care for high needs	305	54	359	18%
Development of daily living and life skills	1,132	132	1,264	12%
Early Intervention supports for early childhood	1,488	89	1,577	6%
Exercise Physiology and Physical Wellbeing activities	570	90	660	16%
Innovative Community Participation	266	51	317	19%
Specialised Driving Training	125	14	139	11%
Therapeutic Supports	5,213	451	5,664	9%
Capital services				
Home modification design and construction	303	37	340	12%
Specialised Disability Accommodation	97	21	118	22%
Vehicle Modifications	84	3	87	4%
Choice and control support services				
Management of funding for supports in participants plan	722	77	799	11%
Support Coordination	439	44	483	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	325	21	346	6%
Specialised Supported Employment	196	4	200	2%
Total approved active providers⁵¹	9,665	910	10,575	9%

⁵¹ 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.

Table E.46 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – NATIONAL

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	395	1,672	2,067	50	184	234
Assistance Animals	0	20	20	0	9	9
Assistance with daily life tasks in a group or shared living arrangement	116	1,243	1,359	41	746	787
Assistance with travel/transport arrangements	953	3,041	3,994	186	978	1,164
Daily Personal Activities	172	1,806	1,978	114	1,377	1,491
Group and Centre Based Activities	139	1,616	1,755	49	1,002	1,051
High Intensity Daily Personal Activities	135	1,563	1,698	89	1,132	1,221
Household tasks	1,770	3,611	5,381	824	1,583	2,407
Interpreting and translation	152	802	954	30	76	106
Participation in community, social and civic activities	224	2,052	2,276	161	1,532	1,693
Assistive Technology						
Assistive equipment for recreation	459	1,135	1,594	27	175	202
Assistive products for household tasks	522	1,541	2,063	22	167	189
Assistance products for personal care and safety	677	2,099	2,776	173	967	1,140
Communication and information equipment	484	888	1,372	60	177	237
Customised Prosthetics	353	894	1,247	99	369	468
Hearing Equipment	67	442	509	10	108	118
Hearing Services	1	38	39	0	16	16
Personal Mobility Equipment	696	1,570	2,266	106	511	617
Specialised Hearing Services	44	111	155	1	27	28
Vision Equipment	123	462	585	7	61	68
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	316	1,727	2,043	200	1,256	1,456
Behaviour Support	736	1,173	1,909	231	487	718
Community nursing care for high needs	247	1,427	1,674	50	309	359
Development of daily living and life skills	227	1,855	2,082	116	1,148	1,264
Early Intervention supports for early childhood	1,602	1,449	3,051	776	801	1,577
Exercise Physiology and Physical Wellbeing activities	741	1,493	2,234	211	449	660
Innovative Community Participation	1,024	1,973	2,997	106	211	317
Specialised Driving Training	116	483	599	50	89	139
Therapeutic Supports	4,906	4,341	9,247	2,863	2,801	5,664
Capital services						
Home modification design and construction	755	1,696	2,451	63	277	340
Specialised Disability Accommodation	93	709	802	3	115	118
Vehicle Modifications	41	339	380	11	76	87
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	243	1,382	1,625	108	691	799
Support Coordination	383	1,544	1,927	84	399	483
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	75	666	741	15	331	346
Specialised Supported Employment	5	274	279	1	199	200
Total	8,534	10,541	19,075	4,490	6,085	10,575

Table E.47 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018
– NATIONAL

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	19%	81%	2,067	21%	79%	234
Assistance Animals	0%	100%	20	0%	100%	9
Assistance with daily life tasks in a group or shared living arrangement	9%	91%	1,359	5%	95%	787
Assistance with travel/transport arrangements	24%	76%	3,994	16%	84%	1,164
Daily Personal Activities	9%	91%	1,978	8%	92%	1,491
Group and Centre Based Activities	8%	92%	1,755	5%	95%	1,051
High Intensity Daily Personal Activities	8%	92%	1,698	7%	93%	1,221
Household tasks	33%	67%	5,381	34%	66%	2,407
Interpreting and translation	16%	84%	954	28%	72%	106
Participation in community, social and civic activities	10%	90%	2,276	10%	90%	1,693
Assistive Technology						
Assistive equipment for recreation	29%	71%	1,594	13%	87%	202
Assistive products for household tasks	25%	75%	2,063	12%	88%	189
Assistance products for personal care and safety	24%	76%	2,776	15%	85%	1,140
Communication and information equipment	35%	65%	1,372	25%	75%	237
Customised Prosthetics	28%	72%	1,247	21%	79%	468
Hearing Equipment	13%	87%	509	8%	92%	118
Hearing Services	3%	97%	39	0%	100%	16
Personal Mobility Equipment	31%	69%	2,266	17%	83%	617
Specialised Hearing Services	28%	72%	155	4%	96%	28
Vision Equipment	21%	79%	585	10%	90%	68
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	15%	85%	2,043	14%	86%	1,456
Behaviour Support	39%	61%	1,909	32%	68%	718
Community nursing care for high needs	15%	85%	1,674	14%	86%	359
Development of daily living and life skills	11%	89%	2,082	9%	91%	1,264

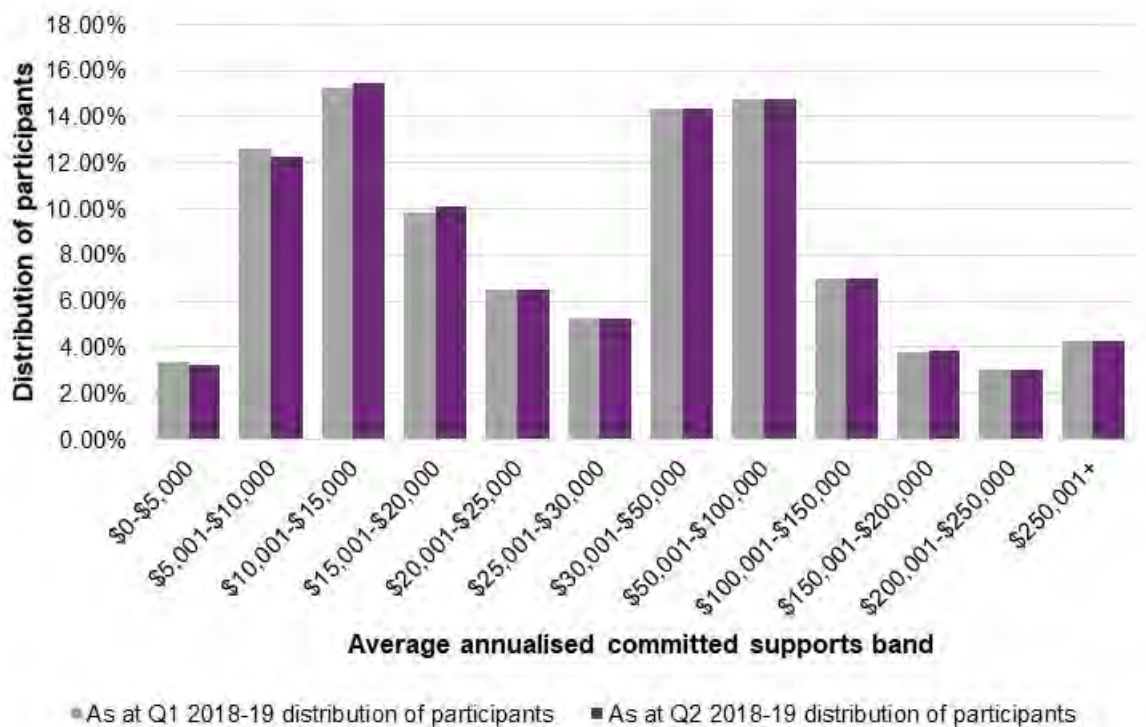
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	53%	47%	3,051	49%	51%	1,577
Exercise Physiology and Physical Wellbeing activities	33%	67%	2,234	32%	68%	660
Innovative Community Participation	34%	66%	2,997	33%	67%	317
Specialised Driving Training	19%	81%	599	36%	64%	139
Therapeutic Supports	53%	47%	9,247	51%	49%	5,664
Capital services						
Home modification design and construction	31%	69%	2,451	19%	81%	340
Specialised Disability Accommodation	12%	88%	802	3%	97%	118
Vehicle Modifications	11%	89%	380	13%	87%	87
Choice and control support services						
Management of funding for supports in participants plan	15%	85%	1,625	14%	86%	799
Support Coordination	20%	80%	1,927	17%	83%	483
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	10%	90%	741	4%	96%	346
Specialised Supported Employment	2%	98%	279	1%	100%	200
Total	45%	55%	19,075	42%	58%	10,575

Part Five: Financial sustainability

Table E.48 Committed supports by financial year (\$m) - NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2 ⁵²	Total
Total Committed	132.8	496.9	939.4	3,235.7	7,722.5	6,273.0	18,800.2

Figure E.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NATIONAL)



⁵² Note: the \$6.3 billion in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure E.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NATIONAL)

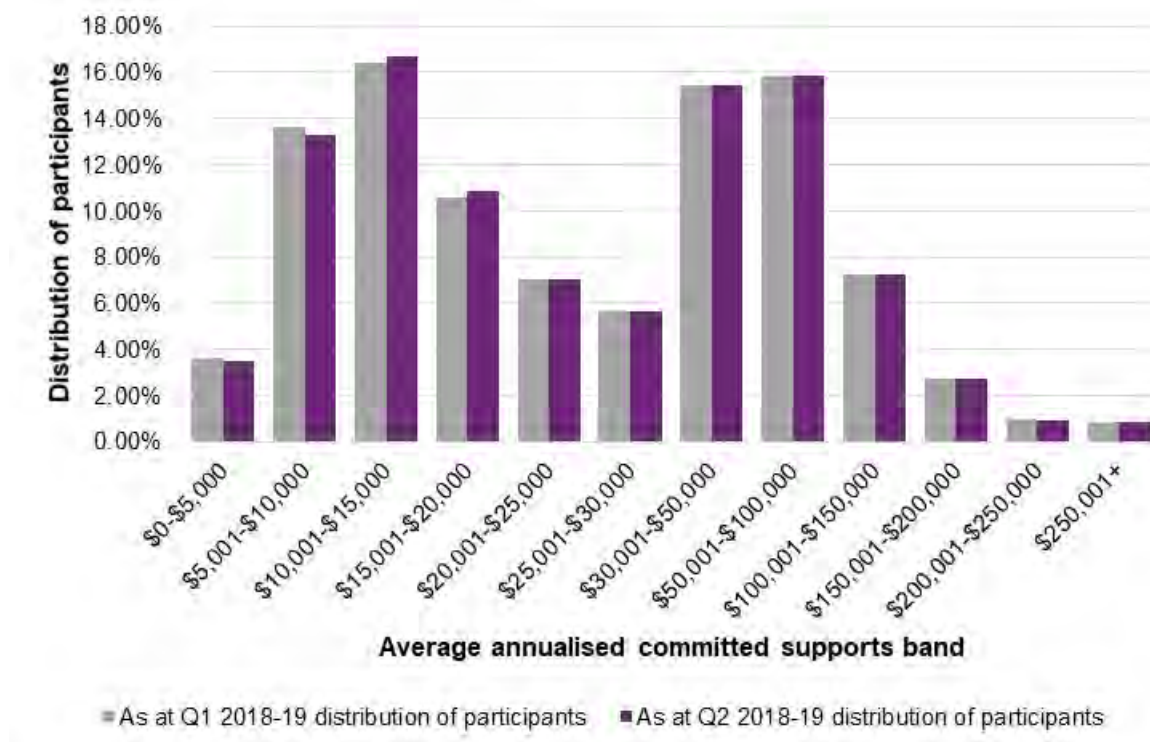
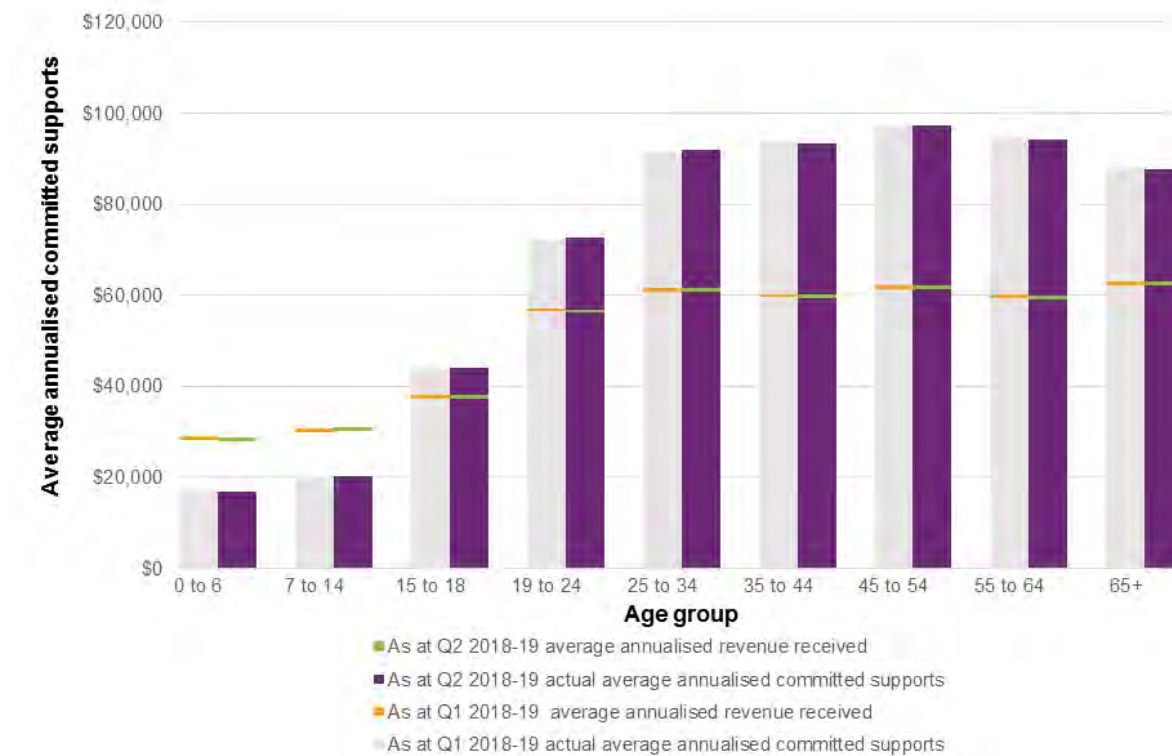
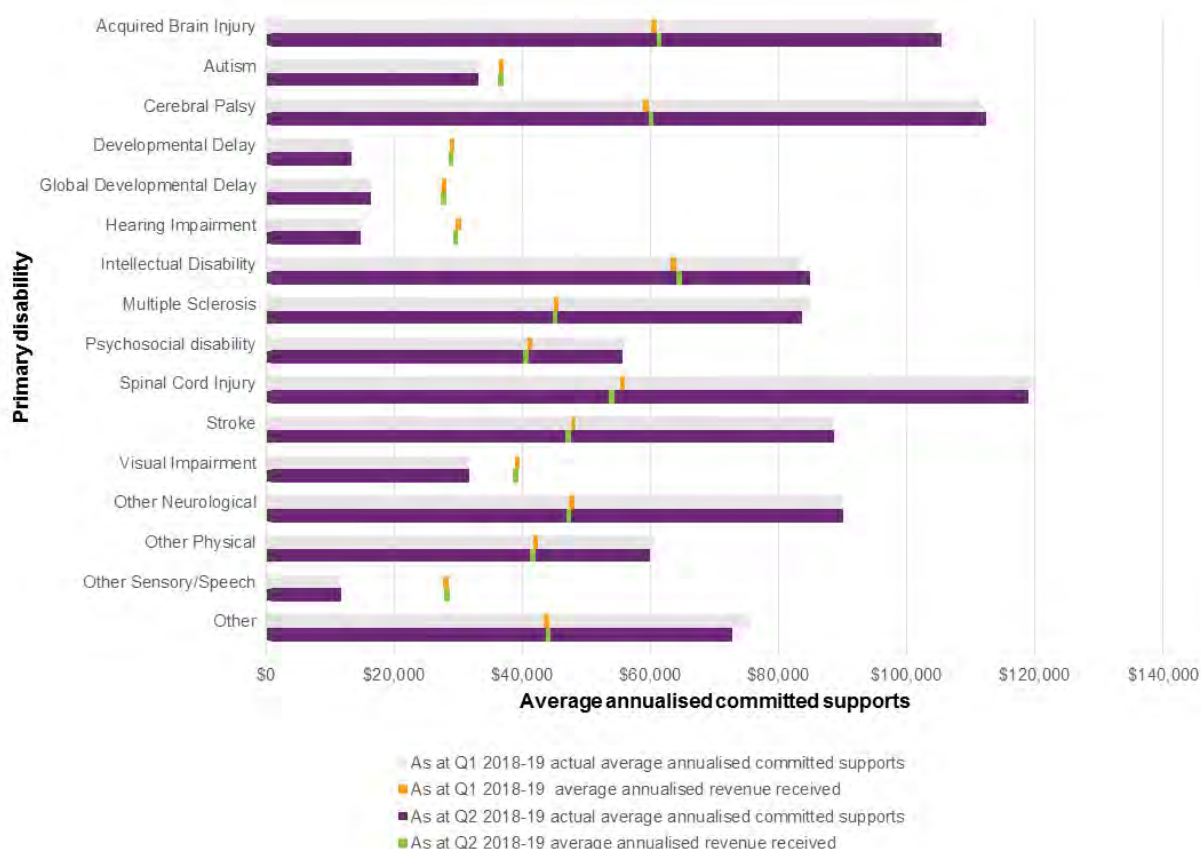


Figure E.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NATIONAL) ⁵³



⁵³ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure E.20 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NATIONAL) ⁵⁴



⁵⁴ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure E.21 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1⁵⁵ (NATIONAL)⁵⁶

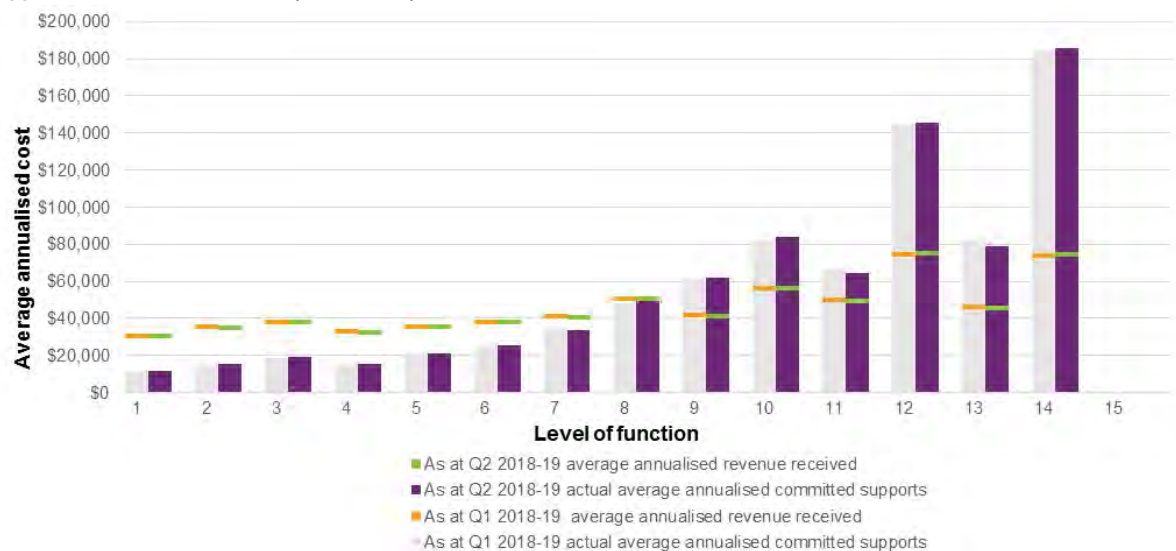
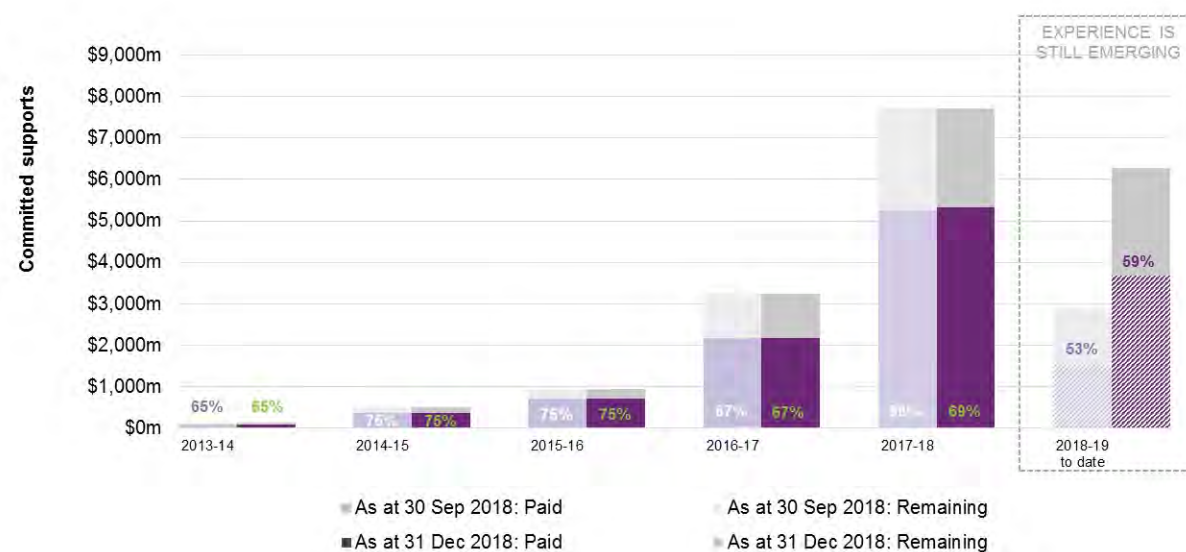


Table E.49 Payments by financial year, compared to committed supports (\$m) – NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2	Total
Total Committed	132.8	496.9	939.4	3,235.7	7,722.5	6,273.0	18,800.2
Total Paid	85.8	370.8	703.6	2,174.9	5,315.9	3,679.8	12,330.8
% utilised to date	65%	75%	75%	67%	69%	59%	66% ⁵⁷

Figure E.22 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (NATIONAL)



⁵⁵ Level of function 15 does not have sufficient data to show an average cost.

⁵⁶ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

⁵⁷ Note: only committed supports expected to be used to 31 December 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 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	91,169	5,126	96,295	98,858	128,755

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW⁵⁸

	Prior Quarters	2018-19 Q2	Total
Access decisions	116,758	5,127	121,885
Access Met	98,298	3,061	101,359
State	55,761	211	55,972
Commonwealth	11,288	340	11,628
New	31,249	2,510	33,759
Total Participant Plans	92,201	7,689	98,858
State	53,414	652	54,066
Commonwealth	10,408	583	10,991
New	27,347	3,891	31,238
ECEI ⁵⁹	1,032	2,563	2,563
Total Participant Plans	92,201	7,689	98,858
Early Intervention (s25)	14,154	1,909	16,063
Permanent Disability (s24)	77,015	3,217	80,232
ECEI ⁶⁰	1,032	2,563	2,563

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – NSW

Exits	
Total participant exits	2,230
Early Intervention participants	273
Permanent disability participants	1,957

⁵⁸ 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 Q2, 86% of people with a hearing impairment met the access criteria compared to 60% overall.

⁵⁹ 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.

⁶⁰ 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	28,860	3,501	11,565	4,330	48,256	55,333	87%
End of 2017-18	52,292	9,732	24,013	3,578	89,615	115,553	78%
End of 2018-19 Q1	53,414	10,408	27,347	1,032	92,201	122,154	75%
End of 2018-19 Q2	54,066	10,991	31,238	2,563	98,858	128,755	77%

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	6,791	37,135	4,330	48,256	55,333	87%
End of 2017-18	12,594	73,443	3,578	89,615	115,553	78%
End of 2018-19 Q1	14,154	77,015	1,032	92,201	122,154	75%
End of 2018-19 Q2	16,063	80,232	2,563	98,858	128,755	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 F.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW

	Prior Quarters		2018 -19 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	5,117	5.8%	410	8.0%	5,527	5.9%
Not Aboriginal and Torres Strait Islander	80,421	90.4%	4,457	87.0%	84,878	90.2%
Not Stated	3,404	3.8%	256	5.0%	3,660	3.9%
Total	88,942	100%	5,123	100%	94,065	100%

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

	Prior Quarters		2018 - 19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	8,023	9.0%	664	13.0%	8,687	9.2%
Not CALD	80,654	90.7%	4,444	86.7%	85,098	90.5%
Not Stated	265	0.3%	15	0.3%	280	0.3%
Total	88,942	100%	5,123	100%	94,065	100%

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

	Prior Quarters		2018 -19 Q2		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	1,890	2.1%	101	2.0%	1,991	2.1%
Not YPIRAC	87,052	97.9%	5,022	98.0%	92,074	97.9%
Total	88,942	100%	5,123	100%	94,065	100%

Table F.9 Participant profile per quarter by remoteness – NSW^{61,62}

Participant profile	Prior Quarters		2018 - 19 Q2		Total	
	N	%	N	%	N	%
Major Cities	62,433	70.3%	3,447	67.4%	65,880	70.2%
Population > 50,000	2,722	3.1%	126	2.5%	2,848	3.0%
Population between 15,000 and 50,000	11,847	13.3%	753	14.7%	12,600	13.4%
Population between 5,000 and 15,000	5,391	6.1%	334	6.5%	5,725	6.1%
Population less than 5,000	6,087	6.9%	432	8.4%	6,519	6.9%
Remote	214	0.2%	17	0.3%	231	0.2%
Very Remote	53	0.1%	9	0.2%	62	0.1%
Missing	195		5		200	
Total	88,942	100%	5,123	100%	94,065	100%

Table F.10 Participant profile per quarter by disability group - NSW^{63,64}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	26,228	29%	1,768	35%	27,996	30%
Intellectual Disability ⁶⁵	24,494	28%	637	12%	25,131	27%
Psychosocial disability	6,842	8%	383	7%	7,225	8%
Cerebral Palsy	4,729	5%	102	2%	4,831	5%
Other Neurological	4,312	5%	274	5%	4,586	5%
Developmental Delay	3,023	3%	547	11%	3,570	4%
Other Physical	3,579	4%	254	5%	3,833	4%
Hearing Impairment	3,487	4%	400	8%	3,887	4%
ABI	2,981	3%	118	2%	3,099	3%
Visual Impairment	2,370	3%	109	2%	2,479	3%
Multiple Sclerosis	1,833	2%	65	1%	1,898	2%
Global Developmental Delay	1,053	1%	272	5%	1,325	1%
Stroke	1,362	2%	79	2%	1,441	2%
Spinal Cord Injury	1,291	1%	32	1%	1,323	1%
Other Sensory/Speech	1,191	1%	73	1%	1,264	1%
Other	167	0%	10	0%	177	0%
Total	88,942	100%	5,123	100%	94,065	100%

⁶¹ This table is based on the Modified Monash Model measure of remoteness.

⁶² The distributions are calculated excluding active participants with a missing remoteness classification.

⁶³ Table order based on national proportions (highest to lowest).

⁶⁴ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶⁵ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NSW (3,507).

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

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	4,764	5%	791	15%	5,555	6%
2 (High Function)	211	0%	5	0%	216	0%
3 (High Function)	5,015	6%	356	7%	5,371	6%
4 (High Function)	7,535	8%	463	9%	7,998	9%
5 (High Function)	7,222	8%	541	11%	7,763	8%
6 (Moderate Function)	14,319	16%	1,107	22%	15,426	16%
7 (Moderate Function)	6,915	8%	365	7%	7,280	8%
8 (Moderate Function)	6,515	7%	260	5%	6,775	7%
9 (Moderate Function)	538	1%	24	0%	562	1%
10 (Moderate Function)	9,799	11%	358	7%	10,157	11%
11 (Low Function)	4,052	5%	112	2%	4,164	4%
12 (Low Function)	14,315	16%	450	9%	14,765	16%
13 (Low Function)	5,209	6%	268	5%	5,477	6%
14 (Low Function)	2,400	3%	22	0%	2,422	3%
15 (Low Function)	44	0%	1	0%	45	0%
Missing	89		0		89	
Total	88,942	100%	5,123	100%	94,065	100%

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

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	9,896	11%	2,232	44%	12,128	13%
7 to 14	22,059	25%	915	18%	22,974	24%
15 to 18	6,872	8%	305	6%	7,177	8%
19 to 24	9,543	11%	145	3%	9,688	10%
25 to 34	8,752	10%	221	4%	8,973	10%
35 to 44	8,151	9%	272	5%	8,423	9%
45 to 54	9,915	11%	400	8%	10,315	11%
55 to 64	11,363	13%	582	11%	11,945	13%
65+	2,391	3%	51	1%	2,442	3%
Total	88,942	100%	5,123	100%	94,065	100%

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

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	55,541	62%	3,301	64%	58,842	63%
Female	32,522	37%	1,695	33%	34,217	36%
Indeterminate	879	1%	127	2%	1,006	1%
Total	88,942	100%	5,123	100%	94,065	100%

Part Two: Participant experience and outcomes

Table F.14 Number of questionnaires completed by SFOF version - NSW ⁶⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1, Q2 2018-19	Number of questionnaires
Participant 0 to school	2,979	5,913	3,129	12,021
Participant school to 14	7,867	11,357	2,889	22,113
Participant 15 to 24	6,210	6,266	853	13,329
Participant 25 and over	15,270	17,742	3,267	36,279
Total Participant	32,326	41,278	10,138	83,742
Family 0 to 14	10,124	16,895	5,916	32,935
Family 15 to 24	1,469	4,047	640	6,156
Family 25 and over	399	4,937	1,106	6,442
Total Family	11,992	25,879	7,662	45,533
Total	44,318	67,157	17,800	129,275

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%

⁶⁶ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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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%	26%	22%
% receiving Carer Allowance	57%	49%	32%
% working in a paid job	48%	50%	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=1,355)– NSW

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
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?	75%
S/CP	Has the NDIS improved how your child fits into community life?	63%

Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=8,715) – 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?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	38%

Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=5,431) and ‘Participant 25 and over’ (n=13,564) – 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?	55%	69%
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?	19%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	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?	35%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	23%
S/CP	Has the NDIS helped you be more involved?	52%	57%

Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=9,318); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,398) – 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?	52%	45%
Has the NDIS improved the level of support for your family?	57%	58%
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?	61%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	
Has the NDIS improved your health and wellbeing?	34%	32%

Table F.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’ – NSW⁶⁷

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	94%	94%	0%
DL	Has the NDIS improved your child's access to specialist services?	93%	90%	-4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	86%	+2%
REL	Has the NDIS improved how your child fits into family life?	76%	75%	0%
S/CP	Has the NDIS improved how your child fits into community life?	62%	58%	-4%

Table F.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’ – NSW

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	52%	60%	+8%
LL	Has the NDIS improved your child's access to education?	35%	37%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	47%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	+4%

Table F.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’ – NSW

		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?	62%	66%	+4%	67%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	60%	67%	+7%	71%	80%	+9%
REL	Has the NDIS helped you to meet more people?	55%	58%	+3%	54%	62%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	21%	-5%	34%	35%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	46%	+2%	52%	58%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	43%	41%	-2%	34%	35%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	-2%	21%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	57%	61%	+4%	63%	70%	+7%

⁶⁷ Results in Tables F.23 to F.27 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table F.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 – NSW

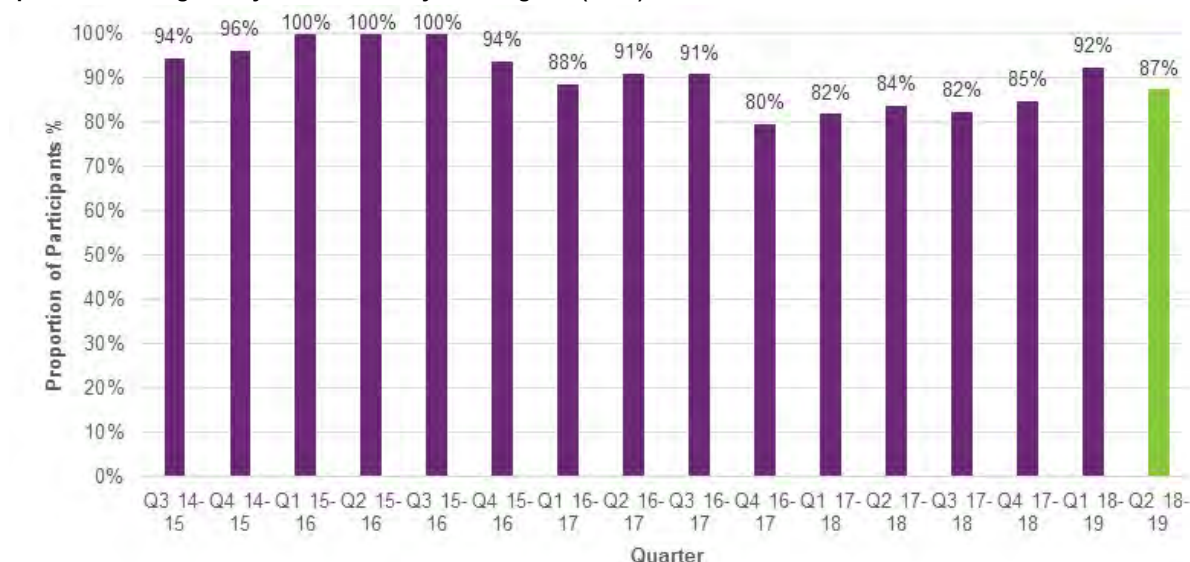
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	48%	52%	+4%	51%	51%	0%
Has the NDIS improved the level of support for your family?	54%	60%	+6%	60%	66%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	64%	+6%	57%	65%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	69%	+6%			
Has the NDIS improved your health and wellbeing?	34%	35%	+1%	34%	34%	-1%

Table F.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ –NSW⁶⁸

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	22%	26%
Aged 25+	24%	22%	
Aged 15+ (average)	21%	22%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	31%	44%	41%
Aged 25+	37%	48%	
Aged 15+ (average)	35%	47%	

⁶⁸ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

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 Q2 of 2018-19, 87% gave a rating of good or very good, 7% gave a neutral rating and 6% gave a rating of poor or very poor.

Table F.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 (NSW)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	4%	2%
I had enough time to tell my story and say what support I need	91%	7%	2%
The planner knows what I can do well	87%	9%	4%
The planner had some good ideas for my plan	87%	7%	6%
I know what is in my plan	81%	14%	5%
The planner helped me think about my future	80%	13%	7%
I think my plan will make my life better	87%	8%	6%
The planning meeting went well	90%	6%	4%

Table F.29 Plan reviews conducted per quarter – NSW

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	87,215	24,222	111,437
Early intervention plans	12,835	2,825	15,660
Permanent disability plans	74,380	21,397	95,777

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

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	65,456	21,556	87,012
Trial participants	15,849	1,950	17,799
Transition participants	49,607	19,606	69,213

Table F.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	21,759	2,666	24,425
<i>Trial participants</i>	2,681	200	2,881
<i>Transition participants</i>	19,078	2,466	21,544

Table F.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW⁶⁹

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	19.0%	11.4%	17.7%

Table F.33 AAT Cases by category – NSW

	Prior Quarters		2018-19 Q2		Total	
Category	N	%	N	%	N	%
Access	247	41%	37	32%	284	39%
Plan	263	43%	66	56%	329	45%
Plan Review	77	13%	9	8%	86	12%
Other	21	3%	5	4%	26	4%
Total	608	100%	117	100%	725	100%
% of all access decisions⁷⁰	0.36%		0.39%		0.36%	

Table F.34 AAT cases by open/closed and decision – NSW

	N
AAT Cases	725
Open AAT Cases	315
Closed AAT Cases	410
<i>Resolved before hearing</i>	392
<i>Gone to hearing and received a substantive decision</i>	18*

*Of the 18 cases which went to hearing and received a substantive decision: 10 affirmed the Agency's decision, 5 varied the Agency's decision and 3 set aside the Agency's decision.

Table F.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	13%	14%	13%
Self-managed partly	9%	10%	9%
Plan managed	22%	25%	23%
Agency managed	56%	51%	55%
Total	100%	100%	100%

Table F.36 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	34%	37%	35%

⁶⁹ 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.

⁷⁰ 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.37 Duration to plan activation by quarter of initial plan approval for active participants – NSW⁷¹

Plan activation	Prior Quarters (Transition Only)		2017-18 Q4	
	N	%	N	%
Less than 30 days	35,125	55%	5,672	50%
30 to 59 days	9,011	14%	2,115	19%
60 to 89 days	4,338	7%	858	8%
Activated within 90 days	48,474	76%	8,645	76%
90 to 119 days	2,573	4%	449	4%
120 days and over	5,432	9%	506	4%
Activated between 90 and 180 days	8,005	13%	955	8%
No payments	7,031	11%	1,706	15%
Total plans approved	63,510	100%	11,306	100%

Table F.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – NSW

Plan utilisation ⁷²	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	38%	68%	40%
50% to 75%	23%	17%	22%
> 75%	39%	15%	37%
Total	100%	100%	100%

Table F.39 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2018-19 Q2	Total
Daily Activities	7%	8%	7%
Health & Wellbeing	52%	53%	52%
Lifelong Learning	11%	11%	11%
Other	10%	11%	10%
Non-categorised	32%	29%	31%
Any mainstream service	93%	92%	92%

Part Three: Providers and the growing market

Table F.40 Key provider indicators by quarter - NSW

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	3,874	97	3,962
<i>Company/ organisation</i>	4,886	83	4,962
<i>Total</i>	8,760	180	8,924
b) Registration revoked	16		

⁷¹ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁷² This table only considers committed supports and payments for supports provided to 30 September 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table F.41 Number of approved providers by registration group - NSW⁷³

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	882	23	905	3%
Assistance Animals	10	1	11	10%
Assistance with daily life tasks in a group or shared living arrangement	536	32	568	6%
Assistance with travel/transport arrangements	1,715	38	1,753	2%
Daily Personal Activities	811	38	849	5%
Group and Centre Based Activities	722	26	748	4%
High Intensity Daily Personal Activities	712	18	730	3%
Household tasks	2,411	47	2,458	2%
Interpreting and translation	364	6	370	2%
Participation in community, social and civic activities	931	45	976	5%
Assistive Technology				
Assistive equipment for recreation	788	15	803	2%
Assistive products for household tasks	961	30	991	3%
Assistance products for personal care and safety	1,335	44	1,379	3%
Communication and information equipment	662	14	676	2%
Customised Prosthetics	576	12	588	2%
Hearing Equipment	237	6	243	3%
Hearing Services	13	0	13	0%
Personal Mobility Equipment	1,129	30	1,159	3%
Specialised Hearing Services	61	4	65	7%
Vision Equipment	286	5	291	2%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	782	48	830	6%
Behaviour Support	497	17	514	3%
Community nursing care for high needs	636	11	647	2%
Development of daily living and life skills	861	42	903	5%
Early Intervention supports for early childhood	1,311	29	1,340	2%
Exercise Physiology and Physical Wellbeing activities	1,041	17	1,058	2%
Innovative Community Participation	1,235	32	1,267	3%
Specialised Driving Training	276	6	282	2%
Therapeutic Supports	4,218	95	4,313	2%
Capital services				
Home modification design and construction	1,066	22	1,088	2%
Specialised Disability Accommodation	338	2	340	1%
Vehicle Modifications	168	3	171	2%
Choice and control support services				
Management of funding for supports in participants plan	1,016	22	1,038	2%
Support Coordination	733	25	758	3%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	434	14	448	3%
Specialised Supported Employment	131	5	136	4%
Total approved providers	8,744	180	8,924	2%

⁷³ The 16 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table F.42 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.68	1.66
b) Number of providers delivering new supports	1,524	1,077
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	48%	47%
<i>Not yet active (%)</i>	44%	42%
<i>Inactive (%)</i>	9%	12%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	92%	91%
<i>Therapeutic Supports (%)</i>	88%	88%
<i>Participate Community (%)</i>	86%	85%
<i>Early Childhood Supports (%)</i>	92%	91%
<i>Assist Personal Activities (%)</i>	87%	87%

Table F.43 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	119	9	128	8%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	319	17	336	5%
Assistance with travel/transport arrangements	417	37	454	9%
Daily Personal Activities	593	33	626	6%
Group and Centre Based Activities	428	22	450	5%
High Intensity Daily Personal Activities	517	18	535	3%
Household tasks	1,145	80	1,225	7%
Interpreting and translation	53	3	56	6%
Participation in community, social and civic activities	691	28	719	4%
Assistive Technology				
Assistive equipment for recreation	98	16	114	16%
Assistive products for household tasks	95	13	108	14%
Assistance products for personal care and safety	546	52	598	10%
Communication and information equipment	120	9	129	8%
Customised Prosthetics	218	24	242	11%
Hearing Equipment	53	1	54	2%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	274	21	295	8%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	30	2	32	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	555	28	583	5%
Behaviour Support	265	15	280	6%
Community nursing care for high needs	144	27	171	19%
Development of daily living and life skills	508	43	551	8%
Early Intervention supports for early childhood	616	28	644	5%
Exercise Physiology and Physical Wellbeing activities	332	29	361	9%
Innovative Community Participation	141	29	170	21%
Specialised Driving Training	74	4	78	5%
Therapeutic Supports	2,593	125	2,718	5%
Capital services				
Home modification design and construction	148	19	167	13%
Specialised Disability Accommodation	60	10	70	17%
Vehicle Modifications	39	1	40	3%
Choice and control support services				
Management of funding for supports in participants plan	410	24	434	6%
Support Coordination	172	14	186	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	189	11	200	6%
Specialised Supported Employment	92	1	93	1%
Total approved active providers	4,931	278	5,209	6%

Table F.44 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – NSW

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	174	731	905	24	104	128
Assistance Animals	0	11	11	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	44	524	568	17	319	336
Assistance with travel/transport arrangements	455	1,298	1,753	103	351	454
Daily Personal Activities	64	785	849	46	580	626
Group and Centre Based Activities	52	696	748	18	432	450
High Intensity Daily Personal Activities	53	677	730	34	501	535
Household tasks	857	1,601	2,458	445	780	1,225
Interpreting and translation	65	305	370	20	36	56
Participation in community, social and civic activities	81	895	976	59	660	719
Assistive Technology						
Assistive equipment for recreation	217	586	803	19	95	114
Assistive products for household tasks	256	735	991	16	92	108
Assistance products for personal care and safety	343	1,036	1,379	93	505	598
Communication and information equipment	225	451	676	32	97	129
Customised Prosthetics	165	423	588	62	180	242
Hearing Equipment	31	212	243	4	50	54
Hearing Services	0	13	13	0	1	1
Personal Mobility Equipment	348	811	1,159	50	245	295
Specialised Hearing Services	20	45	65	1	7	8
Vision Equipment	57	234	291	4	28	32
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	92	738	830	57	526	583
Behaviour Support	136	378	514	71	209	280
Community nursing care for high needs	96	551	647	32	139	171
Development of daily living and life skills	87	816	903	49	502	551
Early Intervention supports for early childhood	656	684	1,340	288	356	644
Exercise Physiology and Physical Wellbeing activities	382	676	1,058	122	239	361
Innovative Community Participation	428	839	1,267	54	116	170
Specialised Driving Training	62	220	282	32	46	78
Therapeutic Supports	2,242	2,071	4,313	1,349	1,369	2,718
Capital services						
Home modification design and construction	309	779	1,088	27	140	167
Specialised Disability Accommodation	32	308	340	1	69	70
Vehicle Modifications	19	152	171	8	32	40
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	188	850	1,038	72	362	434
Support Coordination	80	678	758	17	169	186
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	45	403	448	13	187	200
Specialised Supported Employment	2	134	136	0	93	93
Total	3,962	4,962	8,924	2,174	3,035	5,209

Table F.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018 – NSW

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	19%	81%	905	19%	81%	128
Assistance Animals	0%	100%	11	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	8%	92%	568	5%	95%	336
Assistance with travel/transport arrangements	26%	74%	1,753	23%	77%	454
Daily Personal Activities	8%	92%	849	7%	93%	626
Group and Centre Based Activities	7%	93%	748	4%	96%	450
High Intensity Daily Personal Activities	7%	93%	730	6%	94%	535
Household tasks	35%	65%	2,458	36%	64%	1,225
Interpreting and translation	18%	82%	370	36%	64%	56
Participation in community, social and civic activities	8%	92%	976	8%	92%	719
Assistive Technology						
Assistive equipment for recreation	27%	73%	803	17%	83%	114
Assistive products for household tasks	26%	74%	991	15%	85%	108
Assistance products for personal care and safety	25%	75%	1,379	16%	84%	598
Communication and information equipment	33%	67%	676	25%	75%	129
Customised Prosthetics	28%	72%	588	26%	74%	242
Hearing Equipment	13%	87%	243	7%	93%	54
Hearing Services	0%	100%	13	0%	100%	1
Personal Mobility Equipment	30%	70%	1,159	17%	83%	295
Specialised Hearing Services	31%	69%	65	13%	88%	8
Vision Equipment	20%	80%	291	13%	88%	32
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11%	89%	830	10%	90%	583
Behaviour Support	26%	74%	514	25%	75%	280
Community nursing care for high needs	15%	85%	647	19%	81%	171
Development of daily living and life skills	10%	90%	903	9%	91%	551

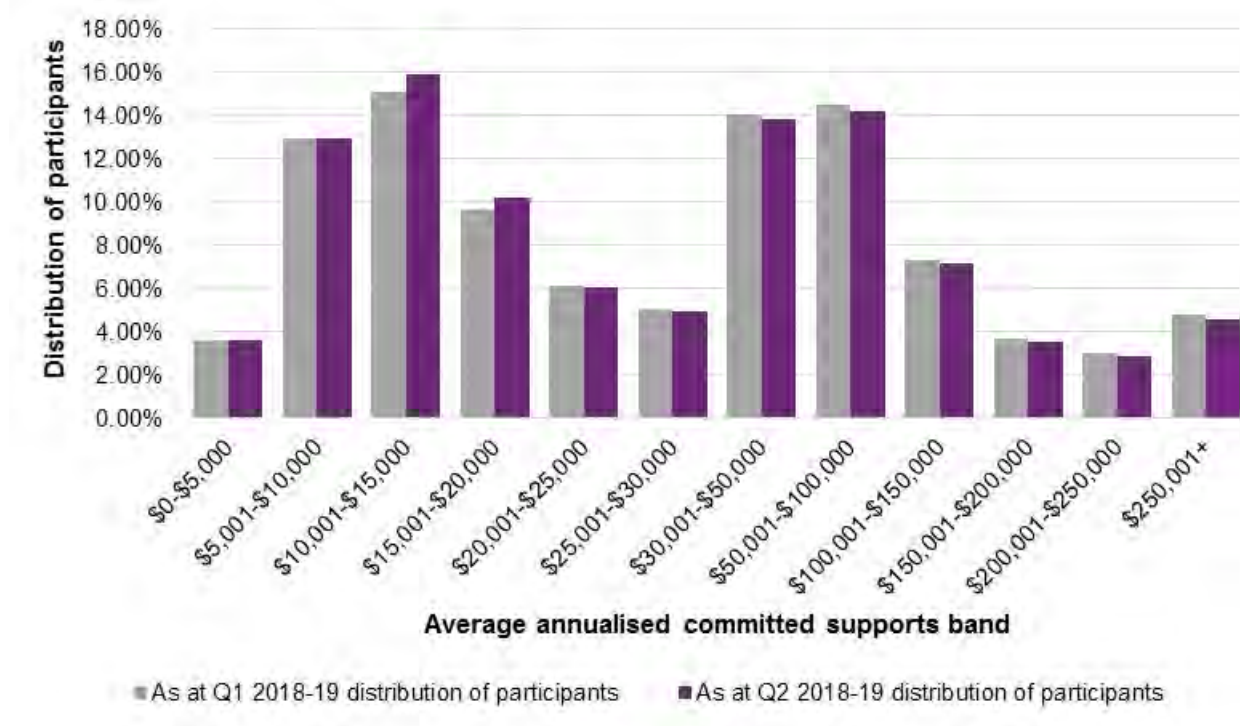
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	49%	51%	1,340	45%	55%	644
Exercise Physiology and Physical Wellbeing activities	36%	64%	1,058	34%	66%	361
Innovative Community Participation	34%	66%	1,267	32%	68%	170
Specialised Driving Training	22%	78%	282	41%	59%	78
Therapeutic Supports	52%	48%	4,313	50%	50%	2,718
Capital services						
Home modification design and construction	28%	72%	1,088	16%	84%	167
Specialised Disability Accommodation	9%	91%	340	1%	99%	70
Vehicle Modifications	11%	89%	171	20%	80%	40
Choice and control support services						
Management of funding for supports in participants plan	18%	82%	1,038	17%	83%	434
Support Coordination	11%	89%	758	9%	91%	186
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	10%	90%	448	7%	94%	200
Specialised Supported Employment	1%	99%	136	0%	100%	93
Total	44%	56%	8,924	42%	58%	5,209

Part Five: Financial sustainability

Table F.46 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2 ⁷⁴	Total
Total Committed	50.6	184.5	349.4	1,786.0	4,308.3	2,916.2	9,595.0

Figure F.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NSW)



⁷⁴ Note: the \$2.9 billion in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure F.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NSW)

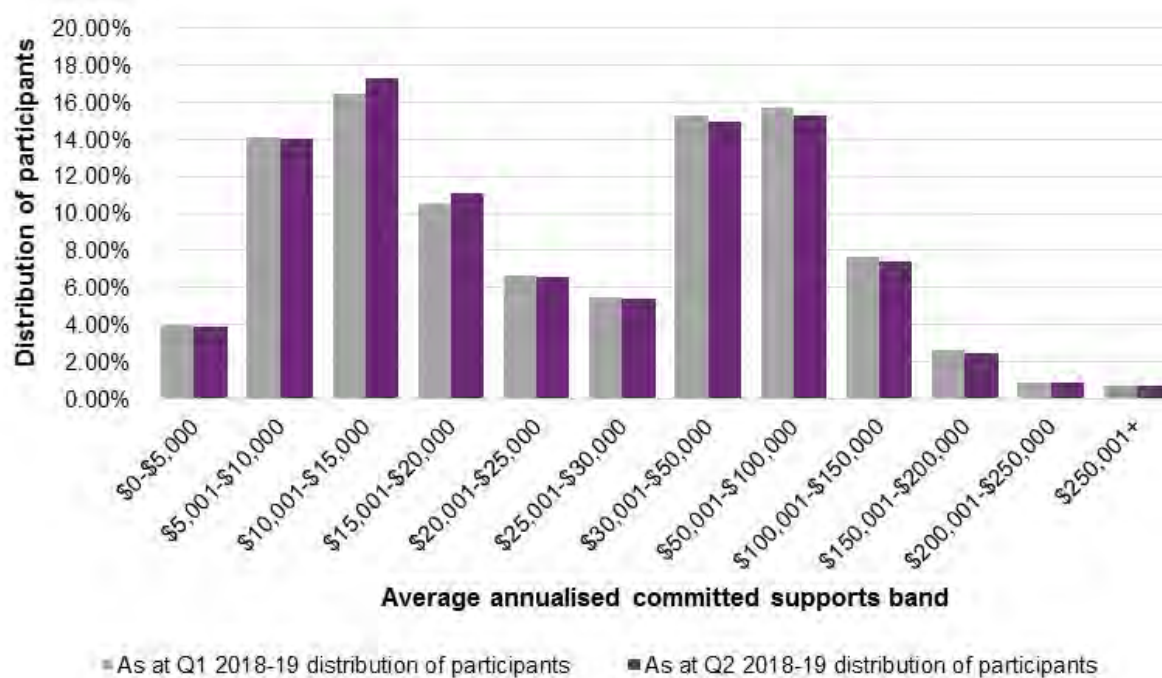
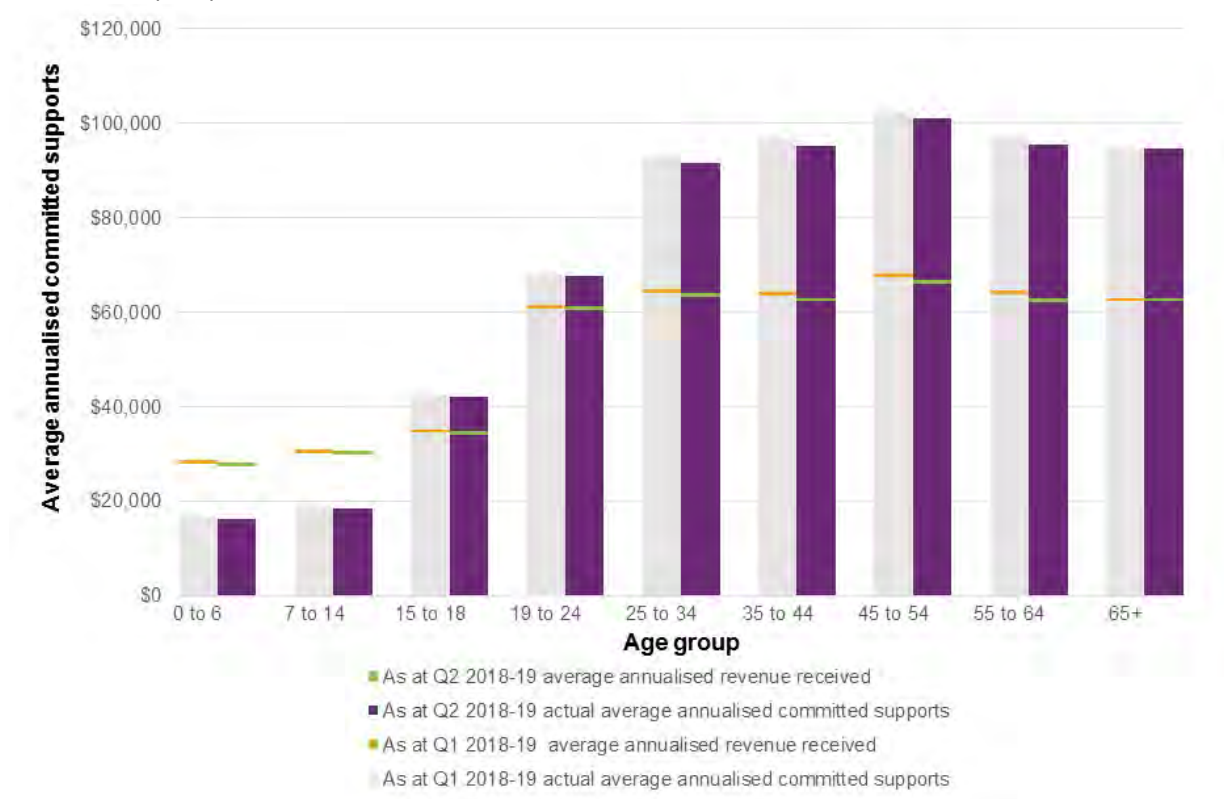
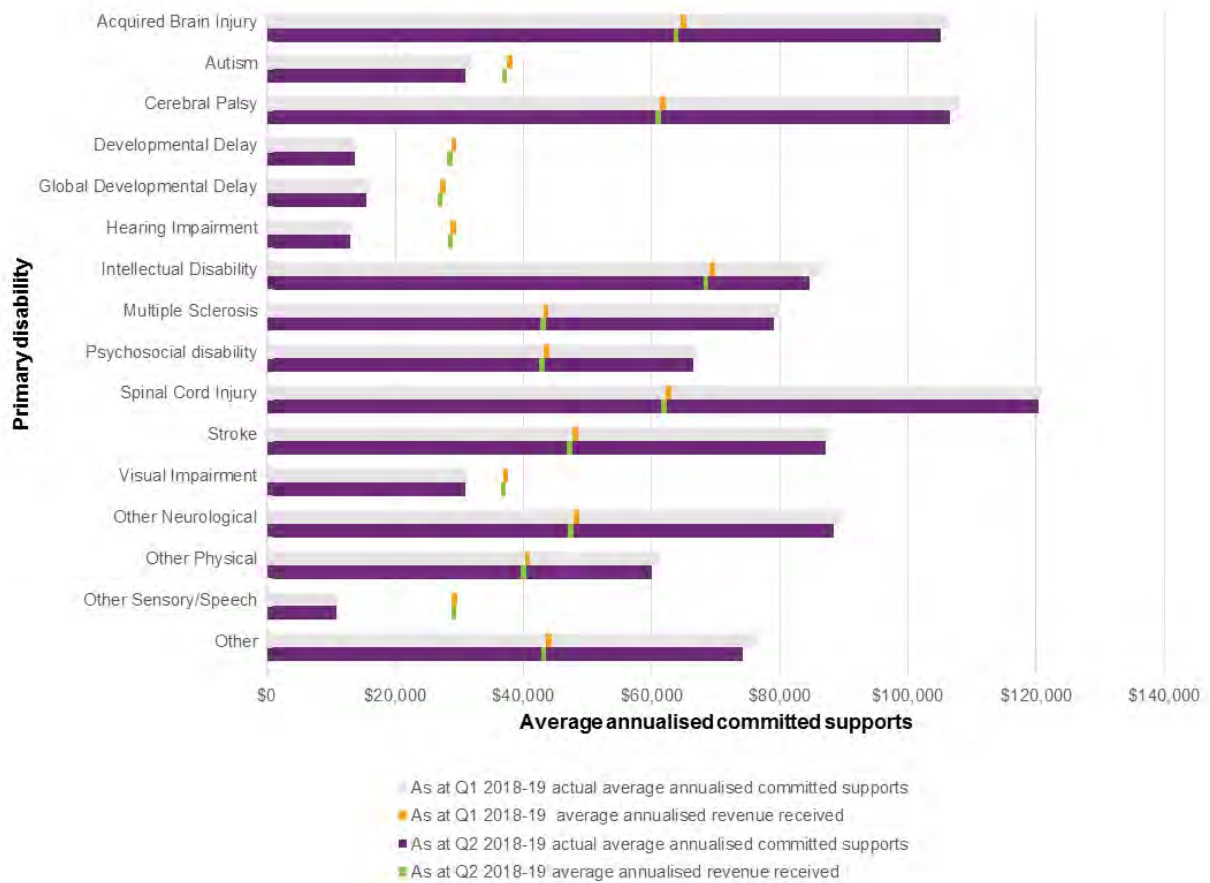


Figure F.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NSW) ⁷⁵



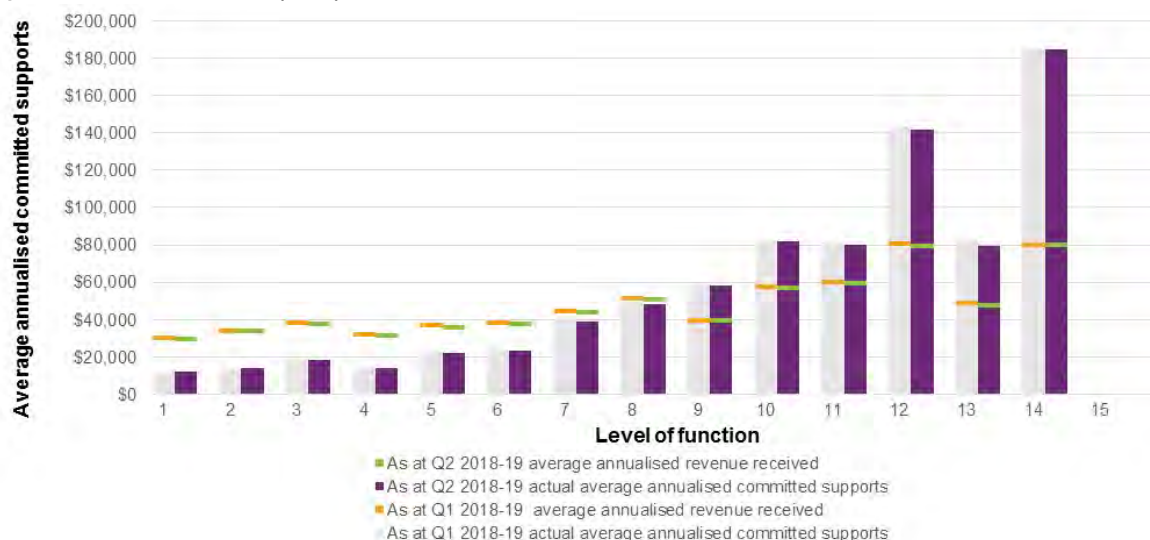
⁷⁵ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure F.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NSW) ⁷⁶



⁷⁶ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure F.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1⁷⁷ (NSW)⁷⁸



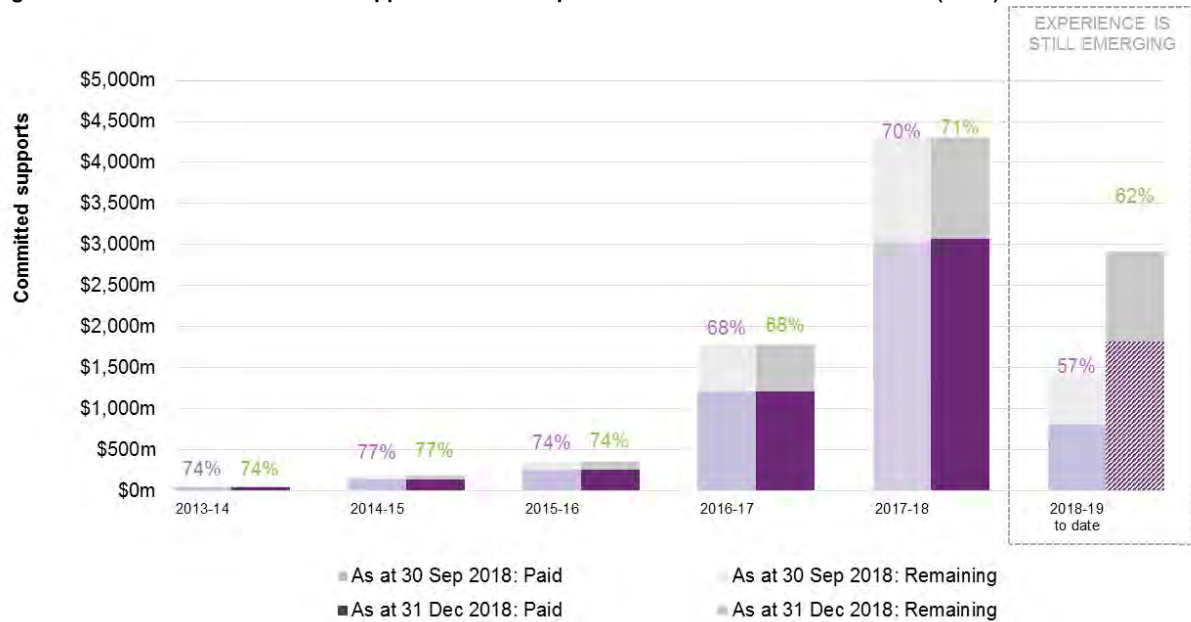
⁷⁷ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁷⁸ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Table F.47 Payments by financial year, compared to committed supports (\$m) – NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2	Total
Total committed	50.6	184.5	349.4	1,786.0	4,308.3	2,916.2	9,595.0
Total paid	37.4	141.3	257.4	1,212.6	3,064.6	1,820.6	6,533.8
% utilised to date	74%	77%	74%	68%	71%	62%	68% ⁷⁹

Figure F.7 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (NSW)



⁷⁹ Note: Only committed supports expected to be used to 31 December 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 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	47,252	8,605	55,857	60,725	75,015

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC⁸⁰

	Prior Quarters	2018-19 Q2	Total
Access decisions	73,147	11,744	84,891
Access Met	63,888	9,334	73,222
State	44,241	6,513	50,754
Commonwealth	5,955	667	6,622
New	13,692	2,154	15,846
Total Participant Plans	50,846	13,473	60,725
State	32,756	5,670	38,426
Commonwealth	4,490	848	5,338
New	10,006	2,087	12,093
ECEI ⁸¹	3,594	4,868	4,868
Total Participant Plans	50,846	13,473	60,725
Early Intervention (s25)	6,515	1,240	7,755
Permanent Disability (s24)	40,737	7,365	48,102
ECEI ⁸²	3,594	4,868	4,868

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – VIC

Exits	
Total participant exits	964
Early Intervention participants	129
Permanent disability participants	835

⁸⁰ 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 Q2, 90% of people with a hearing impairment met the access criteria compared to 79% overall.

⁸¹ 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.

⁸² Ibid.

Table G.4 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	9,831	1,241	4,359	1,050	16,481	20,205	82%
End of 2017-18	27,582	3,693	7,904	3,024	42,203	50,697	83%
End of 2018-19 Q1	32,756	4,490	10,006	3,595	50,847	58,678	87%
End of 2018-19 Q2	38,426	5,338	12,093	4,868	60,725	75,015	81%

Table G.5 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	12,730	1,050	16,481	20,205	82%
End of 2017-18	5,238	33,941	3,024	42,203	50,697	83%
End of 2018-19 Q1	6,515	40,737	3,595	50,847	58,678	87%
End of 2018-19 Q2	7,755	48,102	4,868	60,725	75,015	81%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,069	2.3%	171	2.0%	1,240	2.3%
Not Aboriginal and Torres Strait Islander	42,082	90.9%	7,683	89.4%	49,765	90.7%
Not Stated	3,149	6.8%	739	8.6%	3,888	7.1%
Total	46,300	100%	8,593	100%	54,893	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	3,454	7.5%	1,217	14.2%	4,671	8.5%
Not CALD	42,560	91.9%	7,362	85.7%	49,922	90.9%
Not Stated	286	0.6%	14	0.2%	300	0.5%
Total	46,300	100%	8,593	100%	54,893	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	657	1.4%	134	1.6%	791	1.4%
Not YPIRAC	45,643	98.6%	8,459	98.4%	54,102	98.6%
Total	46,300	100%	8,593	100%	54,893	100%

Table G.9 Participant profile per quarter by remoteness – VIC^{83,84}

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Major Cities	29,944	64.8%	7,311	85.2%	37,255	68.0%
Population > 50,000	6,384	13.8%	447	5.2%	6,831	12.5%
Population between 15,000 and 50,000	3,405	7.4%	257	3.0%	3,662	6.7%
Population between 5,000 and 15,000	3,072	6.6%	273	3.2%	3,345	6.1%
Population less than 5,000	3,395	7.3%	286	3.3%	3,681	6.7%
Remote	29	0.1%	5	0.1%	34	0.1%
Very Remote	2	0.0%	0	0.0%	2	0.0%
Missing	69		14		83	
Total	46,300	100%	8,593	100%	54,893	100%

Table G.10 Participant profile per quarter by disability group - VIC^{85,86}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	11,669	25%	2,357	27%	14,026	26%
Intellectual Disability ⁸⁷	13,522	29%	1,963	23%	15,485	28%
Psychosocial disability	5,329	12%	1,206	14%	6,535	12%
Cerebral Palsy	2,068	4%	380	4%	2,448	4%
Other Neurological	2,150	5%	438	5%	2,588	5%
Developmental Delay	2,965	6%	457	5%	3,422	6%
Other Physical	1,404	3%	330	4%	1,734	3%
Hearing Impairment	1,153	2%	356	4%	1,509	3%
ABI	1,512	3%	268	3%	1,780	3%
Visual Impairment	1,350	3%	294	3%	1,644	3%
Multiple Sclerosis	1,220	3%	252	3%	1,472	3%
Global Developmental Delay	594	1%	72	1%	666	1%
Stroke	496	1%	104	1%	600	1%
Spinal Cord Injury	389	1%	63	1%	452	1%
Other Sensory/Speech	409	1%	38	0%	447	1%
Other	70	0%	15	0%	85	0%
Total	46,300	100%	8,593	100%	54,893	100%

⁸³ This table is based on the Modified Monash Model measure of remoteness.

⁸⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

⁸⁵ Table order based on national proportions (highest to lowest)

⁸⁶ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁸⁷ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in VIC (1,941).

Table G.11 Participant profile per quarter by level of function – VIC

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	3,417	7%	569	7%	3,986	7%
2 (High Function)	161	0%	37	0%	198	0%
3 (High Function)	3,068	7%	457	5%	3,525	6%
4 (High Function)	2,327	5%	451	5%	2,778	5%
5 (High Function)	3,872	8%	555	6%	4,427	8%
6 (Moderate Function)	6,806	15%	1,475	17%	8,281	15%
7 (Moderate Function)	3,178	7%	505	6%	3,683	7%
8 (Moderate Function)	4,147	9%	754	9%	4,901	9%
9 (Moderate Function)	209	0%	38	0%	247	0%
10 (Moderate Function)	5,752	12%	1,190	14%	6,942	13%
11 (Low Function)	1,971	4%	377	4%	2,348	4%
12 (Low Function)	7,962	17%	1,510	18%	9,472	17%
13 (Low Function)	2,244	5%	487	6%	2,731	5%
14 (Low Function)	1,044	2%	188	2%	1,232	2%
15 (Low Function)	10	0%	0	0%	10	0%
Missing	132		0		132	
Total	46,300	100%	8,593	100%	54,893	100%

Table G.12 Participant profile per quarter by Age group – VIC

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	6,348	14%	1,131	13%	7,479	14%
7 to 14	9,977	22%	1,977	23%	11,954	22%
15 to 18	3,173	7%	616	7%	3,789	7%
19 to 24	3,929	8%	635	7%	4,564	8%
25 to 34	5,071	11%	887	10%	5,958	11%
35 to 44	4,862	11%	928	11%	5,790	11%
45 to 54	6,093	13%	1,147	13%	7,240	13%
55 to 64	5,831	13%	1,185	14%	7,016	13%
65+	1,016	2%	87	1%	1,103	2%
Total	46,300	100%	8,593	100%	54,893	100%

Table G.13 Participant profile per quarter by Gender – VIC

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	27,757	60%	4,821	56%	32,578	59%
Female	18,003	39%	3,677	43%	21,680	39%
Indeterminate	540	1%	95	1%	635	1%
Total	46,300	100%	8,593	100%	54,893	100%

Part Two: Participant experience and outcomes

Table G.14 Number of questionnaires completed by SFOF version – VIC⁸⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1, Q2 2018-19	Number of questionnaires
Participant 0 to school	1,945	3,458	1,997	7,400
Participant school to 14	1,902	5,347	4,373	11,622
Participant 15 to 24	1,229	3,339	2,284	6,852
Participant 25 and over	4,612	11,256	7,894	23,762
Total Participant	9,688	23,400	16,548	49,636
Family 0 to 14	3,700	8,571	6,105	18,376
Family 15 to 24	311	2,522	1,684	4,517
Family 25 and over	147	3,917	2,363	6,427
Total Family	4,158	15,010	10,152	29,320
Total	13,846	38,410	26,700	78,956

Table G.15 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		27%		
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%	63%
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%

⁸⁸ Baseline outcomes for participants and/or their families and carers were collected for 100% of participants.
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Table G.16 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	54%			
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.17 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.18 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%	18%
% 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.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,141) – VIC

	Question	% Yes
DL	Has the NDIS improved your child's development?	90%
DL	Has the NDIS improved your child's access to specialist services?	87%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%
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?	55%

Table G.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=2,991) – VIC

	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?	32%
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?	42%

Table G.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=1,854) and ‘Participant 25 and over’ (n=5,729) – 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?	57%	67%
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%	25%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	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?	35%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	18%
S/CP	Has the NDIS helped you be more involved?	51%	55%

Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=3,915); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,533) – 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?	57%	48%
Has the NDIS improved the level of support for your family?	63%	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?	66%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	
Has the NDIS improved your health and wellbeing?	35%	33%

Table G.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’ – VIC⁸⁹

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	90%	95%	+5%
DL	Has the NDIS improved your child's access to specialist services?	88%	92%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	85%	+5%
REL	Has the NDIS improved how your child fits into family life?	74%	79%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	57%	67%	+10%

Table G.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’ – VIC

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	69%	+8%
LL	Has the NDIS improved your child's access to education?	38%	38%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	50%	50%	0%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	51%	+2%

Table G.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’ – VIC

		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?	61%	64%	+3%	61%	70%	+9%
DL	Has the NDIS helped you with daily living activities?	65%	68%	+3%	68%	77%	+9%
REL	Has the NDIS helped you to meet more people?	54%	55%	+2%	48%	54%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	18%	-4%	28%	25%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	+4%	46%	54%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	45%	45%	0%	33%	36%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	11%	-3%	15%	13%	-2%
S/CP	Has the NDIS helped you be more involved?	53%	57%	+4%	57%	63%	+6%

⁸⁹ Results in Tables G.23 to G.27 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table G.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’ – VIC⁹⁰

0 to 14			
Question	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?	67%	69%	+2%
Has the NDIS improved the level of support for your family?	74%	76%	+2%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	76%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	81%	+1%
Has the NDIS improved your health and wellbeing?	44%	45%	+1%

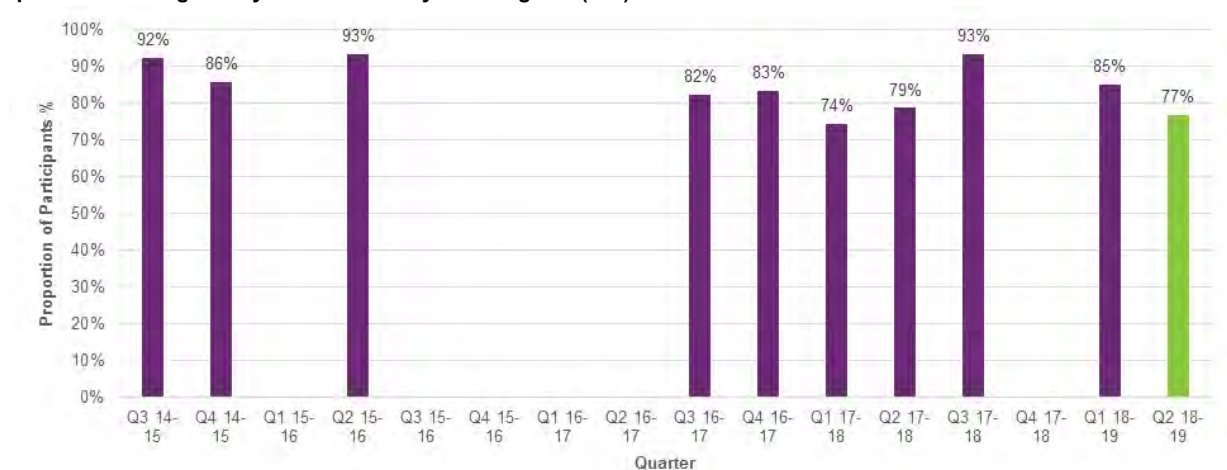
Table G.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ – VIC⁹¹

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	9%	16%	26%
Aged 25+	18%	17%	
Aged 15+ (average)	16%	17%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	35%	40%	41%
Aged 25+	35%	41%	
Aged 15+ (average)	35%	41%	

⁹⁰ There is insufficient data to show results for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

⁹¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

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)*⁹²



*Of the participants describing satisfaction with the Agency planning process in Q2 of 2018-19, 77% gave a rating of good or very good, 13% gave a neutral rating and 11% gave a rating of poor or very poor.

Table G.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 (VIC)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	88%	7%	5%
I had enough time to tell my story and say what support I need	89%	2%	9%
The planner knows what I can do well	71%	16%	13%
The planner had some good ideas for my plan	73%	11%	16%
I know what is in my plan	77%	9%	14%
The planner helped me think about my future	68%	18%	14%
I think my plan will make my life better	73%	16%	11%
The planning meeting went well	86%	11%	4%

Table G.29 Plan reviews conducted per quarter – VIC

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	33,425	11,782	45,207
Early intervention plans	5,515	1,487	7,002
Permanent disability plans	27,910	10,295	38,205

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

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	24,965	10,052	35,017
Trial participants	9,627	1,079	10,706
Transition participants	15,338	8,973	24,311

⁹² Participant satisfaction results are not shown if there is insufficient data in the group.

Table G.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	8,460	1,730	10,190
<i>Trial participants</i>	1,735	168	1,903
<i>Transition participants</i>	6,725	1,562	8,287

Table G.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC⁹³

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	18.4%	13.4%	17.3%

Table G.33 AAT cases by category – VIC

	Prior Quarters		2018-19 Q2		Total	
Category	N	%	N	%	N	%
Access	65	30%	24	36%	89	31%
Plan	108	50%	40	61%	148	52%
Plan Review	29	13%	2	3%	31	11%
Other	16	7%	0	0%	16	6%
Total	218	100%	66	100%	284	100%
% of all access decisions⁹⁴	0.27%		0.33%		0.28%	

Table G.34 AAT cases by open/closed and decision – VIC

	N
AAT Cases	284
Open AAT Cases	122
Closed AAT Cases	162
<i>Resolved before hearing</i>	146
<i>Gone to hearing and received a substantive decision</i>	16*

*Of the 16 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 4 varied the Agency's decision and 5 set aside the Agency's decision.

Table G.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	14%	17%	15%
Self-managed partly	12%	12%	12%
Plan managed	26%	33%	29%
Agency managed	47%	38%	44%
Total	100%	100%	100%

Table G.36 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	47%	49%	48%

⁹³ 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.

⁹⁴ 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.37 Duration to plan activation by quarter of initial plan approval for active participants – VIC⁹⁵

Plan activation	Prior Quarters (Transition Only)		2017-18 Q4	
	N	%	N	%
Less than 30 days	14,003	54%	4,468	59%
30 to 59 days	3,866	15%	1,134	15%
60 to 89 days	2,035	8%	473	6%
Activated within 90 days	19,904	77%	6,075	80%
90 to 119 days	1,115	4%	235	3%
120 days and over	1,958	8%	313	4%
Activated between 90 and 180 days	3,073	12%	548	7%
No payments	2,783	11%	985	13%
Total plans approved	25,760	100%	7,608	100%

Table G.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – VIC

Plan utilisation ⁹⁶	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	44%	65%	47%
50% to 75%	24%	17%	23%
> 75%	32%	18%	30%
Total	100%	100%	100%

Table G.39 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2018-19 Q2	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	42%	41%	42%
Lifelong Learning	9%	9%	9%
Other	11%	12%	11%
Non-categorised	34%	33%	34%
Any mainstream service	89%	89%	89%

Part Three: Providers and the growing market

Table G.40 Key provider indicators by quarter - VIC

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	2,172	268	2,425
<i>Company/ organisation</i>	3,313	309	3,602
<i>Total</i>	5,485	577	6,027
b) Registration revoked	35		

⁹⁵ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁹⁶ This table only considers committed supports and payments for supports provided to 30 September 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table G.41 Number of approved providers by registration group - VIC⁹⁷

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	616	87	703	14%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	202	46	248	23%
Assistance with travel/transport arrangements	1,260	161	1,421	13%
Daily Personal Activities	397	71	468	18%
Group and Centre Based Activities	395	53	448	13%
High Intensity Daily Personal Activities	376	55	431	15%
Household tasks	1,585	215	1,800	14%
Interpreting and translation	466	69	535	15%
Participation in community, social and civic activities	460	69	529	15%
Assistive Technology				
Assistive equipment for recreation	529	58	587	11%
Assistive products for household tasks	678	78	756	12%
Assistance products for personal care and safety	951	95	1,046	10%
Communication and information equipment	435	46	481	11%
Customised Prosthetics	320	40	360	13%
Hearing Equipment	184	19	203	10%
Hearing Services	14	0	14	0%
Personal Mobility Equipment	695	71	766	10%
Specialised Hearing Services	50	0	50	0%
Vision Equipment	188	32	220	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	413	60	473	15%
Behaviour Support	324	46	370	14%
Community nursing care for high needs	724	95	819	13%
Development of daily living and life skills	426	63	489	15%
Early Intervention supports for early childhood	350	10	360	3%
Exercise Physiology and Physical Wellbeing activities	559	67	626	12%
Innovative Community Participation	875	120	995	14%
Specialised Driving Training	175	16	191	9%
Therapeutic Supports	2,573	289	2,862	11%
Capital services				
Home modification design and construction	729	94	823	13%
Specialised Disability Accommodation	243	35	278	14%
Vehicle Modifications	160	27	187	17%
Choice and control support services				
Management of funding for supports in participants plan	272	47	319	17%
Support Coordination	355	64	419	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	124	0	124	0%
Specialised Supported Employment	80	0	80	0%
Total approved providers	5,450	577	6,027	11%

⁹⁷ The 35 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table G.42 Key markets indicators by quarter – VIC

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.65	1.56
b) Number of providers delivering new supports	0.47	0.38
c) Change in the number of active/inactive providers:	824	706
<i>Active (%)</i>	36%	36%
<i>Not yet active (%)</i>	57%	56%
<i>Inactive (%)</i>	7%	8%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	87%
<i>Therapeutic Supports (%)</i>	88%	89%
<i>Participate Community (%)</i>	84%	85%
<i>Early Childhood Supports (%)</i>	91%	90%
<i>Assist Personal Activities (%)</i>	89%	90%

Table G.43 Cumulative number of providers that have been active by registration group – VIC

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	34	11	45	32%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	112	9	121	8%
Assistance with travel/transport arrangements	265	30	295	11%
Daily Personal Activities	297	34	331	11%
Group and Centre Based Activities	253	10	263	4%
High Intensity Daily Personal Activities	246	29	275	12%
Household tasks	482	87	569	18%
Interpreting and translation	20	5	25	25%
Participation in community, social and civic activities	335	36	371	11%
Assistive Technology				
Assistive equipment for recreation	32	5	37	16%
Assistive products for household tasks	36	1	37	3%
Assistance products for personal care and safety	258	44	302	17%
Communication and information equipment	37	4	41	11%
Customised Prosthetics	75	9	84	12%
Hearing Equipment	30	0	30	0%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	113	18	131	16%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	16	1	17	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	295	33	328	11%
Behaviour Support	119	20	139	17%
Community nursing care for high needs	89	15	104	17%
Development of daily living and life skills	245	33	278	13%
Early Intervention supports for early childhood	247	11	258	4%
Exercise Physiology and Physical Wellbeing activities	76	22	98	29%
Innovative Community Participation	53	5	58	9%
Specialised Driving Training	23	4	27	17%
Therapeutic Supports	1,259	134	1,393	11%
Capital services				
Home modification design and construction	64	6	70	9%
Specialised Disability Accommodation	20	12	32	60%
Vehicle Modifications	18	2	20	11%
Choice and control support services				
Management of funding for supports in participants plan	124	21	145	17%
Support Coordination	74	10	84	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	57	3	60	5%
Specialised Supported Employment	59	1	60	2%
Total approved active providers	2,348	285	2,633	12%

Table G.44 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – VIC

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	102	601	703	10	35	45
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	14	234	248	2	119	121
Assistance with travel/transport arrangements	276	1,145	1,421	35	260	295
Daily Personal Activities	31	437	468	17	314	331
Group and Centre Based Activities	30	418	448	8	255	263
High Intensity Daily Personal Activities	26	405	431	14	261	275
Household tasks	500	1,300	1,800	205	364	569
Interpreting and translation	63	472	535	3	22	25
Participation in community, social and civic activities	42	487	529	26	345	371
Assistive Technology						
Assistive equipment for recreation	126	461	587	3	34	37
Assistive products for household tasks	131	625	756	2	35	37
Assistance products for personal care and safety	175	871	1,046	38	264	302
Communication and information equipment	137	344	481	10	31	41
Customised Prosthetics	86	274	360	11	73	84
Hearing Equipment	26	177	203	2	28	30
Hearing Services	0	14	14	0	5	5
Personal Mobility Equipment	188	578	766	15	116	131
Specialised Hearing Services	15	35	50	0	8	8
Vision Equipment	40	180	220	2	15	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	50	423	473	35	293	328
Behaviour Support	76	294	370	29	110	139
Community nursing care for high needs	109	710	819	10	94	104
Development of daily living and life skills	42	447	489	22	256	278
Early Intervention supports for early childhood	188	172	360	132	126	258
Exercise Physiology and Physical Wellbeing activities	161	465	626	29	69	98
Innovative Community Participation	291	704	995	15	43	58
Specialised Driving Training	32	159	191	7	20	27
Therapeutic Supports	1,469	1,393	2,862	722	671	1,393
Capital services						
Home modification design and construction	233	590	823	21	49	70
Specialised Disability Accommodation	32	246	278	1	31	32
Vehicle Modifications	18	169	187	0	20	20
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	28	291	319	13	132	145
Support Coordination	37	382	419	12	72	84
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	120	124	1	59	60
Specialised Supported Employment	0	80	80	0	60	60
Total	2,425	3,602	6,027	1,087	1,546	2,633

Table G.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018 – VIC

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	15%	85%	703	22%	78%	45
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	6%	94%	248	2%	98%	121
Assistance with travel/transport arrangements	19%	81%	1,421	12%	88%	295
Daily Personal Activities	7%	93%	468	5%	95%	331
Group and Centre Based Activities	7%	93%	448	3%	97%	263
High Intensity Daily Personal Activities	6%	94%	431	5%	95%	275
Household tasks	28%	72%	1,800	36%	64%	569
Interpreting and translation	12%	88%	535	12%	88%	25
Participation in community, social and civic activities	8%	92%	529	7%	93%	371
Assistive Technology						
Assistive equipment for recreation	21%	79%	587	8%	92%	37
Assistive products for household tasks	17%	83%	756	5%	95%	37
Assistance products for personal care and safety	17%	83%	1,046	13%	87%	302
Communication and information equipment	28%	72%	481	24%	76%	41
Customised Prosthetics	24%	76%	360	13%	87%	84
Hearing Equipment	13%	87%	203	7%	93%	30
Hearing Services	0%	100%	14	0%	100%	5
Personal Mobility Equipment	25%	75%	766	11%	89%	131
Specialised Hearing Services	30%	70%	50	0%	100%	8
Vision Equipment	18%	82%	220	12%	88%	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11%	89%	473	11%	89%	328
Behaviour Support	21%	79%	370	21%	79%	139
Community nursing care for high needs	13%	87%	819	10%	90%	104
Development of daily living and life skills	9%	91%	489	8%	92%	278

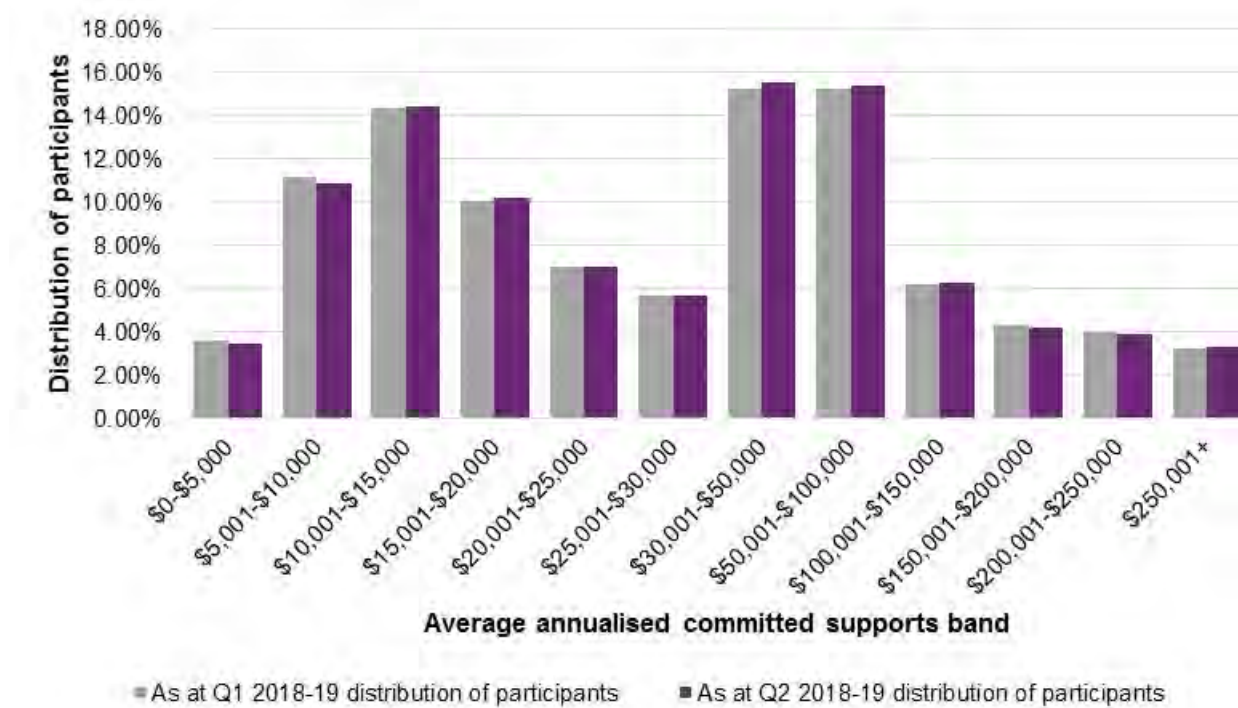
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	52%	48%	360	51%	49%	258
Exercise Physiology and Physical Wellbeing activities	26%	74%	626	30%	70%	98
Innovative Community Participation	29%	71%	995	26%	74%	58
Specialised Driving Training	17%	83%	191	26%	74%	27
Therapeutic Supports	51%	49%	2,862	52%	48%	1,393
Capital services						
Home modification design and construction	28%	72%	823	30%	70%	70
Specialised Disability Accommodation	12%	88%	278	3%	97%	32
Vehicle Modifications	10%	90%	187	0%	100%	20
Choice and control support services						
Management of funding for supports in participants plan	9%	91%	319	9%	91%	145
Support Coordination	9%	91%	419	14%	86%	84
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3%	97%	124	2%	98%	60
Specialised Supported Employment	0%	100%	80	0%	100%	60
Total	40%	60%	6,027	41%	59%	2,633

Part Five: Financial sustainability

Table G.46 Committed supports by financial year (\$m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2 ⁹⁸	Total
Total Committed	53.1	162.7	203.0	493.1	1,434.6	1,475.5	3,822.0

Figure G.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (VIC)



⁹⁸ Note: the \$1.5 billion in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure G.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (VIC)

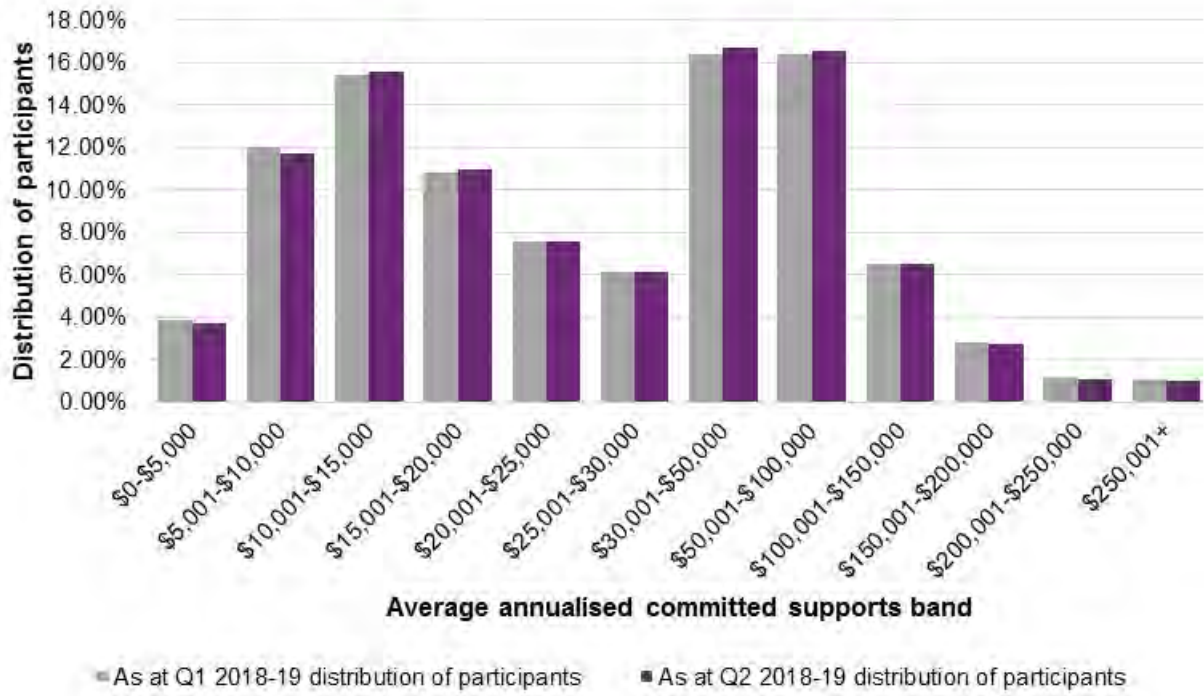
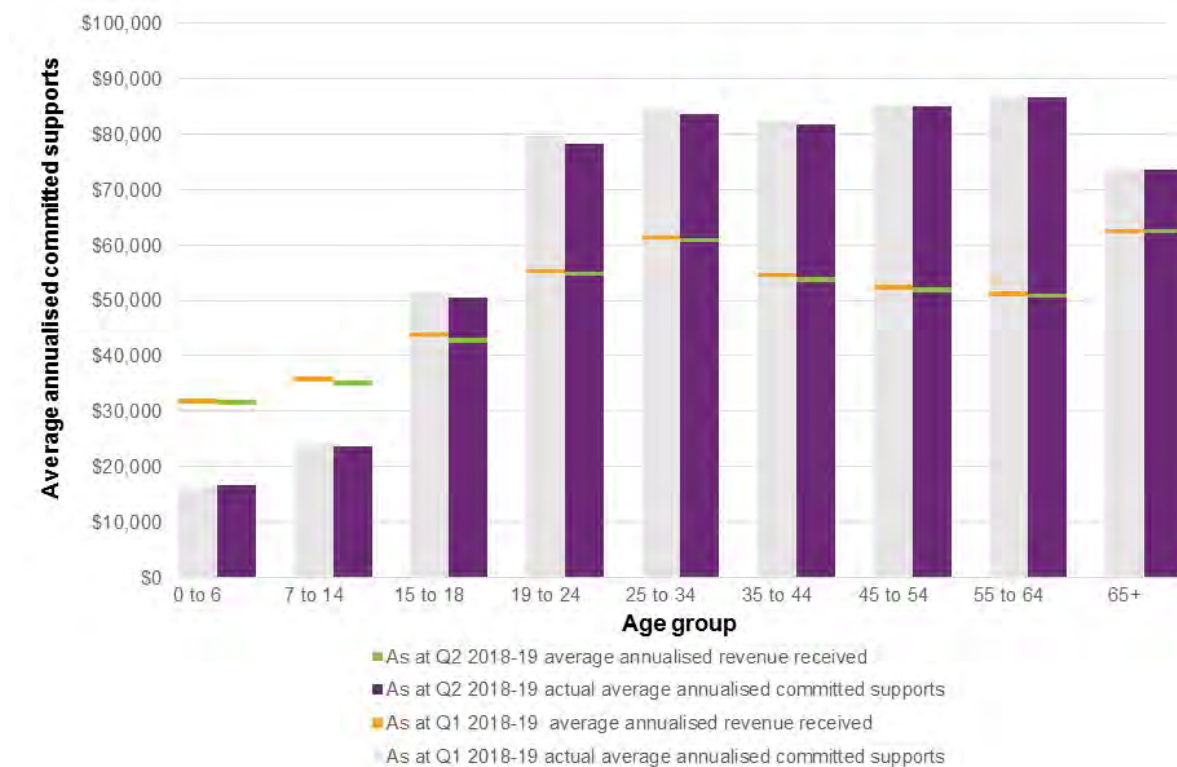
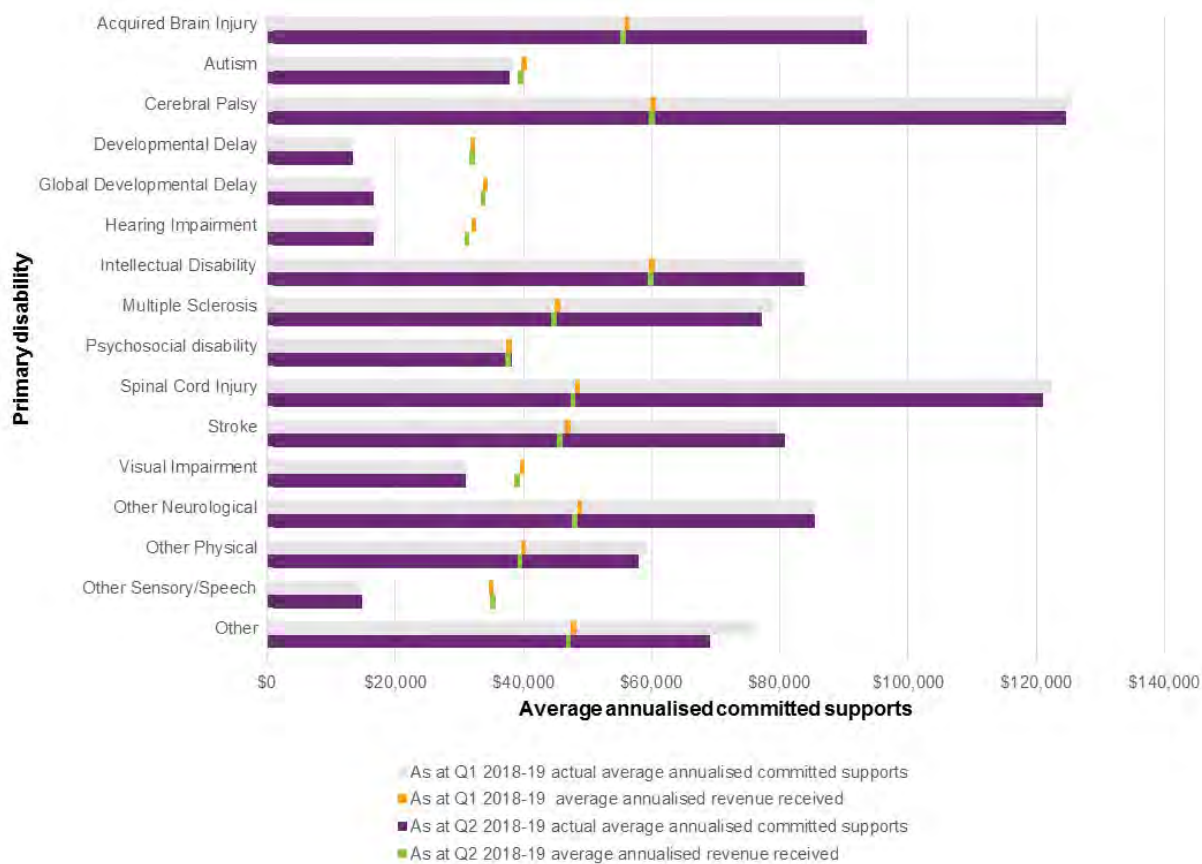


Figure G.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (VIC) ⁹⁹



⁹⁹ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure G.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (VIC) ¹⁰⁰



¹⁰⁰ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure G.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1¹⁰¹ (VIC) ¹⁰²

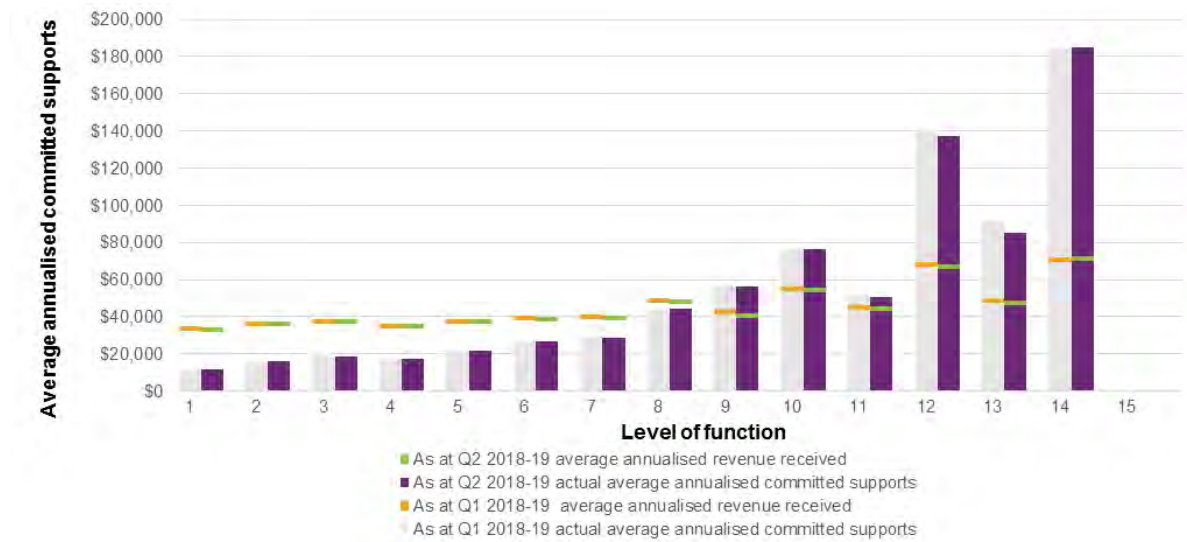


Table G.47 Payments by financial year, compared to committed supports (\$m) – VIC

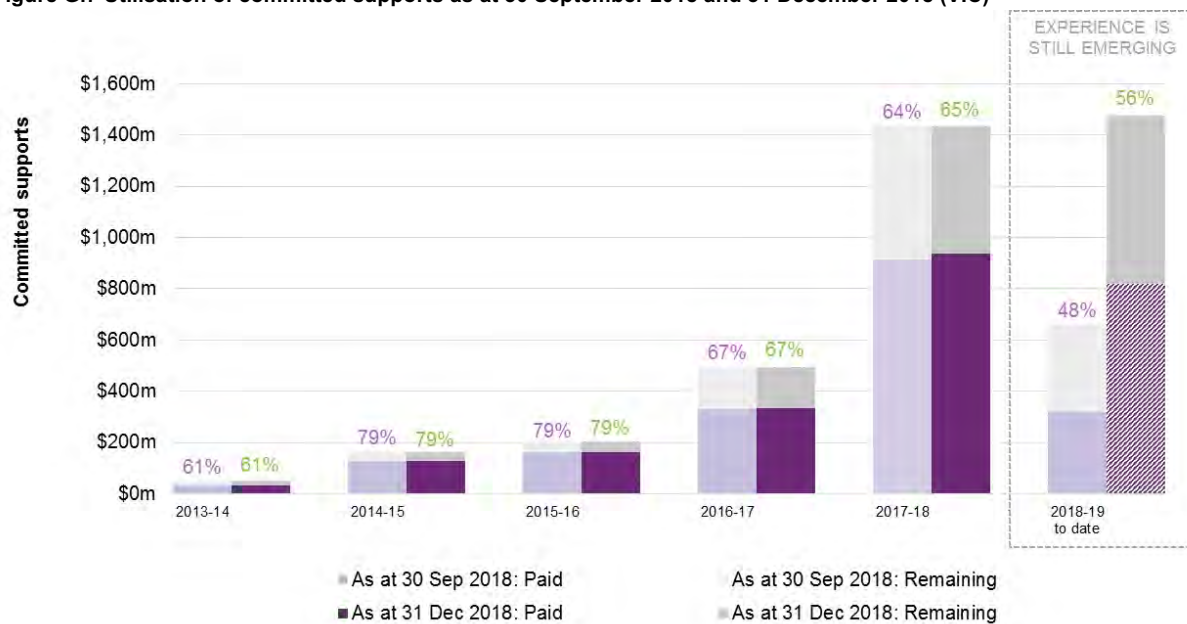
\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2	Total
Total committed	53.1	162.7	203.0	493.1	1,434.6	1,475.5	3,822.0
Total paid	32.5	128.3	160.9	332.3	935.9	819.2	2,409.1
% utilised to date	61%	79%	79%	67%	65%	56%	63% ¹⁰³

¹⁰¹ 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.

¹⁰² The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

¹⁰³ Note: Only committed supports expected to be used to 31 December 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 G.7 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (VIC)



Appendix H:

Queensland

Part One: Participants and their plans

Table H.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2018-19 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	24,741	8,144	32,885	35,491	58,759

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD¹⁰⁴

	Prior Quarters	2018-19 Q2	Total
Access decisions	45,229	8,067	53,296
Access Met	37,540	6,110	43,650
State	24,679	3,219	27,898
Commonwealth	3,390	853	4,243
New	9,471	2,038	11,509
Total Participant Plans	25,564	10,750	35,491
State	15,771	4,763	20,534
Commonwealth	2,158	887	3,045
New	6,812	2,494	9,306
ECEI ¹⁰⁵	823	2,606	2,606
Total Participant Plans	25,564	10,750	35,491
Early Intervention (s25)	4,217	1,210	5,427
Permanent Disability (s24)	20,524	6,934	27,458
ECEI ¹⁰⁶	823	2,606	2,606

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – QLD

Exits	
Total participant exits	524
Early Intervention participants	117
Permanent disability participants	407

¹⁰⁴ 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 Q2, 90% of people with a hearing impairment met the access criteria compared to 76% overall.

¹⁰⁵ 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.

¹⁰⁶ 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	10,068	1,453	5,003	475	16,999	31,155	55%
End of 2018-19 Q1	15,771	2,158	6,812	828	25,569	44,957	57%
End of 2018-19 Q2	20,534	3,045	9,306	2,606	35,491	58,759	60%

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	1,338	5,849	254	7,441	14,966	50%
End of 2017-18	3,394	13,130	475	16,999	31,155	55%
End of 2018-19 Q1	4,217	20,524	828	25,569	44,957	57%
End of 2018-19 Q2	5,427	27,458	2,606	35,491	58,759	60%

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 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,987	8.2%	659	8.1%	2,646	8.2%
Not Aboriginal and Torres Strait Islander	21,332	88.0%	6,984	85.9%	28,316	87.5%
Not Stated	910	3.8%	489	6.0%	1,399	4.3%
Total	24,229	100%	8,132	100%	32,361	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	945	3.9%	556	6.8%	1,501	4.6%
Not CALD	23,261	96.0%	7,563	93.0%	30,824	95.3%
Not Stated	23	0.1%	13	0.2%	36	0.1%
Total	24,229	100%	8,132	100%	32,361	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	384	1.6%	201	2.5%	585	1.8%
Not YPIRAC	23,845	98.4%	7,931	97.5%	31,776	98.2%
Total	24,229	100%	8,132	100%	32,361	100%

Table H.9 Participant profile per quarter by remoteness – QLD^{107,108}

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Major Cities	8,781	36.4%	5,314	65.4%	14,095	43.7%
Population > 50,000	9,878	40.9%	1,577	19.4%	11,455	35.5%
Population between 15,000 and 50,000	913	3.8%	297	3.7%	1,210	3.7%
Population between 5,000 and 15,000	1,530	6.3%	346	4.3%	1,876	5.8%
Population less than 5,000	2,393	9.9%	489	6.0%	2,882	8.9%
Remote	370	1.5%	40	0.5%	410	1.3%
Very Remote	286	1.2%	58	0.7%	344	1.1%
Missing	78		11		89	
Total	24,229	100%	8,132	100%	32,361	100%

Table H.10 Participant profile per quarter by disability group – QLD^{109,110}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	6,404	26%	2,257	28%	8,661	27%
Intellectual Disability ¹¹¹	6,839	28%	1,903	23%	8,742	27%
Psychosocial disability	1,804	7%	656	8%	2,460	8%
Cerebral Palsy	1,396	6%	500	6%	1,896	6%
Other Neurological	1,335	6%	436	5%	1,771	5%
Developmental Delay	1,030	4%	283	3%	1,313	4%
Other Physical	1,387	6%	511	6%	1,898	6%
Hearing Impairment	807	3%	458	6%	1,265	4%
ABI	953	4%	360	4%	1,313	4%
Visual Impairment	488	2%	205	3%	693	2%
Multiple Sclerosis	518	2%	141	2%	659	2%
Global Developmental Delay	171	1%	47	1%	218	1%
Stroke	379	2%	133	2%	512	2%
Spinal Cord Injury	523	2%	190	2%	713	2%
Other Sensory/Speech	170	1%	36	0%	206	1%
Other	25	0%	16	0%	41	0%
Total	24,229	100%	8,132	100%	32,361	100%

¹⁰⁷ This table is based on the Modified Monash Model measure of remoteness.

¹⁰⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁰⁹ Table order based on national proportions (highest to lowest)

¹¹⁰ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹¹¹ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in QLD (1,442).

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

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	1,344	6%	469	6%	1,813	6%
2 (High Function)	30	0%	9	0%	39	0%
3 (High Function)	1,451	6%	389	5%	1,840	6%
4 (High Function)	1,320	5%	521	6%	1,841	6%
5 (High Function)	1,448	6%	413	5%	1,861	6%
6 (Moderate Function)	3,681	15%	1,465	18%	5,146	16%
7 (Moderate Function)	1,444	6%	449	6%	1,893	6%
8 (Moderate Function)	2,569	11%	709	9%	3,278	10%
9 (Moderate Function)	135	1%	50	1%	185	1%
10 (Moderate Function)	3,753	15%	1,070	13%	4,823	15%
11 (Low Function)	1,102	5%	399	5%	1,501	5%
12 (Low Function)	4,009	17%	1,324	16%	5,333	16%
13 (Low Function)	1,145	5%	534	7%	1,679	5%
14 (Low Function)	784	3%	330	4%	1,114	3%
15 (Low Function)	14	0%	1	0%	15	0%
Missing	0		0		0	
Total	24,229	100%	8,132	100%	32,361	100%

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

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	2,577	11%	832	10%	3,409	11%
7 to 14	4,884	20%	2,132	26%	7,016	22%
15 to 18	1,844	8%	698	9%	2,542	8%
19 to 24	2,753	11%	468	6%	3,221	10%
25 to 34	2,785	11%	689	8%	3,474	11%
35 to 44	2,470	10%	757	9%	3,227	10%
45 to 54	2,984	12%	1,173	14%	4,157	13%
55 to 64	3,469	14%	1,275	16%	4,744	15%
65+	463	2%	108	1%	571	2%
Total	24,229	100%	8,132	100%	32,361	100%

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

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	14,879	61%	5,029	62%	19,908	62%
Female	9,148	38%	3,044	37%	12,192	38%
Indeterminate	202	1%	59	1%	261	1%
Total	24,229	100%	8,132	100%	32,361	100%

Part Two: Participant experience and outcomes

Table H.14 Number of questionnaires completed by SFOF version – QLD¹¹²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1, Q2 2018-19	Number of questionnaires
Participant 0 to school	748	1,296	1,060	3,104
Participant school to 14	1,313	2,518	4,034	7,865
Participant 15 to 24	1,012	1,373	2,916	5,301
Participant 25 and over	3,355	3,962	8,247	15,564
Total Participant	6,428	9,149	16,257	31,834
Family 0 to 14	1,919	3,680	4,568	10,167
Family 15 to 24	245	915	1,904	3,064
Family 25 and over	174	1,214	2,483	3,871
Total Family	2,338	5,809	8,955	17,102
Total	8,766	14,958	25,212	48,936

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%

¹¹² Baseline outcomes for participants and/or their families and carers were collected for 100% of participants.
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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			32%	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			85%	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%	83%
% 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	86%	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=351) - QLD

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
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?	80%
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 H.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=2,029) - QLD

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child's access to education?	33%
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?	42%

Table H.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=1,381) and ‘Participant 25 and over’ (n=3,889) - QLD

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	71%
DL	Has the NDIS helped you with daily living activities?	64%	77%
REL	Has the NDIS helped you to meet more people?	53%	58%
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?	46%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%
S/CP	Has the NDIS helped you be more involved?	60%	64%

Table H.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=2,247); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=917) - 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?	56%	53%
Has the NDIS improved the level of support for your family?	63%	64%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	
Has the NDIS improved your health and wellbeing?	37%	35%

Table H.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’ – QLD¹¹³

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	87%	89%	+2%
DL	Has the NDIS improved your child's access to specialist services?	86%	86%	0%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	86%	+11%
REL	Has the NDIS improved how your child fits into family life?	67%	73%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	54%	65%	+10%

Table H.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’ – QLD

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	49%	67%	+18%
LL	Has the NDIS improved your child's access to education?	24%	30%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	36%	46%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	43%	+4%

Table H.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’ – QLD

		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?	69%	74%	+5%	67%	73%	+6%
DL	Has the NDIS helped you with daily living activities?	70%	73%	+2%	72%	82%	+10%
REL	Has the NDIS helped you to meet more people?	52%	57%	+5%	52%	59%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	18%	-4%	31%	29%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	48%	+4%	50%	56%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	33%	-2%	33%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	12%	-5%	16%	16%	+0%
S/CP	Has the NDIS helped you be more involved?	68%	68%	0%	58%	66%	+8%

¹¹³ Results in Tables H.23 to H.27 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table H.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’ – QLD¹¹⁴

0 to 14			
Question	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%	55%	+3%
Has the NDIS improved the level of support for your family?	58%	64%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	69%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	72%	+5%
Has the NDIS improved your health and wellbeing?	34%	35%	+1%

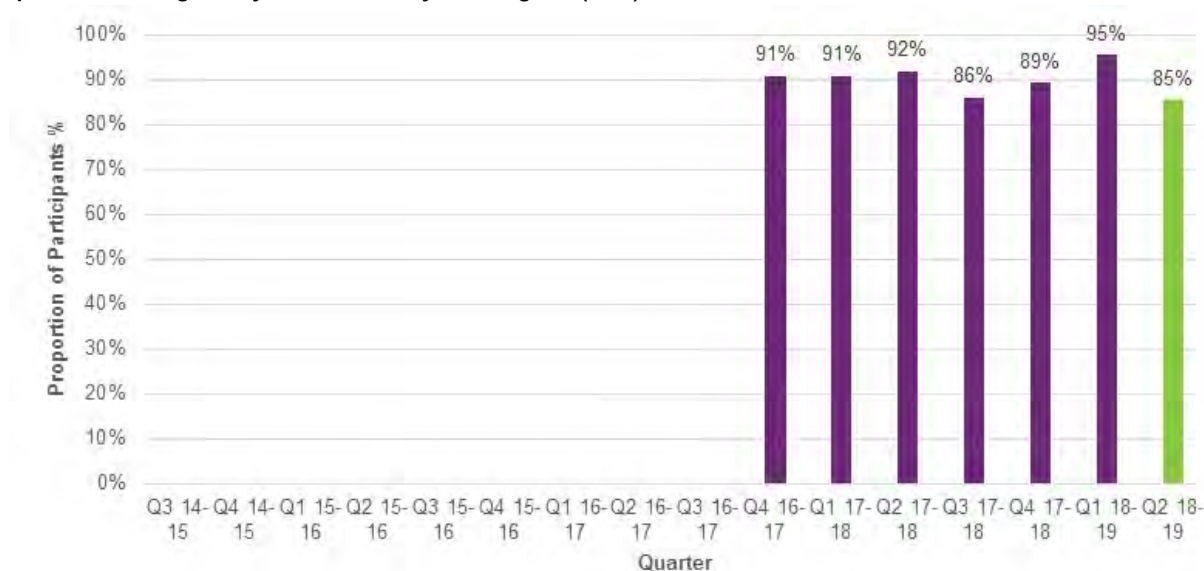
Table H.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ –QLD¹¹⁵

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	22%	25%	26%
Aged 25+	16%	17%	
Aged 15+ (average)	17%	19%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	38%	47%	41%
Aged 25+	44%	52%	
Aged 15+ (average)	43%	50%	

¹¹⁴ There is insufficient data to show results for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

¹¹⁵ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

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)^{*116}



*Of the participants describing satisfaction with the Agency planning process in Q2 of 2018-19, 85% gave a rating of good or very good, 11% gave a neutral rating and 3% gave a rating of poor or very poor.

Table H.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 (QLD)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	95%	2%	3%
I had enough time to tell my story and say what support I need	89%	4%	7%
The planner knows what I can do well	84%	9%	7%
The planner had some good ideas for my plan	84%	8%	7%
I know what is in my plan	68%	25%	7%
The planner helped me think about my future	80%	11%	9%
I think my plan will make my life better	84%	13%	3%
The planning meeting went well	90%	6%	4%

Table H.29 Plan reviews conducted per quarter – QLD

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	15,151	5,789	20,940
Early intervention plans	2,681	762	3,443
Permanent disability plans	12,470	5,027	17,497

¹¹⁶ Participant satisfaction results are not shown if there is insufficient data in the group.

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

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	10,345	4,358	14,703
<i>Trial participants</i>	698	45	743
<i>Transition participants</i>	9,647	4,313	13,960

Table H.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	4,806	1,431	6,237
<i>Trial participants</i>	237	13	250
<i>Transition participants</i>	4,569	1,418	5,987

Table H.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD¹¹⁷

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	23.8%	19.9%	22.8%

Table H.33 AAT cases by category – QLD

	Prior Quarters		2018-19 Q2		Total	
Category	N	%	N	%	N	%
Access	49	37%	29	57%	78	43%
Plan	53	40%	16	31%	69	38%
Plan Review	25	19%	3	6%	28	15%
Other	5	4%	3	6%	8	4%
Total	132	100%	51	100%	183	100%
% of all access decisions¹¹⁸	0.38%		0.41%		0.39%	

Table H.34 AAT cases by open/closed and decision – QLD

	N
AAT Cases	183
Open AAT Cases	83
Closed AAT Cases	100
<i>Resolved before hearing</i>	99
<i>Gone to hearing and received a substantive decision</i>	1*

*Of the 1 case which went to hearing and received a substantive decision: 1 affirmed the Agency's decision.

Table H.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	12%	14%	13%
Self-managed partly	10%	11%	11%
Plan managed	24%	29%	26%
Agency managed	55%	45%	51%
Total	100%	100%	100%

¹¹⁷ 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.

¹¹⁸ 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.36 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	39%	42%	40%

Table H.37 Duration to plan activation by quarter of initial plan approval for active participants – QLD¹¹⁹

	Prior Quarters (Transition Only)		2017-18 Q4	
Plan activation	N	%	N	%
Less than 30 days	7,998	58%	1,013	53%
30 to 59 days	1,791	13%	337	18%
60 to 89 days	888	6%	126	7%
Activated within 90 days	10,677	77%	1,476	78%
90 to 119 days	567	4%	81	4%
120 days and over	1,091	8%	103	5%
Activated between 90 and 180 days	1,658	12%	184	10%
No payments	1,461	11%	235	12%
Total plans approved	13,796	100%	1,895	100%

Table H.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – QLD

Plan utilisation ¹²⁰	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	48%	69%	50%
50% to 75%	24%	16%	23%
> 75%	28%	14%	27%
Total	100%	100%	100%

Table H.39 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2018-19 Q2	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	42%	41%	42%
Lifelong Learning	8%	9%	8%
Other	10%	11%	11%
Non-categorised	38%	37%	38%
Any mainstream service	90%	90%	90%

Part Three: Providers and the growing market

Table H.40 Key provider indicators by quarter - QLD

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,548	239	1,774
<i>Company/ organisation</i>	2,562	324	2,870
<i>Total</i>	4,110	563	4,644
b) Registration revoked	29		

¹¹⁹ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹²⁰ This table only considers committed supports and payments for supports provided to 30 September 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table H.41 Number of approved providers by registration group - QLD¹²¹

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	424	61	485	14%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	309	31	340	10%
Assistance with travel/transport arrangements	764	92	856	12%
Daily Personal Activities	377	53	430	14%
Group and Centre Based Activities	298	44	342	15%
High Intensity Daily Personal Activities	301	30	331	10%
Household tasks	991	178	1,169	18%
Interpreting and translation	120	6	126	5%
Participation in community, social and civic activities	414	58	472	14%
Assistive Technology				
Assistive equipment for recreation	443	64	507	14%
Assistive products for household tasks	472	75	547	16%
Assistance products for personal care and safety	752	113	865	15%
Communication and information equipment	361	41	402	11%
Customised Prosthetics	227	29	256	13%
Hearing Equipment	101	11	112	11%
Hearing Services	5	1	6	20%
Personal Mobility Equipment	554	65	619	12%
Specialised Hearing Services	10	1	11	10%
Vision Equipment	138	18	156	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	417	59	476	14%
Behaviour Support	584	67	651	11%
Community nursing care for high needs	278	34	312	12%
Development of daily living and life skills	381	45	426	12%
Early Intervention supports for early childhood	800	81	881	10%
Exercise Physiology and Physical Wellbeing activities	467	72	539	15%
Innovative Community Participation	650	101	751	16%
Specialised Driving Training	87	5	92	6%
Therapeutic Supports	1,415	194	1,609	14%
Capital services				
Home modification design and construction	553	67	620	12%
Specialised Disability Accommodation	182	31	213	17%
Vehicle Modifications	85	10	95	12%
Choice and control support services				
Management of funding for supports in participants plan	251	36	287	14%
Support Coordination	501	50	551	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	66	1	67	2%
Specialised Supported Employment	25	0	25	0%
Total approved providers	4,081	563	4,644	14%

¹²¹ The 29 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table H.42 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.70	1.54
b) Number of providers delivering new supports	722	762
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	32%	35%
<i>Not yet active (%)</i>	63%	60%
<i>Inactive (%)</i>	4%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	84%
<i>Therapeutic Supports (%)</i>	84%	85%
<i>Participate Community (%)</i>	84%	83%
<i>Early Childhood Supports (%)</i>	91%	90%
<i>Assist Personal Activities (%)</i>	84%	81%

Table H.43 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	18	5	23	28%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	140	32	172	23%
Assistance with travel/transport arrangements	166	42	208	25%
Daily Personal Activities	248	57	305	23%
Group and Centre Based Activities	150	36	186	24%
High Intensity Daily Personal Activities	161	37	198	23%
Household tasks	304	91	395	30%
Interpreting and translation	7	5	12	71%
Participation in community, social and civic activities	269	59	328	22%
Assistive Technology				
Assistive equipment for recreation	34	7	41	21%
Assistive products for household tasks	24	2	26	8%
Assistance products for personal care and safety	237	64	301	27%
Communication and information equipment	36	4	40	11%
Customised Prosthetics	44	18	62	41%
Hearing Equipment	11	0	11	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	108	25	133	23%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	11	2	13	18%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	241	51	292	21%
Behaviour Support	103	19	122	18%
Community nursing care for high needs	38	11	49	29%
Development of daily living and life skills	184	40	224	22%
Early Intervention supports for early childhood	212	29	241	14%
Exercise Physiology and Physical Wellbeing activities	85	33	118	39%
Innovative Community Participation	37	10	47	27%
Specialised Driving Training	15	3	18	20%
Therapeutic Supports	631	149	780	24%
Capital services				
Home modification design and construction	51	11	62	22%
Specialised Disability Accommodation	6	2	8	33%
Vehicle Modifications	19	5	24	26%
Choice and control support services				
Management of funding for supports in participants plan	153	31	184	20%
Support Coordination	70	8	78	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	15	2	17	13%
Specialised Supported Employment	13	2	15	15%
Total approved active providers	1,507	361	1,868	24%

Table H.44 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	98	387	485	9	14	23
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	30	310	340	8	164	172
Assistance with travel/transport arrangements	189	667	856	24	184	208
Daily Personal Activities	43	387	430	23	282	305
Group and Centre Based Activities	25	317	342	9	177	186
High Intensity Daily Personal Activities	27	304	331	16	182	198
Household tasks	365	804	1,169	116	279	395
Interpreting and translation	29	97	126	5	7	12
Participation in community, social and civic activities	46	426	472	29	299	328
Assistive Technology						
Assistive equipment for recreation	126	381	507	8	33	41
Assistive products for household tasks	133	414	547	3	23	26
Assistance products for personal care and safety	168	697	865	33	268	301
Communication and information equipment	114	288	402	6	34	40
Customised Prosthetics	63	193	256	7	55	62
Hearing Equipment	9	103	112	1	10	11
Hearing Services	0	6	6	0	2	2
Personal Mobility Equipment	132	487	619	17	116	133
Specialised Hearing Services	1	10	11	0	5	5
Vision Equipment	32	124	156	1	12	13
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	97	379	476	43	249	292
Behaviour Support	336	315	651	55	67	122
Community nursing care for high needs	42	270	312	6	43	49
Development of daily living and life skills	41	385	426	14	210	224
Early Intervention supports for early childhood	483	398	881	119	122	241
Exercise Physiology and Physical Wellbeing activities	174	365	539	40	78	118
Innovative Community Participation	256	495	751	20	27	47
Specialised Driving Training	18	74	92	7	11	18
Therapeutic Supports	861	748	1,609	356	424	780
Capital services						
Home modification design and construction	181	439	620	12	50	62
Specialised Disability Accommodation	22	191	213	0	8	8
Vehicle Modifications	8	87	95	2	22	24
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	34	253	287	18	166	184
Support Coordination	181	370	551	19	59	78
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	66	67	0	17	17
Specialised Supported Employment	1	24	25	0	15	15
Total	1,774	2,870	4,644	640	1,228	1,868

Table H.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	20%	80%	485	39%	61%	23
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	9%	91%	340	5%	95%	172
Assistance with travel/transport arrangements	22%	78%	856	12%	88%	208
Daily Personal Activities	10%	90%	430	8%	92%	305
Group and Centre Based Activities	7%	93%	342	5%	95%	186
High Intensity Daily Personal Activities	8%	92%	331	8%	92%	198
Household tasks	31%	69%	1,169	29%	71%	395
Interpreting and translation	23%	77%	126	42%	58%	12
Participation in community, social and civic activities	10%	90%	472	9%	91%	328
Assistive Technology						
Assistive equipment for recreation	25%	75%	507	20%	80%	41
Assistive products for household tasks	24%	76%	547	12%	88%	26
Assistance products for personal care and safety	19%	81%	865	11%	89%	301
Communication and information equipment	28%	72%	402	15%	85%	40
Customised Prosthetics	25%	75%	256	11%	89%	62
Hearing Equipment	8%	92%	112	9%	91%	11
Hearing Services	0%	100%	6	0%	100%	2
Personal Mobility Equipment	21%	79%	619	13%	87%	133
Specialised Hearing Services	9%	91%	11	0%	100%	5
Vision Equipment	21%	79%	156	8%	92%	13
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	20%	80%	476	15%	85%	292
Behaviour Support	52%	48%	651	45%	55%	122
Community nursing care for high needs	13%	87%	312	12%	88%	49
Development of daily living and life skills	10%	90%	426	6%	94%	224

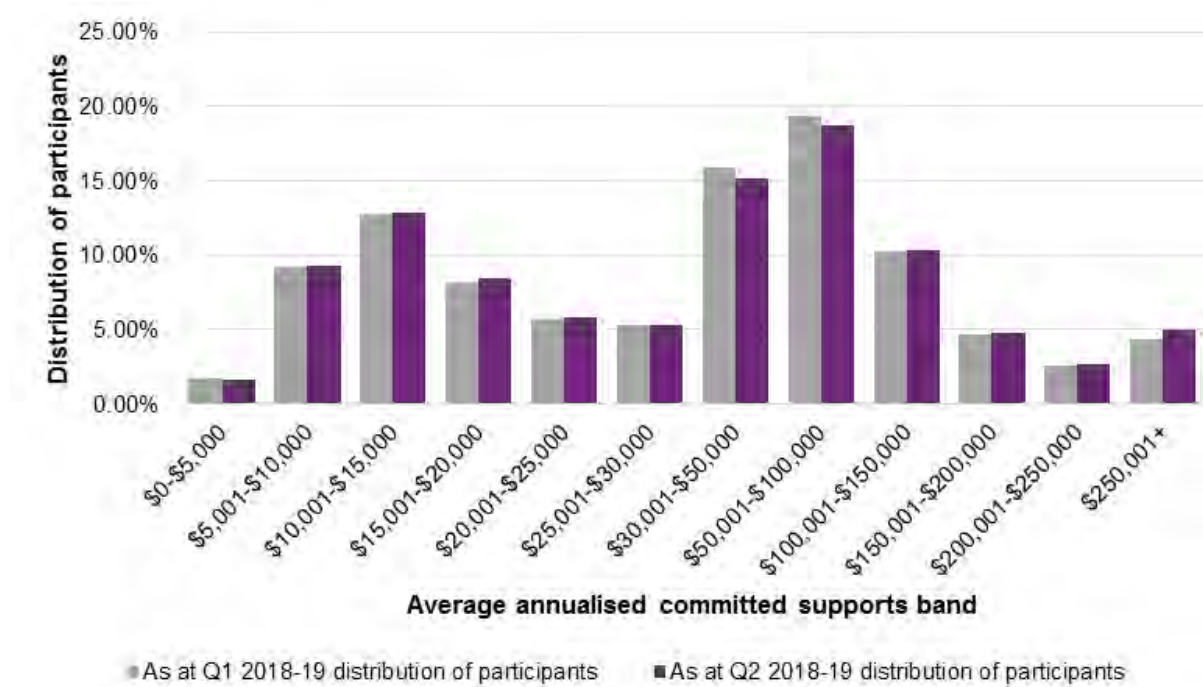
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	55%	45%	881	49%	51%	241
Exercise Physiology and Physical Wellbeing activities	32%	68%	539	34%	66%	118
Innovative Community Participation	34%	66%	751	43%	57%	47
Specialised Driving Training	20%	80%	92	39%	61%	18
Therapeutic Supports	54%	46%	1,609	46%	54%	780
Capital services						
Home modification design and construction	29%	71%	620	19%	81%	62
Specialised Disability Accommodation	10%	90%	213	0%	100%	8
Vehicle Modifications	8%	92%	95	8%	92%	24
Choice and control support services						
Management of funding for supports in participants plan	12%	88%	287	10%	90%	184
Support Coordination	33%	67%	551	24%	76%	78
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1%	99%	67	0%	100%	17
Specialised Supported Employment	4%	96%	25	0%	100%	15
Total	38%	62%	4,644	34%	66%	1,868

Part Five: Financial sustainability

Table H.46 Committed supports by financial year (\$m) - QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2 ¹²²	Total
Total Committed	0.0	0.0	1.0	198.2	790.0	863.8	1,853.0

Figure H.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1(QLD)



¹²² Note: the \$864 million in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure H.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (QLD)

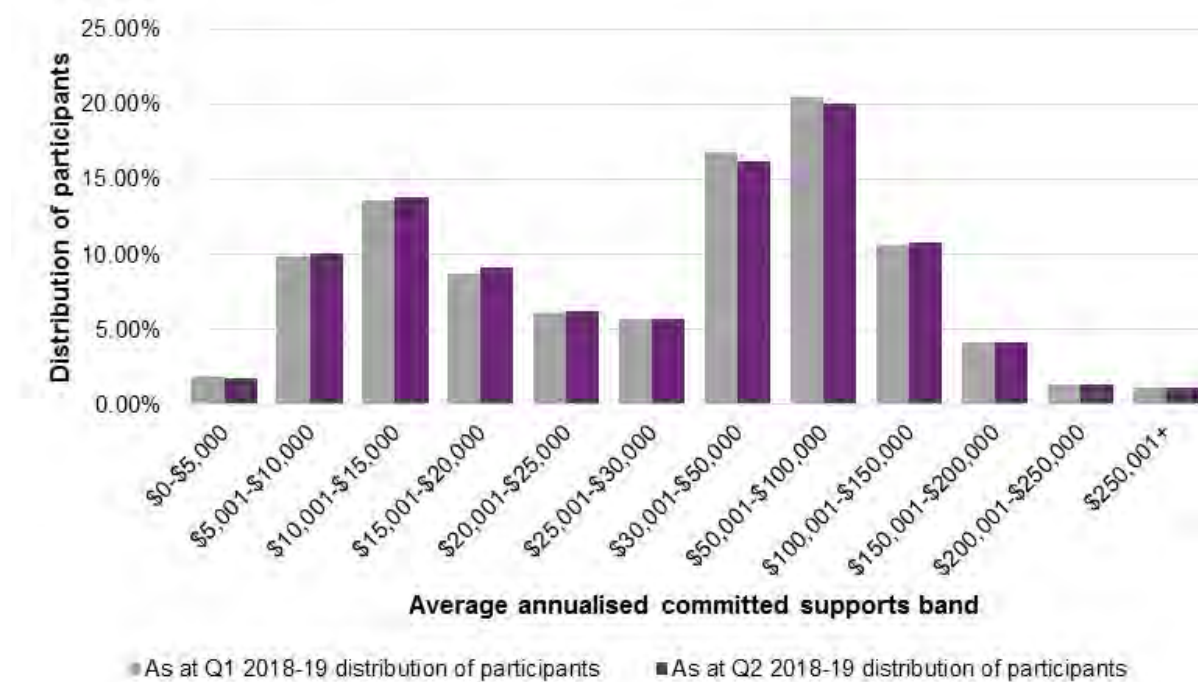
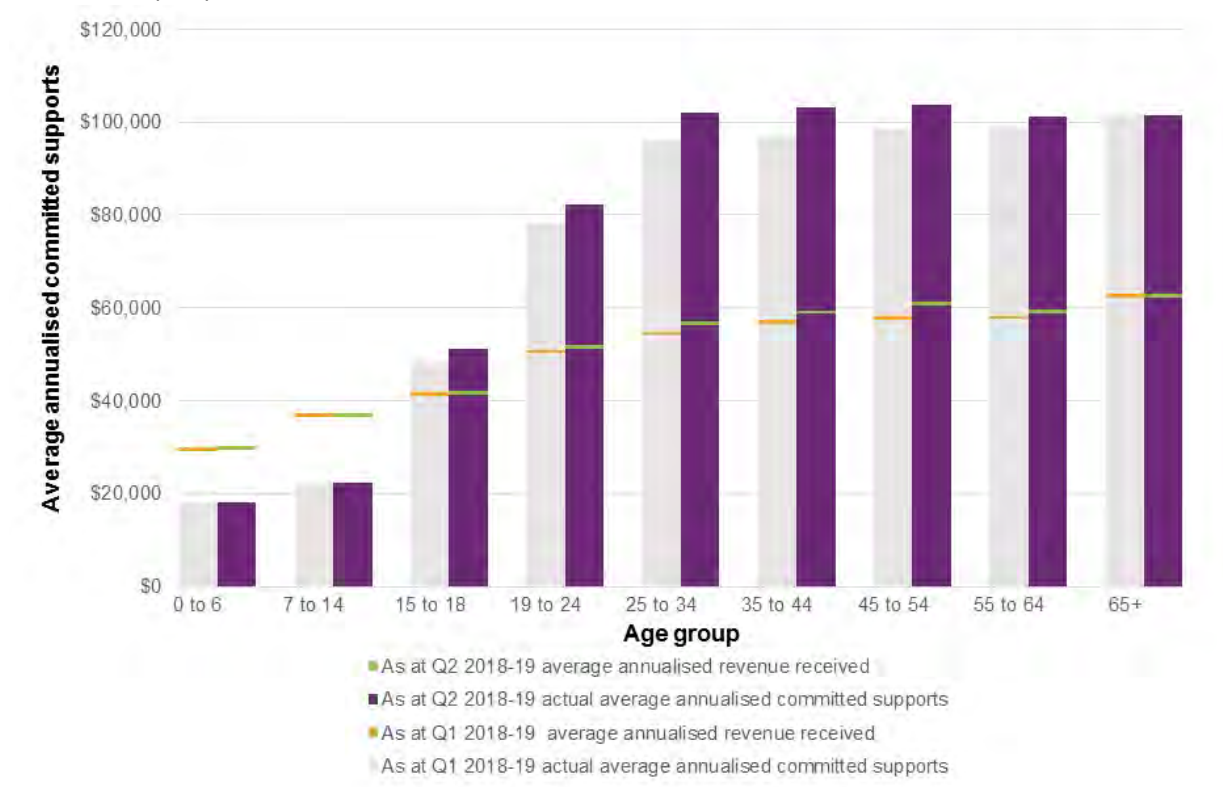
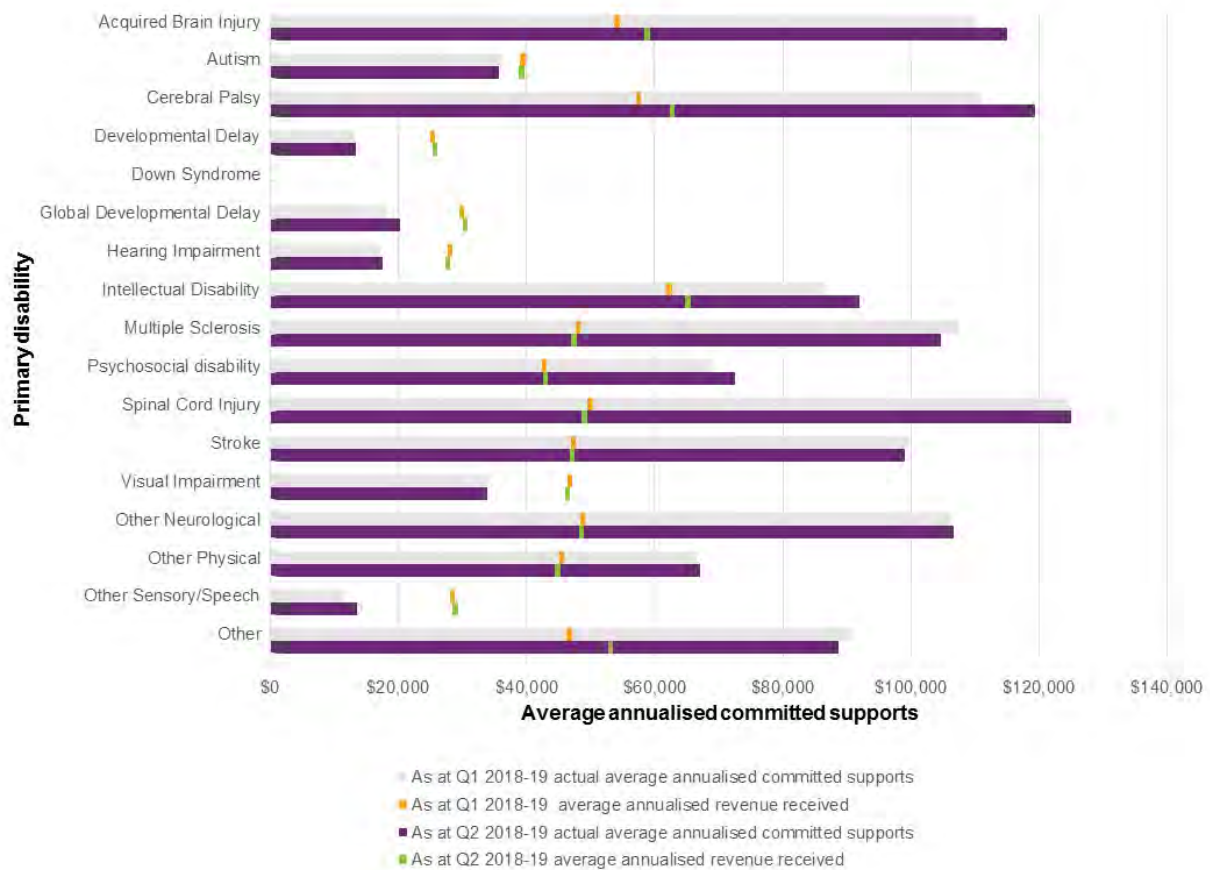


Figure H.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (QLD) ¹²³



¹²³ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure H.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (QLD) ¹²⁴



¹²⁴ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure H.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1¹²⁵ (QLD)¹²⁶

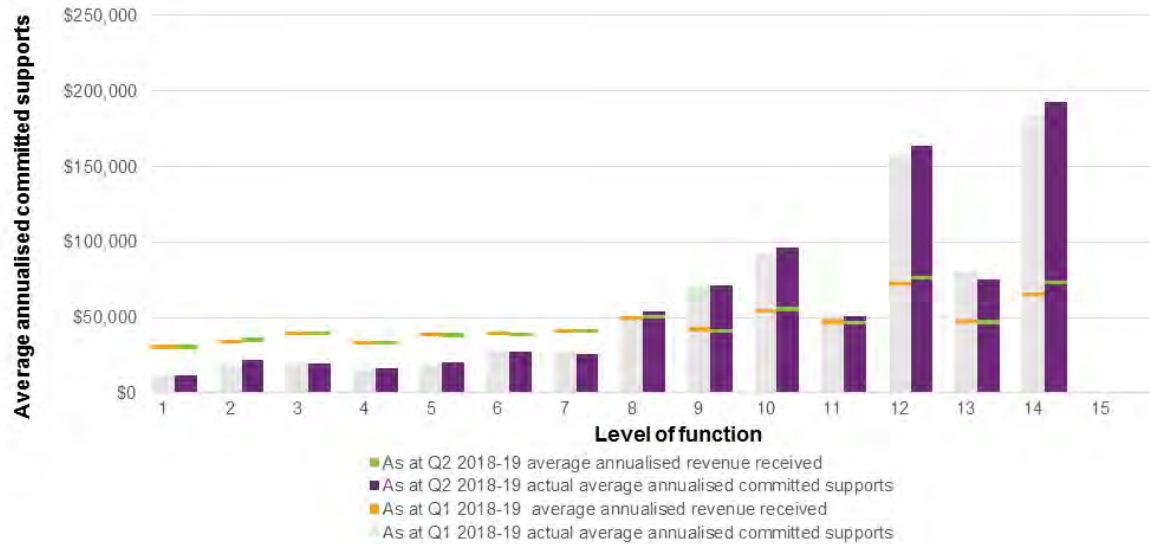


Table H.47 Payments by financial year, compared to committed supports (\$m) – QLD

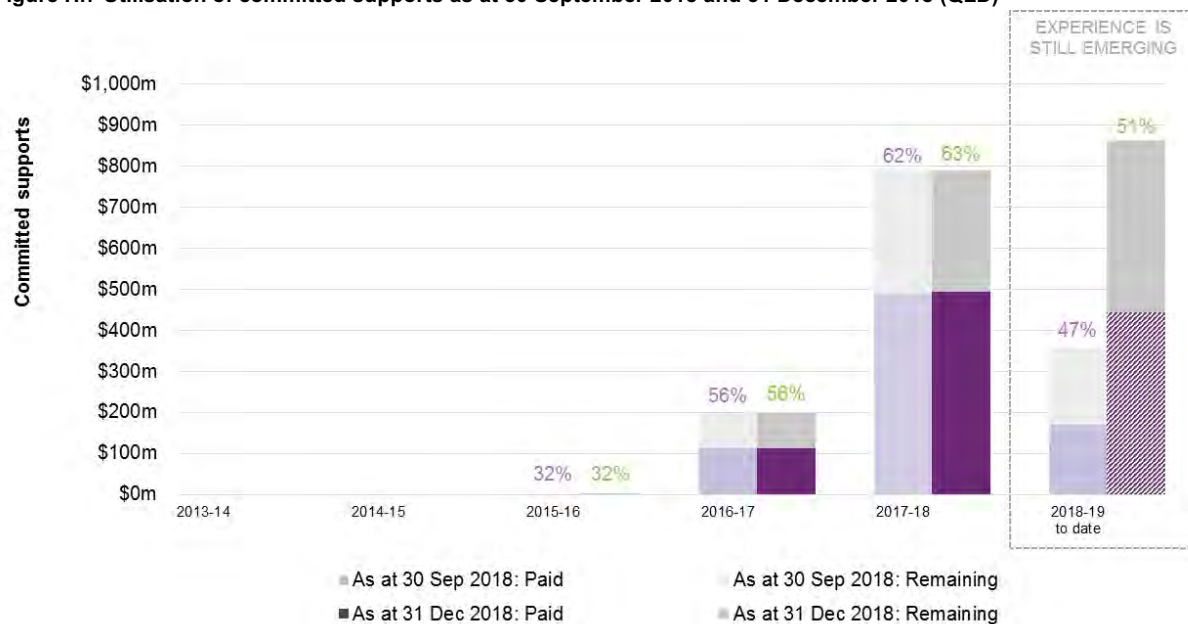
\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2	Total
Total committed	0.0	0.0	1.0	198.2	790.0	863.8	1,853.0
Total paid	0.0	0.0	0.3	111.2	494.3	444.4	1,050.2
% utilised to date	0.0	0.0	32%	56%	63%	51%	57% ¹²⁷

¹²⁵ 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.

¹²⁶ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

¹²⁷ Note: Only committed supports expected to be used to 31 December 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 H.7 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (QLD)



Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Plan approvals compared to estimates – WA¹²⁸

	Prior Quarters	2018-19 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	5,624	3,903	9,527	9,607	8,340

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA¹²⁹

	Prior Quarters	2018-19 Q2	Total
Access decisions	15,283	3,071	18,354
Access Met	14,038	2,591	16,629
State	9,798	1,428	11,226
Commonwealth	462	131	593
New	3,778	1,032	4,810
Total Participant Plans	5,626	3,983	9,607
State	3,119	2,885	6,004
Commonwealth	177	119	296
New	2,328	899	3,227
ECEI ¹³⁰	2	80	80
Total Participant Plans	5,626	3,983	9,607
Early Intervention (s25)	968	242	1,210
Permanent Disability (s24)	4,656	3,661	8,317
ECEI ¹³¹	2	80	80

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – WA

Exits	
Total participant exits	133
Early Intervention participants	24
Permanent disability participants	109

¹²⁸ In this table the 9,527 participants include the 3,916 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.

¹²⁹ 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 Q2, 89% of people with a hearing impairment met the access criteria compared to 84% overall.

¹³⁰ 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.

¹³¹ Ibid.

Table I.4 Cumulative position by services previously received – WA¹³²

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	1,603	50	841		2,494	2,493	100%
End of 2016-17	2,122	85	1,575	0	3,782	3,778	100%
End of 2017-18	2,379	127	2,002	0	4,508	5,566	78%
End of 2018-19 Q1	3,119	177	2,328	2	5,626	6,080	77%
End of 2018-19 Q2	6,004	296	3,227	80	9,607	8,340	68%

Table I.5 Cumulative position by entry into the Scheme – WA¹³³

	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%
End of 2018-19 Q2	1,210	8,317	80	9,607	8,340	68%

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 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	242	4.4%	188	4.8%	430	4.6%
Not Aboriginal and Torres Strait Islander	5,140	93.6%	3,645	93.4%	8,785	93.5%
Not Stated	110	2.0%	69	1.8%	179	1.9%
Total	5,492	100%	3,902	100%	9,394	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	374	6.8%	170	4.4%	544	5.8%
Not CALD	4,257	77.5%	1,340	34.3%	5,597	59.6%
Not Stated	861	15.7%	2,392	61.3%	3,253	34.6%
Total	5,492	100%	3,902	100%	9,394	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	30	0.5%	2	0.1%	32	0.3%
Not YPIRAC	5,462	99.5%	3,900	99.9%	9,362	99.7%
Total	5,492	100%	3,902	100%	9,394	100%

¹³² 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.

¹³³ Ibid.

Table I.9 Participant profile per quarter by remoteness – WA^{134,135}

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Major Cities	4,990	91.1%	3,291	84.4%	8,281	88.3%
Population > 50,000	156	2.8%	156	4.0%	312	3.3%
Population between 15,000 and 50,000	54	1.0%	265	6.8%	319	3.4%
Population between 5,000 and 15,000	88	1.6%	10	0.3%	98	1.0%
Population less than 5,000	178	3.2%	60	1.5%	238	2.5%
Remote	7	0.1%	101	2.6%	108	1.2%
Very Remote	6	0.1%	17	0.4%	23	0.2%
Missing	13		2		15	
Total	5,492	100%	3,902	100%	9,394	100%

Table I.10 Participant profile per quarter by disability group - WA^{136,137}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	1,868	34%	1,327	34%	3,195	34%
Intellectual Disability ¹³⁸	1,317	24%	1,098	28%	2,415	26%
Psychosocial disability	454	8%	242	6%	696	7%
Cerebral Palsy	270	5%	149	4%	419	4%
Other Neurological	262	5%	242	6%	504	5%
Developmental Delay	163	3%	61	2%	224	2%
Other Physical	222	4%	213	5%	435	5%
Hearing Impairment	123	2%	77	2%	200	2%
ABI	166	3%	115	3%	281	3%
Visual Impairment	100	2%	78	2%	178	2%
Multiple Sclerosis	137	2%	80	2%	217	2%
Global Developmental Delay	184	3%	116	3%	300	3%
Stroke	71	1%	24	1%	95	1%
Spinal Cord Injury	74	1%	72	2%	146	2%
Other Sensory/Speech	76	1%	4	0%	80	1%
Other	5	0%	4	0%	9	0%
Total	5,492	100%	3,902	100%	9,394	100%

¹³⁴ This table is based on the Modified Monash Model measure of remoteness.

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

¹³⁶ Table order based on national proportions (highest to lowest)

¹³⁷ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹³⁸ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (311).

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

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	392	7%	312	8%	704	8%
2 (High Function)	19	0%	12	0%	31	0%
3 (High Function)	372	7%	317	8%	689	7%
4 (High Function)	246	5%	94	2%	340	4%
5 (High Function)	484	9%	341	9%	825	9%
6 (Moderate Function)	804	15%	534	14%	1,338	14%
7 (Moderate Function)	409	8%	314	8%	723	8%
8 (Moderate Function)	443	8%	320	8%	763	8%
9 (Moderate Function)	28	1%	15	0%	43	0%
10 (Moderate Function)	612	11%	484	12%	1,096	12%
11 (Low Function)	304	6%	222	6%	526	6%
12 (Low Function)	836	15%	694	18%	1,530	16%
13 (Low Function)	365	7%	194	5%	559	6%
14 (Low Function)	119	2%	48	1%	167	2%
15 (Low Function)	0	0%	1	0%	1	0%
Missing	59		0		59	
Total	5,492	100%	3,902	100%	9,394	100%

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

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	656	12%	495	13%	1,151	12%
7 to 14	1,464	27%	983	25%	2,447	26%
15 to 18	463	8%	378	10%	841	9%
19 to 24	475	9%	384	10%	859	9%
25 to 34	593	11%	411	11%	1,004	11%
35 to 44	439	8%	351	9%	790	8%
45 to 54	602	11%	426	11%	1,028	11%
55 to 64	644	12%	419	11%	1,063	11%
65+	156	3%	55	1%	211	2%
Total	5,492	100%	3,902	100%	9,394	100%

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

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	3,508	64%	2,345	60%	5,853	62%
Female	1,928	35%	1,529	39%	3,457	37%
Indeterminate	56	1%	28	1%	84	1%
Total	5,492	100%	3,902	100%	9,394	100%

Part Two: Participant experience and outcomes

Table I.14 Number of questionnaires completed by SFOF version – WA¹³⁹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1, Q2 2018-19	Number of questionnaires
Participant 0 to school	302	134	282	718
Participant school to 14	284	225	1,661	2,170
Participant 15 to 24	145	58	885	1,088
Participant 25 and over	505	294	2,145	2,944
Total Participant	1,236	711	4,973	6,920
Family 0 to 14	566	350	1,831	2,747
Family 15 to 24	39	41	658	738
Family 25 and over	23	81	765	869
Total Family	628	472	3,254	4,354
Total	1,864	1,183	8,227	11,274

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	70%			
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			34%	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			75%	64%

¹³⁹ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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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			75%	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				64%
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%	25%
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	44%	52%	34%
Of those in a paid job, % in permanent employment	76%	77%	84%
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	45%	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%	23%	26%
% able to advocate for their child/family member	81%	79%	74%
% who have friends and family they see as often as they like	51%	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%	61%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			42%
% 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=60) – WA

	Question	% Yes
DL	Has the NDIS improved your child's development?	86%
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?	69%
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?	59%

Table I.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=390) – WA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	67%
LL	Has the NDIS improved your child's access to education?	44%
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?	48%

Table I.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=139) and ‘Participant 25 and over’ (n=362) – WA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	72%	80%
DL	Has the NDIS helped you with daily living activities?	72%	83%
REL	Has the NDIS helped you to meet more people?	54%	63%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	26%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	57%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	34%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	30%	22%
S/CP	Has the NDIS helped you be more involved?	64%	69%

Table I.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=434); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=67) – 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%	47%
Has the NDIS improved the level of support for your family?	69%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	48%	42%

Table I.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 school to 14’ – WA^{140,141}

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	83%	83%	+0%
LL	Has the NDIS improved your child's access to education?	45%	51%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	63%	67%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	68%	66%	-2%

Table I.24 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’ – WA

		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?	57%	59%	+3%	67%	71%	+4%
DL	Has the NDIS helped you with daily living activities?	48%	61%	+13%	79%	84%	+5%
REL	Has the NDIS helped you to meet more people?	41%	43%	+3%	47%	55%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	23%	+4%	36%	36%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	52%	+7%	45%	48%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	35%	-6%	33%	27%	-6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	26%	+12%	25%	19%	-5%
S/CP	Has the NDIS helped you be more involved?	59%	65%	+6%	64%	67%	+3%

¹⁴⁰ Results in Tables I.23 to I.26 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

¹⁴¹ There is insufficient data to show 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’.

Table I.25 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’ – WA¹⁴²

0 to 14			
Question	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?	63%	71%	+8%
Has the NDIS improved the level of support for your family?	80%	81%	+0%
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?	85%	93%	8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	83%	-0%
Has the NDIS improved your health and wellbeing?	63%	62%	-0%

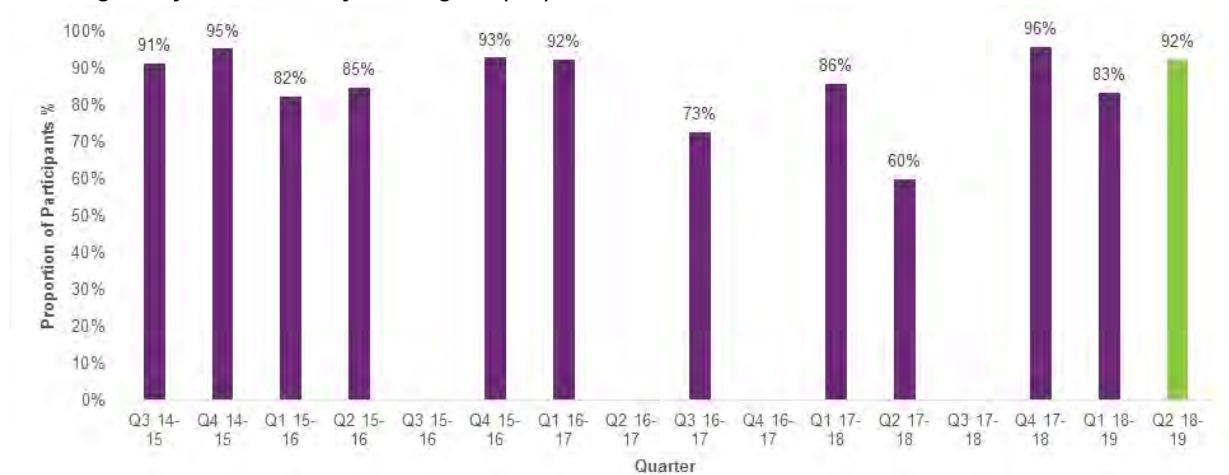
Table I.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ –WA¹⁴³

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	26%
Aged 25+	23%	26%	
Aged 15+ (average)	23%	26%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	41%
Aged 25+	31%	36%	
Aged 15+ (average)	30%	37%	

¹⁴² There is insufficient data to show results for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

¹⁴³ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

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)*¹⁴⁴



*Of the participants describing satisfaction with the Agency planning process in Q2 of 2018-19, 92% gave a rating of good or very good, 3% gave a neutral rating and 5% gave a rating of poor or very poor.

Table I.27 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	85%	8%	8%
I had enough time to tell my story and say what support I need	85%	0%	15%
The planner knows what I can do well	72%	18%	10%
The planner had some good ideas for my plan	79%	5%	15%
I know what is in my plan	85%	10%	5%
The planner helped me think about my future	59%	23%	18%
I think my plan will make my life better	90%	5%	5%
The planning meeting went well	85%	5%	10%

Table I.28 Plan reviews conducted per quarter – WA

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	7,197	1,164	8,361
Early intervention plans	1,160	211	1,371
Permanent disability plans	6,037	953	6,990

Table I.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	6,150	976	7,126
Trial participants	4,591	592	5,183
Transition participants	1,559	384	1,943

¹⁴⁴ Participant satisfaction results are not shown if there is insufficient data in the group.

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

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	1,047	188	1,235
<i>Trial participants</i>	761	62	823
<i>Transition participants</i>	286	126	412

Table I.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA¹⁴⁵

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	12.5%	9.9%	12.0%

Table I.32 AAT cases by category – WA

	Prior Quarters		2018-19 Q2		Total	
Category	N	%	N	%	N	%
Access	11	32%	3	38%	14	33%
Plan	17	50%	4	50%	21	50%
Plan Review	6	18%	0	0%	6	14%
Other	0	0%	1	13%	1	2%
Total	34	100%	8	100%	42	100%
% of all access decisions¹⁴⁶	0.22%		0.19%		0.21%	

Table I.33 AAT cases by open/closed and decision – WA

	N
AAT Cases	42
Open AAT Cases	16
Closed AAT Cases	26
<i>Resolved before hearing</i>	26
<i>Gone to hearing and received a substantive decision</i>	0

Table I.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	10%	7%	8%
Self-managed partly	18%	24%	22%
Plan managed	5%	4%	4%
Agency managed	68%	65%	66%
Total	100%	100%	100%

¹⁴⁵ 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.

¹⁴⁶ 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.35 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	56%	36%	43%

Table I.36 Duration to plan activation by quarter of initial plan approval for active participants – WA¹⁴⁷

	Prior Quarters (Transition Only)		2017-18 Q4	
Plan activation	N	%	N	%
Less than 30 days	953	61%	243	59%
30 to 59 days	191	12%	60	15%
60 to 89 days	102	7%	29	7%
Activated within 90 days	1,246	80%	332	80%
90 to 119 days	71	5%	11	3%
120 days and over	115	7%	8	2%
Activated between 90 and 180 days	186	12%	19	5%
No payments	134	9%	62	15%
Total plans approved	1,566	100%	413	100%

Table I.37 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – WA

Plan utilisation ¹⁴⁸	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	33%	58%	34%
50% to 75%	27%	20%	27%
> 75%	40%	22%	39%
Total	100%	100%	100%

Table I.38 Proportion of active participants with approved plans accessing mainstream supports – WA

	Prior Quarters	2018-19 Q2	Total
Daily Activities	6%	4%	5%
Health & Wellbeing	50%	48%	49%
Lifelong Learning	22%	19%	20%
Other	19%	14%	16%
Non-categorised	27%	30%	29%
Any mainstream service	92%	90%	91%

¹⁴⁷ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁴⁸ This table only considers committed supports and payments for supports provided to 30 September 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.39 Key provider indicators by quarter - WA

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	207	7	211
<i>Company/ organisation</i>	846	14	853
<i>Total</i>	1,053	21	1,064
b) Registration revoked	10		

Table I.40 Number of approved providers by registration group - WA¹⁴⁹

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	104	3	107	3%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	101	4	105	4%
Assistance with travel/transport arrangements	181	4	185	2%
Daily Personal Activities	121	5	126	4%
Group and Centre Based Activities	96	6	102	6%
High Intensity Daily Personal Activities	110	5	115	5%
Household tasks	187	1	188	1%
Interpreting and translation	52	1	53	2%
Participation in community, social and civic activities	140	7	147	5%
Assistive Technology				
Assistive equipment for recreation	166	0	166	0%
Assistive products for household tasks	131	0	131	0%
Assistance products for personal care and safety	309	0	309	0%
Communication and information equipment	121	1	122	1%
Customised Prosthetics	85	0	85	0%
Hearing Equipment	49	-1	48	-2%
Hearing Services	7	0	7	0%
Personal Mobility Equipment	233	2	235	1%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	50	-1	49	-2%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	120	5	125	4%
Behaviour Support	106	5	111	5%
Community nursing care for high needs	68	1	69	1%
Development of daily living and life skills	124	6	130	5%
Early Intervention supports for early childhood	115	5	120	4%
Exercise Physiology and Physical Wellbeing activities	87	1	88	1%
Innovative Community Participation	119	4	123	3%
Specialised Driving Training	53	0	53	0%
Therapeutic Supports	249	8	257	3%
Capital services				
Home modification design and construction	125	1	126	1%
Specialised Disability Accommodation	24	2	26	8%
Vehicle Modifications	32	0	32	0%
Choice and control support services				
Management of funding for supports in participants plan	52	8	60	15%
Support Coordination	82	11	93	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	65	1	66	2%
Specialised Supported Employment	24	0	24	0%
Total approved providers	1,043	21	1,064	2%

¹⁴⁹ The 10 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table I.41 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.62	1.57
b) Number of providers delivering new supports	114	147
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	27%	30%
<i>Not yet active (%)</i>	67%	63%
<i>Inactive (%)</i>	6%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	79%
<i>Therapeutic Supports (%)</i>	92%	93%
<i>Participate Community (%)</i>	82%	76%
<i>Early Childhood Supports (%)</i>	89%	80%
<i>Assist Personal Activities (%)</i>	81%	84%

Table I.42 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	11	1	12	9%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	44	7	51	16%
Assistance with travel/transport arrangements	54	7	61	13%
Daily Personal Activities	69	14	83	20%
Group and Centre Based Activities	36	3	39	8%
High Intensity Daily Personal Activities	61	8	69	13%
Household tasks	49	10	59	20%
Interpreting and translation	6	0	6	0%
Participation in community, social and civic activities	79	17	96	22%
Assistive Technology				
Assistive equipment for recreation	13	0	13	0%
Assistive products for household tasks	7	3	10	43%
Assistance products for personal care and safety	91	7	98	8%
Communication and information equipment	12	5	17	42%
Customised Prosthetics	29	2	31	7%
Hearing Equipment	3	0	3	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	47	4	51	9%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	8	0	8	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	62	12	74	19%
Behaviour Support	37	7	44	19%
Community nursing care for high needs	9	1	10	11%
Development of daily living and life skills	58	9	67	16%
Early Intervention supports for early childhood	48	9	57	19%
Exercise Physiology and Physical Wellbeing activities	10	0	10	0%
Innovative Community Participation	2	0	2	0%
Specialised Driving Training	8	0	8	0%
Therapeutic Supports	133	12	145	9%
Capital services				
Home modification design and construction	22	0	22	0%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	3	0	3	0%
Choice and control support services				
Management of funding for supports in participants plan	20	2	22	10%
Support Coordination	24	2	26	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	27	3	30	11%
Specialised Supported Employment	9	0	9	0%
Total approved active providers	347	42	389	12%

Table I.43 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – WA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	9	98	107	0	12	12
Assistance Animals	0	2	2	0	1	1
Assistance with daily life tasks in a group or shared living arrangement	2	103	105	1	50	51
Assistance with travel/transport arrangements	14	171	185	3	58	61
Daily Personal Activities	3	123	126	2	81	83
Group and Centre Based Activities	4	98	102	1	38	39
High Intensity Daily Personal Activities	3	112	115	2	67	69
Household tasks	20	168	188	6	53	59
Interpreting and translation	7	46	53	1	5	6
Participation in community, social and civic activities	5	142	147	4	92	96
Assistive Technology						
Assistive equipment for recreation	23	143	166	1	12	13
Assistive products for household tasks	13	118	131	0	10	10
Assistance products for personal care and safety	38	271	309	5	93	98
Communication and information equipment	22	100	122	1	16	17
Customised Prosthetics	10	75	85	2	29	31
Hearing Equipment	5	43	48	0	3	3
Hearing Services	1	6	7	0	2	2
Personal Mobility Equipment	29	206	235	6	45	51
Specialised Hearing Services	1	14	15	0	3	3
Vision Equipment	7	42	49	0	8	8
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	7	118	125	2	72	74
Behaviour Support	26	85	111	11	33	44
Community nursing care for high needs	2	67	69	1	9	10
Development of daily living and life skills	6	124	130	3	64	67
Early Intervention supports for early childhood	46	74	120	15	42	57
Exercise Physiology and Physical Wellbeing activities	15	73	88	1	9	10
Innovative Community Participation	21	102	123	2	0	2
Specialised Driving Training	7	46	53	2	6	8
Therapeutic Supports	91	166	257	45	100	145
Capital services						
Home modification design and construction	13	113	126	0	22	22
Specialised Disability Accommodation	0	26	26	0	0	0
Vehicle Modifications	1	31	32	0	3	3
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	1	59	60	0	22	22
Support Coordination	4	89	93	0	26	26
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	63	66	0	30	30
Specialised Supported Employment	0	24	24	0	9	9
Total	211	853	1,064	70	319	389

Table I.44 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018 – WA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	8%	92%	107	0%	100%	12
Assistance Animals	0%	100%	2	0%	100%	1
Assistance with daily life tasks in a group or shared living arrangement	2%	98%	105	2%	98%	51
Assistance with travel/transport arrangements	8%	92%	185	5%	95%	61
Daily Personal Activities	2%	98%	126	2%	98%	83
Group and Centre Based Activities	4%	96%	102	3%	97%	39
High Intensity Daily Personal Activities	3%	97%	115	3%	97%	69
Household tasks	11%	89%	188	10%	90%	59
Interpreting and translation	13%	87%	53	17%	83%	6
Participation in community, social and civic activities	3%	97%	147	4%	96%	96
Assistive Technology						
Assistive equipment for recreation	14%	86%	166	8%	92%	13
Assistive products for household tasks	10%	90%	131	0%	100%	10
Assistance products for personal care and safety	12%	88%	309	5%	95%	98
Communication and information equipment	18%	82%	122	6%	94%	17
Customised Prosthetics	12%	88%	85	6%	94%	31
Hearing Equipment	10%	90%	48	0%	100%	3
Hearing Services	14%	86%	7	0%	100%	2
Personal Mobility Equipment	12%	88%	235	12%	88%	51
Specialised Hearing Services	7%	93%	15	0%	100%	3
Vision Equipment	14%	86%	49	0%	100%	8
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	6%	94%	125	3%	97%	74
Behaviour Support	23%	77%	111	25%	75%	44
Community nursing care for high needs	3%	97%	69	10%	90%	10
Development of daily living and life skills	5%	95%	130	4%	96%	67

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	38%	62%	120	26%	74%	57
Exercise Physiology and Physical Wellbeing activities	17%	83%	88	10%	90%	10
Innovative Community Participation	17%	83%	123	100%	0%	2
Specialised Driving Training	13%	87%	53	25%	75%	8
Therapeutic Supports	35%	65%	257	31%	69%	145
Capital services						
Home modification design and construction	10%	90%	126	0%	100%	22
Specialised Disability Accommodation	0%	100%	26	-	-	0
Vehicle Modifications	3%	97%	32	0%	100%	3
Choice and control support services						
Management of funding for supports in participants plan	2%	98%	60	0%	100%	22
Support Coordination	4%	96%	93	0%	100%	26
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5%	95%	66	0%	100%	30
Specialised Supported Employment	0%	100%	24	0%	100%	9
Total	20%	80%	1,064	18%	82%	389

Part Five: Financial sustainability

Table I.45 Committed supports by financial year (\$m) - WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2 ¹⁵⁰	Total
Total Committed	0.0	18.9	69.6	166.3	214.7	170.9	640.4

¹⁵⁰ Note: the \$171 million in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure I.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (WA)

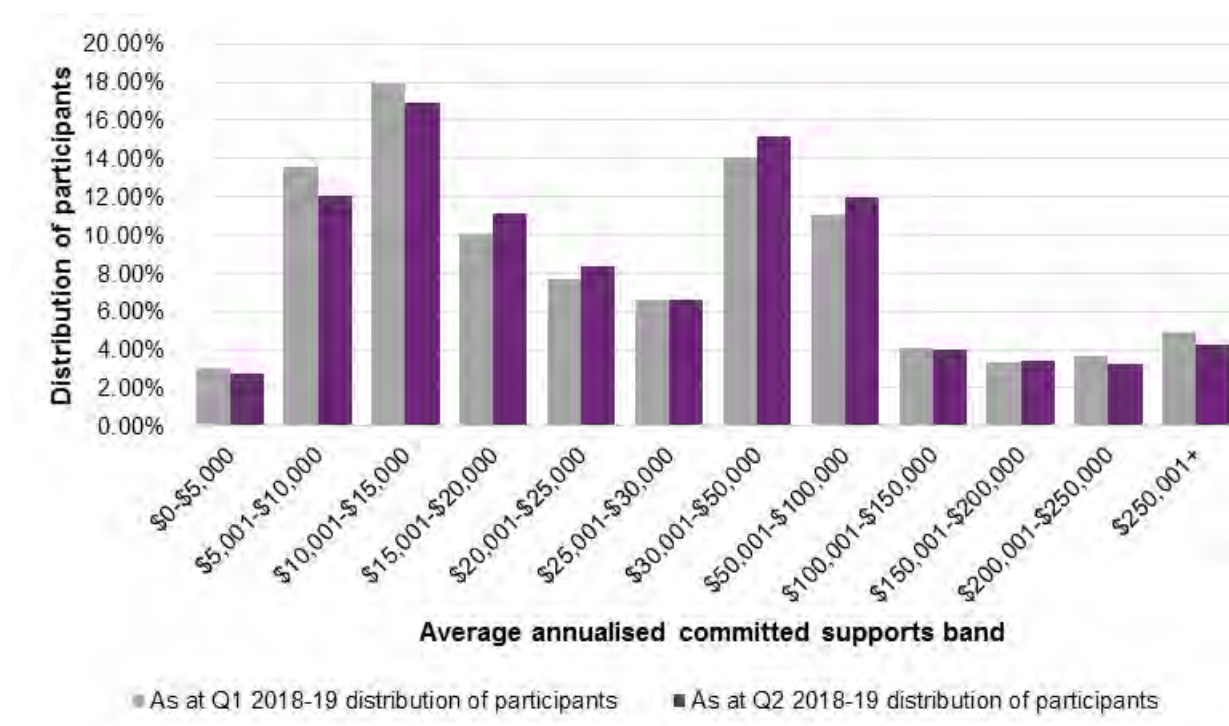


Figure I.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (WA)

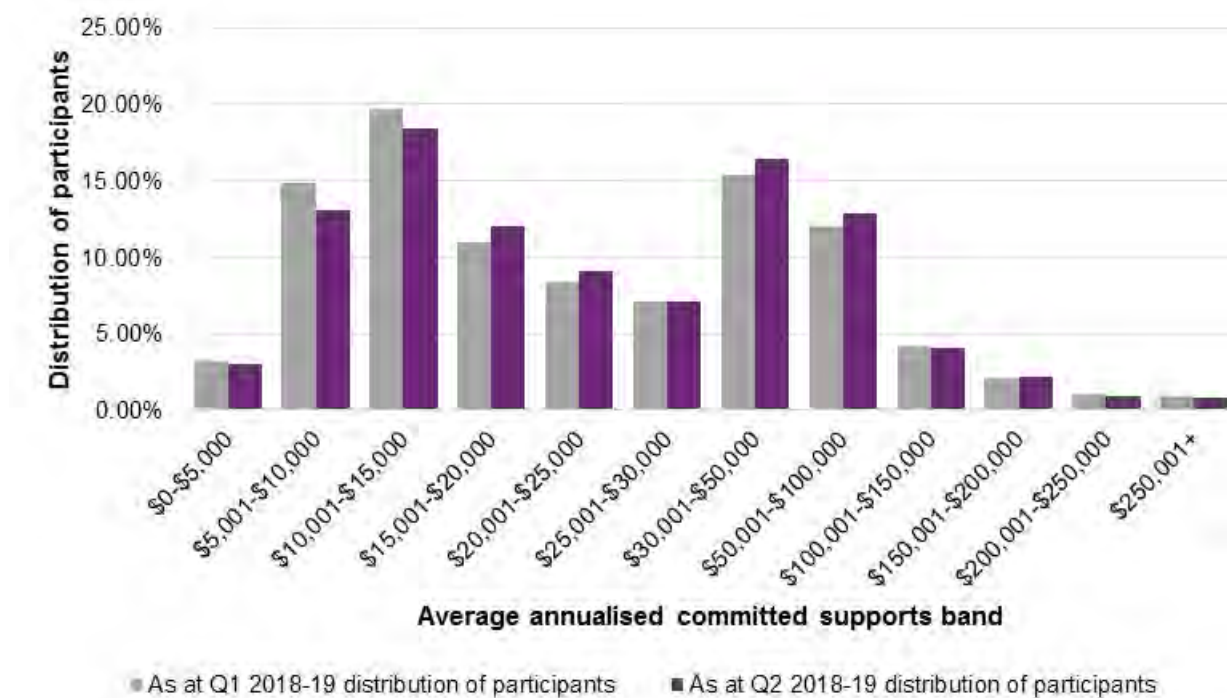
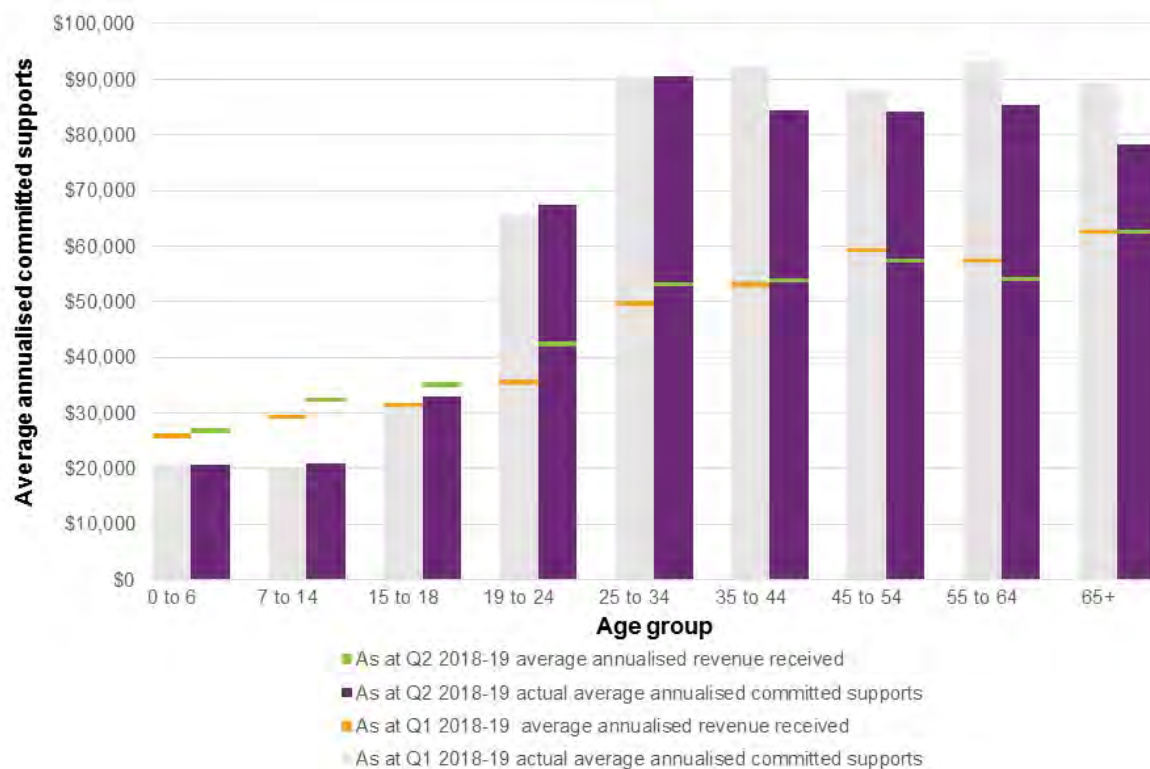
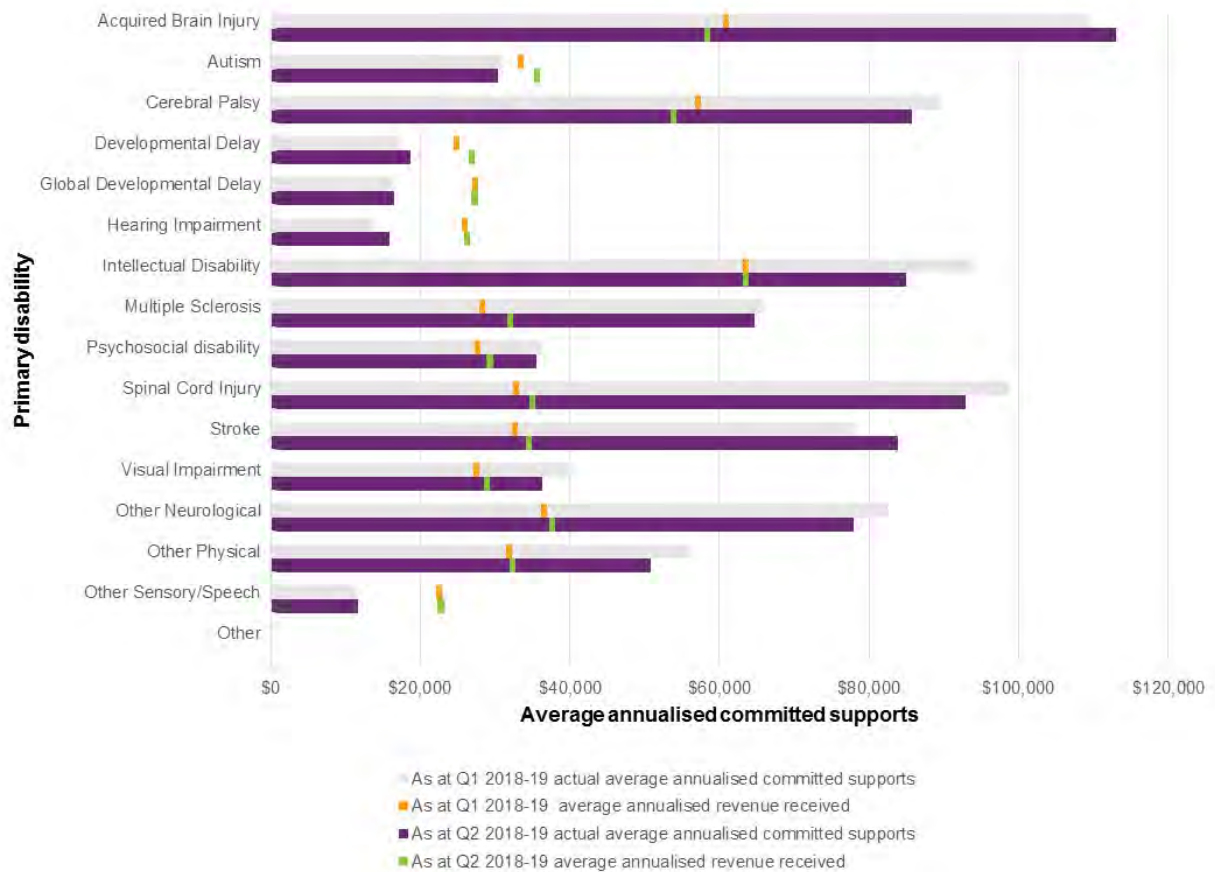


Figure I.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (WA) ¹⁵¹



¹⁵¹ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure I.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (WA) ¹⁵²



¹⁵² The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure I.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1¹⁵³ (WA)¹⁵⁴

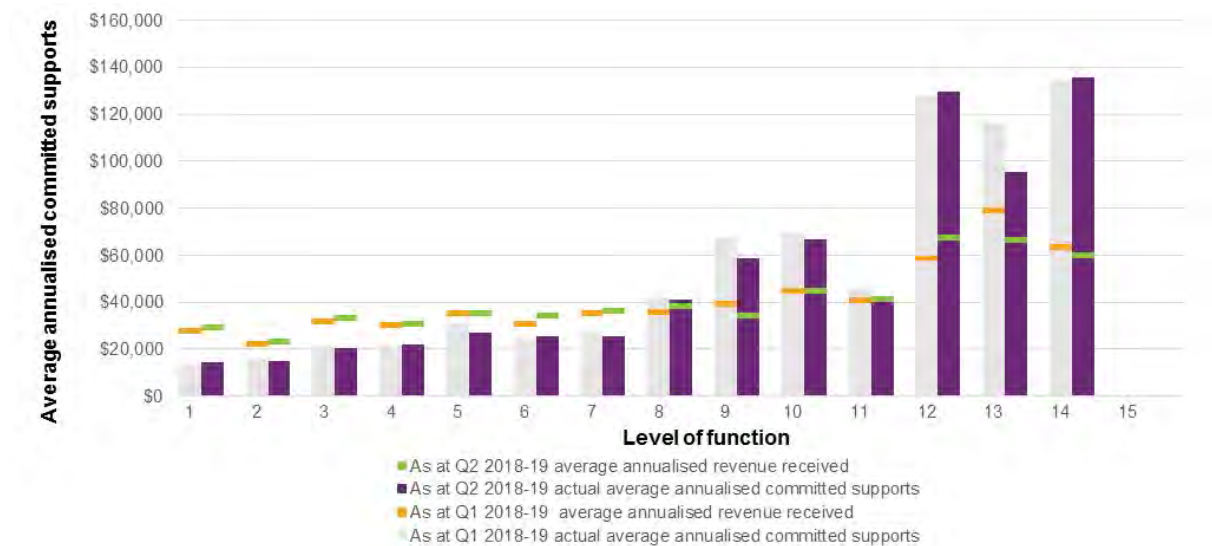


Table I.46 Payments by financial year, compared to committed supports (\$m) – WA

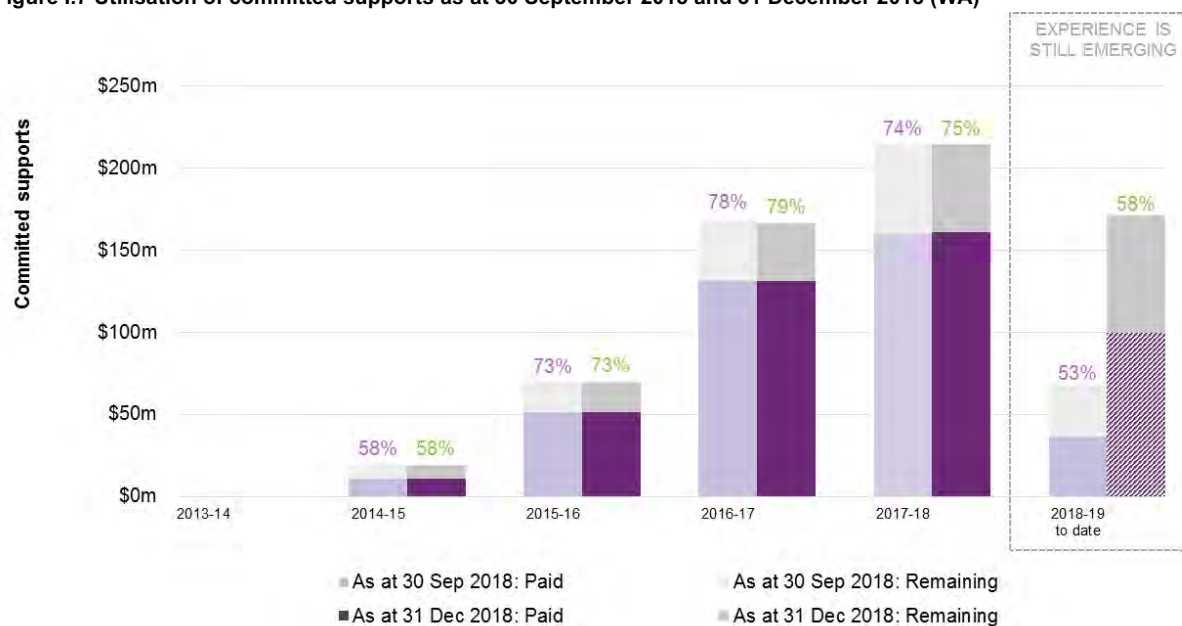
\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2	Total
Total committed	0.0	18.9	69.6	166.3	214.7	170.9	640.4
Total paid	0.0	10.9	51.1	131.2	160.8	99.7	453.6
% utilised to date	0.0	58%	73%	79%	75%	58%	71% ¹⁵⁵

¹⁵³ 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.

¹⁵⁴ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

¹⁵⁵ Note: Only committed supports expected to be used to 31 December 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 I.7 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (WA)



Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Plan approvals compared to estimates – SA

	Prior Quarters	2018-19 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	20,728	3,898	24,626	24,826	29,120

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA¹⁵⁶

	Prior Quarters	2018-19 Q2	Total
Access decisions	32,347	1,815	34,162
Access Met	28,015	1,193	29,208
State	12,824	325	13,149
Commonwealth	2,127	73	2,200
New	13,064	795	13,859
Total Participant Plans	20,859	4,098	24,826
State	9,082	2,205	11,287
Commonwealth	1,484	380	1,864
New	10,162	1,313	11,475
ECEI ¹⁵⁷	131	200	200
Total Participant Plans	20,859	4,098	24,826
Early Intervention (s25)	9,059	346	9,405
Permanent Disability (s24)	11,669	3,552	15,221
ECEI ¹⁵⁸	131	200	200

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – SA

Exits	
Total participant exits	976
Early Intervention participants	815
Permanent disability participants	161

¹⁵⁶ 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 Q2, 86% of people with a hearing impairment met the access criteria compared to 66% overall.

¹⁵⁷ 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.

¹⁵⁸ 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	1,278	9,405	105	18,565	25,957	72%
End of 2018-19 Q1	9,082	1,484	10,162	132	20,860	27,539	76%
End of 2018-19 Q2	11,287	1,864	11,475	200	24,826	29,120	85%

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

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	5,109	2,008		7,117	8,500	84%
End of 2016-17	7,573	4,058	482	12,113	12,887	94%
End of 2017-18	8,789	9,671	105	18,565	25,957	72%
End of 2018-19 Q1	9,059	11,669	132	20,860	27,539	76%
End of 2018-19 Q2	9,405	15,221	200	24,826	29,120	85%

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

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	868	4.4%	161	4.1%	1,029	4.4%
Not Aboriginal and Torres Strait Islander	17,858	90.4%	3,505	90.1%	21,363	90.3%
Not Stated	1,033	5.2%	225	5.8%	1,258	5.3%
Total	19,759	100%	3,891	100%	23,650	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	1,284	6.5%	283	7.3%	1,567	6.6%
Not CALD	18,273	92.5%	3,605	92.6%	21,878	92.5%
Not Stated	202	1.0%	3	0.1%	205	0.9%
Total	19,759	100%	3,891	100%	23,650	100%

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

	Prior Quarters		2018-19 Q		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	94	0.5%	41	1.1%	135	0.6%
Not YPIRAC	19,665	99.5%	3,850	98.9%	23,515	99.4%
Total	19,759	100%	3,891	100%	23,650	100%

Table J.9 Participant profile per quarter by remoteness – SA^{159,160}

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Major Cities	14,705	74.7%	2,854	73.5%	17,559	74.5%
Population > 50,000	526	2.7%	75	1.9%	601	2.6%
Population between 15,000 and 50,000	1,602	8.1%	375	9.7%	1,977	8.4%
Population between 5,000 and 15,000	360	1.8%	104	2.7%	464	2.0%
Population less than 5,000	2,008	10.2%	354	9.1%	2,362	10.0%
Remote	349	1.8%	94	2.4%	443	1.9%
Very Remote	131	0.7%	28	0.7%	159	0.7%
Missing	78		7		85	
Total	19,759	100%	3,891	100%	23,650	100%

Table J.10 Participant profile per quarter by disability group - SA^{161,162}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	8,268	42%	736	19%	9,004	38%
Intellectual Disability ¹⁶³	4,474	23%	1,331	34%	5,805	25%
Psychosocial disability	310	2%	359	9%	669	3%
Cerebral Palsy	794	4%	125	3%	919	4%
Other Neurological	701	4%	209	5%	910	4%
Developmental Delay	968	5%	79	2%	1,047	4%
Other Physical	780	4%	276	7%	1,056	4%
Hearing Impairment	553	3%	157	4%	710	3%
ABI	645	3%	250	6%	895	4%
Visual Impairment	366	2%	97	2%	463	2%
Multiple Sclerosis	308	2%	118	3%	426	2%
Global Developmental Delay	510	3%	28	1%	538	2%
Stroke	139	1%	66	2%	205	1%
Spinal Cord Injury	162	1%	48	1%	210	1%
Other Sensory/Speech	740	4%	10	0%	750	3%
Other	41	0%	2	0%	43	0%
Total	19,759	100%	3,891	100%	23,650	100%

¹⁵⁹ This table is based on the Modified Monash Model measure of remoteness.

¹⁶⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁶¹ Table order based on national proportions (highest to lowest)

¹⁶² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁶³ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in SA (678).

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

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	1,398	7%	94	2%	1,492	6%
2 (High Function)	12	0%	4	0%	16	0%
3 (High Function)	1,282	7%	289	7%	1,571	7%
4 (High Function)	1,279	7%	185	5%	1,464	6%
5 (High Function)	2,224	11%	142	4%	2,366	10%
6 (Moderate Function)	4,297	22%	887	23%	5,184	22%
7 (Moderate Function)	1,694	9%	87	2%	1,781	8%
8 (Moderate Function)	1,180	6%	489	13%	1,669	7%
9 (Moderate Function)	65	0%	20	1%	85	0%
10 (Moderate Function)	1,459	7%	708	18%	2,167	9%
11 (Low Function)	1,146	6%	38	1%	1,184	5%
12 (Low Function)	1,694	9%	809	21%	2,503	11%
13 (Low Function)	1,579	8%	84	2%	1,663	7%
14 (Low Function)	297	2%	55	1%	352	1%
15 (Low Function)	2	0%	0	0%	2	0%
Missing	151		0		151	
Total	19,759	100%	3,891	100%	23,650	100%

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

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	2,910	15%	233	6%	3,143	13%
7 to 14	8,159	41%	353	9%	8,512	36%
15 to 18	2,084	11%	92	2%	2,176	9%
19 to 24	1,305	7%	301	8%	1,606	7%
25 to 34	1,192	6%	491	13%	1,683	7%
35 to 44	974	5%	563	14%	1,537	6%
45 to 54	1,328	7%	848	22%	2,176	9%
55 to 64	1,570	8%	912	23%	2,482	10%
65+	237	1%	98	3%	335	1%
Total	19,759	100%	3,891	100%	23,650	100%

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

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	12,852	65%	2,198	56%	15,050	64%
Female	6,382	32%	1,507	39%	7,889	33%
Indeterminate	525	3%	186	5%	711	3%
Total	19,759	100%	3,891	100%	23,650	100%

Part Two: Participant experience and outcomes

Table J.14 Number of questionnaires completed by SFOF version – SA¹⁶⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1,Q2 2018-19	Number of questionnaires
Participant 0 to school	1,468	858	322	2,648
Participant school to 14	2,085	1,087	813	3,985
Participant 15 to 24	527	1,114	735	2,376
Participant 25 and over	29	3,670	4,273	7,972
Total Participant	4,109	6,729	6,143	16,981
Family 0 to 14	3,406	1,853	1,107	6,366
Family 15 to 24	478	775	459	1,712
Family 25 and over	1	1,274	1,377	2,652
Total Family	3,885	3,902	2,943	10,730
Total	7,994	10,631	9,086	27,711

¹⁶⁴ 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%	63%
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			20%	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	60%			
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%	41%

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%	80%
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			31%	
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	19%	31%	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	79%	85%	83%
% who say they (and their partner) are able to work as much as they want	46%	53%	68%
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%	22%
% able to advocate for their child/family member	78%	78%	76%
% who have friends and family they see as often as they like	51%	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=340)– SA

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
DL	Has the NDIS improved your child's access to specialist services?	92%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%
REL	Has the NDIS improved how your child fits into family life?	78%
S/CP	Has the NDIS improved how your child fits into community life?	63%

Table J.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=808) – SA

	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?	44%
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?	44%

Table J.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=852) and ‘Participant 25 and over’ (n=1,099) – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	53%	64%
DL	Has the NDIS helped you with daily living activities?	53%	69%
REL	Has the NDIS helped you to meet more people?	44%	44%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	22%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	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?	29%	24%
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?	46%	51%

Table J.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,021); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=669) – 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?	70%	58%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	46%	35%

Table J.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’ – SA¹⁶⁵

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	92%	92%	0%
DL	Has the NDIS improved your child's access to specialist services?	92%	92%	0%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%	87%	-1%
REL	Has the NDIS improved how your child fits into family life?	85%	75%	-10%
S/CP	Has the NDIS improved how your child fits into community life?	71%	74%	+3%

Table J.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’ – SA

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	75%	+7%
LL	Has the NDIS improved your child's access to education?	49%	47%	-2%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	58%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	52%	55%	+2%

¹⁶⁵ Results in Tables J.23 to J.27 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table J.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 15 to 24’ – SA¹⁶⁶

15 to 24				
	Question	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	54%	63%	+9%
DL	Has the NDIS helped you with daily living activities?	57%	60%	+3%
REL	Has the NDIS helped you to meet more people?	44%	43%	0%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	25%	19%	-6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	41%	-6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	30%	-4%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	10%	8%	-2%
S/CP	Has the NDIS helped you be more involved?	52%	53%	+2%

Table J.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 – SA

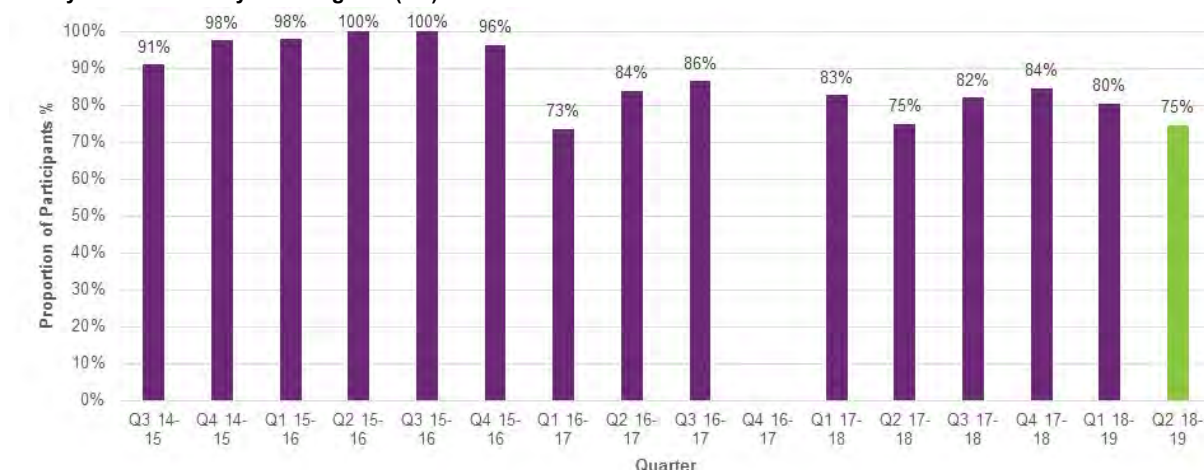
0 to 14				15 and over		
Question	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	63%	+2%	51%	54%	+3%
Has the NDIS improved the level of support for your family?	74%	75%	+1%	65%	68%	+3%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	73%	0%	71%	62%	-9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	+3%			
Has the NDIS improved your health and wellbeing?	54%	43%	-10%	46%	38%	-8%

¹⁶⁶ There is insufficient data to show results for SFOF version ‘Participants 25 and over’.
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Table J.27 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities' –SA¹⁶⁷

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	3%	10%	26%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	3%	10%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	38%	45%	41%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	39%	46%	

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)^{*168}



*Of the participants describing satisfaction with the Agency planning process in Q2 of 2018-19, 75% gave a rating of good or very good, 15% gave a neutral rating and 11% gave a rating of poor or very poor.

¹⁶⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

¹⁶⁸ Participant satisfaction results are not shown if there is insufficient data in the group.

Table J.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 (SA)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	2%	5%
I had enough time to tell my story and say what support I need	93%	2%	5%
The planner knows what I can do well	67%	24%	9%
The planner had some good ideas for my plan	65%	18%	16%
I know what is in my plan	71%	24%	5%
The planner helped me think about my future	78%	4%	18%
I think my plan will make my life better	73%	18%	9%
The planning meeting went well	84%	7%	9%

Table J.29 Plan reviews conducted per quarter – SA

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	23,442	5,643	29,085
<i>Early intervention plans</i>	14,822	2,294	17,116
<i>Permanent disability plans</i>	8,620	3,349	11,969

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

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	20,398	4,897	25,295
<i>Trial participants</i>	13,691	1,628	15,319
<i>Transition participants</i>	6,707	3,269	9,976

Table J.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	3,044	746	3,790
<i>Trial participants</i>	1,548	174	1,722
<i>Transition participants</i>	1,496	572	2,068

Table J.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA¹⁶⁹

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	10.4%	13.2%	10.8%

¹⁶⁹ 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 J.33 AAT cases by category – SA

	Prior Quarters		2018-19 Q2		Total	
Category	N	%	N	%	N	%
Access	31	25%	10	24%	41	25%
Plan	74	59%	27	66%	101	60%
Plan Review	15	12%	1	2%	16	10%
Other	6	5%	3	7%	9	5%
Total	126	100%	41	100%	167	100%
% of all access decisions¹⁷⁰	0.23%		0.49%		0.27%	

Table J.34 AAT cases by open/closed and decision – SA

	N
AAT Cases	167
Open AAT Cases	72
Closed AAT Cases	95
<i>Resolved before hearing</i>	93
<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.

Table J.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	12%	12%	12%
Self-managed partly	9%	7%	8%
Plan managed	22%	30%	26%
Agency managed	57%	51%	54%
Total	100%	100%	100%

¹⁷⁰ 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.36 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	38%	37%	38%

Table J.37 Duration to plan activation by quarter of initial plan approval for active participants – SA¹⁷¹

	Prior Quarters (Transition Only)		2017-18 Q4	
Plan activation	N	%	N	%
Less than 30 days	4,311	49%	1,375	62%
30 to 59 days	1,190	14%	300	14%
60 to 89 days	646	7%	149	7%
Activated within 90 days	6,147	70%	1,824	82%
90 to 119 days	377	4%	61	3%
120 days and over	970	11%	72	3%
Activated between 90 and 180 days	1,347	15%	133	6%
No payments	1,250	14%	258	12%
Total plans approved	8,744	100%	2,215	100%

Table J.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – SA

Plan utilisation ¹⁷²	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	43%	64%	45%
50% to 75%	26%	21%	26%
> 75%	31%	15%	30%
Total	100%	100%	100%

Table J.39 Proportion of active participants with approved plans accessing mainstream supports – SA

	Prior Quarters	2018-19 Q2	Total
Daily Activities	8%	7%	8%
Health & Wellbeing	36%	41%	38%
Lifelong Learning	24%	16%	20%
Other	9%	11%	10%
Non-categorised	33%	33%	33%
Any mainstream service	90%	90%	90%

¹⁷¹ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁷² This table only considers committed supports and payments for supports provided to 30 September 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.40 Key provider indicators by quarter - SA

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,073	226	1,288
<i>Company/ organisation</i>	2,030	350	2,372
<i>Total</i>	3,103	576	3,660
b) Registration revoked	19		

Table J.41 Number of approved providers by registration group - SA¹⁷³

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	366	48	414	13%
Assistance Animals	7	0	7	0%
Assistance with daily life tasks in a group or shared living arrangement	333	71	404	21%
Assistance with travel/transport arrangements	605	148	753	24%
Daily Personal Activities	427	110	537	26%
Group and Centre Based Activities	385	89	474	23%
High Intensity Daily Personal Activities	372	78	450	21%
Household tasks	807	159	966	20%
Interpreting and translation	180	13	193	7%
Participation in community, social and civic activities	492	136	628	28%
Assistive Technology				
Assistive equipment for recreation	388	60	448	15%
Assistive products for household tasks	407	77	484	19%
Assistance products for personal care and safety	669	95	764	14%
Communication and information equipment	319	45	364	14%
Customised Prosthetics	223	30	253	13%
Hearing Equipment	134	9	143	7%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	492	82	574	17%
Specialised Hearing Services	23	1	24	4%
Vision Equipment	139	17	156	12%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	433	119	552	27%
Behaviour Support	408	31	439	8%
Community nursing care for high needs	278	52	330	19%
Development of daily living and life skills	473	116	589	25%
Early Intervention supports for early childhood	681	93	774	14%
Exercise Physiology and Physical Wellbeing activities	268	98	366	37%
Innovative Community Participation	545	97	642	18%
Specialised Driving Training	88	16	104	18%
Therapeutic Supports	1,296	299	1,595	23%
Capital services				
Home modification design and construction	361	95	456	26%
Specialised Disability Accommodation	202	11	213	5%
Vehicle Modifications	89	4	93	4%
Choice and control support services				
Management of funding for supports in participants plan	361	93	454	26%
Support Coordination	447	69	516	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	228	52	280	23%
Specialised Supported Employment	64	17	81	27%
Total approved providers	3,084	576	3,660	19%

¹⁷³ The 19 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table J.42 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.25	1.24
b) Number of providers delivering new supports	313	277
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	24%	22%
<i>Not yet active (%)</i>	71%	73%
<i>Inactive (%)</i>	5%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	89%
<i>Therapeutic Supports (%)</i>	93%	93%
<i>Participate Community (%)</i>	80%	81%
<i>Early Childhood Supports (%)</i>	84%	85%
<i>Assist Personal Activities (%)</i>	88%	89%

Table J.43 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	12	2	14	17%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	46	7	53	15%
Assistance with travel/transport arrangements	80	11	91	14%
Daily Personal Activities	114	8	122	7%
Group and Centre Based Activities	73	5	78	7%
High Intensity Daily Personal Activities	96	8	104	8%
Household tasks	117	14	131	12%
Interpreting and translation	9	0	9	0%
Participation in community, social and civic activities	122	13	135	11%
Assistive Technology				
Assistive equipment for recreation	21	2	23	10%
Assistive products for household tasks	11	1	12	9%
Assistance products for personal care and safety	128	17	145	13%
Communication and information equipment	30	2	32	7%
Customised Prosthetics	40	6	46	15%
Hearing Equipment	20	0	20	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	49	14	63	29%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	7	0	7	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	121	17	138	14%
Behaviour Support	76	5	81	7%
Community nursing care for high needs	15	2	17	13%
Development of daily living and life skills	86	9	95	10%
Early Intervention supports for early childhood	324	13	337	4%
Exercise Physiology and Physical Wellbeing activities	14	4	18	29%
Innovative Community Participation	8	3	11	38%
Specialised Driving Training	2	1	3	50%
Therapeutic Supports	456	34	490	7%
Capital services				
Home modification design and construction	6	0	6	0%
Specialised Disability Accommodation	3	0	3	0%
Vehicle Modifications	13	2	15	15%
Choice and control support services				
Management of funding for supports in participants plan	52	13	65	25%
Support Coordination	63	7	70	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	14	2	16	14%
Specialised Supported Employment	11	0	11	0%
Total approved active providers	889	91	980	10%

Table J.44 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	39	375	414	2	12	14
Assistance Animals	0	7	7	0	3	3
Assistance with daily life tasks in a group or shared living arrangement	22	382	404	4	49	53
Assistance with travel/transport arrangements	128	625	753	16	75	91
Daily Personal Activities	30	507	537	11	111	122
Group and Centre Based Activities	25	449	474	6	72	78
High Intensity Daily Personal Activities	25	425	450	12	92	104
Household tasks	222	744	966	34	97	131
Interpreting and translation	29	164	193	1	8	9
Participation in community, social and civic activities	45	583	628	13	122	135
Assistive Technology						
Assistive equipment for recreation	106	342	448	0	23	23
Assistive products for household tasks	103	381	484	0	12	12
Assistance products for personal care and safety	147	617	764	20	125	145
Communication and information equipment	95	269	364	7	25	32
Customised Prosthetics	53	200	253	12	34	46
Hearing Equipment	17	126	143	2	18	20
Hearing Services	0	9	9	0	2	2
Personal Mobility Equipment	136	438	574	12	51	63
Specialised Hearing Services	6	18	24	0	5	5
Vision Equipment	23	133	156	0	7	7
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	63	489	552	25	113	138
Behaviour Support	156	283	439	31	50	81
Community nursing care for high needs	25	305	330	1	16	17
Development of daily living and life skills	54	535	589	14	81	95
Early Intervention supports for early childhood	373	401	774	186	151	337
Exercise Physiology and Physical Wellbeing activities	94	272	366	5	13	18
Innovative Community Participation	175	467	642	5	6	11
Specialised Driving Training	12	92	104	0	3	3
Therapeutic Supports	721	874	1,595	246	244	490
Capital services						
Home modification design and construction	95	361	456	0	6	6
Specialised Disability Accommodation	12	201	213	1	2	3
Vehicle Modifications	5	88	93	0	15	15
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	59	395	454	12	53	65
Support Coordination	86	430	516	23	47	70
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	23	257	280	0	16	16
Specialised Supported Employment	0	81	81	0	11	11
Total	1,288	2,372	3,660	371	609	980

Table J.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	9%	91%	414	14%	86%	14
Assistance Animals	0%	100%	7	0%	100%	3
Assistance with daily life tasks in a group or shared living arrangement	5%	95%	404	8%	92%	53
Assistance with travel/transport arrangements	17%	83%	753	18%	82%	91
Daily Personal Activities	6%	94%	537	9%	91%	122
Group and Centre Based Activities	5%	95%	474	8%	92%	78
High Intensity Daily Personal Activities	6%	94%	450	12%	88%	104
Household tasks	23%	77%	966	26%	74%	131
Interpreting and translation	15%	85%	193	11%	89%	9
Participation in community, social and civic activities	7%	93%	628	10%	90%	135
Assistive Technology						
Assistive equipment for recreation	24%	76%	448	0%	100%	23
Assistive products for household tasks	21%	79%	484	0%	100%	12
Assistance products for personal care and safety	19%	81%	764	14%	86%	145
Communication and information equipment	26%	74%	364	22%	78%	32
Customised Prosthetics	21%	79%	253	26%	74%	46
Hearing Equipment	12%	88%	143	10%	90%	20
Hearing Services	0%	100%	9	0%	100%	2
Personal Mobility Equipment	24%	76%	574	19%	81%	63
Specialised Hearing Services	25%	75%	24	0%	100%	5
Vision Equipment	15%	85%	156	0%	100%	7
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11%	89%	552	18%	82%	138
Behaviour Support	36%	64%	439	38%	62%	81
Community nursing care for high needs	8%	92%	330	6%	94%	17
Development of daily living and life skills	9%	91%	589	15%	85%	95

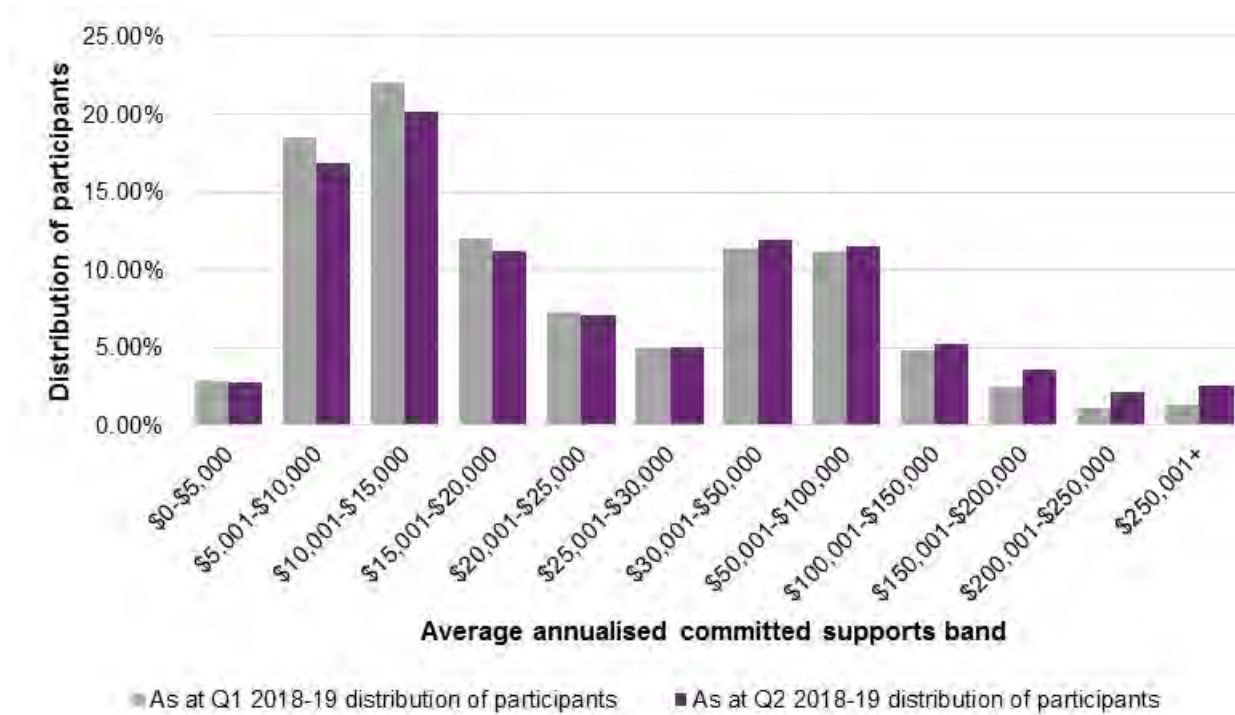
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	48%	52%	774	55%	45%	337
Exercise Physiology and Physical Wellbeing activities	26%	74%	366	28%	72%	18
Innovative Community Participation	27%	73%	642	45%	55%	11
Specialised Driving Training	12%	88%	104	0%	100%	3
Therapeutic Supports	45%	55%	1,595	50%	50%	490
Capital services						
Home modification design and construction	21%	79%	456	0%	100%	6
Specialised Disability Accommodation	6%	94%	213	33%	67%	3
Vehicle Modifications	5%	95%	93	0%	100%	15
Choice and control support services						
Management of funding for supports in participants plan	13%	87%	454	18%	82%	65
Support Coordination	17%	83%	516	33%	67%	70
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	8%	92%	280	0%	100%	16
Specialised Supported Employment	0%	100%	81	0%	100%	11
Total	35%	65%	3,660	38%	62%	980

Part Five: Financial sustainability

Table J.46 Committed supports by financial year (\$m) - SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2 ¹⁷⁴	Total
Total Committed	11.0	50.7	106.3	190.6	368.0	418.2	1,144.8

Figure J.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (SA)



¹⁷⁴ Note: the \$418 million in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure J.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (SA)

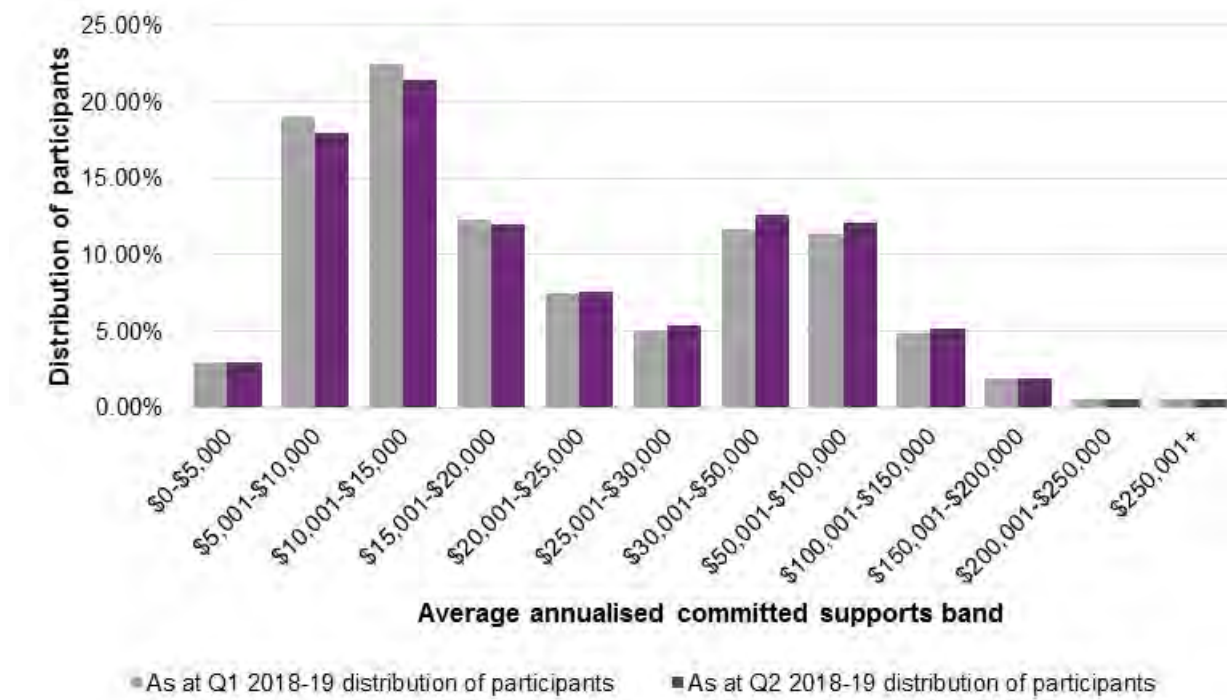
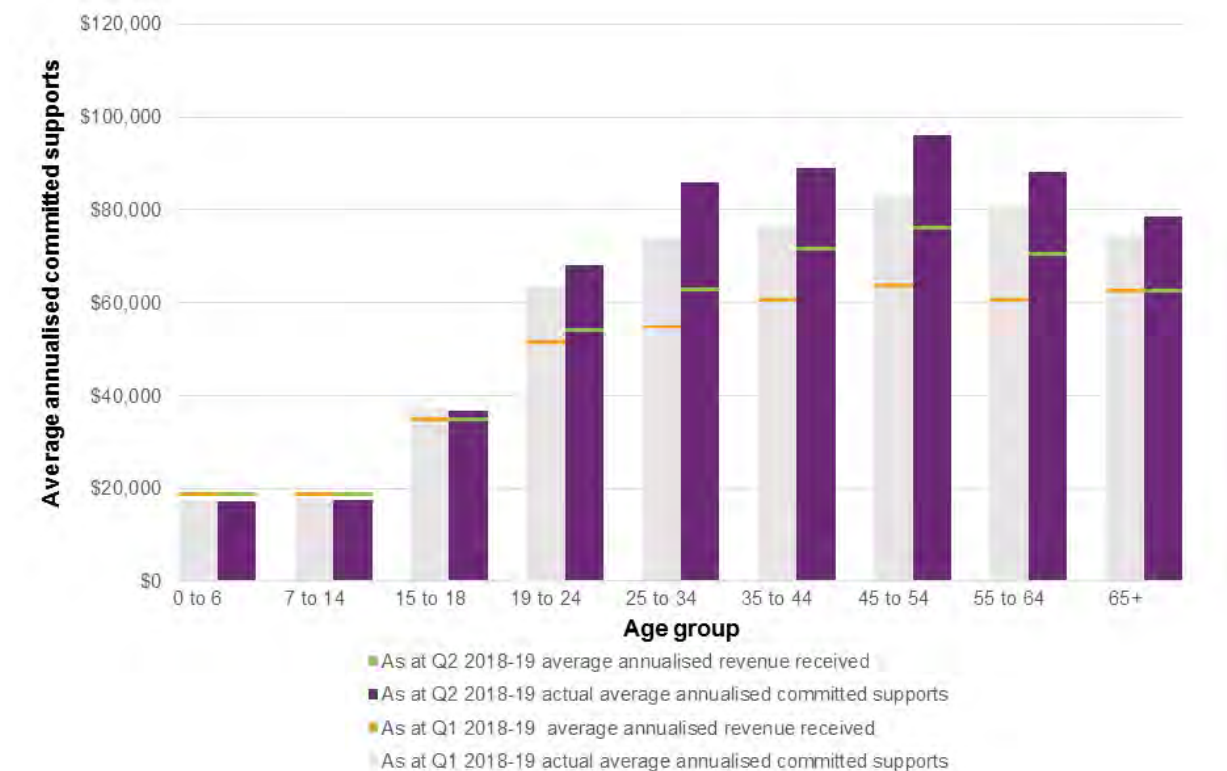
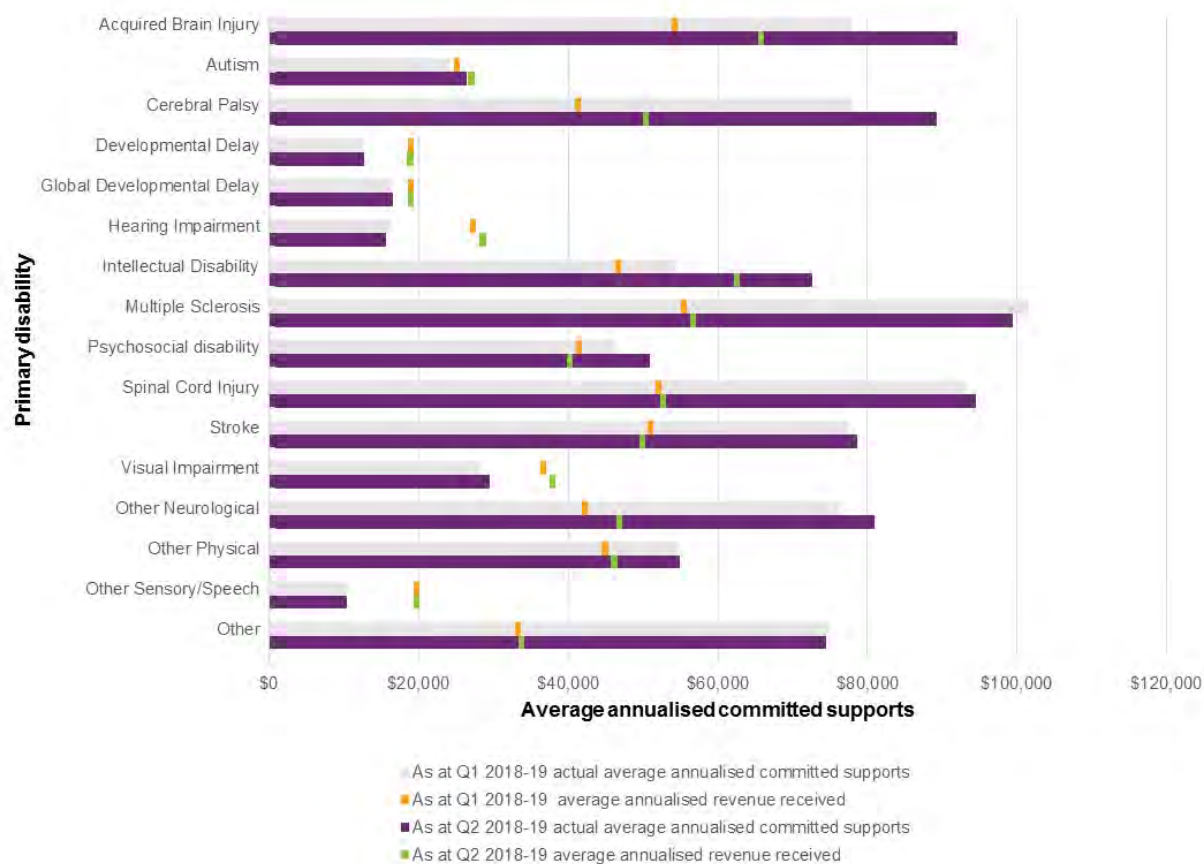


Figure J.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (SA)¹⁷⁵



¹⁷⁵ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure J.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (SA) ¹⁷⁶



¹⁷⁶ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure J.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (SA) ¹⁷⁷

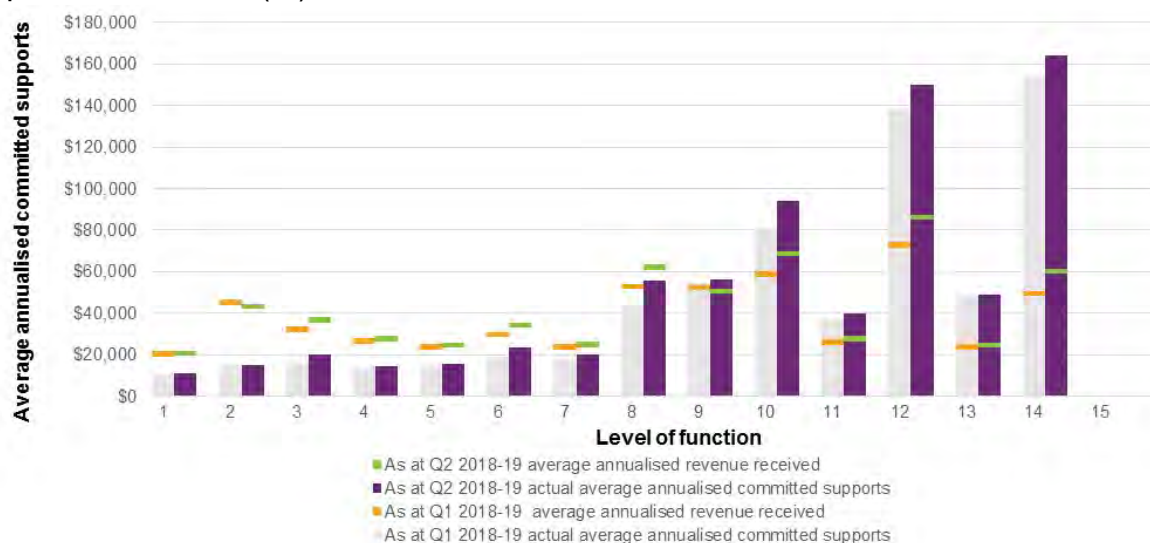
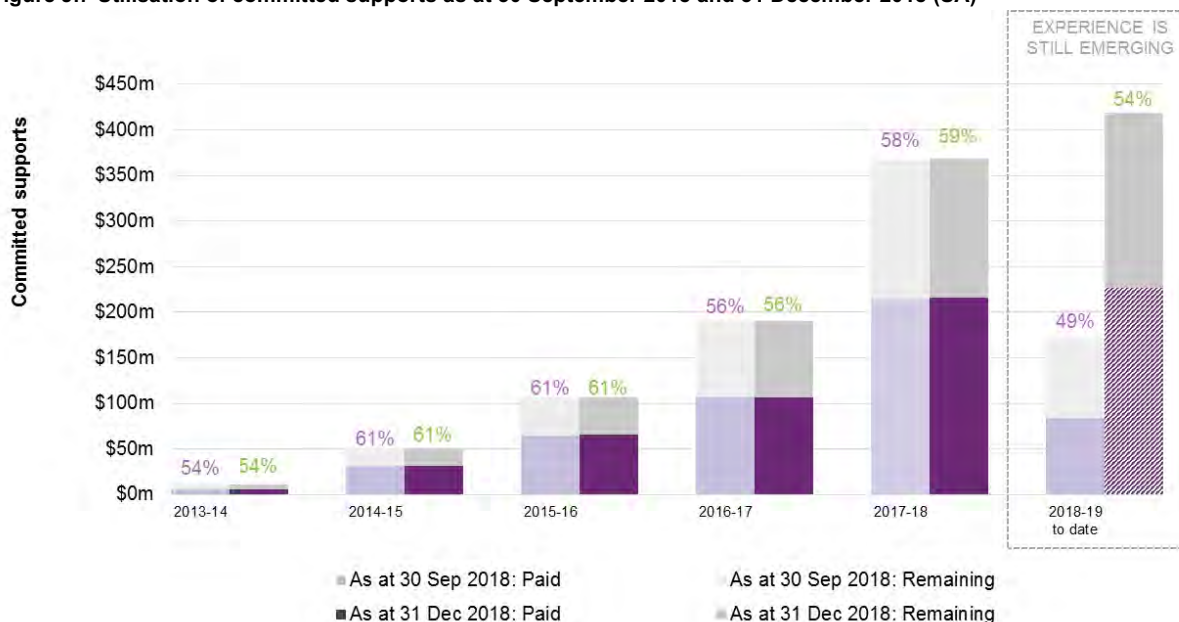


Table J.47 Payments by financial year, compared to committed supports (\$m) – SA

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2	Total
Total committed	11.0	50.7	106.3	190.6	368.0	418.2	1,144.8
Total paid	5.9	30.9	65.2	106.3	216.4	226.4	651.1
% utilised to date	54%	61%	61%	56%	59%	54%	57% ¹⁷⁸

Figure J.7 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (SA)



¹⁷⁷ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

¹⁷⁸ Note: Only committed supports expected to be used to 31 December 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 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	4,487	497	4,984	5,528	7,270

Table K.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS¹⁷⁹

	Prior Quarters	2018-19 Q2	Total
Access decisions	5,660	872	6,532
Access Met	5,052	699	5,751
State	2,411	269	2,680
Commonwealth	702	135	837
New	1,939	295	2,234
Total Participant Plans	5,023	1,041	5,528
State	2,202	154	2,356
Commonwealth	565	102	667
New	1,720	241	1,961
ECEI ¹⁸⁰	536	544	544
Total Participant Plans	5,023	1,041	5,528
Early Intervention (s25)	603	93	696
Permanent Disability (s24)	3,884	404	4,288
ECEI ¹⁸¹	536	544	544

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – TAS

Exits	
Total participant exits	70
Early Intervention participants	7
Permanent disability participants	63

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	1,988	403	1,487	537	4,415	4,874	91%
End of 2018-19 Q1	2,202	565	1,720	535	5,022	6,072	83%
End of 2018-19 Q2	2,356	667	1,961	544	5,528	7,270	76%

¹⁷⁹ 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 Q2, 88% of people with a hearing impairment met the access criteria compared to 80% overall.

¹⁸⁰ 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.

¹⁸¹ Ibid.

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	535	5,022	6,072	83%
End of 2018-19 Q2	696	4,288	544	5,528	7,270	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 K.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	345	7.8%	29	5.8%	374	7.6%
Not Aboriginal and Torres Strait Islander	3,853	87.2%	391	78.7%	4,244	86.4%
Not Stated	219	5.0%	77	15.5%	296	6.0%
Total	4,417	100%	497	100%	4,914	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	107	2.4%	22	4.4%	129	2.6%
Not CALD	4,296	97.3%	475	95.6%	4,771	97.1%
Not Stated	14	0.3%	0	0.0%	14	0.3%
Total	4,417	100%	497	100%	4,914	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	14	0.3%	4	0.8%	18	0.4%
Not YPIRAC	4,403	99.7%	493	99.2%	4,896	99.6%
Total	4,417	100%	497	100%	4,914	100%

Table K.9 Participant profile per quarter by remoteness – TAS^{182,183}

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
Major Cities	46	1.0%	1	0.2%	47	1.0%
Population > 50,000	2,736	62.1%	331	66.6%	3,067	62.6%
Population between 15,000 and 50,000	964	21.9%	105	21.1%	1,069	21.8%
Population between 5,000 and 15,000	12	0.3%	0	0.0%	12	0.2%
Population less than 5,000	609	13.8%	54	10.9%	663	13.5%
Remote	32	0.7%	5	1.0%	37	0.8%
Very Remote	6	0.1%	1	0.2%	7	0.1%
Missing	12		0		12	
Total	4,417	100%	497	100%	4,914	100%

¹⁸² This table is based on the Modified Monash Model measure of remoteness.

¹⁸³ The distributions are calculated excluding active participants with a missing remoteness classification.

Table K.10 Participant profile per quarter by disability group – TAS^{184,185}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	1,626	37%	124	25%	1,750	36%
Intellectual Disability ¹⁸⁶	1,756	40%	125	25%	1,881	38%
Psychosocial disability	132	3%	47	9%	179	4%
Cerebral Palsy	254	6%	20	4%	274	6%
Other Neurological	122	3%	27	5%	149	3%
Developmental Delay	40	1%	19	4%	59	1%
Other Physical	88	2%	27	5%	115	2%
Hearing Impairment	91	2%	19	4%	110	2%
ABI	112	3%	19	4%	131	3%
Visual Impairment	66	1%	11	2%	77	2%
Multiple Sclerosis	27	1%	20	4%	47	1%
Global Developmental Delay	37	1%	16	3%	53	1%
Stroke	14	0%	5	1%	19	0%
Spinal Cord Injury	25	1%	17	3%	42	1%
Other Sensory/Speech	18	0%	1	0%	19	0%
Other	9	0%	0	0%	9	0%
Total	4,417	100%	497	100%	4,914	100%

Table K.11 Participant profile per quarter by level of function – TAS

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	103	2%	27	5%	130	3%
2 (High Function)	6	0%	0	0%	6	0%
3 (High Function)	286	7%	28	6%	314	6%
4 (High Function)	257	6%	20	4%	277	6%
5 (High Function)	349	8%	30	6%	379	8%
6 (Moderate Function)	951	22%	91	18%	1,042	21%
7 (Moderate Function)	537	12%	44	9%	581	12%
8 (Moderate Function)	347	8%	42	8%	389	8%
9 (Moderate Function)	4	0%	3	1%	7	0%
10 (Moderate Function)	350	8%	69	14%	419	9%
11 (Low Function)	275	6%	11	2%	286	6%
12 (Low Function)	436	10%	106	21%	542	11%
13 (Low Function)	368	8%	18	4%	386	8%
14 (Low Function)	130	3%	7	1%	137	3%
15 (Low Function)	0	0%	1	0%	1	0%
Missing	18		0		18	
Total	4,417	100%	497	100%	4,914	100%

¹⁸⁴ Table order based on national proportions (highest to lowest)

¹⁸⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁸⁶ Down Syndrome is included in Intellectual Disability, representing 5% of all Scheme participants in TAS (225).

Table K.12 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	213	5%	102	21%	315	6%
7 to 14	1,186	27%	76	15%	1,262	26%
15 to 18	613	14%	16	3%	629	13%
19 to 24	960	22%	4	1%	964	20%
25 to 34	700	16%	26	5%	726	15%
35 to 44	307	7%	89	18%	396	8%
45 to 54	267	6%	109	22%	376	8%
55 to 64	161	4%	73	15%	234	5%
65+	10	0%	2	0%	12	0%
Total	4,417	100%	497	100%	4,914	100%

Table K.13 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	2,709	61%	284	57%	2,993	61%
Female	1,536	35%	200	40%	1,736	35%
Indeterminate	172	4%	13	3%	185	4%
Total	4,417	100%	497	100%	4,914	100%

Part Two: Participant experience and outcomes

Table K.14 Number of questionnaires completed by SFOF version – TAS¹⁸⁷

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1,Q2 2018-19	Number of questionnaires
Participant 0 to school	6	81	133	220
Participant school to 14	564	895	247	1,706
Participant 15 to 24	308	158	48	514
Participant 25 and over	156	500	669	1,325
Total Participant	1,034	1,634	1,097	3,765
Family 0 to 14	519	967	368	1,854
Family 15 to 24	162	133	39	334
Family 25 and over	5	196	253	454
Total Family	686	1,296	660	2,642
Total	1,720	2,930	1,757	6,407

¹⁸⁷ Baseline outcomes for participants and/or their families and carers were collected for 100% of participants.
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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	69%			
CC	% who say their child is able to tell them what he/she wants	74%			
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		71%		
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			54%	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	67%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	43%			
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	70%	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			9%	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%	25%
% receiving Carer Allowance	67%	41%	36%
% working in a paid job	42%	40%	32%
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%	86%
% 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%	55%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		37%	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			56%
% who rate their health as good, very good or excellent	68%	64%	71%

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=518) – 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?	14%
REL	Has the NDIS improved your child's relationships with family and friends?	29%
S/CP	Has the NDIS improved your child's social and recreational life?	33%

Table K.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=223) and ‘Participant 25 and over’ (n=270) – TAS

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	46%	77%
DL	Has the NDIS helped you with daily living activities?	47%	79%
REL	Has the NDIS helped you to meet more people?	39%	63%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	37%
HW	Has your involvement with the NDIS improved your health and wellbeing?	23%	56%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	17%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	4%	18%
S/CP	Has the NDIS helped you be more involved?	40%	68%

Table K.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=508); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=161) – 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?	34%	45%
Has the NDIS improved the level of support for your family?	45%	54%
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?	52%	51%
Has the NDIS improved your ability/capacity to help your child develop and learn?	43%	
Has the NDIS improved your health and wellbeing?	25%	25%

Table K.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 school to 14’ – TAS^{188,189}

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	47%	40%	-7%
LL	Has the NDIS improved your child's access to education?	24%	10%	-14%
REL	Has the NDIS improved your child's relationships with family and friends?	27%	20%	-7%
S/CP	Has the NDIS improved your child's social and recreational life?	34%	33%	-2%

Table K.24 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’ – TAS¹⁹⁰

15 to 24				
	Question	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	52%	61%	+9%
DL	Has the NDIS helped you with daily living activities?	46%	55%	+9%
REL	Has the NDIS helped you to meet more people?	45%	50%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	12%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	31%	34%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	26%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	6%	7%	+1%
S/CP	Has the NDIS helped you be more involved?	45%	52%	+8%

¹⁸⁸ Results in Tables K.23 to K.26 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

¹⁸⁹ There is insufficient data to show results for SFOF version ‘Participant 0 to school’.

¹⁹⁰ There is insufficient data to show results for SFOF version ‘Participant 25 and over’.

Table K.25 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 – TAS

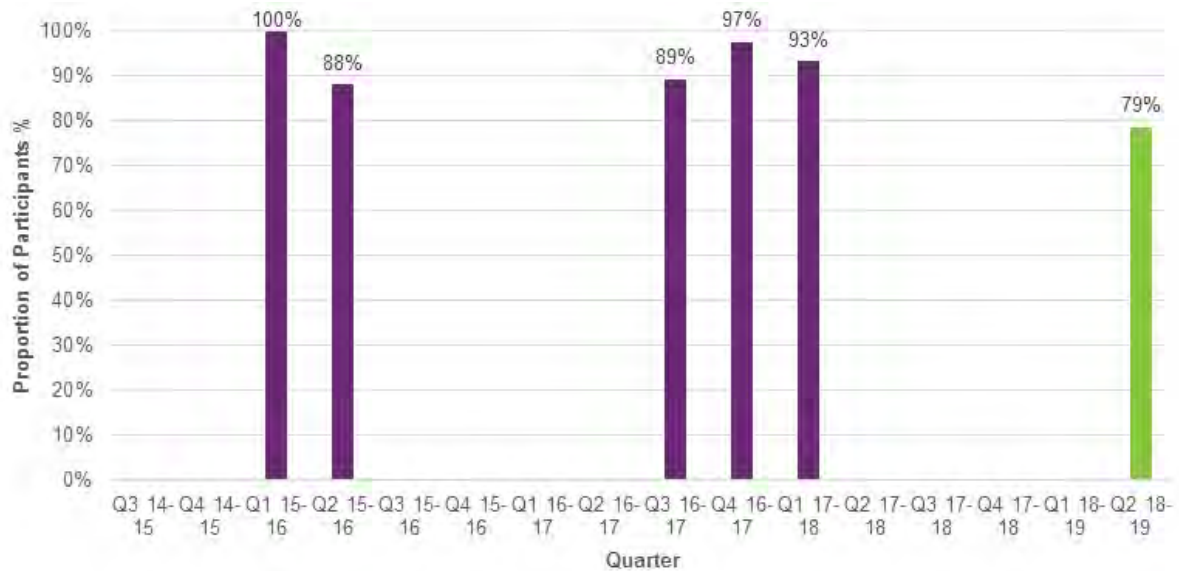
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	24%	23%	-1%	54%	54%	-1%
Has the NDIS improved the level of support for your family?	53%	43%	-9%	50%	54%	+4%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	53%	55%	+2%	50%	66%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	46%	42%	-4%			
Has the NDIS improved your health and wellbeing?	25%	27%	+1%	30%	17%	-13%

Table K.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ – TAS¹⁹¹

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	8%	16%	26%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	9%	16%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	24%	31%	41%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	24%	30%	

¹⁹¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

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)^{*192}



*Of the participants describing satisfaction with the Agency planning process in Q2 of 2018-19, 79% gave a rating of good or very good, 7% gave a neutral rating and 14% gave a rating of poor or very poor.

Table K.27 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 (TAS)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	79%	7%	14%
I had enough time to tell my story and say what support I need	79%	0%	21%
The planner knows what I can do well	79%	0%	21%
The planner had some good ideas for my plan	79%	0%	21%
I know what is in my plan	57%	21%	21%
The planner helped me think about my future	86%	0%	14%
I think my plan will make my life better	79%	14%	7%
The planning meeting went well	86%	0%	14%

Table K.28 Plan reviews conducted per quarter – TAS

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	5,038	1,343	6,381
Early intervention plans	407	151	558
Permanent disability plans	4,631	1,192	5,823

Table K.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	3,683	1,127	4,810
Trial participants	2,251	326	2,577
Transition participants	1,432	801	2,233

¹⁹² Participant satisfaction results are not shown if there is insufficient data in the group.

Table K.30 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	1,355	216	1,571
<i>Trial participants</i>	606	46	652
<i>Transition participants</i>	749	170	919

Table K.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS¹⁹³

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	23.8%	18.2%	22.8%

Table K.32 AAT cases by category – TAS

	Prior Quarters		2018-19 Q2		Total	
Category	N	%	N	%	N	%
Access	3	13%	0	0%	3	13%
Plan	14	61%	1	100%	15	63%
Plan Review	6	26%	0	0%	6	25%
Other	0	0%	0	0%	0	0%
Total	23	100%	1	100%	24	100%
% of all access decisions¹⁹⁴	0.24%		0.07%		0.21%	

Table K.33 AAT cases by open/closed and decision – TAS

	N
AAT Cases	24
Open AAT Cases	8
Closed AAT Cases	16
<i>Resolved before hearing</i>	16
<i>Gone to hearing and received a substantive decision</i>	0

Table K.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	10%	11%	10%
Self-managed partly	10%	11%	10%
Plan managed	4%	6%	5%
Agency managed	76%	72%	74%
Total	100%	100%	100%

¹⁹³ 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.

¹⁹⁴ 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.35 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	37%	45%	40%

Table K.36 Duration to plan activation by quarter of initial plan approval for active participants – TAS¹⁹⁵

	Prior Quarters (Transition Only)		2017-18 Q4	
Plan activation	N	%	N	%
Less than 30 days	955	41%	188	55%
30 to 59 days	286	12%	59	17%
60 to 89 days	190	8%	26	8%
Activated within 90 days	1,431	61%	273	80%
90 to 119 days	119	5%	14	4%
120 days and over	270	12%	17	5%
Activated between 90 and 180 days	389	17%	31	9%
No payments	522	22%	36	11%
Total plans approved	2,342	100%	340	100%

Table K.37 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – TAS

Plan utilisation ¹⁹⁶	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	37%	61%	38%
50% to 75%	15%	14%	15%
> 75%	48%	25%	47%
Total	100%	100%	100%

Table K.38 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2018-19 Q2	Total
Daily Activities	7%	9%	8%
Health & Wellbeing	57%	60%	58%
Lifelong Learning	26%	23%	25%
Other	14%	17%	15%
Non-categorised	27%	26%	27%
Any mainstream service	95%	94%	95%

Part Three: Providers and the growing market

Table K.39 Key provider indicators by quarter - TAS

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	311	35	345
<i>Company/ organisation</i>	934	64	989
<i>Total</i>	1,245	99	1,334
b) Registration revoked	10		

¹⁹⁵ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁹⁶ This table only considers committed supports and payments for supports provided to 30 September 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table K.40 Number of approved providers by registration group - TAS¹⁹⁷

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	96	9	105	9%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	73	3	76	4%
Assistance with travel/transport arrangements	171	13	184	8%
Daily Personal Activities	96	4	100	4%
Group and Centre Based Activities	85	3	88	4%
High Intensity Daily Personal Activities	92	5	97	5%
Household tasks	171	20	191	12%
Interpreting and translation	47	6	53	13%
Participation in community, social and civic activities	126	5	131	4%
Assistive Technology				
Assistive equipment for recreation	206	17	223	8%
Assistive products for household tasks	161	19	180	12%
Assistance products for personal care and safety	381	26	407	7%
Communication and information equipment	156	11	167	7%
Customised Prosthetics	75	2	77	3%
Hearing Equipment	67	1	68	1%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	253	22	275	9%
Specialised Hearing Services	8	-1	7	-13%
Vision Equipment	64	1	65	2%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	124	6	130	5%
Behaviour Support	75	5	80	7%
Community nursing care for high needs	57	8	65	14%
Development of daily living and life skills	112	6	118	5%
Early Intervention supports for early childhood	67	5	72	7%
Exercise Physiology and Physical Wellbeing activities	98	10	108	10%
Innovative Community Participation	136	20	156	15%
Specialised Driving Training	45	1	46	2%
Therapeutic Supports	286	17	303	6%
Capital services				
Home modification design and construction	123	10	133	8%
Specialised Disability Accommodation	62	15	77	24%
Vehicle Modifications	43	6	49	14%
Choice and control support services				
Management of funding for supports in participants plan	38	5	43	13%
Support Coordination	66	5	71	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	47	1	48	2%
Specialised Supported Employment	27	0	27	0%
Total approved providers	1,235	99	1,334	8%

¹⁹⁷ The 10 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table K.41 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.72	1.74
b) Number of providers delivering new supports	134	110
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	23%	22%
<i>Not yet active (%)</i>	71%	71%
<i>Inactive (%)</i>	5%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	80%
<i>Therapeutic Supports (%)</i>	83%	83%
<i>Participate Community (%)</i>	81%	84%
<i>Early Childhood Supports (%)</i>	73%	77%
<i>Assist Personal Activities (%)</i>	79%	83%

Table K.42 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	8	1	9	13%
Assistance Animals	0	2	2	-
Assistance with daily life tasks in a group or shared living arrangement	42	1	43	2%
Assistance with travel/transport arrangements	50	1	51	2%
Daily Personal Activities	65	3	68	5%
Group and Centre Based Activities	46	1	47	2%
High Intensity Daily Personal Activities	60	4	64	7%
Household tasks	30	6	36	20%
Interpreting and translation	3	1	4	33%
Participation in community, social and civic activities	77	5	82	6%
Assistive Technology				
Assistive equipment for recreation	5	1	6	20%
Assistive products for household tasks	2	2	4	100%
Assistance products for personal care and safety	60	13	73	22%
Communication and information equipment	15	2	17	13%
Customised Prosthetics	15	0	15	0%
Hearing Equipment	8	1	9	13%
Hearing Services	0	0	0	-
Personal Mobility Equipment	22	3	25	14%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	9	0	9	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	76	9	85	12%
Behaviour Support	30	2	32	7%
Community nursing care for high needs	4	0	4	0%
Development of daily living and life skills	60	5	65	8%
Early Intervention supports for early childhood	23	4	27	17%
Exercise Physiology and Physical Wellbeing activities	18	1	19	6%
Innovative Community Participation	9	1	10	11%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	150	9	159	6%
Capital services				
Home modification design and construction	10	1	11	10%
Specialised Disability Accommodation	7	0	7	0%
Vehicle Modifications	7	1	8	14%
Choice and control support services				
Management of funding for supports in participants plan	15	2	17	13%
Support Coordination	18	2	20	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	27	0	27	0%
Specialised Supported Employment	16	1	17	6%
Total approved active providers	355	37	392	10%

Table K.43 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – TAS

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12	93	105	3	6	9
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	14	62	76	4	39	43
Assistance with travel/transport arrangements	26	158	184	2	49	51
Daily Personal Activities	12	88	100	6	62	68
Group and Centre Based Activities	12	76	88	4	43	47
High Intensity Daily Personal Activities	13	84	97	6	58	64
Household tasks	33	158	191	3	33	36
Interpreting and translation	8	45	53	0	4	4
Participation in community, social and civic activities	21	110	131	13	69	82
Assistive Technology						
Assistive equipment for recreation	34	189	223	0	6	6
Assistive products for household tasks	29	151	180	0	4	4
Assistance products for personal care and safety	47	360	407	7	66	73
Communication and information equipment	38	129	167	1	16	17
Customised Prosthetics	11	66	77	2	13	15
Hearing Equipment	10	58	68	2	7	9
Hearing Services	0	3	3	0	0	0
Personal Mobility Equipment	39	236	275	3	22	25
Specialised Hearing Services	0	7	7	0	1	1
Vision Equipment	10	55	65	0	9	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	26	104	130	20	65	85
Behaviour Support	35	45	80	15	17	32
Community nursing care for high needs	4	61	65	0	4	4
Development of daily living and life skills	19	99	118	7	58	65
Early Intervention supports for early childhood	36	36	72	14	13	27
Exercise Physiology and Physical Wellbeing activities	22	86	108	4	15	19
Innovative Community Participation	44	112	156	5	5	10
Specialised Driving Training	8	38	46	2	1	3
Therapeutic Supports	162	141	303	80	79	159
Capital services						
Home modification design and construction	27	106	133	2	9	11
Specialised Disability Accommodation	3	74	77	0	7	7
Vehicle Modifications	4	45	49	1	7	8
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	5	38	43	3	14	17
Support Coordination	17	54	71	4	16	20
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	43	48	1	26	27
Specialised Supported Employment	1	26	27	1	16	17
Total	345	989	1,334	113	279	392

Table K.44 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018 – TAS

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	11%	89%	105	33%	67%	9
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	18%	82%	76	9%	91%	43
Assistance with travel/transport arrangements	14%	86%	184	4%	96%	51
Daily Personal Activities	12%	88%	100	9%	91%	68
Group and Centre Based Activities	14%	86%	88	9%	91%	47
High Intensity Daily Personal Activities	13%	87%	97	9%	91%	64
Household tasks	17%	83%	191	8%	92%	36
Interpreting and translation	15%	85%	53	0%	100%	4
Participation in community, social and civic activities	16%	84%	131	16%	84%	82
Assistive Technology						
Assistive equipment for recreation	15%	85%	223	0%	100%	6
Assistive products for household tasks	16%	84%	180	0%	100%	4
Assistance products for personal care and safety	12%	88%	407	10%	90%	73
Communication and information equipment	23%	77%	167	6%	94%	17
Customised Prosthetics	14%	86%	77	13%	87%	15
Hearing Equipment	15%	85%	68	22%	78%	9
Hearing Services	0%	100%	3	-	-	0
Personal Mobility Equipment	14%	86%	275	12%	88%	25
Specialised Hearing Services	0%	100%	7	0%	100%	1
Vision Equipment	15%	85%	65	0%	100%	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	20%	80%	130	24%	76%	85
Behaviour Support	44%	56%	80	47%	53%	32
Community nursing care for high needs	6%	94%	65	0%	100%	4
Development of daily living and life skills	16%	84%	118	11%	89%	65

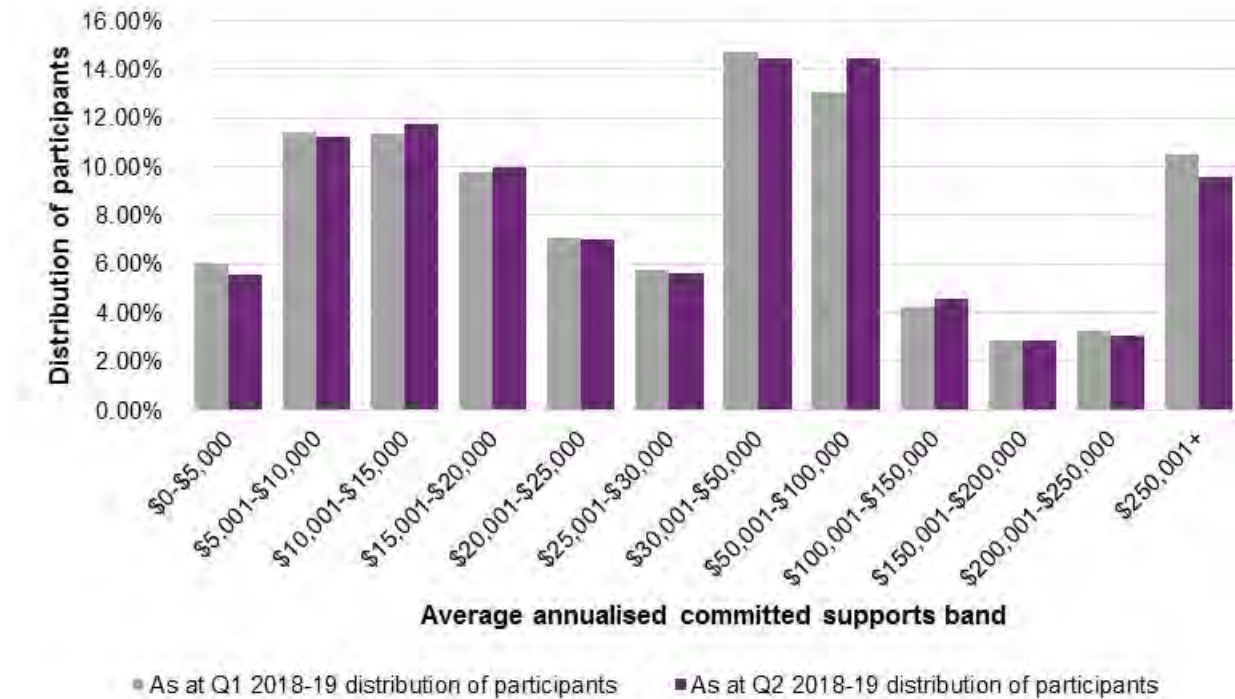
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	50%	50%	72	52%	48%	27
Exercise Physiology and Physical Wellbeing activities	20%	80%	108	21%	79%	19
Innovative Community Participation	28%	72%	156	50%	50%	10
Specialised Driving Training	17%	83%	46	67%	33%	3
Therapeutic Supports	53%	47%	303	50%	50%	159
Capital services						
Home modification design and construction	20%	80%	133	18%	82%	11
Specialised Disability Accommodation	4%	96%	77	0%	100%	7
Vehicle Modifications	8%	92%	49	13%	88%	8
Choice and control support services						
Management of funding for supports in participants plan	12%	88%	43	18%	82%	17
Support Coordination	24%	76%	71	20%	80%	20
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	10%	90%	48	4%	96%	27
Specialised Supported Employment	4%	96%	27	6%	94%	17
Total	26%	74%	1,334	29%	71%	392

Part Five: Financial sustainability

Table K.45 Committed supports by financial year (\$m) - TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2 ¹⁹⁸	Total
Total Committed	18.0	51.6	65.9	99.6	187.3	165.5	588.1

Figure K.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (TAS)



¹⁹⁸ Note: the \$166 million in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure K.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (TAS)

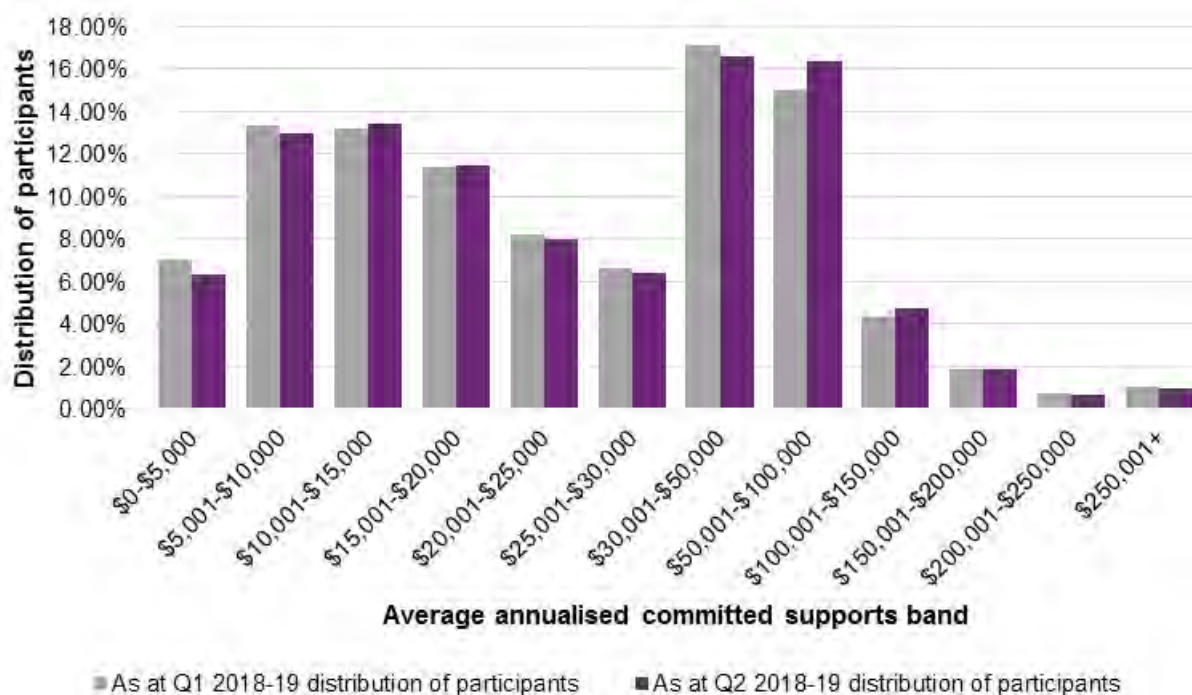
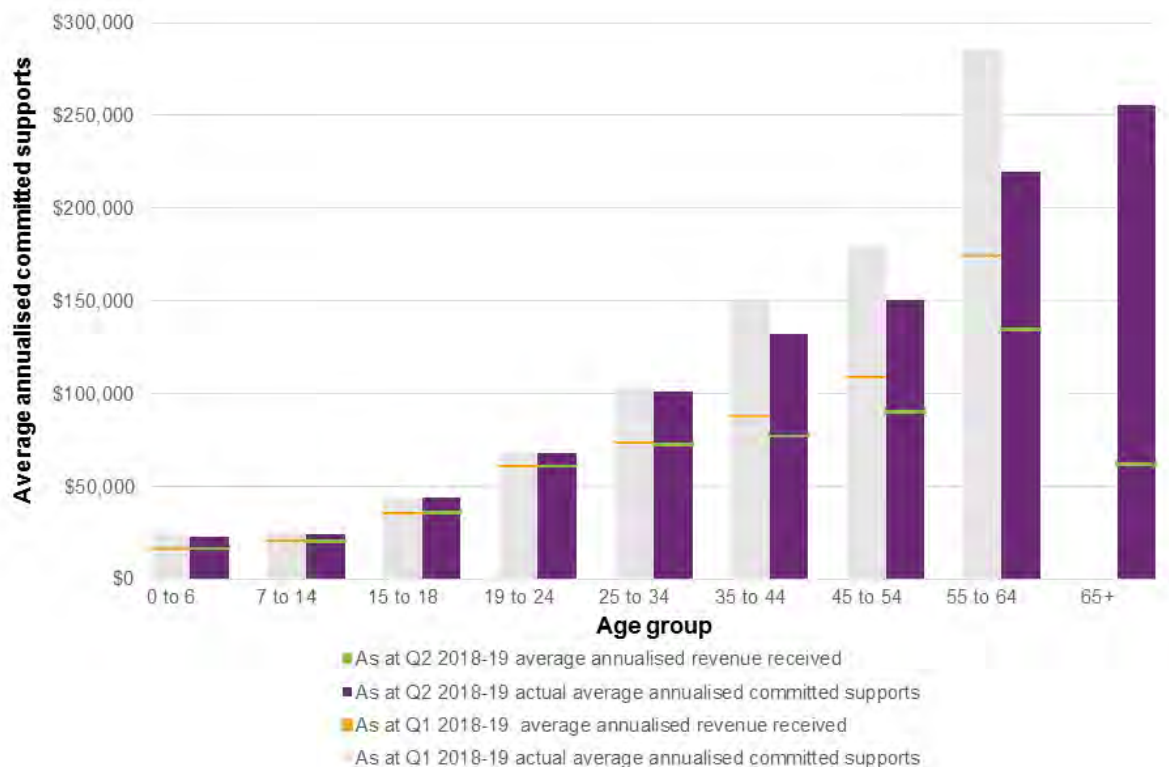
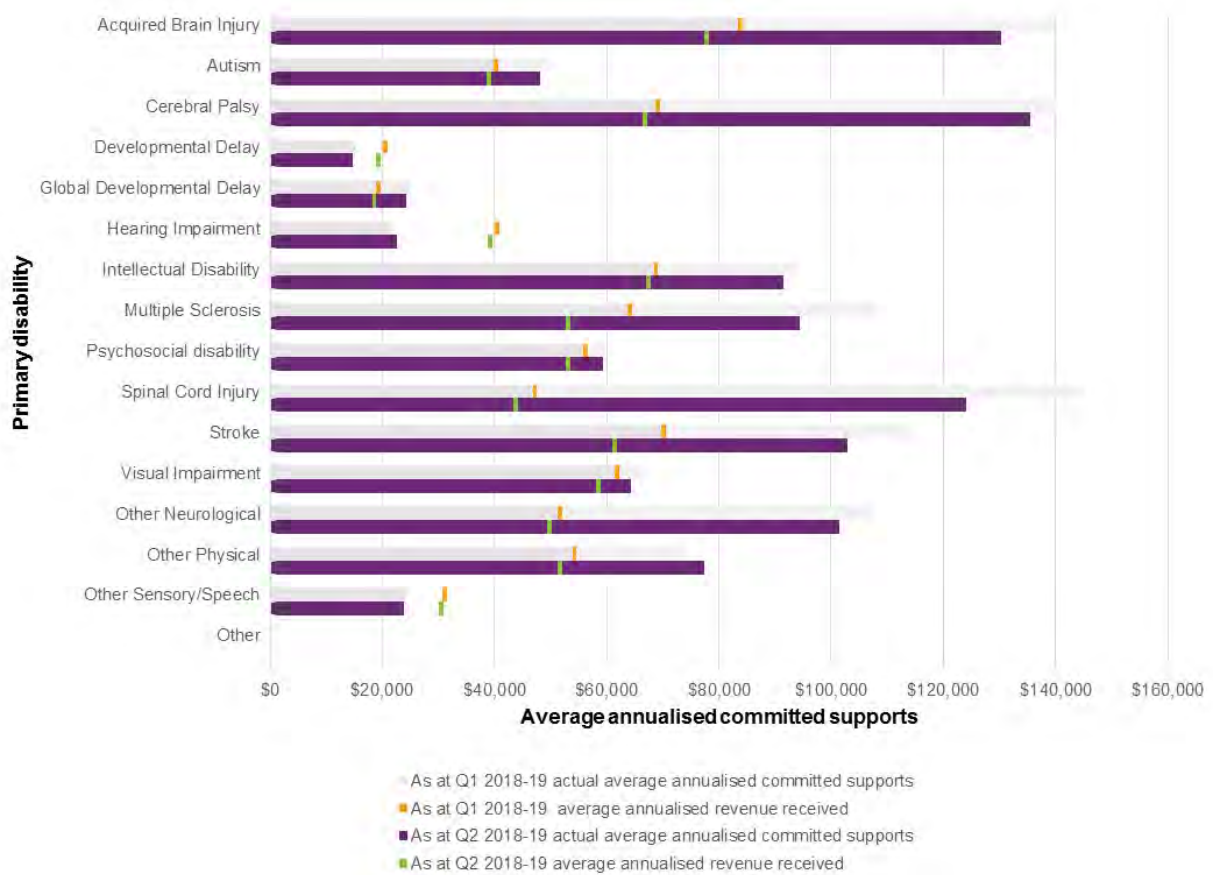


Figure K.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (TAS) ¹⁹⁹



¹⁹⁹ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure K.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (TAS) ²⁰⁰



²⁰⁰ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure K.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (TAS) ²⁰¹

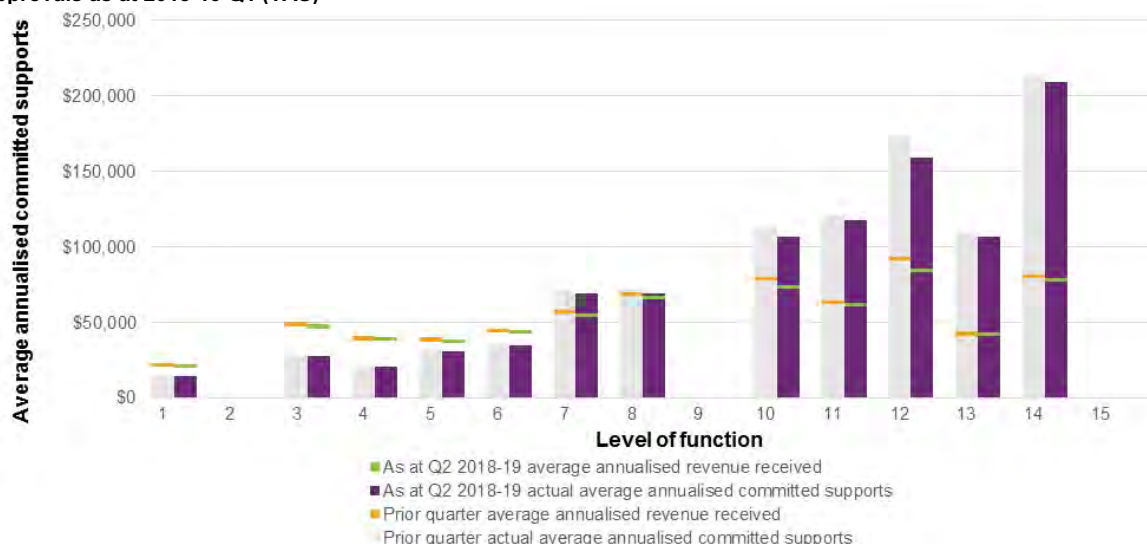
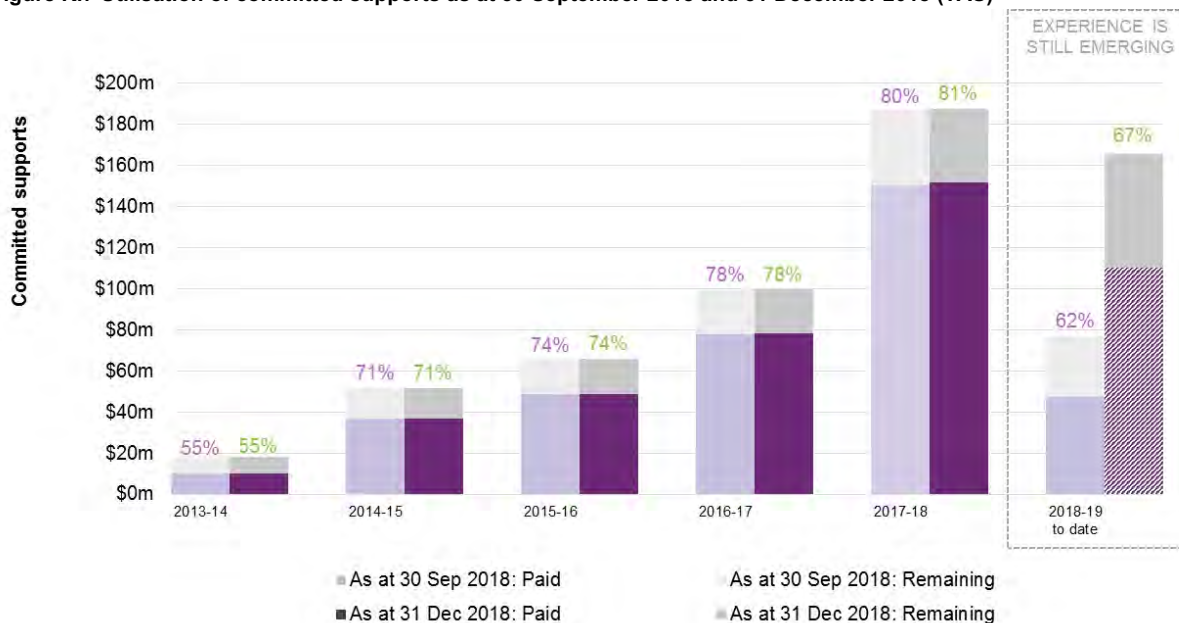


Table K.46 Payments by financial year, compared to committed supports (\$m) – TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2	Total
Total Committed	18.0	51.6	65.9	99.6	187.3	165.5	588.1
Total Paid	10.0	36.6	48.6	78.1	151.7	110.4	435.5
% utilised to date	55%	71%	74%	78%	81%	67%	74% ²⁰²

Figure K.7 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (TAS)



²⁰¹ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

²⁰² Note: Only committed supports expected to be used to 31 December 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 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	7,077	338	7,415	7,451	5,075

Table L.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT²⁰³

	Prior Quarters	2018-19 Q2	Total
Access decisions	9,075	287	9,362
Access Met	7,495	192	7,687
State	2,911	1	2,912
Commonwealth	279	2	281
New	4,305	189	4,494
Total Participant Plans	7,107	374	7,451
State	2,877	6	2,883
Commonwealth	257	12	269
New	3,943	320	4,263
ECEI ²⁰⁴	30	36	36
Total Participant Plans	7,107	374	7,451
Early Intervention (s25)	2,608	187	2,795
Permanent Disability (s24)	4,469	151	4,620
ECEI ²⁰⁵	30	36	36

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – ACT

Exits	
Total participant exits	740
Early Intervention participants	478
Permanent disability participants	262

²⁰³ 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 Q2, 75% of people with a hearing impairment met the access criteria compared to 67% overall.

²⁰⁴ 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.

²⁰⁵ Ibid.

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	248	3,637	49	6,808	5,075	134%
End of 2018-19 Q1	2,877	257	3,943	30	7,107	5,075	140%
End of 2018-19 Q2	2,883	269	4,263	36	7,451	5,075	147%

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%
End of 2018-19 Q2	2,795	4,620	36	7,451	5,075	147%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	268	4.2%	16	4.7%	284	4.3%
Not Aboriginal and Torres Strait Islander	5,837	92.1%	310	91.7%	6,147	92.1%
Not Stated	232	3.7%	12	3.6%	244	3.7%
Total	6,337	100%	338	100%	6,675	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	643	10.1%	51	15.1%	694	10.4%
Not CALD	5,569	87.9%	285	84.3%	5,854	87.7%
Not Stated	125	2.0%	2	0.6%	127	1.9%
Total	6,337	100%	338	100%	6,675	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	46	0.7%	3	0.9%	49	0.7%
Not YPIRAC	6,291	99.3%	335	99.1%	6,626	99.3%
Total	6,337	100%	338	100%	6,675	100%

Table L.9 Participant profile per quarter by remoteness – ACT^{206,207}

Participant profile	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Major Cities	6,105	96.5%	332	98.8%	6,437	96.6%
Population > 50,000	122	1.9%	3	0.9%	125	1.9%
Population between 15,000 and 50,000	18	0.3%	0	0.0%	18	0.3%
Population between 5,000 and 15,000	22	0.3%	0	0.0%	22	0.3%
Population less than 5,000	58	0.9%	1	0.3%	59	0.9%
Remote	1	0.0%	0	0.0%	1	0.0%
Very Remote	0	0.0%	0	0.0%	0	0.0%
Missing	11		2		13	
Total	6,337	100%	338	100%	6,675	100%

Table L.10 Participant profile per quarter by disability group – ACT^{208,209}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	1,650	26%	80	24%	1,730	26%
Intellectual Disability ²¹⁰	1,332	21%	15	4%	1,347	20%
Psychosocial disability	814	13%	28	8%	842	13%
Cerebral Palsy	268	4%	2	1%	270	4%
Other Neurological	270	4%	18	5%	288	4%
Developmental Delay	405	6%	88	26%	493	7%
Other Physical	421	7%	22	7%	443	7%
Hearing Impairments	268	4%	22	7%	290	4%
ABI	164	3%	7	2%	171	3%
Visual Impairment	148	2%	10	3%	158	2%
Multiple Sclerosis	168	3%	6	2%	174	3%
Global Developmental Delay	96	2%	24	7%	120	2%
Stroke	87	1%	7	2%	94	1%
Spinal Cord Injury	61	1%	1	0%	62	1%
Other Sensory/Speech	163	3%	8	2%	171	3%
Other	22	0%	0	0%	22	0%
Total	6,337	100%	338	100%	6,675	100%

²⁰⁶ This table is based on the Modified Monash Model measure of remoteness.

²⁰⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁰⁸ Table order based on national proportions (highest to lowest)

²⁰⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²¹⁰ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (229).

Table L.11 Participant profile per quarter by level of function – ACT

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	527	8%	66	20%	593	9%
2 (High Function)	11	0%	1	0%	12	0%
3 (High Function)	397	6%	26	8%	423	6%
4 (High Function)	614	10%	53	16%	667	10%
5 (High Function)	536	9%	33	10%	569	9%
6 (Moderate Function)	925	15%	48	14%	973	15%
7 (Moderate Function)	424	7%	24	7%	448	7%
8 (Moderate Function)	499	8%	25	7%	524	8%
9 (Moderate Function)	48	1%	1	0%	49	1%
10 (Moderate Function)	725	11%	23	7%	748	11%
11 (Low Function)	334	5%	7	2%	341	5%
12 (Low Function)	774	12%	24	7%	798	12%
13 (Low Function)	344	5%	7	2%	351	5%
14 (Low Function)	147	2%	0	0%	147	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	32		0		32	
Total	6,337	100%	338	100%	6,675	100%

Table L.12 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	829	13%	148	44%	977	15%
7 to 14	1,606	25%	51	15%	1,657	25%
15 to 18	546	9%	14	4%	560	8%
19 to 24	551	9%	14	4%	565	8%
25 to 34	495	8%	18	5%	513	8%
35 to 44	605	10%	21	6%	626	9%
45 to 54	687	11%	27	8%	714	11%
55 to 64	747	12%	43	13%	790	12%
65+	271	4%	2	1%	273	4%
Total	6,337	100%	338	100%	6,675	100%

Table L.13 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	3,824	60%	212	63%	4,036	60%
Female	2,485	39%	120	36%	2,605	39%
Indeterminate	28	0%	6	2%	34	1%
Total	6,337	100%	338	100%	6,675	100%

Part Two: Participant experience and outcomes

Table L.14 Number of questionnaires completed by SFOF version – ACT²¹¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1,Q2 2018-19	Number of questionnaires
Participant 0 to school	243	170	223	636
Participant school to 14	210	190	162	562
Participant 15 to 24	164	67	52	283
Participant 25 and over	861	258	201	1,320
Total Participant	1,478	685	638	2,801
Family 0 to 14	388	339	380	1,107
Family 15 to 24	36	39	39	114
Family 25 and over	24	54	66	144
Total Family	448	432	485	1,365
Total	1,926	1,117	1,123	4,166

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	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
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			50%	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			76%	72%

²¹¹ Baseline outcomes for participants and/or their families and carers were collected for 90% of participants.
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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	62%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	58%			
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%	76%		
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			62%	
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			27%	31%
WK	% who volunteer			14%	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%	67%	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%	89%	91%
% who say they (and their partner) are able to work as much as they want	51%	64%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	83%	97%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	29%	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%	49%	50%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		53%	
% who feel in control selecting services		53%	37%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			31%
% who rate their health as good, very good or excellent	77%	69%	69%

Table L.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=102) – ACT

	Question	% Yes
DL	Has the NDIS improved your child's development?	85%
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?	78%
REL	Has the NDIS improved how your child fits into family life?	66%
S/CP	Has the NDIS improved how your child fits into community life?	63%

Table L.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=187) – ACT

	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?	57%
S/CP	Has the NDIS improved your child's social and recreational life?	51%

Table L.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=68) and ‘Participant 25 and over’ (n=271) – ACT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	67%
DL	Has the NDIS helped you with daily living activities?	62%	71%
REL	Has the NDIS helped you to meet more people?	39%	45%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	23%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	56%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	19%
S/CP	Has the NDIS helped you be more involved?	48%	54%

Table L.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=259); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=33) – 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?	68%	67%
Has the NDIS improved the level of support for your family?	72%	63%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	53%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	46%	38%

Table L.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’ – ACT²¹²

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	97%	100%	+3%
DL	Has the NDIS improved your child's access to specialist services?	93%	98%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	94%	+9%
REL	Has the NDIS improved how your child fits into family life?	75%	83%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	65%	70%	+6%

Table L.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’ – ACT

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	68%	+13%
LL	Has the NDIS improved your child's access to education?	38%	41%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	57%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	55%	+13%

Table L.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’ – ACT

		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?	61%	67%	+6%	76%	78%	+2%
DL	Has the NDIS helped you with daily living activities?	55%	60%	+5%	77%	82%	+4%
REL	Has the NDIS helped you to meet more people?	46%	56%	+9%	49%	51%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	16%	+4%	22%	21%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	48%	0%	59%	65%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	25%	+1%	27%	27%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%	+1%	15%	16%	+1%
S/CP	Has the NDIS helped you be more involved?	45%	51%	+6%	58%	63%	+5%

²¹² Results in Tables L.23 to L.27 include participants who had their first plan approved between 1 July 2016 and 31 December 2016. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table L.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’ – ACT²¹³

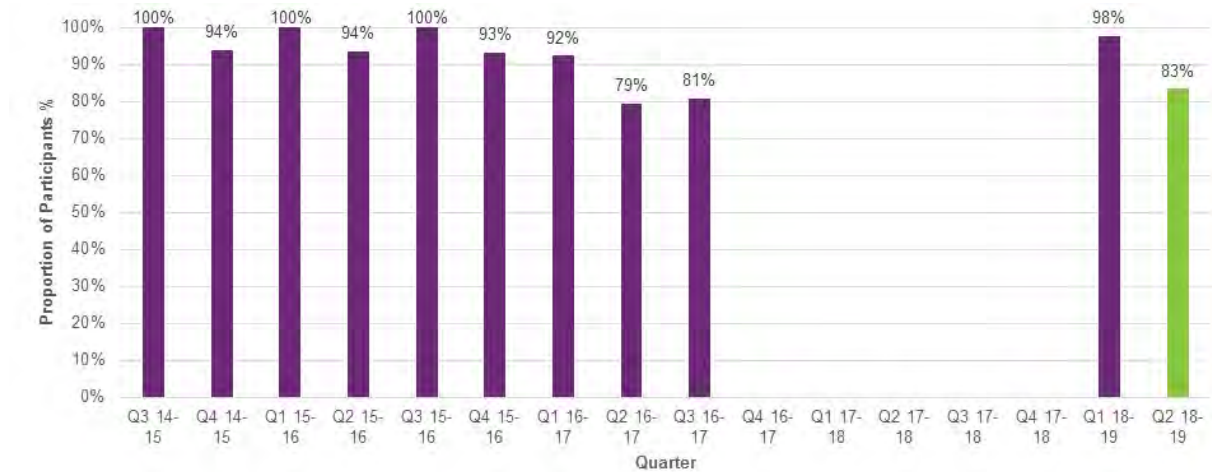
0 to 14			
Question	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	64%	+6%
Has the NDIS improved the level of support for your family?	69%	77%	+8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	80%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	79%	+1%
Has the NDIS improved your health and wellbeing?	43%	49%	+6%

²¹³ There is insufficient data to show results for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

Table L.27 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities' – ACT²¹⁴

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	25%	31%	26%
Aged 25+	28%	27%	
Aged 15+ (average)	28%	28%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	27%	36%	41%
Aged 25+	35%	45%	
Aged 15+ (average)	34%	45%	

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)²¹⁵



*Of the participants describing satisfaction with the Agency planning process in Q2 of 2018-19, 83% gave a rating of good or very good, 8% gave a neutral rating and 8% gave a rating of poor or very poor.

²¹⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016.

²¹⁵ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.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 (ACT)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	100%	0%	0%
I had enough time to tell my story and say what support I need	92%	4%	4%
The planner knows what I can do well	88%	8%	4%
The planner had some good ideas for my plan	75%	17%	8%
I know what is in my plan	81%	10%	10%
The planner helped me think about my future	71%	21%	8%
I think my plan will make my life better	77%	18%	5%
The planning meeting went well	96%	0%	4%

Table L.29 Plan reviews conducted per quarter – ACT

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total plan reviews	11,730	1,819	13,549
<i>Early intervention plans</i>	3,717	522	4,239
<i>Permanent disability plans</i>	8,013	1,297	9,310

Table L.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	9,719	1,654	11,373
<i>Trial participants</i>	7,102	942	8,044
<i>Transition participants</i>	2,617	712	3,329

Table L.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	2,011	165	2,176
<i>Trial participants</i>	1,430	96	1,526
<i>Transition participants</i>	581	69	650

Table L.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT²¹⁶

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	14.8%	9.1%	14.1%

²¹⁶ 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 L.33 AAT cases by category – ACT

	Prior Quarters		2018-19 Q2		Total	
Category	N	%	N	%	N	%
Access	75	50%	8	44%	83	50%
Plan	56	38%	10	56%	66	40%
Plan Review	15	10%	0	0%	15	9%
Other	3	2%	0	0%	3	2%
Total	149	100%	18	100%	167	100%
% of all access decisions²¹⁷	0.70%		0.78%		0.71%	

²¹⁷ 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.34 AAT cases by open/closed and decision – ACT

	N
AAT Cases	167
Open AAT Cases	60
Closed AAT Cases	107
<i>Resolved before hearing</i>	<i>104</i>
<i>Gone to hearing and received a substantive decision</i>	3*

*Of the 3 cases which went to hearing and received a substantive decision: 3 affirmed the Agency's decision.

Table L.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2018-19 Q2	Total
Self-managed fully	28%	34%	30%
Self-managed partly	10%	10%	10%
Plan managed	32%	31%	32%
Agency managed	30%	25%	28%
Total	100%	100%	100%

Table L.36 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	35%	34%	35%

Table L.37 Duration to plan activation by quarter of initial plan approval for active participants – ACT²¹⁸

	Prior Quarters (Transition Only)		2017-18 Q4	
Plan activation	N	%	N	%
Less than 30 days	1,243	54%	106	51%
30 to 59 days	301	13%	30	15%
60 to 89 days	142	6%	9	4%
Activated within 90 days	1,686	74%	145	70%
90 to 119 days	71	3%	16	8%
120 days and over	237	10%	8	4%
Activated between 90 and 180 days	308	13%	24	12%
No payments	296	13%	37	18%
Total plans approved	2,290	100%	206	100%

Table L.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – ACT

Plan utilisation ²¹⁹	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	43%	60%	43%
50% to 75%	21%	15%	20%
> 75%	37%	25%	36%
Total	100%	100%	100%

²¹⁸ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²¹⁹ This table only considers committed supports and payments for supports provided to 30 September 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table L.39 Proportion of active participants with approved plans accessing mainstream supports – ACT

	Prior Quarters	2018-19 Q2	Total
Daily Activities	6%	8%	7%
Health & Wellbeing	46%	48%	46%
Lifelong Learning	18%	18%	18%
Other	14%	17%	15%
Non-categorised	25%	24%	25%
Any mainstream service	86%	89%	88%

Part Three: Providers and the growing market

Table L.40 Key provider indicators by quarter – ACT

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	343	27	367
<i>Company/ organisation</i>	1,081	60	1,133
<i>Total</i>	1,424	87	1,500
b) Registration revoked	11		

Table L.41 Number of approved providers by registration group - ACT²²⁰

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	52	0	52	0%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	69	5	74	7%
Assistance with travel/transport arrangements	216	16	232	7%
Daily Personal Activities	91	4	95	4%
Group and Centre Based Activities	70	5	75	7%
High Intensity Daily Personal Activities	77	3	80	4%
Household tasks	281	27	308	10%
Interpreting and translation	65	7	72	11%
Participation in community, social and civic activities	106	5	111	5%
Assistive Technology				
Assistive equipment for recreation	236	15	251	6%
Assistive products for household tasks	202	18	220	9%
Assistance products for personal care and safety	428	29	457	7%
Communication and information equipment	174	9	183	5%
Customised Prosthetics	104	1	105	1%
Hearing Equipment	70	-1	69	-1%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	303	25	328	8%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	70	1	71	1%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	110	1	111	1%
Behaviour Support	82	3	85	4%
Community nursing care for high needs	113	6	119	5%
Development of daily living and life skills	106	2	108	2%
Early Intervention supports for early childhood	129	3	132	2%
Exercise Physiology and Physical Wellbeing activities	148	3	151	2%
Innovative Community Participation	173	14	187	8%
Specialised Driving Training	55	2	57	4%
Therapeutic Supports	287	10	297	3%
Capital services				
Home modification design and construction	172	9	181	5%
Specialised Disability Accommodation	65	12	77	18%
Vehicle Modifications	46	5	51	11%
Choice and control support services				
Management of funding for supports in participants plan	44	4	48	9%
Support Coordination	71	1	72	1%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	58	-1	57	-2%
Specialised Supported Employment	19	0	19	0%
Total approved providers	1,413	87	1,500	6%

²²⁰ The 11 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table L.42 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.15	1.08
b) Number of providers delivering new supports	151	122
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	24%	23%
<i>Not yet active (%)</i>	67%	66%
<i>Inactive (%)</i>	9%	11%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	81%
<i>Therapeutic Supports (%)</i>	88%	91%
<i>Participate Community (%)</i>	88%	88%
<i>Early Childhood Supports (%)</i>	85%	85%
<i>Assist Personal Activities (%)</i>	88%	86%

Table L.43 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	5	2	7	40%
Assistance Animals	0	1	1	-
Assistance with daily life tasks in a group or shared living arrangement	40	1	41	3%
Assistance with travel/transport arrangements	42	1	43	2%
Daily Personal Activities	66	3	69	5%
Group and Centre Based Activities	36	2	38	6%
High Intensity Daily Personal Activities	49	1	50	2%
Household tasks	103	5	108	5%
Interpreting and translation	6	1	7	17%
Participation in community, social and civic activities	72	3	75	4%
Assistive Technology				
Assistive equipment for recreation	13	0	13	0%
Assistive products for household tasks	9	0	9	0%
Assistance products for personal care and safety	86	7	93	8%
Communication and information equipment	17	2	19	12%
Customised Prosthetics	31	1	32	3%
Hearing Equipment	16	0	16	0%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	44	4	48	9%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	9	0	9	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	76	4	80	5%
Behaviour Support	35	4	39	11%
Community nursing care for high needs	7	0	7	0%
Development of daily living and life skills	61	0	61	0%
Early Intervention supports for early childhood	63	1	64	2%
Exercise Physiology and Physical Wellbeing activities	38	2	40	5%
Innovative Community Participation	12	2	14	17%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	189	10	199	5%
Capital services				
Home modification design and construction	16	0	16	0%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	6	0	6	0%
Choice and control support services				
Management of funding for supports in participants plan	32	1	33	3%
Support Coordination	22	0	22	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	21	0	21	0%
Specialised Supported Employment	6	0	6	0%
Total approved active providers	472	31	503	7%

Table L.44 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	49	52	1	6	7
Assistance Animals	0	4	4	0	1	1
Assistance with daily life tasks in a group or shared living arrangement	5	69	74	3	38	41
Assistance with travel/transport arrangements	35	197	232	2	41	43
Daily Personal Activities	9	86	95	6	63	69
Group and Centre Based Activities	6	69	75	2	36	38
High Intensity Daily Personal Activities	4	76	80	3	47	50
Household tasks	67	241	308	22	86	108
Interpreting and translation	14	58	72	0	7	7
Participation in community, social and civic activities	12	99	111	11	64	75
Assistive Technology						
Assistive equipment for recreation	42	209	251	3	10	13
Assistive products for household tasks	31	189	220	1	8	9
Assistance products for personal care and safety	48	409	457	5	88	93
Communication and information equipment	32	151	183	1	18	19
Customised Prosthetics	16	89	105	4	28	32
Hearing Equipment	8	61	69	1	15	16
Hearing Services	0	9	9	0	5	5
Personal Mobility Equipment	47	281	328	9	39	48
Specialised Hearing Services	2	13	15	0	5	5
Vision Equipment	10	61	71	1	8	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	17	94	111	15	65	80
Behaviour Support	28	57	85	11	28	39
Community nursing care for high needs	14	105	119	0	7	7
Development of daily living and life skills	9	99	108	5	56	61
Early Intervention supports for early childhood	62	70	132	26	38	64
Exercise Physiology and Physical Wellbeing activities	37	114	151	11	29	40
Innovative Community Participation	52	135	187	6	8	14
Specialised Driving Training	2	55	57	0	3	3
Therapeutic Supports	129	168	297	82	117	199
Capital services						
Home modification design and construction	32	149	181	2	14	16
Specialised Disability Accommodation	6	71	77	0	0	0
Vehicle Modifications	3	48	51	0	6	6
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	4	44	48	3	30	33
Support Coordination	16	56	72	7	15	22
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	52	57	0	21	21
Specialised Supported Employment	0	19	19	0	6	6
Total	367	1,133	1,500	138	365	503

Table L.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018
– ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6%	94%	52	14%	86%	7
Assistance Animals	0%	100%	4	0%	100%	1
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	74	7%	93%	41
Assistance with travel/transport arrangements	15%	85%	232	5%	95%	43
Daily Personal Activities	9%	91%	95	9%	91%	69
Group and Centre Based Activities	8%	92%	75	5%	95%	38
High Intensity Daily Personal Activities	5%	95%	80	6%	94%	50
Household tasks	22%	78%	308	20%	80%	108
Interpreting and translation	19%	81%	72	0%	100%	7
Participation in community, social and civic activities	11%	89%	111	15%	85%	75
Assistive Technology						
Assistive equipment for recreation	17%	83%	251	23%	77%	13
Assistive products for household tasks	14%	86%	220	11%	89%	9
Assistance products for personal care and safety	11%	89%	457	5%	95%	93
Communication and information equipment	17%	83%	183	5%	95%	19
Customised Prosthetics	15%	85%	105	13%	88%	32
Hearing Equipment	12%	88%	69	6%	94%	16
Hearing Services	0%	100%	9	0%	100%	5
Personal Mobility Equipment	14%	86%	328	19%	81%	48
Specialised Hearing Services	13%	87%	15	0%	100%	5
Vision Equipment	14%	86%	71	11%	89%	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	15%	85%	111	19%	81%	80
Behaviour Support	33%	67%	85	28%	72%	39
Community nursing care for high needs	12%	88%	119	0%	100%	7
Development of daily living and life skills	8%	92%	108	8%	92%	61

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	47%	53%	132	41%	59%	64
Exercise Physiology and Physical Wellbeing activities	25%	75%	151	28%	73%	40
Innovative Community Participation	28%	72%	187	43%	57%	14
Specialised Driving Training	4%	96%	57	0%	100%	3
Therapeutic Supports	43%	57%	297	41%	59%	199
Capital services						
Home modification design and construction	18%	82%	181	13%	88%	16
Specialised Disability Accommodation	8%	92%	77	-	-	0
Vehicle Modifications	6%	94%	51	0%	100%	6
Choice and control support services						
Management of funding for supports in participants plan	8%	92%	48	9%	91%	33
Support Coordination	22%	78%	72	32%	68%	22
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	9%	91%	57	0%	100%	21
Specialised Supported Employment	0%	100%	19	0%	100%	6
Total	24%	76%	1,500	27%	73%	503

Part Five: Financial sustainability

Table L.46 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2 ²²¹	Total
Total Committed		26.6	138.5	282.2	320.1	182.5	949.9

²²¹ Note: the \$183 million in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure L.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2017-18 Q4 (ACT)

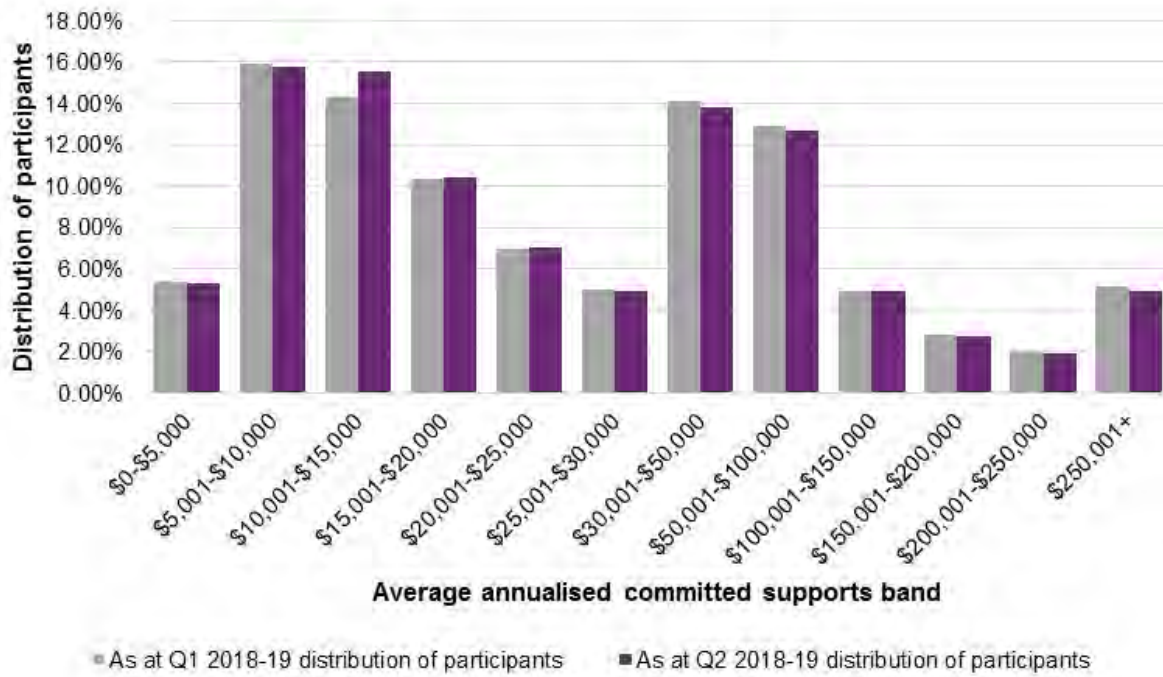


Figure L.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (ACT)

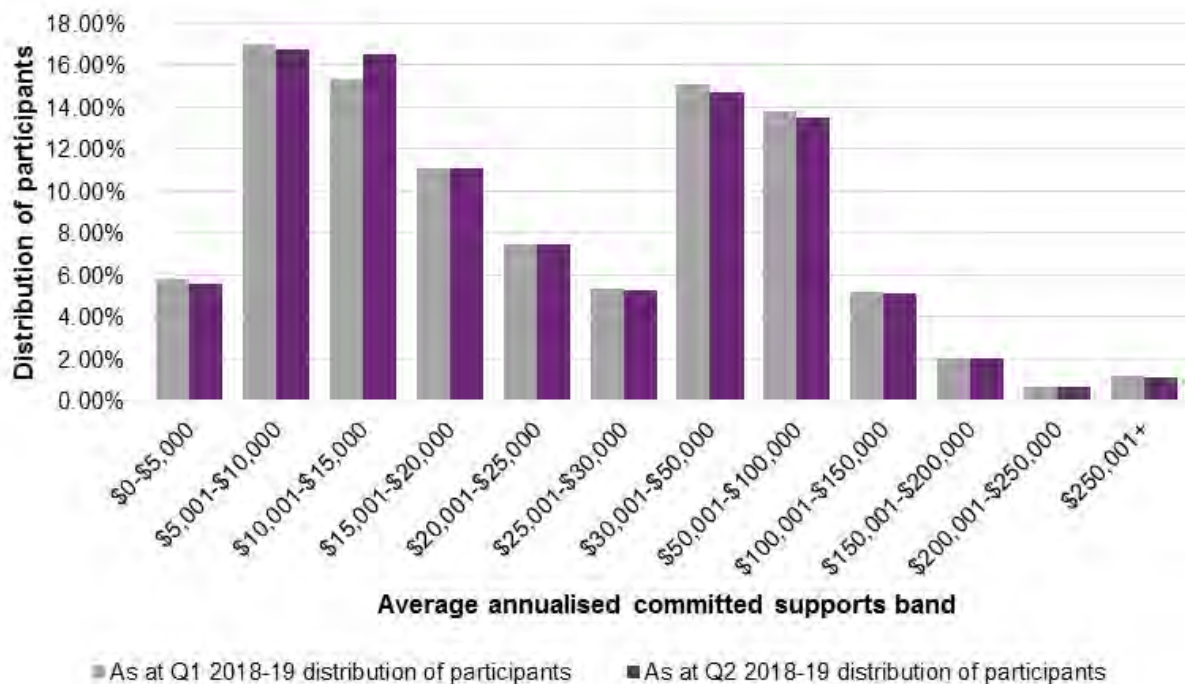
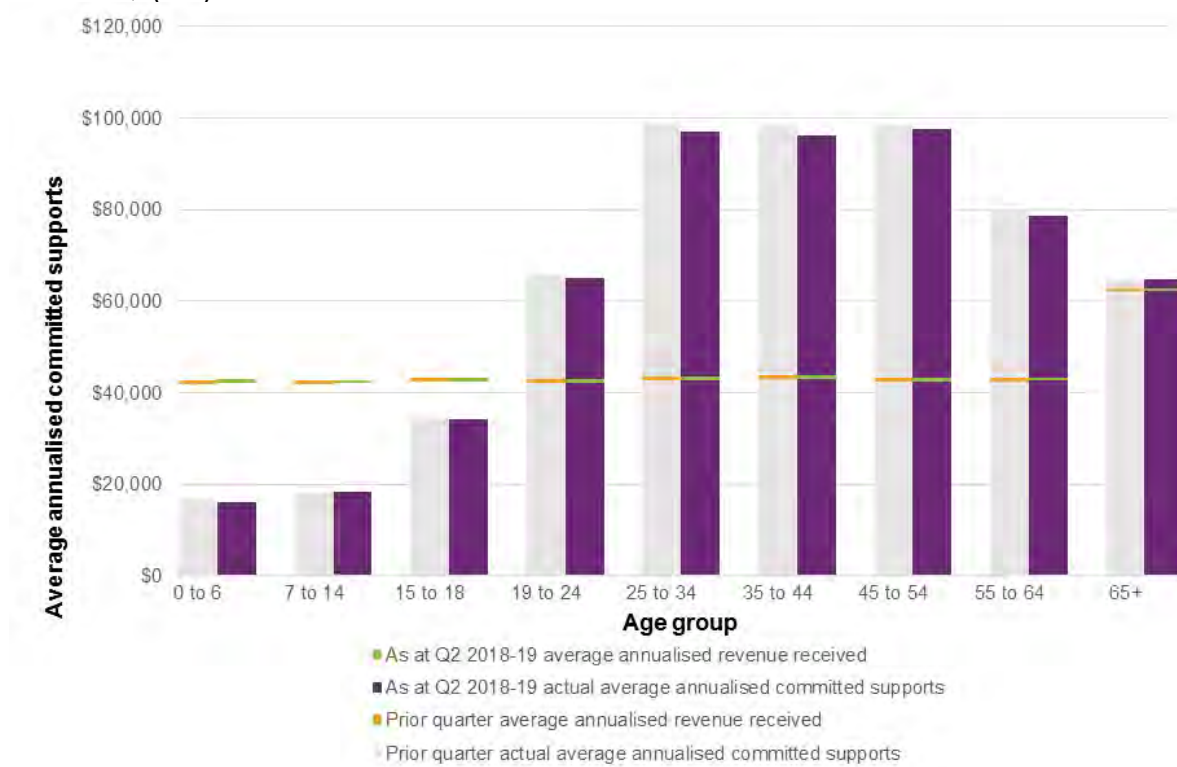


Figure L.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (ACT) ²²²



²²² The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure L.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (ACT) ²²³

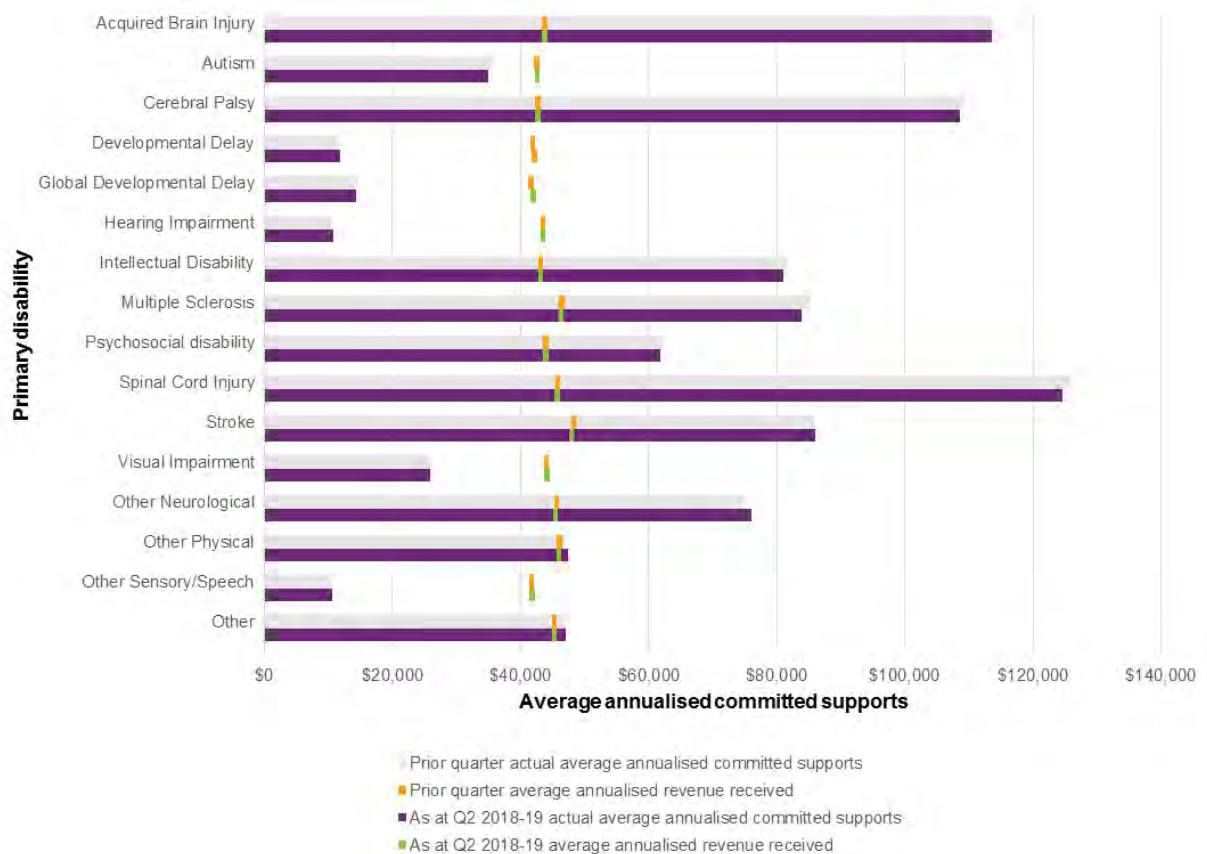


Figure L.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (ACT) ²²⁴

²²³ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

²²⁴ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

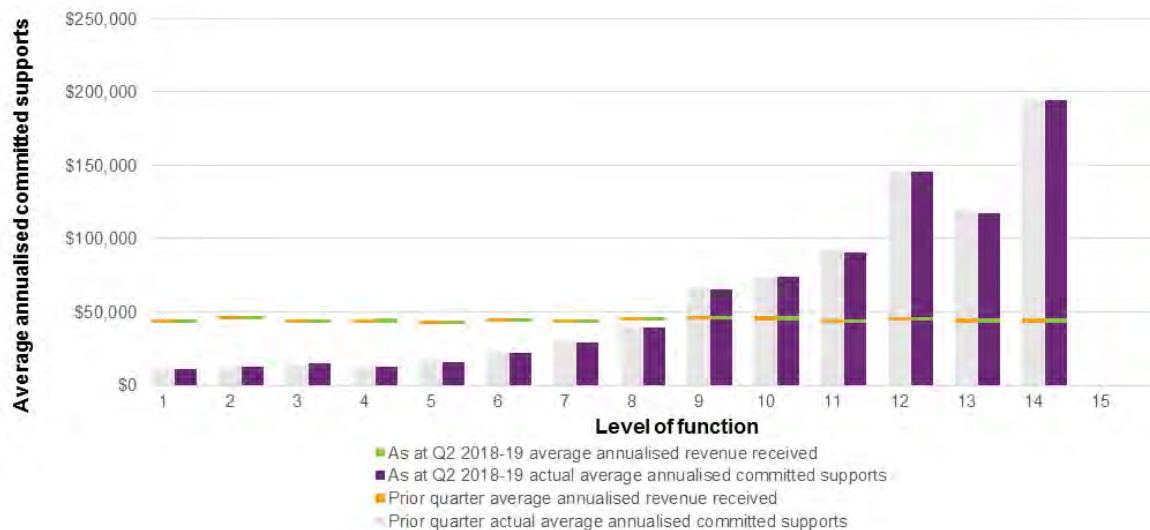
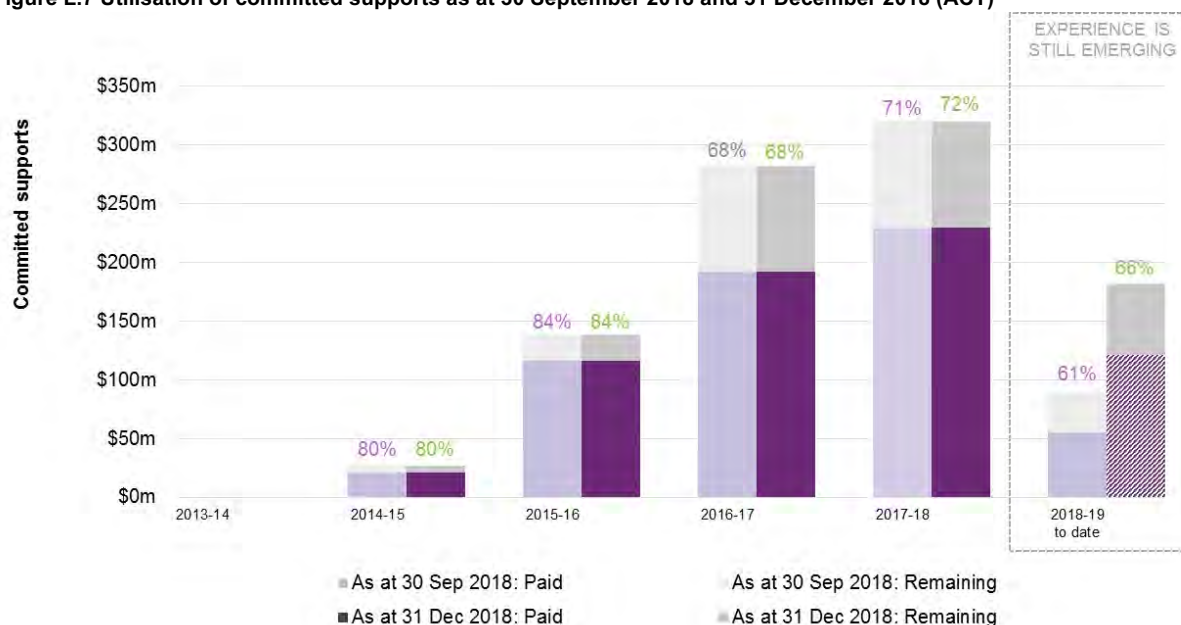


Table L.47 Payments by financial year, compared to committed supports (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2	Total
Total Committed	-	26.6	138.5	282.2	320.1	182.5	949.9
Total Paid	-	21.2	116.0	192.1	229.9	121.3	680.6
% utilised to date	-	80%	84%	68%	72%	66%	72% ²²⁵

Figure L.7 Utilisation of committed supports as at 30 September 2018 and 31 December 2018 (ACT)



²²⁵ Note: Only committed supports expected to be used to 31 December 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 M:

Northern Territory

Part One: Participants and their plans

Table M.1 Plan approvals compared to estimates – NT

	Prior Quarters	2018-19 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	1,060	515	1,575	2,167	3,386

Table M.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT²²⁶

	Prior Quarters	2018-19 Q2	Total
Access decisions	1,926	351	2,277
Access Met	1,665	260	1,925
State	1,123	141	1,264
Commonwealth	141	26	167
New	401	93	494
Total Participant Plans	1,568	1,107	2,167
State	726	327	1,053
Commonwealth	61	68	129
New	273	120	393
ECEI	508	592	592
Total Participant Plans	1,568	1,107	2,167
Early Intervention (s25)	132	66	198
Permanent Disability (s24)	928	449	1,377
ECEI	508	592	592

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 December 2018 – NT

Exits	
Total participant exits	41
Early Intervention participants	8
Permanent disability participants	33

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	506	1,566	2,504	63%
End of 2018-19 Q2	1,053	129	393	592	2,167	3,386	64%

²²⁶ 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 Q2, 65% of people with a hearing impairment met the access criteria compared to 74% 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	506	1,566	2,504	63%
End of 2018-19 Q2	198	1,377	592	2,167	3,386	64%

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 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	698	68.4%	147	28.6%	845	55.1%
Not Aboriginal and Torres Strait Islander	305	29.9%	350	68.1%	655	42.7%
Not Stated	17	1.7%	17	3.3%	34	2.2%
Total	1,020	100%	514	100%	1,534	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
CALD	354	34.7%	89	17.3%	443	28.9%
Not CALD	666	65.3%	424	82.5%	1,090	71.1%
Not Stated	0	0.0%	1	0.2%	1	0.1%
Total	1,020	100%	514	100%	1,534	100%

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

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	21	2.1%	4	0.8%	25	1.6%
Not YPIRAC	999	97.9%	510	99.2%	1,509	98.4%
Total	1,020	100%	514	100%	1,534	100%

Table M.9 Participant profile per quarter by remoteness – NT^{227,228}

	Prior Quarters		2018-19 Q2		Total	
Participant profile	N	%	N	%	N	%
Major Cities	9	0.9%	3	0.6%	12	0.8%
Population > 50,000	294	29.0%	395	77.0%	689	45.1%
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	5	0.5%	11	2.1%	16	1.0%
Remote	247	24.3%	77	15.0%	324	21.2%
Very Remote	459	45.2%	27	5.3%	486	31.8%
Missing	5		1		6	
Total	1,020	100%	514	100%	1,534	100%

²²⁷ This table is based on the Modified Monash Model measure of remoteness.

²²⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

Table M.10 Participant profile per quarter by disability group - NT^{229,230}

Disability	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Autism	125	12%	147	29%	272	18%
Intellectual Disability ²³¹	290	28%	127	25%	417	27%
Psychosocial disability	74	7%	20	4%	94	6%
Cerebral Palsy	101	10%	40	8%	141	9%
Other Neurological	75	7%	33	6%	108	7%
Developmental Delay	19	2%	9	2%	28	2%
Other Physical	73	7%	23	4%	96	6%
Hearing Impairment	34	3%	33	6%	67	4%
ABI	108	11%	30	6%	138	9%
Visual Impairment	16	2%	12	2%	28	2%
Multiple Sclerosis	7	1%	4	1%	11	1%
Global Developmental Delay	13	1%	6	1%	19	1%
Stroke	39	4%	10	2%	49	3%
Spinal Cord Injury	34	3%	14	3%	48	3%
Other Sensory/Speech	9	1%	6	1%	15	1%
Other	3	0%	0	0%	3	0%
Total	1,020	100%	514	100%	1,534	100%

Table M.11 Participant profile per quarter by level of function – NT

Level of Function	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	52	5%	43	8%	95	6%
2 (High Function)	0	0%	0	0%	0	0%
3 (High Function)	41	4%	42	8%	83	5%
4 (High Function)	26	3%	34	7%	60	4%
5 (High Function)	66	6%	44	9%	110	7%
6 (Moderate Function)	111	11%	87	17%	198	13%
7 (Moderate Function)	58	6%	34	7%	92	6%
8 (Moderate Function)	85	8%	26	5%	111	7%
9 (Moderate Function)	8	1%	1	0%	9	1%
10 (Moderate Function)	172	17%	54	11%	226	15%
11 (Low Function)	31	3%	29	6%	60	4%
12 (Low Function)	231	23%	67	13%	298	19%
13 (Low Function)	63	6%	33	6%	96	6%
14 (Low Function)	75	7%	19	4%	94	6%
15 (Low Function)	1	0%	1	0%	2	0%
Missing	0		0		0	
Total	1,020	100%	514	100%	1,534	100%

²²⁹ Table order based on national proportions (highest to lowest)

²³⁰ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²³¹ Down Syndrome is included in Intellectual Disability, representing 5% of all Scheme participants in NT (76).

Table M.12 Participant profile per quarter by Age group – NT

Age Group	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
0 to 6	87	9%	61	12%	148	10%
7 to 14	149	15%	159	31%	308	20%
15 to 18	57	6%	61	12%	118	8%
19 to 24	101	10%	32	6%	133	9%
25 to 34	153	15%	50	10%	203	13%
35 to 44	151	15%	45	9%	196	13%
45 to 54	194	19%	38	7%	232	15%
55 to 64	116	11%	65	13%	181	12%
65+	12	1%	3	1%	15	1%
Total	1,020	100%	514	100%	1,534	100%

Table M.13 Participant profile per quarter by Gender – NT

Gender	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Male	639	63%	320	62%	959	63%
Female	379	37%	189	37%	568	37%
Indeterminate	2	0%	5	1%	7	0%
Total	1,020	100%	514	100%	1,534	100%

Part Two: Participant experience and outcomes

Table M.14 Number of questionnaires completed by SFOF version – NT²³²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected Q1, Q2 2018-19	Number of questionnaires
Participant 0 to school	17	38	47	102
Participant school to 14	27	75	240	342
Participant 15 to 24	24	68	128	220
Participant 25 and over	156	254	316	726
Total Participant	224	435	731	1,390
Family 0 to 14	41	100	277	418
Family 15 to 24	3	35	96	134
Family 25 and over	16	56	165	237
Total Family	60	191	538	789
Total	284	626	1,269	2,179

²³² Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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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			19%	28%
CC	% who choose what they do each day			22%	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			21%	
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%	33%
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%	46%
% 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=18) – 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=46) – NT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	33%
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?	22%
S/CP	Has the NDIS improved your child's social and recreational life?	17%

Table M.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=52) and ‘Participant 25 and over’ (n=235) – NT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	45%	49%
DL	Has the NDIS helped you with daily living activities?	52%	59%
REL	Has the NDIS helped you to meet more people?	38%	42%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	42%
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%	19%
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?	39%	45%

Table M.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=54); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=23) – 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?	38%	38%
Has the NDIS improved the level of support for your family?	38%	43%
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?	41%	50%
Has the NDIS improved your ability/capacity to help your child develop and learn?	43%	
Has the NDIS improved your health and wellbeing?	29%	29%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at end of participant’s first and year years in the Scheme, or progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’.

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 Q2	Transition Total
Total plan reviews	1,327	355	1,682
<i>Early intervention plans</i>	153	37	190
<i>Permanent disability plans</i>	1,174	318	1,492

Table M.24 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total scheduled plan reviews	657	226	883
<i>Trial participants</i>	296	46	342
<i>Transition participants</i>	361	180	541

Table M.25 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
Total unscheduled plan reviews	670	129	799
<i>Trial participants</i>	87	8	95
<i>Transition participants</i>	583	121	704

Table M.26 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT²³³

	Prior Quarters (Transition only)	2018-19 Q2	Transition Total
% unscheduled reviews	61.0%	39.2%	56.0%

Table M.27 AAT cases by category – NT

Category	Prior Quarters		2018-19 Q2		Total	
	N	%	N	%	N	%
Access	1	25%	0	0%	1	25%
Plan	3	75%	0	0%	3	75%
Plan Review	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
Total	4	100%	0	0%	4	100%
% of all access decisions²³⁴	0.22%		0.00%		0.17%	

²³³ 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.

²³⁴ 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
AAT Cases	4
Open AAT Cases	1
Closed AAT Cases	3
<i>Resolved before hearing</i>	2
<i>Gone to hearing and received a substantive decision</i>	1*

*Of the 1 case which went to hearing and received a substantive 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 Q2	Total
Self-managed fully	4%	13%	9%
Self-managed partly	4%	6%	5%
Plan managed	17%	22%	20%
Agency managed	75%	59%	66%
Total	100%	100%	100%

Table M.30 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q2	Total
Support coordination	91%	67%	77%

Table M.31 Duration to plan activation by quarter of initial plan approval for active participants – NT²³⁵

	Prior Quarters (Transition Only)		2017-18 Q4	
Plan activation	N	%	N	%
Less than 30 days	320	58%	52	46%
30 to 59 days	48	9%	16	14%
60 to 89 days	26	5%	12	11%
Activated within 90 days	394	71%	80	71%
90 to 119 days	36	6%	2	2%
120 days and over	39	7%	8	7%
Activated between 90 and 180 days	75	13%	10	9%
No payments	87	16%	23	20%
Total plans approved	556	100%	113	100%

Table M.32 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 and 2017-18 – NT

Plan utilisation ²³⁶	Prior Quarters (Transition only)	2017-18 Q4	Total
0% to 50%	56%	80%	57%
50% to 75%	20%	15%	20%
> 75%	24%	5%	23%
Total	100%	100%	100%

²³⁵ Note: Plans approved after the end of 2017-18 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²³⁶ This table only considers committed supports and payments for supports provided to 30 September 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 Q2	Total
Daily Activities	13%	11%	12%
Health & Wellbeing	58%	41%	49%
Lifelong Learning	6%	9%	8%
Other	16%	17%	16%
Non-categorised	19%	25%	23%
Any mainstream service	94%	92%	93%

Part Three: Providers and the growing market

Table M.34 Key provider indicators by quarter – NT

	Prior Quarters	2018-19 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	124	13	136
<i>Company/ organisation</i>	545	35	571
<i>Total</i>	669	48	707
b) Registration revoked	10		

Table M.35 Number of approved providers by registration group – NT²³⁷

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	97	15	112	15%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	36	5	41	14%
Assistance with travel/transport arrangements	77	3	80	4%
Daily Personal Activities	46	5	51	11%
Group and Centre Based Activities	41	3	44	7%
High Intensity Daily Personal Activities	35	3	38	9%
Household tasks	59	4	63	7%
Interpreting and translation	67	6	73	9%
Participation in community, social and civic activities	57	4	61	7%
Assistive Technology				
Assistive equipment for recreation	63	0	63	0%
Assistive products for household tasks	59	1	60	2%
Assistance products for personal care and safety	103	6	109	6%
Communication and information equipment	145	10	155	7%
Customised Prosthetics	29	0	29	0%
Hearing Equipment	50	1	51	2%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	81	1	82	1%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	60	2	62	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	66	5	71	8%
Behaviour Support	27	4	31	15%
Community nursing care for high needs	24	1	25	4%
Development of daily living and life skills	47	4	51	9%
Early Intervention supports for early childhood	37	4	41	11%
Exercise Physiology and Physical Wellbeing activities	35	1	36	3%
Innovative Community Participation	166	21	187	13%
Specialised Driving Training	24	0	24	0%
Therapeutic Supports	73	6	79	8%
Capital services				
Home modification design and construction	53	1	54	2%
Specialised Disability Accommodation	53	17	70	32%
Vehicle Modifications	51	6	57	12%
Choice and control support services				
Management of funding for supports in participants plan	30	2	32	7%
Support Coordination	45	9	54	20%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	19	1	20	5%
Specialised Supported Employment	6	1	7	17%
Total approved providers	659	48	707	7%

²³⁷ The 10 providers whose registration ended during the second quarter of 2018-19 are not included in the 2018-19 Q1 and prior numbers in this table.

Table M.36 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2018-19 Q2
a) Average number of providers per participant	1.99	2.09
b) Number of providers delivering new supports	54	76
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	13%	15%
<i>Not yet active (%)</i>	84%	82%
<i>Inactive (%)</i>	3%	3%
e) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	90%
<i>Therapeutic Supports (%)</i>	82%	77%
<i>Participate Community (%)</i>	77%	78%
<i>Early Childhood Supports (%)</i>	84%	77%
<i>Assist Personal Activities (%)</i>	76%	69%

Table M.37 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2018-19 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	3	0	3	0%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	19	5	24	26%
Assistance with travel/transport arrangements	18	2	20	11%
Daily Personal Activities	27	4	31	15%
Group and Centre Based Activities	14	6	20	43%
High Intensity Daily Personal Activities	17	2	19	12%
Household tasks	15	5	20	33%
Interpreting and translation	2	0	2	0%
Participation in community, social and civic activities	27	6	33	22%
Assistive Technology				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	3	0	3	0%
Assistance products for personal care and safety	16	2	18	13%
Communication and information equipment	1	1	2	100%
Customised Prosthetics	3	1	4	33%
Hearing Equipment	0	0	0	-
Hearing Services	0	0	0	-
Personal Mobility Equipment	8	0	8	0%
Specialised Hearing Services	0	1	1	-
Vision Equipment	2	0	2	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	37	3	40	8%
Behaviour Support	7	5	12	71%
Community nursing care for high needs	3	1	4	33%
Development of daily living and life skills	14	3	17	21%
Early Intervention supports for early childhood	9	3	12	33%
Exercise Physiology and Physical Wellbeing activities	2	1	3	50%
Innovative Community Participation	1	0	1	0%
Specialised Driving Training	0	0	0	-
Therapeutic Supports	35	10	45	29%
Capital services				
Home modification design and construction	2	0	2	0%
Specialised Disability Accommodation	1	0	1	0%
Vehicle Modifications	2	0	2	0%
Choice and control support services				
Management of funding for supports in participants plan	9	4	13	44%
Support Coordination	4	4	8	100%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	2	1	3	50%
Specialised Supported Employment	2	0	2	0%
Total approved active providers	105	24	129	23%

Table M.38 Number of approved and active providers in each registration group by legal entity type as at 31 December 2018 – NT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	16	96	112	0	3	3
Assistance Animals	0	2	2	0	0	0
Assistance with daily life tasks in a group or shared living arrangement	3	38	41	2	22	24
Assistance with travel/transport arrangements	7	73	80	2	18	20
Daily Personal Activities	4	47	51	2	29	31
Group and Centre Based Activities	2	42	44	1	19	20
High Intensity Daily Personal Activities	2	36	38	1	18	19
Household tasks	8	55	63	5	15	20
Interpreting and translation	9	64	73	0	2	2
Participation in community, social and civic activities	4	57	61	3	30	33
Assistive Technology						
Assistive equipment for recreation	11	52	63	0	2	2
Assistive products for household tasks	12	48	60	0	3	3
Assistance products for personal care and safety	13	96	109	1	17	18
Communication and information equipment	29	126	155	1	1	2
Customised Prosthetics	6	23	29	0	4	4
Hearing Equipment	5	46	51	0	0	0
Hearing Services	0	3	3	0	0	0
Personal Mobility Equipment	12	70	82	1	7	8
Specialised Hearing Services	1	4	5	0	1	1
Vision Equipment	9	53	62	0	2	2
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	10	61	71	6	34	40
Behaviour Support	7	24	31	3	9	12
Community nursing care for high needs	2	23	25	0	4	4
Development of daily living and life skills	4	47	51	0	17	17
Early Intervention supports for early childhood	17	24	41	4	8	12
Exercise Physiology and Physical Wellbeing activities	6	30	36	0	3	3
Innovative Community Participation	39	148	187	0	1	1
Specialised Driving Training	4	20	24	0	0	0
Therapeutic Supports	27	52	79	17	28	45
Capital services						
Home modification design and construction	8	46	54	0	2	2
Specialised Disability Accommodation	6	64	70	0	1	1
Vehicle Modifications	4	53	57	0	2	2
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	1	31	32	0	13	13
Support Coordination	9	45	54	1	7	8
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	19	20	0	3	3
Specialised Supported Employment	1	6	7	0	2	2
Total	136	571	707	25	104	129

Table M.39 Proportion of approved and active providers in each registration group by legal entity type as at 31 December 2018 – NT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	14%	86%	112	0%	100%	3
Assistance Animals	0%	100%	2	-	-	0
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	41	8%	92%	24
Assistance with travel/transport arrangements	9%	91%	80	10%	90%	20
Daily Personal Activities	8%	92%	51	6%	94%	31
Group and Centre Based Activities	5%	95%	44	5%	95%	20
High Intensity Daily Personal Activities	5%	95%	38	5%	95%	19
Household tasks	13%	87%	63	25%	75%	20
Interpreting and translation	12%	88%	73	0%	100%	2
Participation in community, social and civic activities	7%	93%	61	9%	91%	33
Assistive Technology						
Assistive equipment for recreation	17%	83%	63	0%	100%	2
Assistive products for household tasks	20%	80%	60	0%	100%	3
Assistance products for personal care and safety	12%	88%	109	6%	94%	18
Communication and information equipment	19%	81%	155	50%	50%	2
Customised Prosthetics	21%	79%	29	0%	100%	4
Hearing Equipment	10%	90%	51	-	-	0
Hearing Services	0%	100%	3	-	-	0
Personal Mobility Equipment	15%	85%	82	13%	88%	8
Specialised Hearing Services	20%	80%	5	0%	100%	1
Vision Equipment	15%	85%	62	0%	100%	2
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	14%	86%	71	15%	85%	40
Behaviour Support	23%	77%	31	25%	75%	12
Community nursing care for high needs	8%	92%	25	0%	100%	4
Development of daily living and life skills	8%	92%	51	0%	100%	17

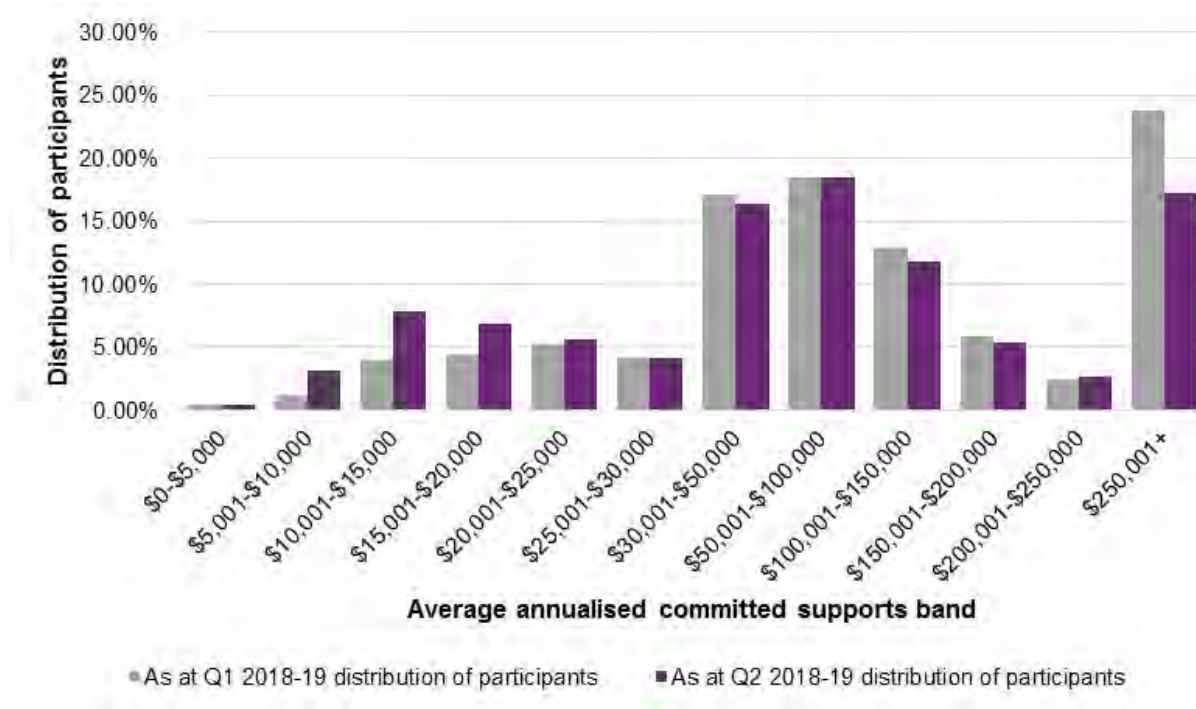
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	41%	59%	41	33%	67%	12
Exercise Physiology and Physical Wellbeing activities	17%	83%	36	0%	100%	3
Innovative Community Participation	21%	79%	187	0%	100%	1
Specialised Driving Training	17%	83%	24	-	-	0
Therapeutic Supports	34%	66%	79	38%	62%	45
Capital services						
Home modification design and construction	15%	85%	54	0%	100%	2
Specialised Disability Accommodation	9%	91%	70	0%	100%	1
Vehicle Modifications	7%	93%	57	0%	100%	2
Choice and control support services						
Management of funding for supports in participants plan	3%	97%	32	0%	100%	13
Support Coordination	17%	83%	54	13%	88%	8
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5%	95%	20	0%	100%	3
Specialised Supported Employment	14%	86%	7	0%	100%	2
Total	19%	81%	707	19%	81%	129

Part Five: Financial sustainability

Table M.40 Committed supports by financial year (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2 ²³⁸	Total
Total Committed	-	1.9	5.6	19.8	99.5	80.3	207.1

Figure M.1 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NT)



²³⁸ Note: the \$80 million in respect of 2018-19 Q1 and Q2 only includes committed supports expected to be used to 31 December 2018.

Figure M.2 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NT)

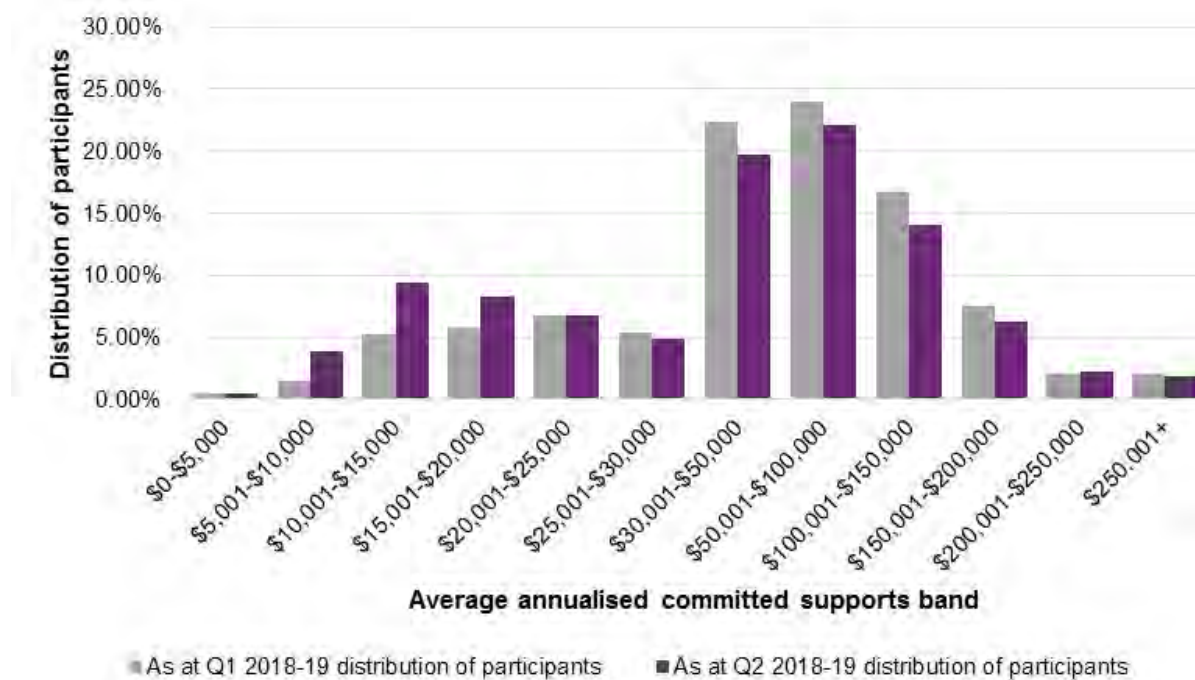
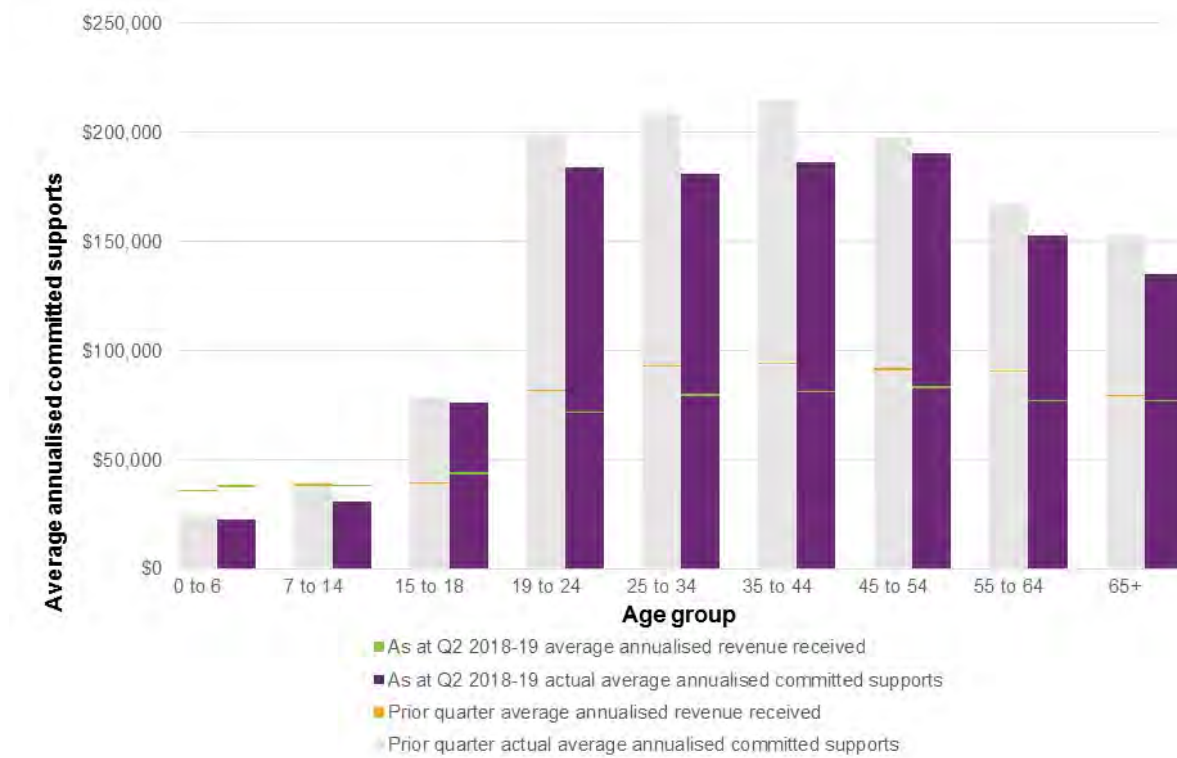
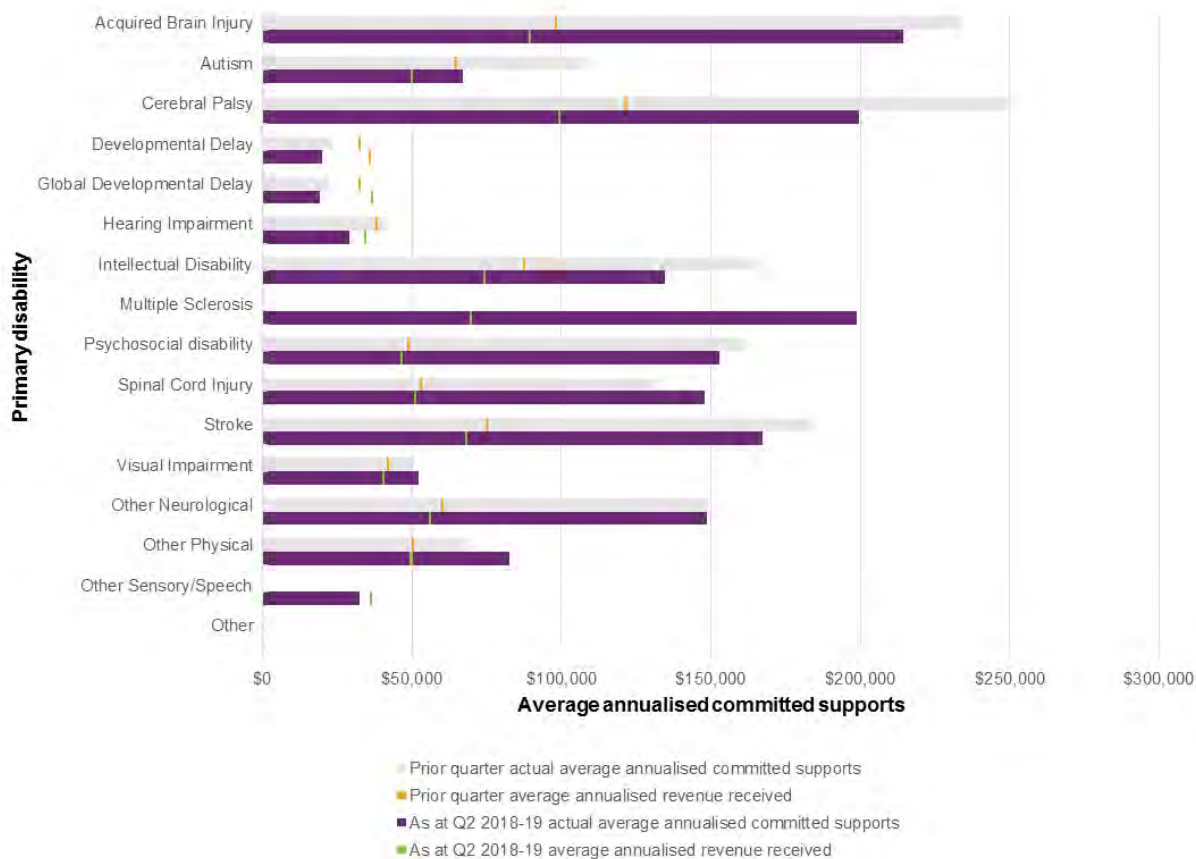


Figure M.3 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NT) ²³⁹



²³⁹ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure M.4 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NT) ²⁴⁰



²⁴⁰ The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure M.5 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q2 compared with active participants with initial plan approvals as at 2018-19 Q1 (NT) ^{241, 242}

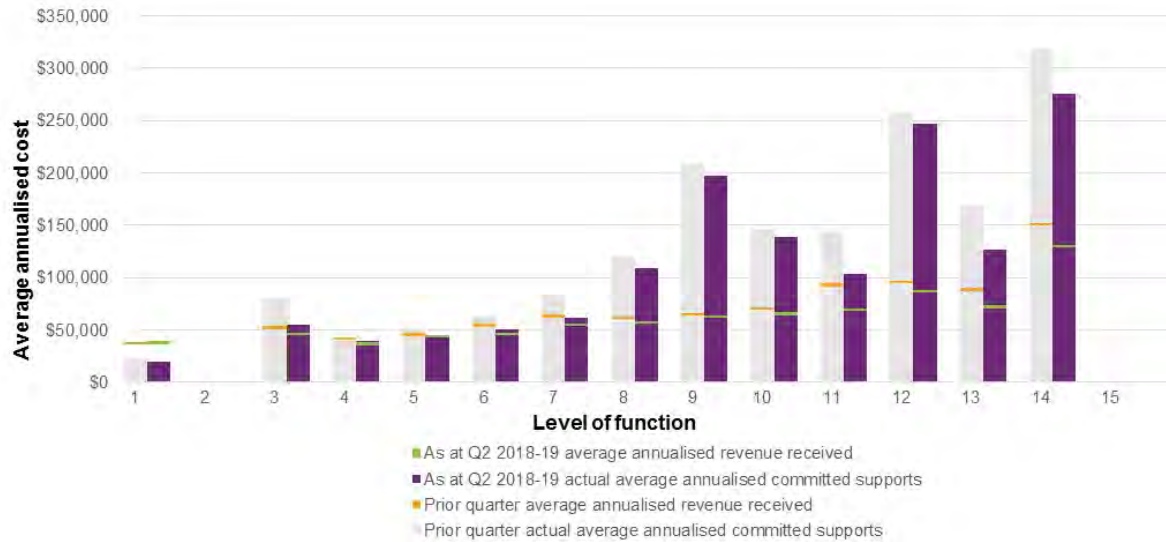


Table M.41 Payments by financial year, compared to committed supports (\$m) – NT

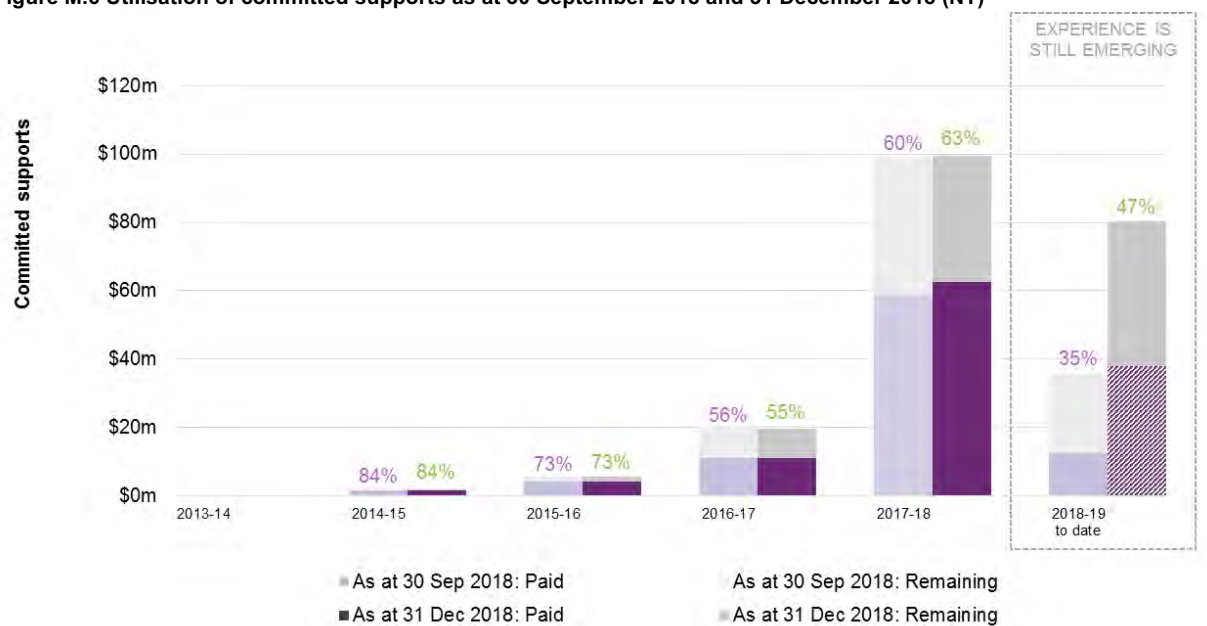
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2	Total
Total Committed	-	1.9	5.6	19.8	99.5	80.3	207.1
Total Paid	-	1.6	4.1	10.9	62.4	37.9	116.9
% utilised to date	-	84%	73%	55%	63%	47%	56% ²⁴³

²⁴¹ 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.

²⁴² The average revenue amounts in this figure refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

²⁴³ Note: Only committed supports expected to be used to 31 December 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 September 2018 and 31 December 2018 (NT)



Appendix N:

Participants by region and support type

Table N.1 Active participants by region and support type included in plan as at 31 December 2018²⁴⁴

Bilateral region	Date phasing began	Core supports ²⁴⁵		Capacity Building supports ²⁴⁶		Capital supports ²⁴⁷		Total active participants
		#	%	#	%	#	%	
NSW		74,257	79%	92,450	98%	28,968	31%	94,065
Hunter Trial Site	Jul-13	7,521	73%	9,846	96%	2,795	27%	10,293
Hunter New England (excl. Trial Site)	Jul-16	5,633	75%	7,246	97%	2,025	27%	7,496
Central Coast	Jul-16	4,221	78%	5,270	98%	1,428	27%	5,382
Far West	Jul-17	317	89%	351	99%	134	38%	355
Illawarra Shoalhaven	Jul-17	4,849	88%	5,422	99%	1,886	34%	5,485
Mid North Coast	Jul-17	2,673	78%	3,413	99%	887	26%	3,437
Murrumbidgee	Jul-17	3,323	87%	3,786	99%	1,202	32%	3,810
Nepean Blue Mountains	Jul-15	3,934	68%	5,733	99%	1,469	25%	5,791
North Sydney	Jul-16	5,610	82%	6,760	99%	2,705	40%	6,840
Northern NSW	Jul-17	3,466	82%	4,213	99%	1,214	29%	4,246
South Eastern Sydney	Jul-17	5,053	83%	6,006	99%	2,189	36%	6,069
South Western Sydney	Jul-16	8,988	76%	11,629	98%	3,294	28%	11,838
Southern NSW	Jul-16	2,433	87%	2,752	99%	1,027	37%	2,786
Sydney	Jul-17	4,220	83%	5,018	99%	1,866	37%	5,061
Western NSW	Jul-17	2,903	79%	3,629	98%	1,150	31%	3,685
Western Sydney	Jul-16	8,256	79%	10,335	99%	3,409	33%	10,435
NSW - Other		857	81%	1,041	99%	288	27%	1,056
VIC		46,327	84%	53,926	98%	14,859	27%	54,893
Barwon	Jul-13	5,657	84%	6,554	98%	1,557	23%	6,713

²⁴⁴ Participants who have moved to a different State/Territory since entering the Scheme are included in 'Other', which also includes those with regional information missing. Only regions that have phased in as at 31 December 2018 are shown in this table.

²⁴⁵ Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

²⁴⁶ Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

²⁴⁷ Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

Bilateral region	Date phasing began	Core supports ²⁴⁵		Capacity Building supports ²⁴⁶		Capital supports ²⁴⁷		Total active participants
		#	%	#	%	#	%	
Central Highlands	Jan-17	2,867	85%	3,310	98%	840	25%	3,372
Loddon	May-17	3,070	82%	3,657	98%	815	22%	3,736
North East Melbourne	Jul-16	5,641	72%	7,633	98%	1,912	25%	7,799
Inner Gippsland	Oct-17	2,421	85%	2,773	97%	829	29%	2,854
Ovens Murray	Oct-17	1,606	85%	1,860	98%	437	23%	1,889
Western District	Oct-17	2,179	88%	2,463	99%	537	22%	2,489
Inner East Melbourne	Nov-17	4,871	87%	5,561	99%	2,037	36%	5,630
Outer East Melbourne	Nov-17	4,538	85%	5,284	99%	1,739	33%	5,346
Hume Moreland	Mar-18	2,693	86%	3,070	98%	792	25%	3,126
Bayside Peninsula	Apr-18	4,815	94%	5,058	98%	1,790	35%	5,149
Southern Melbourne	Sep-18	2,462	90%	2,719	99%	681	25%	2,749
Brimbank Melton	Oct-18	1,223	87%	1,389	99%	276	20%	1,407
Western Melbourne	Oct-18	1,447	87%	1,642	99%	372	22%	1,663
VIC - other		837	86%	953	98%	245	25%	971
QLD		28,574	88%	32,172	99%	11,037	34%	32,361
Bundaberg	Oct-17	1,336	81%	1,654	100%	569	34%	1,656
Ipswich	Jul-17	3,448	85%	4,030	99%	1,351	33%	4,053
Mackay	Nov-16	1,398	73%	1,897	99%	537	28%	1,911
Toowoomba	Jan-17	3,355	86%	3,864	99%	1,556	40%	3,884
Townsville	Apr-16	2,983	77%	3,817	99%	1,096	28%	3,857
Rockhampton	Jan-18	2,200	88%	2,486	100%	820	33%	2,496
Beenleigh	Jul-18	2,356	95%	2,470	100%	688	28%	2,472
Brisbane	Jul-18	6,059	97%	6,223	99%	2,320	37%	6,270
Cairns	Jul-18	1,375	96%	1,415	99%	458	32%	1,426
Maryborough	Jul-18	1,487	97%	1,533	100%	672	44%	1,538
Robina	Jul-18	2,227	94%	2,369	100%	856	36%	2,379
QLD - Other		350	84%	414	99%	114	27%	419
WA		7,142	76%	9,065	96%	3,331	35%	9,394
North East Metro	Jul-14	3,256	76%	4,247	99%	1,661	39%	4,301
Wheat Belt	Jan-17	217	78%	273	98%	94	34%	279
South Metro	Jul-18	1,780	75%	2,251	95%	779	33%	2,378

Bilateral region	Date phasing began	Core supports ²⁴⁵		Capacity Building supports ²⁴⁶		Capital supports ²⁴⁷		Total active participants
		#	%	#	%	#	%	
Central South Metro	Jul-18	872	77%	1,037	92%	368	33%	1,126
South West	Sep-18	247	78%	278	87%	82	26%	318
Goldfields-Esperance	Oct-18	56	76%	70	95%	17	23%	74
North Metro	Oct-18	457	78%	581	100%	217	37%	583
Kimberley-Pilbara	Oct-18	78	77%	99	98%	32	32%	101
WA - Other		179	76%	229	98%	81	35%	234
SA²⁴⁸		19,879	84%	23,537	100%	6,561	28%	23,650
Adelaide Hills	Jul-13	720	85%	851	100%	200	23%	852
Barossa, Light and Lower North	Jul-13	1,050	86%	1,215	100%	293	24%	1,221
Eastern Adelaide	Jul-13	1,365	82%	1,654	100%	483	29%	1,661
Eyre and Western	Jul-13	623	83%	744	99%	196	26%	748
Far North (SA)	Jul-13	216	84%	257	100%	80	31%	258
Fleurieu and Kangaroo Island	Jul-13	601	89%	674	100%	188	28%	674
Limestone Coast	Jul-13	741	89%	832	100%	206	25%	834
Murray and Mallee	Jul-13	828	85%	968	100%	243	25%	970
Northern Adelaide	Jul-13	6,587	83%	7,925	99%	2,198	28%	7,969
Southern Adelaide	Jul-13	4,588	86%	5,278	99%	1,692	32%	5,308
Western Adelaide	Jul-13	1,491	82%	1,817	100%	481	26%	1,826
Yorke and Mid North	Jul-13	827	85%	971	99%	237	24%	977
SA - Other		242	69%	351	100%	64	18%	352
TAS²⁴⁹		4,364	89%	4,651	95%	1,297	26%	4,914
TAS North	Jul-13	1,170	92%	1,229	97%	367	29%	1,273
TAS North West	Jul-13	1,147	91%	1,187	94%	292	23%	1,263
TAS South East	Jul-13	791	82%	902	94%	232	24%	963
TAS South West	Jul-13	1,168	88%	1,244	94%	386	29%	1,323
TAS - Other		88	96%	89	97%	20	22%	92
ACT		5,032	75%	6,588	99%	1,743	26%	6,675
ACT	Jul-14	4,779	75%	6,247	99%	1,654	26%	6,330

²⁴⁸ Since the phasing schedule for South Australia is by age, each region has the phasing date Jul-13.

²⁴⁹ Since the phasing schedule for Tasmania is by age, each region has the phasing date Jul-13.

Bilateral region	Date phasing began	Core supports ²⁴⁵		Capacity Building supports ²⁴⁶		Capital supports ²⁴⁷		Total active participants
		#	%	#	%	#	%	
ACT - Other		253	73%	341	99%	89	26%	345
NT		1,418	92%	1,531	100%	648	42%	1,534
Barkly	Jul-14	124	93%	132	99%	61	46%	133
Central Australia ²⁵⁰	Jul-17	210	98%	215	100%	142	66%	215
Darwin Remote	Jul-17	96	86%	111	100%	44	40%	111
Darwin Urban ²⁵¹	Jan-17	659	92%	713	100%	274	38%	714
East Arnhem	Jan-17	177	95%	186	99%	48	26%	187
Katherine	Jul-17	135	91%	149	100%	71	48%	149
NT - Other		17	68%	25	100%	8	32%	25
Total		186,993	82%	223,920	98%	68,444	30%	227,486

²⁵⁰ Clients of Supported Accommodation services in Alice Springs began phasing in July 2017, while all remaining participants in Central Australia began phasing in July 2018.

²⁵¹ Clients of Supported Accommodation services in Darwin Urban began phasing in January 2017, while all remaining participants in Darwin Urban began phasing in July 2018.

Appendix O: Specialist Disability Accommodation

Figure O.1 Changes in Specialist Disability Accommodation by quarter (NATIONAL)



Table O.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2018²⁵²

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	4,598	4.9%	7,373	7.8%	94,065
Hunter Trial Site	404	3.9%	1,059	10.3%	10,293
Hunter New England (excl. Trial Site)	257	3.4%	490	6.5%	7,496
Central Coast	161	3.0%	379	7.0%	5,382
Far West	19	5.4%	20	5.6%	355
Illawarra Shoalhaven	313	5.7%	391	7.1%	5,485
Mid North Coast	137	4.0%	180	5.2%	3,437
Murrumbidgee	229	6.0%	280	7.3%	3,810
Nepean Blue Mountains	298	5.1%	454	7.8%	5,791
North Sydney	628	9.2%	834	12.2%	6,840
Northern NSW	156	3.7%	247	5.8%	4,246
South Eastern Sydney	347	5.7%	482	7.9%	6,069
South Western Sydney	377	3.2%	719	6.1%	11,838
Southern NSW	134	4.8%	180	6.5%	2,786
Sydney	271	5.4%	375	7.4%	5,061
Western NSW	283	7.7%	423	11.5%	3,685
Western Sydney	577	5.5%	839	8.0%	10,435
NSW - Other	7	0.7%	21	2.0%	1,056
VIC	3,239	5.9%	3,863	7.0%	54,893
Barwon	169	2.5%	328	4.9%	6,713
Central Highlands	195	5.8%	227	6.7%	3,372
Loddon	207	5.5%	212	5.7%	3,736
North East Melbourne	502	6.4%	633	8.1%	7,799
Inner Gippsland	120	4.2%	127	4.4%	2,854
Ovens Murray	119	6.3%	133	7.0%	1,889
Western District	234	9.4%	239	9.6%	2,489
Inner East Melbourne	562	10.0%	631	11.2%	5,630
Outer East Melbourne	357	6.7%	414	7.7%	5,346
Hume Moreland	130	4.2%	164	5.2%	3,126
Bayside Peninsula	450	8.7%	527	10.2%	5,149
Southern Melbourne	67	2.4%	81	2.9%	2,749
Brimbank Melton	59	4.2%	66	4.7%	1,407
Western Melbourne	48	2.9%	53	3.2%	1,663
VIC - Other	20	2.1%	28	2.9%	971
QLD	836	2.6%	2,217	6.9%	32,361
Bundaberg	45	2.7%	137	8.3%	1,656
Ipswich	211	5.2%	267	6.6%	4,053
Mackay	31	1.6%	99	5.2%	1,911
Toowoomba	229	5.9%	356	9.2%	3,884
Townsville	74	1.9%	237	6.1%	3,857
Rockhampton	50	2.0%	202	8.1%	2,496
Beenleigh	64	2.6%	79	3.2%	2,472
Brisbane	45	0.7%	365	5.8%	6,270

²⁵² Participants who have moved to a different State/Territory since entering the Scheme are included in 'Other', which also includes those with regional information missing. Only regions that have phased in as at 31 December 2018 are shown in this table.

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Cairns	31	2.2%	204	14.3%	1,426
Maryborough	50	3.3%	166	10.8%	1,538
Robina	3	0.1%	88	3.7%	2,379
QLD - Other	3	0.7%	17	4.1%	419
WA	363	3.9%	751	8.0%	9,394
North East Metro	292	6.8%	425	9.9%	4,301
Wheat Belt	0	0.0%	1	0.4%	279
South Metro	32	1.3%	177	7.4%	2,378
Central South Metro	19	1.7%	85	7.5%	1,126
South West	0	0.0%	15	4.7%	318
Goldfields-Esperance	2	2.7%	2	2.7%	74
North Metro	5	0.9%	11	1.9%	583
Kimberley-Pilbara	1	1.0%	3	3.0%	101
WA - Other	12	5.1%	32	13.7%	234
SA	1,235	5.2%	1,374	5.8%	23,650
Adelaide Hills	21	2.5%	27	3.2%	852
Barossa, Light and Lower North	12	1.0%	14	1.1%	1,221
Eastern Adelaide	76	4.6%	96	5.8%	1,661
Eyre and Western	19	2.5%	23	3.1%	748
Far North (SA)	17	6.6%	19	7.4%	258
Fleurieu and Kangaroo Island	20	3.0%	22	3.3%	674
Limestone Coast	36	4.3%	47	5.6%	834
Murray and Mallee	35	3.6%	39	4.0%	970
Northern Adelaide	430	5.4%	465	5.8%	7,969
Southern Adelaide	470	8.9%	496	9.3%	5,308
Western Adelaide	69	3.8%	82	4.5%	1,826
Yorke and Mid North	27	2.8%	40	4.1%	977
SA - Other	3	0.9%	4	1.1%	352
TAS	520	10.6%	643	13.1%	4,914
TAS North	121	9.5%	156	12.3%	1,273
TAS North West	136	10.8%	155	12.3%	1,263
TAS South East	81	8.4%	102	10.6%	963
TAS South West	178	13.5%	221	16.7%	1,323
TAS - Other	4	4.3%	9	9.8%	92
ACT	6	0.1%	403	6.0%	6,675
ACT	3	0.0%	396	6.3%	6,330
ACT - Other	3	0.9%	7	2.0%	345
NT	178	11.6%	256	16.7%	1,534
Barkly	6	4.5%	13	9.8%	133
Central Australia	65	30.2%	82	38.1%	215
Darwin Remote	0	0.0%	0	0.0%	111
Darwin Urban	91	12.7%	142	19.9%	714
East Arnhem	0	0.0%	0	0.0%	187
Katherine	15	10.1%	18	12.1%	149
NT – Other	1	4.0%	1	4.0%	25
Total	10,975	4.8%	16,880	7.4%	227,486

Table O.2 Annualised committed supports in current NDIS plans as at 31 December 2018

State/Territory	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed for SIL supports	Total committed in current plans (\$)
NSW	42,684,032	0.8%	1,953,991,696	35%	5,610,641,503
VIC	34,031,126	1.1%	937,638,871	29%	3,234,033,762
QLD	9,484,253	0.4%	624,654,064	28%	2,268,582,214
WA	3,875,237	0.8%	182,080,846	36%	511,849,738
SA	13,621,353	1.2%	332,714,816	30%	1,126,454,521
TAS	5,970,496	1.6%	195,435,480	53%	367,294,708
ACT	135,333	0.0%	116,090,625	32%	361,306,822
NT	1,990,713	1.0%	104,435,237	54%	193,305,614
Total	111,792,543	0.8%	4,447,041,634	33%	13,673,468,882

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.

Table O.3 Number of Enrolled SDA Dwellings by Location and Type as at 31 December 2018 (excluding in-kind arrangements)²⁵³

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	5	-	-	-	5
ACT - Australian Capital Territory	5	-	-	-	5
NSW	979	54	166	3	1,202
NSW - Capital Region	39	1	2	-	42
NSW - Central Coast	36	3	-	1	40
NSW - Central West	47	3	3	-	53
NSW - Coffs Harbour - Grafton	17	5	1	-	23
NSW - Far West and Orana	55	4	-	-	59
NSW - Hunter Valley exc Newcastle	43	2	6	-	51
NSW - Illawarra	33	1	7	-	41
NSW - Mid North Coast	29	-	3	-	32
NSW - Murray	33	1	3	-	37
NSW - New England and North West	27	2	5	-	34
NSW - Newcastle and Lake Macquarie	39	1	13	-	53
NSW - Richmond - Tweed	25	1	13	-	39
NSW - Riverina	20	1	5	-	26
NSW - Southern Highlands and Shoalhaven	8	1	2	-	11
NSW - Sydney - Baulkham Hills and Hawkesbury	37	-	11	-	48
NSW - Sydney - Blacktown	52	4	9	-	65
NSW - Sydney - City and Inner South	14	3	-	-	17
NSW - Sydney - Eastern Suburbs	13	3	1	-	17
NSW - Sydney - Inner South West	52	1	1	1	55
NSW - Sydney - Inner West	15	3	-	-	18
NSW - Sydney - North Sydney and Hornsby	63	7	-	-	70
NSW - Sydney - Northern Beaches	29	2	4	-	35
NSW - Sydney - Outer South West	23	-	2	-	25
NSW - Sydney - Outer West and Blue Mountains	62	3	1	-	66
NSW - Sydney - Parramatta	70	-	28	-	98
NSW - Sydney - Ryde	31	-	31	-	62
NSW - Sydney - South West	21	-	1	1	23
NSW - Sydney - Sutherland	46	2	14	-	62
NT	17	3	8	-	28
NT - Darwin	9	2	8	-	19
NT - Northern Territory - Outback	8	1	-	-	9
QLD	276	39	71	2	388
QLD - Brisbane - East	16	-	-	-	16
QLD - Brisbane - North	14	2	4	-	20
QLD - Brisbane - South	30	4	-	-	34
QLD - Brisbane - West	16	2	2	-	20

²⁵³ 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 Inner City	6	-	-	-	6
QLD - Cairns	12	1	2	-	15
QLD - Darling Downs - Maranoa	2	2	-	-	4
QLD - Fitzroy	23	2	-	-	25
QLD - Gold Coast	21	2	3	-	26
QLD - Ipswich	11	1	16	-	28
QLD - Logan - Beaudesert	2	1	3	-	6
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	13	4	-	-	17
QLD - Toowoomba	13	7	6	2	28
QLD - Townsville	13	2	5	-	20
QLD - Wide Bay	53	4	19	-	76
SA	478	11	9	-	498
SA - Adelaide - Central and Hills	37	1	1	-	39
SA - Adelaide - North	119	1	3	-	123
SA - Adelaide - South	146	8	3	-	157
SA - Adelaide - West	116	-	2	-	118
SA - Barossa - Yorke - Mid North	13	1	-	-	14
SA - South Australia - Outback	6	-	-	-	6
SA - South Australia - South East	41	-	-	-	41
TAS	24	3	8	-	35
TAS - Hobart	12	-	-	-	12
TAS - Launceston and North East	5	2	4	-	11
TAS - South East	1	-	-	-	1
TAS - West and North West	6	1	4	-	11
VIC	298	80	43	11	432
VIC - Ballarat	24	5	-	-	29
VIC - Bendigo	7	-	8	-	15
VIC - Geelong	24	4	3	5	36
VIC - Hume	32	5	-	-	37
VIC - Latrobe - Gippsland	11	6	-	-	17
VIC - Melbourne - Inner	3	2	-	-	5
VIC - Melbourne - Inner East	26	10	1	-	37
VIC - Melbourne - Inner South	20	9	1	-	30
VIC - Melbourne - North East	29	10	10	-	49
VIC - Melbourne - North West	13	1	-	-	14
VIC - Melbourne - Outer East	22	-	4	-	26
VIC - Melbourne - South East	19	3	2	1	25
VIC - Melbourne - West	3	9	3	-	15
VIC - Mornington Peninsula	14	5	2	-	21
VIC - North West	24	4	5	5	38
VIC - Shepparton	12	3	3	-	18
VIC - Warrnambool and South West	15	4	1	-	20

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
WA	5	-	-	-	5
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	5	-	-	-	5
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	-	-	-	-	-
Total	2,082	190	305	16	2,593

Table O.4 Number of Enrolled SDA Dwellings by Location and Design as at 31 December 2018 (excluding in-kind arrangements)²⁵⁴

Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	-	5	-	-	5
ACT - Australian Capital Territory	-	-	5	-	-	5
NSW	798	188	53	40	123	1,202
NSW - Capital Region	36	3	1	1	1	42
NSW - Central Coast	33	2	-	4	1	40
NSW - Central West	35	4	1	4	9	53
NSW - Coffs Harbour - Grafton	11	3	4	2	3	23
NSW - Far West and Orana	52	2	-	3	2	59
NSW - Hunter Valley exc Newcastle	30	13	-	3	5	51
NSW - Illawarra	33	8	-	-	-	41
NSW - Mid North Coast	24	6	-	2	-	32
NSW - Murray	16	15	1	3	2	37
NSW - New England and North West	15	11	1	-	7	34
NSW - Newcastle and Lake Macquarie	27	7	15	1	3	53
NSW - Richmond - Tweed	15	13	10	-	1	39
NSW - Riverina	18	6	1	-	1	26
NSW - Southern Highlands and Shoalhaven	9	-	-	2	-	11
NSW - Sydney - Baulkham Hills and Hawkesbury	23	11	-	-	14	48
NSW - Sydney - Blacktown	49	-	-	1	15	65
NSW - Sydney - City and Inner South	14	1	-	2	-	17
NSW - Sydney - Eastern Suburbs	15	-	1	1	-	17
NSW - Sydney - Inner South West	50	3	-	-	2	55
NSW - Sydney - Inner West	16	-	1	1	-	18

²⁵⁴ 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 - Sydney - North Sydney and Hornsby	52	12	6	-	-	70
NSW - Sydney - Northern Beaches	29	1	-	-	5	35
NSW - Sydney - Outer South West	16	3	4	1	1	25
NSW - Sydney - Outer West and Blue Mountains	49	6	-	7	4	66
NSW - Sydney - Parramatta	48	28	6	1	15	98
NSW - Sydney - Ryde	27	3	-	1	31	62
NSW - Sydney - South West	14	7	1	-	1	23
NSW - Sydney - Sutherland	42	20	-	-	-	62
NT	8	4	1	-	15	28
NT - Darwin	4	1	1	-	13	19
NT - Northern Territory - Outback	4	3	-	-	2	9
QLD	85	118	68	31	86	388
QLD - Brisbane - East	9	4	-	2	1	16
QLD - Brisbane - North	7	5	3	-	5	20
QLD - Brisbane - South	5	9	11	9	-	34
QLD - Brisbane - West	1	5	12	-	2	20
QLD - Brisbane Inner City	-	2	4	-	-	6
QLD - Cairns	3	2	2	-	8	15
QLD - Darling Downs - Maranoa	1	3	-	-	-	4
QLD - Fitzroy	4	9	-	1	11	25
QLD - Gold Coast	9	5	7	-	5	26
QLD - Ipswich	3	7	15	1	2	28
QLD - Logan - Beaudesert	1	2	-	2	1	6
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	3	6	-	5	3	17
QLD - Toowoomba	11	10	1	-	6	28
QLD - Townsville	6	3	2	-	9	20
QLD - Wide Bay	20	25	1	6	24	76
SA	203	147	55	2	91	498
SA - Adelaide - Central and Hills	18	3	3	-	15	39
SA - Adelaide - North	43	57	5	1	17	123
SA - Adelaide - South	73	36	15	-	33	157
SA - Adelaide - West	44	24	30	-	20	118
SA - Barossa - Yorke - Mid North	7	6	-	1	-	14
SA - South Australia - Outback	2	4	-	-	-	6
SA - South Australia - South East	16	17	2	-	6	41
TAS	6	14	1	3	11	35
TAS - Hobart	4	6	-	1	1	12
TAS - Launceston and North East	1	5	1	2	2	11
TAS - South East	-	1	-	-	-	1
TAS - West and North West	1	2	-	-	8	11
VIC	195	117	29	38	53	432
VIC - Ballarat	5	12	-	11	1	29

Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Bendigo	2	5	4	4	-	15
VIC - Geelong	12	10	4	5	5	36
VIC - Hume	22	9	-	1	5	37
VIC - Latrobe - Gippsland	12	4	-	-	1	17
VIC - Melbourne - Inner	3	2	-	-	-	5
VIC - Melbourne - Inner East	23	12	-	1	1	37
VIC - Melbourne - Inner South	19	6	-	1	4	30
VIC - Melbourne - North East	19	10	11	4	5	49
VIC - Melbourne - North West	11	3	-	-	-	14
VIC - Melbourne - Outer East	15	3	-	4	4	26
VIC - Melbourne - South East	9	6	1	4	5	25
VIC - Melbourne - West	3	8	4	-	-	15
VIC - Mornington Peninsula	3	10	1	3	4	21
VIC - North West	16	9	-	-	13	38
VIC - Shepparton	6	6	4	-	2	18
VIC - Warrnambool and South West	15	2	-	-	3	20
WA	-	-	5	-	-	5
WA - Bunbury	-	-	-	-	-	-
WA - Mandurah	-	-	-	-	-	-
WA - Perth - Inner	-	-	5	-	-	5
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	-	-	-	-	-	-
Total	1,295	588	217	114	379	2,593

Table O.5 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 31 December 2018 (excluding in-kind arrangements)²⁵⁵

Location	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	0	1	0	2	2	0	5
ACT - Australian Capital Territory	0	1	0	2	2	0	5
NSW	201	165	83	221	478	54	1,202
NSW - Capital Region	20	3	0	5	13	1	42
NSW - Central Coast	8	6	4	9	10	3	40
NSW - Central West	1	4	4	11	30	3	53
NSW - Coffs Harbour - Grafton	5	4	3	2	4	5	23
NSW - Far West and Orana	16	10	2	11	16	4	59
NSW - Hunter Valley exc Newcastle	7	11	5	10	16	2	51

²⁵⁵ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
NSW - Illawarra	3	1	3	8	25	1	41
NSW - Mid North Coast	14	3	0	1	14	0	32
NSW - Murray	13	3	1	5	14	1	37
NSW - New England and North West	1	11	1	3	16	2	34
NSW - Newcastle and Lake Macquarie	13	7	5	7	20	1	53
NSW - Richmond - Tweed	16	3	3	5	11	1	39
NSW - Riverina	3	2	4	7	9	1	26
NSW - Southern Highlands and Shoalhaven	0	0	0	0	10	1	11
NSW - Sydney - Baulkham Hills and Hawkesbury	1	9	6	16	16	0	48
NSW - Sydney - Blacktown	0	4	8	9	40	4	65
NSW - Sydney - City and Inner South	1	2	1	2	8	3	17
NSW - Sydney - Eastern Suburbs	1	0	1	4	8	3	17
NSW - Sydney - Inner South West	10	0	1	13	30	1	55
NSW - Sydney - Inner West	0	0	2	4	9	3	18
NSW - Sydney - North Sydney and Hornsby	6	9	4	14	30	7	70
NSW - Sydney - Northern Beaches	2	0	1	10	20	2	35
NSW - Sydney - Outer South West	2	1	1	9	12	0	25
NSW - Sydney - Outer West and Blue Mountains	9	6	5	21	22	3	66
NSW - Sydney - Parramatta	15	27	9	9	38	0	98
NSW - Sydney - Ryde	10	22	4	16	10	0	62
NSW - Sydney - South West	0	8	2	3	10	0	23
NSW - Sydney - Sutherland	24	9	3	7	17	2	62
NT	1	14	1	3	6	3	28
NT - Darwin	0	10	0	1	6	2	19
NT - Northern Territory - Outback	1	4	1	2	0	1	9
QLD	105	84	68	65	27	39	388
QLD - Brisbane - East	3	2	7	2	2	0	16
QLD - Brisbane - North	5	4	6	1	2	2	20
QLD - Brisbane - South	2	18	2	8	0	4	34
QLD - Brisbane - West	2	12	2	2	0	2	20
QLD - Brisbane Inner City	2	0	0	4	0	0	6
QLD - Cairns	2	2	2	7	1	1	15
QLD - Darling Downs - Maranoa	0	0	0	0	2	2	4
QLD - Fitzroy	4	8	4	6	1	2	25
QLD - Gold Coast	17	2	1	2	2	2	26
QLD - Ipswich	16	1	7	3	0	1	28
QLD - Logan - Beaudesert	1	1	1	1	1	1	6
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	12	3	10	3	3	2	33
QLD - Moreton Bay - South	0	2	0	0	1	2	5
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	7	0	3	3	0	4	17
QLD - Toowoomba	9	4	3	3	2	7	28
QLD - Townsville	0	9	0	6	3	2	20
QLD - Wide Bay	21	16	20	12	3	4	76
SA	87	205	87	52	56	11	498
SA - Adelaide - Central and Hills	9	9	11	4	5	1	39
SA - Adelaide - North	12	66	22	14	8	1	123

Location	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Adelaide - South	24	65	23	15	22	8	157
SA - Adelaide - West	34	28	21	14	21	0	118
SA - Barossa - Yorke - Mid North	3	7	2	1	0	1	14
SA - South Australia - Outback	0	6	0	0	0	0	6
SA - South Australia - South East	5	24	8	4	0	0	41
TAS	6	10	4	12	0	3	35
TAS - Hobart	4	3	1	4	0	0	12
TAS - Launceston and North East	2	2	0	5	0	2	11
TAS - South East	0	0	1	0	0	0	1
TAS - West and North West	0	5	2	3	0	1	11
VIC	85	66	32	32	137	80	432
VIC - Ballarat	3	12	2	0	7	5	29
VIC - Bendigo	10	2	2	0	1	0	15
VIC - Geelong	17	8	1	3	3	4	36
VIC - Hume	5	16	1	3	7	5	37
VIC - Latrobe - Gippsland	4	3	1	0	3	6	17
VIC - Melbourne - Inner	2	0	0	0	1	2	5
VIC - Melbourne - Inner East	1	1	2	4	19	10	37
VIC - Melbourne - Inner South	1	1	1	0	18	9	30
VIC - Melbourne - North East	14	5	4	5	11	10	49
VIC - Melbourne - North West	0	6	0	0	7	1	14
VIC - Melbourne - Outer East	1	0	5	7	13	0	26
VIC - Melbourne - South East	1	1	4	4	12	3	25
VIC - Melbourne - West	0	0	1	2	3	9	15
VIC - Mornington Peninsula	4	0	1	1	10	5	21
VIC - North West	16	7	3	1	7	4	38
VIC - Shepparton	4	2	3	2	4	3	18
VIC - Warrnambool and South West	2	2	1	0	11	4	20
WA	0	5	0	0	0	0	5
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	485	550	275	387	706	190	2,593



“I’m researching types of books, shelving options, devices and various programs. Having a library and organisational background is a great strength. I love being able to do what I love, and use my skills to help people. It makes me feel like I’ve achieved one of my goals, to give back to the community.”

- Ben Warren (pictured), NDIS participant who secured a job as Information and Research Assistant at Junaya Family Development Services after appearing on ABC’s Employable Me



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