

COAG Disability Reform Council
Quarterly Report
30 June 2019



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Key highlights

The scale and complexity of the roll-out is unprecedented

The NDIA and partner workforce has grown from **2,300** at July 2016 to over

11,000
this quarter

From 1 July 2019 the NDIS is available in **every region** of Australia except for Christmas Island & the Cocos Islands

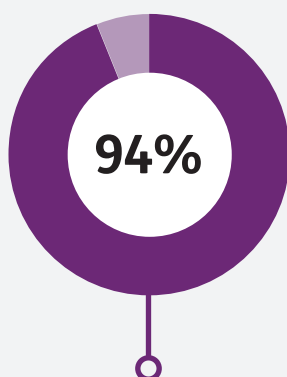
298,816 people with disability have joined the Scheme

27,853
joined the Scheme this quarter

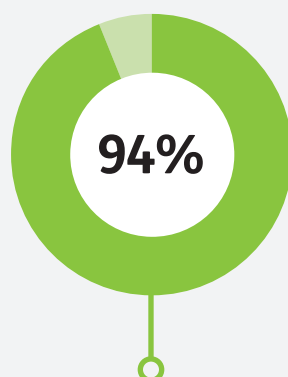
99,537
received supports for the first time

The NDIA has met **93%** of its operational target for the number of participants entering the Scheme in 2018-19

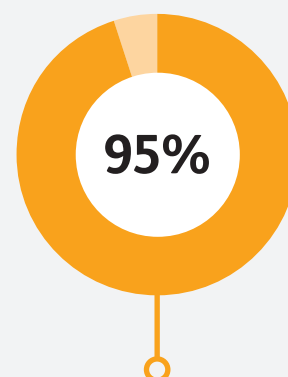
Overall, participant satisfaction is high at 90%



said their planner listened to them



said they had enough time to tell their story



said their planning meeting had gone well

Key highlights

Participants in the Scheme for two years show significantly improved outcomes

↑ **9%**

increase in
independence
for children aged
7 to 14 years

↑ **7%**

increase in
assistance with
daily living
for participants
aged 15 to 25

↑ **7%**

increase in
choice and
control
for participants
aged 25 and over

↑ **11%**

increase in
accessing
community and
social activities
for participants
aged 15 and over



Call centre performance has continued
to improve with **83%** of calls answered
within **60 seconds**

Executive Summary

The positive impact that the NDIS continues to have on the lives of Australians with disability and their families and carers is increasingly evident through improved participant outcome and satisfaction results. This report outlines the NDIA's progress - with almost 300,000 Scheme participants being supported since Scheme inception, including close to 100,000 participants who have received supports for the first time.

1.1 The NDIS is available to almost all Australians

The accelerating pace of the NDIS roll-out means eligible Australians across almost all areas of Australia have access to the NDIS.

1.1 As the NDIS roll-out nears completion almost 300,000 participants have joined the Scheme

The accelerating pace of the roll-out is delivering NDIS funding to a rapidly increasing number of participants. Almost all eligible Australians¹ now have access to the NDIS.

At 30 June 2019, 298,816 people with disabilities, including 5,312 children in the Early Childhood Early Intervention (ECEI) program, had joined the NDIS. This represents an 8% increase over the prior quarter.

An additional 27,853 participants received an approved plan.

1.2 Almost 100,000 participants have received supports for the first time

99,537 of the 298,816 participants have received supports for the first time, including 35.8% of participants this quarter. 193,967 previously received support from State/Territory or Commonwealth programs.

1.3 The NDIA performed strongly against operational targets

The Agency achieved 93% of its operational target across 2018-19, meaning 108,478 of 116,862 actionable records were processed.² Actionable records relate to those people who could be contacted, who met the access requirements and whose records were provided to the Agency.

At 30 June 2019, 72% of the Scheme-to-date bilateral estimate was reached and 61% of the 2018-19 bilateral estimate was met. The availability of data and difficulty contacting transitioning participants from State/Territory and Commonwealth programs are the primary challenges in obtaining actionable records. This has a consequential impact on progress against bilateral estimates. Other reasons include some individuals making a decision not to apply to the Scheme, and others no longer requiring support.

As at 30 June 2019, the NDIA was 83,000 State/Territory and Commonwealth actionable records short of the transition bilateral estimate. However, an additional 27,000 new participants compared with the bilateral estimate have requested access to the Scheme. This results in the NDIA being 57,000 short of the bilateral estimate when both State/Territory, Commonwealth and new people are considered together.

¹ Great Southern, Central North Metro, Midwest-Gascoyne and South East Metro regions of Western Australia transition on 1 July 2019. Christmas Island and Cocos (Keeling) Islands will transition on 1 July 2020.

² This excludes people who transferred from the WA NDIS.

Executive Summary *continued*

1.4 Scheme participants are increasingly diverse

Of the 27,853 participants (excluding ECEI) joining the Scheme this quarter, there was an increase in the diversity of the participants, specifically:

- **Aboriginal and/or Torres Strait Islanders:** 7.3% of participants who received a plan in the quarter, compared with 5.6% in previous quarters combined.
- **Culturally and Linguistically Diverse (CALD):** 10.3% of participants who received a plan in the quarter, compared with 8.2% in previous quarters combined.
- **Remote / very remote:** 2.8% of participants who received a plan in the June quarter, compared with 1.2% in previous quarters combined.
- **Young people in residential aged care (YPIRAC):** 2.2% of participants who received a plan in the quarter, compared to 1.6% in the previous quarters combined.
- Twelve percent (12%) of participants who entered this quarter had a **primary psychosocial disability**, compared to 8% of participants in previous quarters combined.
- A high proportion of children aged 0-6 entered the Scheme this quarter with 12% of participants indicating a primary disability of either **Developmental Delay** or **Global Developmental Delay**, compared to 6% in previous quarters combined.

1.5 Participants increasingly self-manage their funding

Self-management maximises choice and control as participants can opt for bespoke or innovative supports outside of the specialist disability services and negotiate their own prices.

The proportion of approved plans that are self-managed (either fully or partly) has increased over the last two years, from 19% of plans approved in the quarter to June 2017 to 29% of plans approved in the quarter to June 2019, and the proportion of participants who have a plan manager has increased from 13% to 34%.

2. Participants, families and carers reported outcomes are encouraging

Participation in community and work improves the wellbeing of people with disability, and lowers the long-term costs of care and support. For participants aged 15 and above, there is an 11 percentage point improvement in participant involvement in community and social activities after two years in the Scheme.

The employment rate for families and carers of participants under 25 in the Scheme over the first year has increased by 3.1 percentage points and hours worked have also increased, with the proportion of family members/carers working 30 or more hours per week rising from 41% to 43%.

Notwithstanding this improvement, employment rates for participants have only increased modestly from 23% to 24%.

3. Utilisation improves with time in the Scheme

The longer a participant has been in the Scheme, the more of their plan they use (that is, the higher the utilisation of their plan). Utilisation for participants who are on at least their fifth plan is 75% nationwide, compared to 47% for first plans.

Core support utilisation is low in very remote areas indicating opportunities to increase core support provision in these areas. Opportunities also exist to increase utilisation in capacity building for adult participants in order to increase independence and participation.

Executive Summary *continued*

4. Continued focus on Early Childhood Early Intervention

Twenty-seven (27%) of participants who received an approved plan in the quarter were aged 0-6 years, compared with 12% in the previous quarters. The NDIA Board and management are committed to reducing backlogs for children receiving plans and this quarter was a strong start.

Consistent with the NDIA Board and management strategy, the Minister for the NDIS announced a plan to resolve delays and backlogs for children with disability in accessing Early Childhood Early Intervention (ECEI) supports through the NDIS June 2019. The six-month plan will be implemented by the NDIA. The key initiatives include:

- Working with ECEI Partners to secure additional resources to ensure children receive early childhood supports in a timely manner.
- For those children who have been found eligible for the NDIS, but who are likely to experience a wait time of greater than 50 days between an access decision and getting a plan, the NDIA will provide a standardised interim plan for six months.
- Participants with complex support needs will immediately be streamed to an NDIA Early Childhood specialist to develop their plan and appropriate funding package.

5. Significant increases in pricing

Significant price increases have been implemented to increase the availability of supply for the benefit of participants. These increases are the result of comprehensive work undertaken by the NDIA Board and management following extensive consultation with the sector. Highlights include:

- Continued implementation of the 25 recommendations of the Independent Pricing Review

- Increases in therapy prices of up to 28% in psychology and 23% in physiotherapy, and other therapy services of 6%
- Increases in base prices in attendant care of between 7.6% and 10.8%, and a temporary transformation payment of 7.5% in 2019-20
- Remote and very remote loadings will be increased from 20% and 25% to 40% and 50% respectively
- Annual price increases of 4.5% for the categories of Assistance with Daily Activities and Social and Community Participation, 2.1% for capacity building supports, and 1.3% for supports in the Consumables, Assistive Technology and Home Modification and Specialised Disability Accommodation support categories.

6. Community engagement ramps up to improve participant experience

6.1 The NDIA Board and management continue to do roving visits

The NDIA Board and management continue to undertake roving visits to Brisbane in May 2019 to meet with key stakeholders and see the implementation of the NDIS on the ground. The Board met with participants, providers, LAC and ECEI providers, as well as NDIA staff.

6.2 Insights Forums

The NDIA is conducting an initial series of four 'Insights Forums' through July and August 2019 with participant groups, providers, academics and government officials to share NDIS insights and data. These forums have been designed to stimulate conversation about the data and explore future solutions which will enable better outcomes for participants.

Executive Summary *continued*

6.3 Data Sharing

The increasing maturity of the NDIA provides for the collation of valuable data. This gives a better picture of the needs, successes and challenges for Australians who live with disability, those who support them individually, and those who work within the wider sector.

The NDIA is committed to releasing more data, and is progressively releasing more data on the NDIS website, including insight reports, downloadable data, and interactive data. This is designed to improve participant outcomes and assist with market development.

6.4 Participant employment taskforce

In November 2018 the Department of Social Services and the National Disability Insurance Agency formed a participant employment taskforce to recommend measures to improve employment outcomes for NDIS participants.

The Taskforce has met with over 250 stakeholders (including participants, parents, carers and advocates, service providers, NDIA Planners and Local Area Coordinators, Federal, state and territory government agencies, educators, employees and peak bodies) who are active in the delivery of NDIS employment supports or invested in improving participant employment outcomes.

The insights from these stakeholder consultations are informing the development of an NDIS Participant Employment strategy. This strategy will guide the NDIA over the next 3-5 years to become a leader and advocate of disability employment, improving employment outcomes for participants and people with disability more broadly.

6.5 Autism Advisory Group

The NDIA held two Autism Advisory Group meetings in this quarter (10 April and 14 June). The meetings focused on the NDIA's ECEI approach and developing strategies to resolve delays and backlogs for children with disability in accessing ECEI supports through the NDIS. The Autism Advisory Group was established in 2018 to provide a strong voice on behalf of people with autism who are participating in the NDIS. The group includes autism experts, service providers and people with lived experience of autism.

6.6 NDIS Participant Reference Group

The NDIS Participant Reference Group (PRG) continues to be a vital asset to the NDIA, with 20 members representing participants and carers, including people from culturally and linguistically diverse (CALD) communities and Aboriginal and Torres Strait Islander communities. This quarter, the PRG met to discuss:

- improving payment systems to be more seamless and easy to use for participants and providers
- defining simple and consistent language to be used across portal, plans and conversations with NDIS staff
- re-occurring work between PRG members and the NDIA to improve look and feel of the portal and communication products and resources.

In conclusion

The NDIS is available to almost all Australians, with a third of participants who have entered the Scheme having received supports for the first time.

The NDIS is making a fundamental difference to the lives of Australians with disability with improving outcomes and satisfaction.

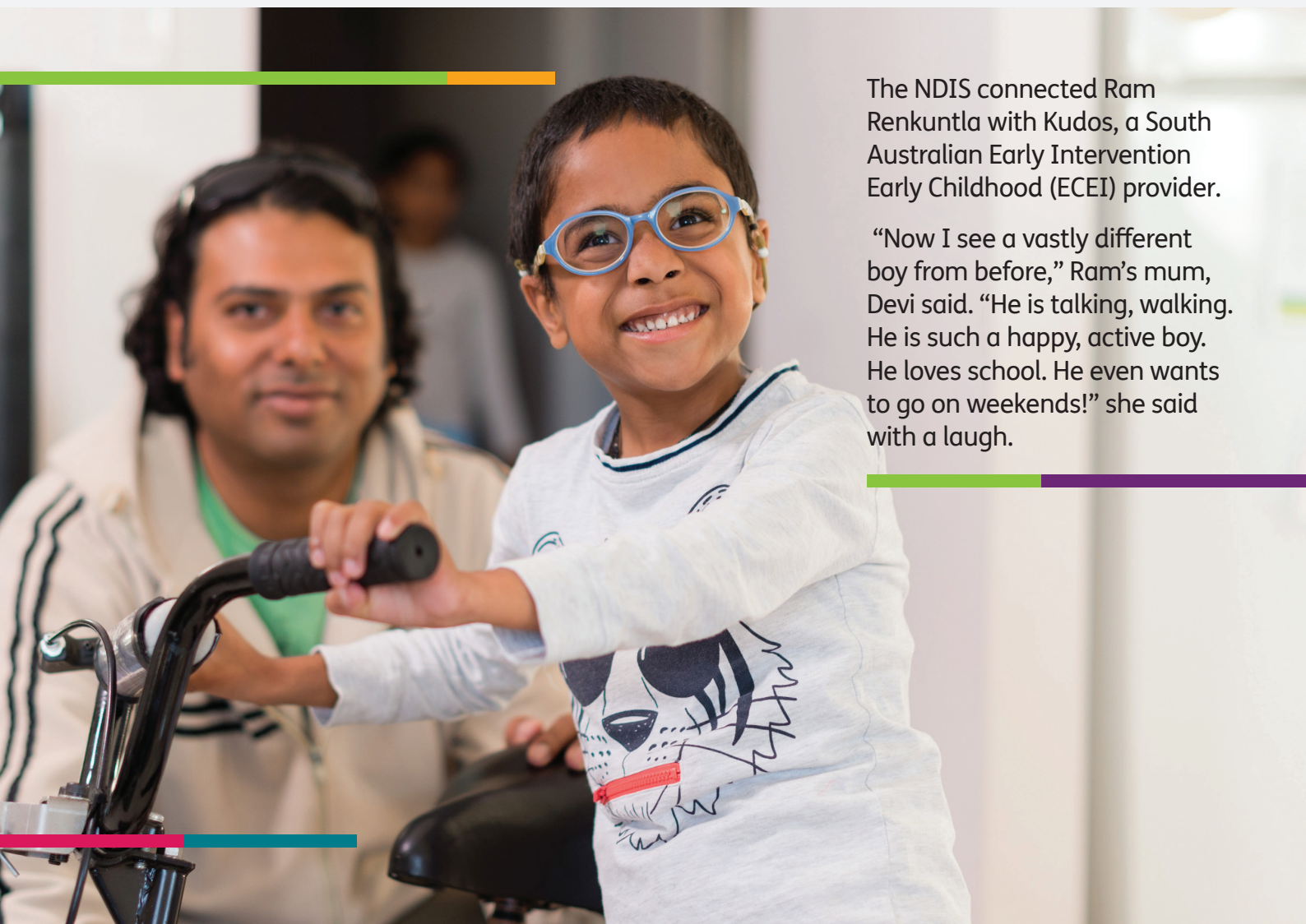
Engagement strategies are targetted so that the NDIS creates a more accesible and inclusive society for participants, families and carers.



Introduction

This report summarises the performance and operations of the National Disability Insurance Agency (NDIA) for the 3 months from 1 April 2019 to 30 June 2019, as required by Section 174 of the NDIS Act 2013.³

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



The NDIS connected Ram Renkuntla with Kudos, a South Australian Early Intervention Early Childhood (ECEI) provider.

“Now I see a vastly different boy from before,” Ram’s mum, Devi said. “He is talking, walking. He is such a happy, active boy. He loves school. He even wants to go on weekends!” she said with a laugh.

(Ram’s photo is also on the front cover)

³ 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. .



Liz Ellis thought her dream of securing a suitable property would never happen. Now, as a National Disability Insurance Scheme (NDIS) participant, she is living her dream and enjoying all the great accessible features her newly built apartment has to offer.

Following recent NDIS reforms, participants have their SDA classification in place. It means they can pre-register and secure new builds.

“SDA is such a wonderful achievement. It’s been an aspiration of mine for so long I now think, ‘I’ve achieved it. What do I do next?’”

Part One: Participants and their plans

Just under 300,000 participants have been supported by the NDIS since the Scheme started (including children in the ECEI gateway), and just under 100,000 participants have received supports for the first time.

1.1 Roll-out and number of participants

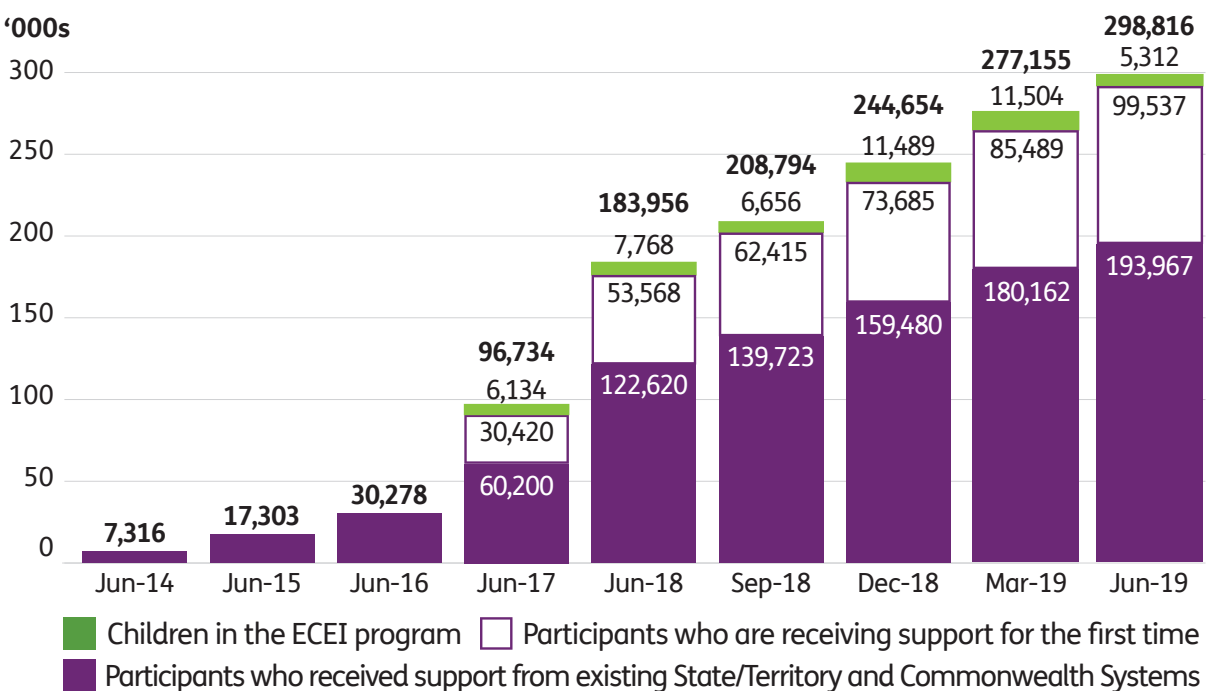
At 30 June 2019, the NDIS has transitioned to almost all areas of Australia⁴ with just under 300,000 Australians with disabilities having been supported by the NDIS.

At 30 June 2019, 298,816 people with disabilities, including children in the ECEI program, have been supported by the NDIS. This represents an 8% increase in the number of participants (including ECEI) over last quarter. An additional 27,853 participants, excluding children in the ECEI program, received approved plans this quarter.

Importantly, the Scheme is supporting both people from existing State/Territory and Commonwealth systems and people who have not previously received support. Of the 298,816 participants who have been supported by the Scheme, 193,967 previously received support from existing State/Territory or Commonwealth programs and 99,537 received support for the first time. Additionally, as at 30 June 2019, 5,312 children were being supported by the ECEI program. In the June quarter, 35.8% of participants gained support for the first time, compared with 31.6% in previous quarters combined, excluding children supported in the ECEI program.

The number of children in the ECEI program has halved over the quarter, falling from 11,504 to 5,312, as a high proportion of children received approved plans. More specifically, 7,529 children received approved plans (27% of all plans approved in the quarter).

Figure 1: Growth in participants



⁴ Great Southern, Central North Metro, Midwest-Gascoyne and South East Metro regions of Western Australia transition on 1 July 2019. Christmas Island and Cocos (Keeling) Islands will transition on 1 July 2020.

1.2 Operational progress

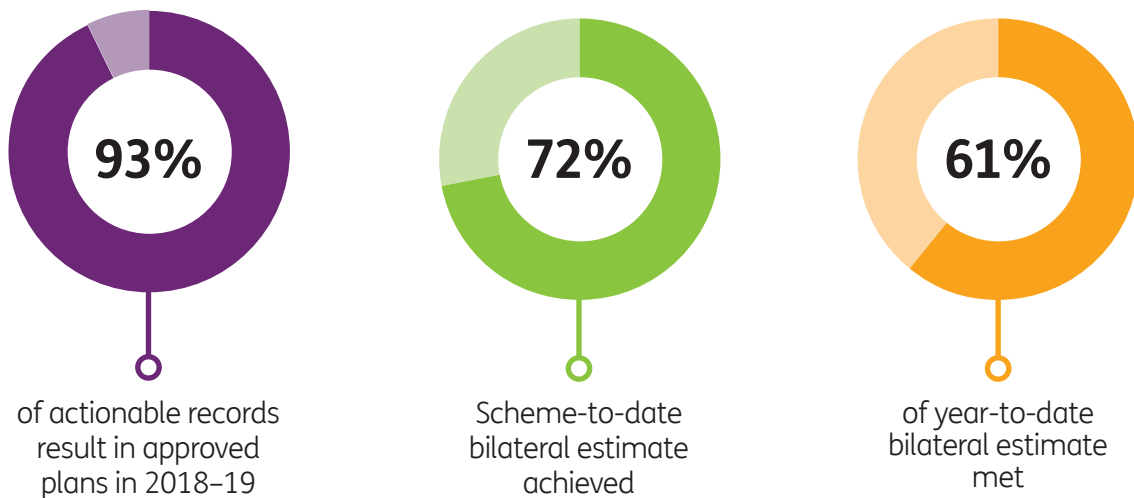
The NDIA performed strongly across the year, exceeding 90% of its operational target.

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.

The Agency achieved 93% of its operational target across 2018–19, meaning 108,478 of 116,862 actionable records were processed.⁵ Actionable records relate to those people who could be contacted, who met the access requirements and whose records were provided to the Agency.

At 30 June 2019, 72% of the Scheme-to-date bilateral estimate was reached and 61% of the 2018–19 bilateral estimate was met. A total of 298,816 participants had received a plan or connected with an ECEI partner, a further 55,577 persons were available to be actioned towards a plan approval. An actionable record relates to persons of which the NDIA knows, can be contacted, who are waiting on an access decision or met the access requirements.⁷ The 30 June 2019 bilateral estimate across the States and Territories was 377,000 which exceeds the 354,393 records that for which the agency has provided or is progressing towards a plan. The difference between bilateral estimates and actionable records includes duplicates, deceased individuals, or information that did not allow the NDIA to identify or contact individual. Post transition bilateral agreements are currently being negotiated with the States and Territories.

Figure 2: Progress against bilateral estimates



⁵ There were also an additional 7,143 plans approved for participants who transferred from WA in the year.

⁶ Detail on the bilateral estimates is included in Appendix C.

⁷ 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.

1.3 Participant characteristics

Over 2,000 participants identifying as Aboriginal and/or Torres Strait Islander joined the Scheme this quarter (7.3% of participants), which is the highest Scheme quarterly representation to date.

Of the 27,853 participants (excluding ECEI) joining the Scheme this quarter, there was an increase in the diversity of the participants, specifically:

Aboriginal and/or Torres Strait Islanders: 7.3% of participants received a plan in the quarter, compared with 5.6% in previous quarters combined.

Culturally and Linguistically Diverse (CALD): 10.3% of participants received a plan in the quarter, compared with 8.2% in previous quarters combined.

Remote / very remote: 2.8% of participants received a plan in the June quarter, compared with 1.2% in previous quarters combined.

Young people in residential aged care (YPIRAC): 2.2% of participants received a plan in the quarter, compared to 1.6% in the previous quarters combined.

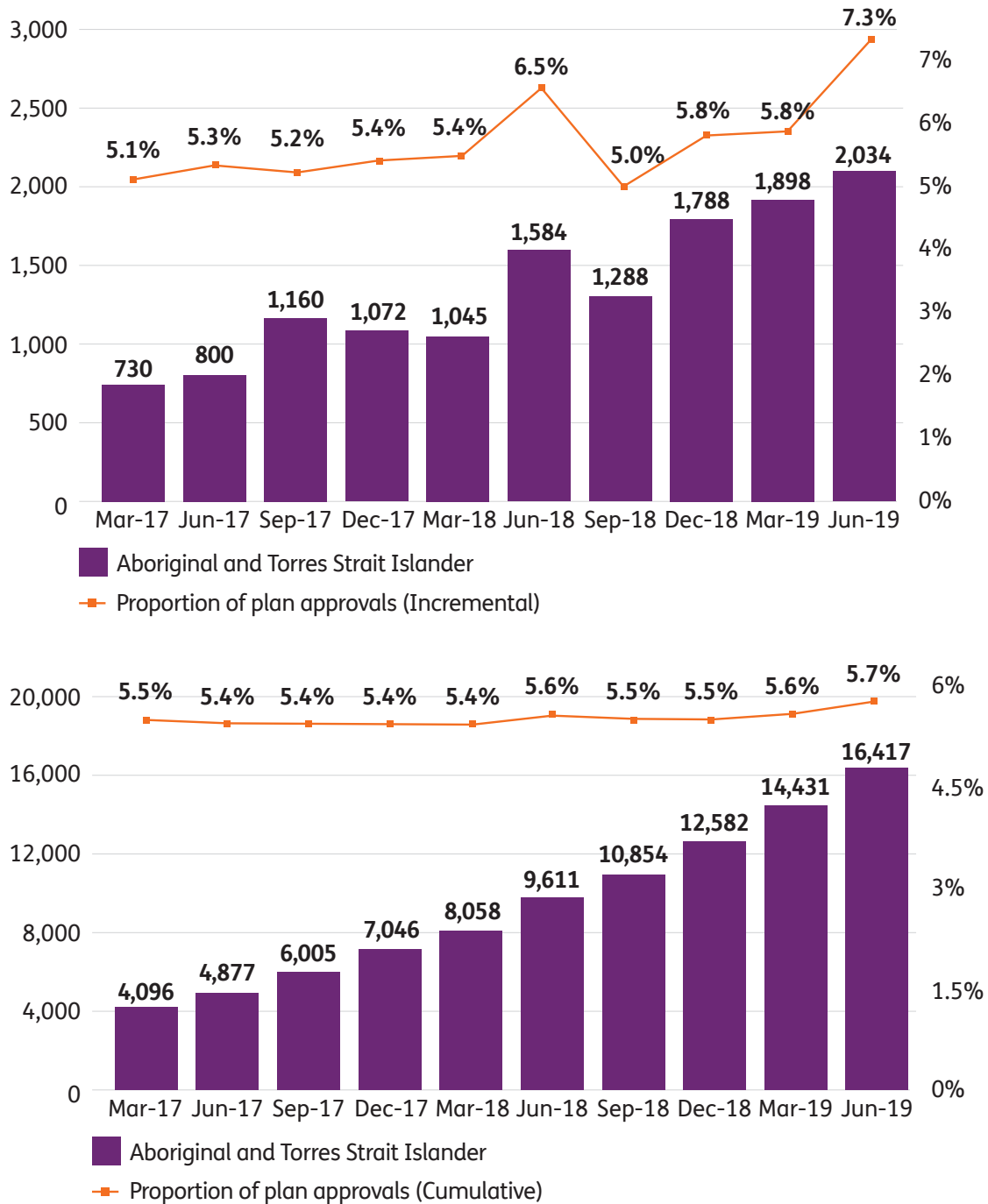
Twelve percent (12%) of participants who entered this quarter had a **primary psychosocial disability**, compared to 8% of participants in previous quarters combined.

Twenty-seven percent (27%) of participants who entered the scheme this quarter were aged **0-6 years** with 12% of participants indicating a primary disability of either **Developmental Delay** or **Global Developmental Delay**, compared to 6% in previous quarters combined.

Aboriginal and/or Torres Strait Islander

The number of participants identifying as Aboriginal and/or Torres Strait Islander increased by 2,034 in the quarter (7.3% of participants who entered in the quarter) and 7,008 over the past year. The higher proportion of Aboriginal and/or Torres Strait Islander participants entering this quarter was driven by proportional increases in Western Australia, NSW and South Australia. Overall, 16,417 active participants as at 30 June 2019 identified as Aboriginal and/or Torres Strait Islander, which is 5.7% of total Scheme participants.

Figure 3: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom) – NATIONAL⁸

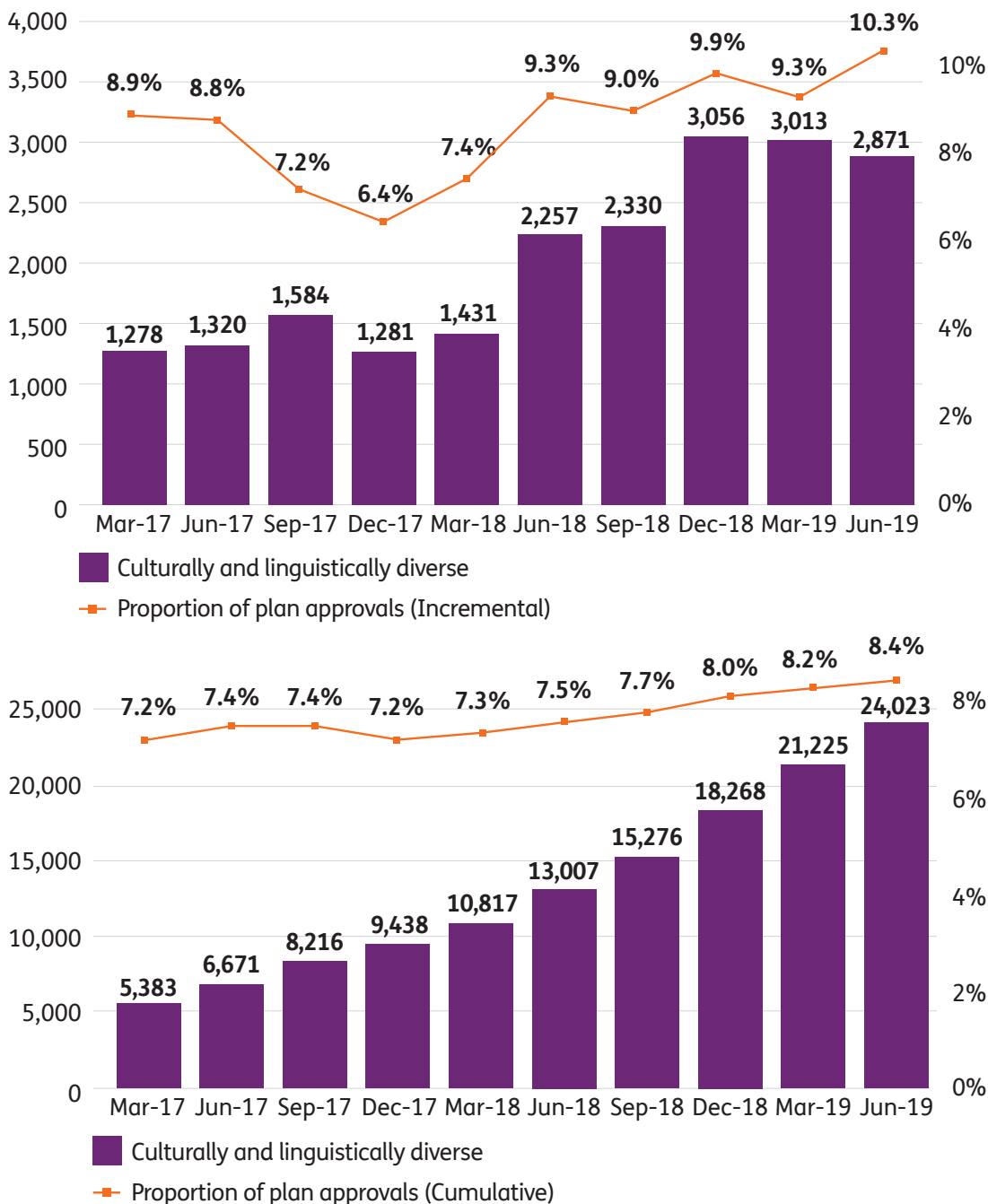


⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Culturally and Linguistically Diverse (CALD)

The proportion of new participants with a CALD background was 10.3% in the June 2019 quarter, with the increase due in part to the significant number of participants phasing into the scheme in metropolitan areas of Victoria. Specifically, 1,506 new participants in Victoria identified as having a CALD background which is 13% of all Victorian new entrants. This compares to the cumulative Victorian average of 9% identifying as CALD entering the Scheme in prior quarters. Increased CALD participants, as a percentage of total participants, were also observed across all other jurisdictions this quarter, except ACT and the NT. Overall, 24,023 active participants identified as CALD, which is 8.4% of total Scheme participants.

Figure 4: Number and proportion of culturally and linguistically diverse participants over time incrementally (top) and cumulatively (bottom) – NATIONAL⁹



⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

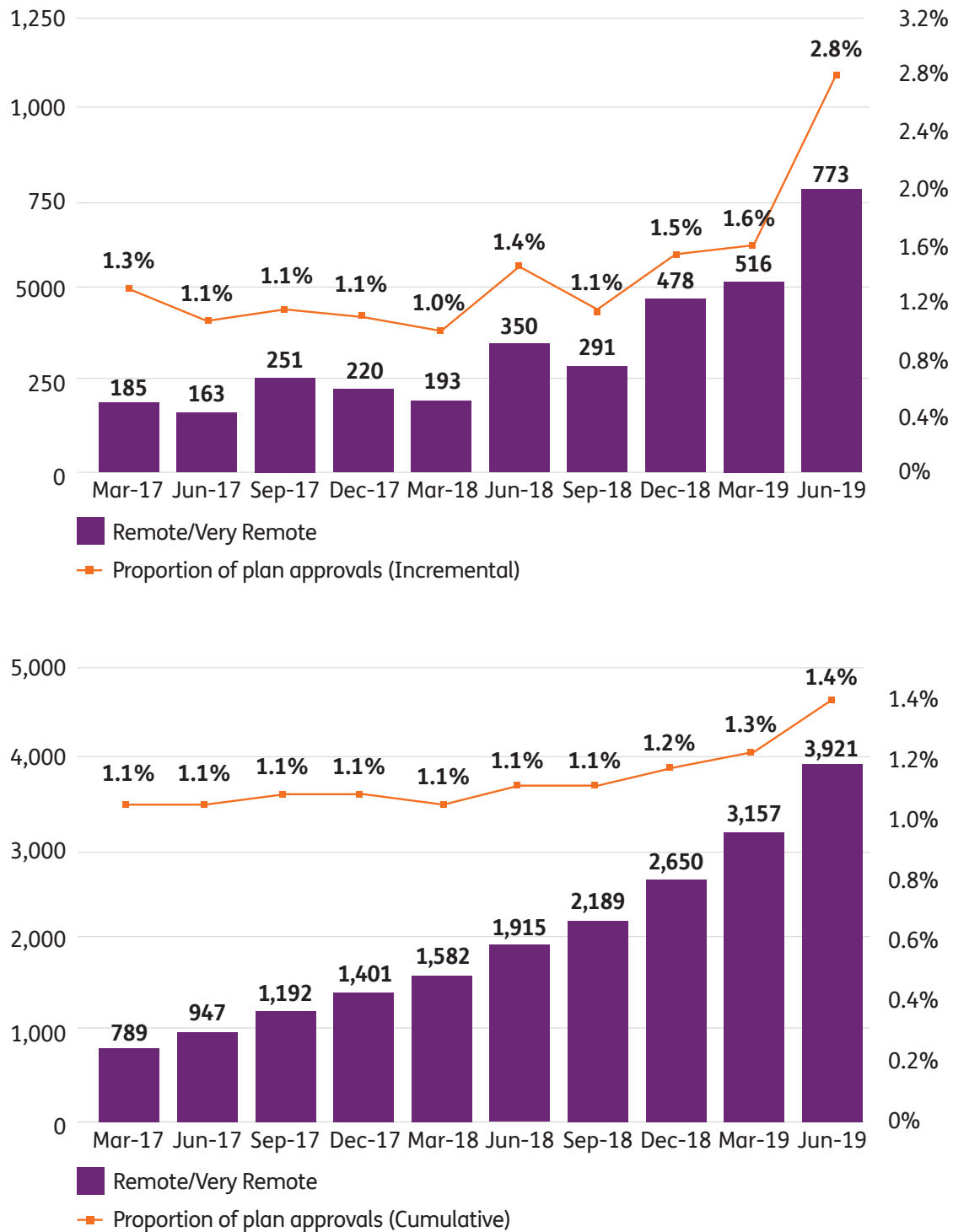
Remote / Very Remote

The proportion of participants living in remote and very remote regions has been increasing over the past year, from 1,915 participants at 30 June 2018 to 3,921 participants at 30 June 2019. There were 773 new participants from remote and very remote regions in the June 2019 quarter, by far the largest number of any quarter to date and representing 2.8% of new participants. The majority of the new participants this quarter were from WA and NT.

During this quarter 452 participants from remote and very remote regions in WA joined the Scheme, as the Scheme expanded into the Kimberley-Pilbara region of Western Australia. 163 participants from remote and very remote regions in the NT also joined the Scheme. Together WA and the NT accounted for 80% of the remote new participants joining the Scheme this quarter and 79% of very remote new participants.

Overall 3,921 active participants as at 30 June 2019 were living in remote regions, which is 1.4% of total Scheme participants.

Figure 5: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom) – NATIONAL¹⁰



¹⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Young people in residential aged care (YPIRAC)

The number of people in residential aged care receiving support from the NDIS increased by 607 in the quarter, and by 1,599 over the past year. Of the 4,721 active participants in residential aged care as at 30 June 2019, 18 were under the age of 45 years (3%), 760 were aged between 45 and 54 (16%), 2,855 were aged between 55 and 64 (61%), and 929 were aged 65 or over (20%). Some participants in residential aged care entered the Scheme before age 65 years but have since turned 65.

On 22 March 2019 the Minister for Families and Social Services announced a plan to reduce the number of younger people with disability living in aged care facilities. In support of this, the NDIA is expediting access to the Scheme for those who are eligible. Planners in the Complex Support Needs pathway will then, as a priority, work with eligible NDIS participants and their families to look at housing options, which may include funding for home modifications or SDA where required. Key to the success of this plan is the availability of facilities for participants to move into.

Early Childhood Early intervention (ECEI)

Twenty-seven percent (27%) of participants who received an approved plan in the quarter were aged **0-6 years**, compared with 12% in previous quarters. This higher number of children was also seen in the higher numbers of participants with **developmental delay** and **global developmental delay** entering the Scheme in the quarter (12% compared with 6% in previous quarters).

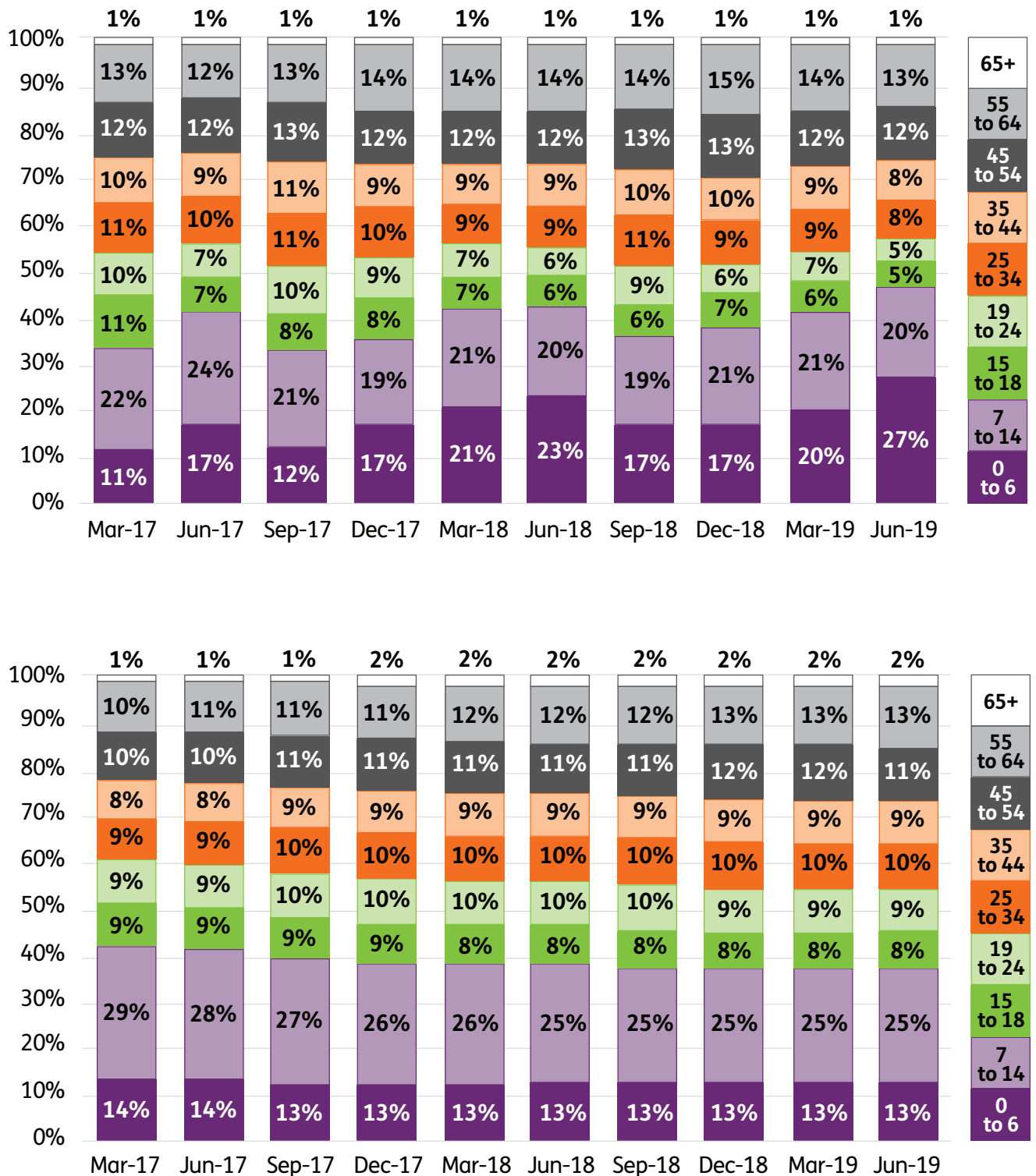
Consistent with the strategy of the NDIA Board and management, the Minister for the NDIS announced a plan for more children to get faster access to NDIS supports¹¹ and the higher proportion of children entering the Scheme in the quarter is a strong start to implementing this plan (see page 43).

Psychosocial disability

A higher proportion of participants with psychosocial disability entered the Scheme this quarter (12% compared with 8% in previous quarters). South Australia had 231 participants with psychosocial disability, or 13%, entering the Scheme this quarter compared with an average of 4% in prior quarters. Tasmania also increased to 12% of participants with psychosocial disability entering the Scheme this quarter, compared to 4% previously. The increase in both jurisdictions is driven by the aged-based phasing of their bilateral agreements.

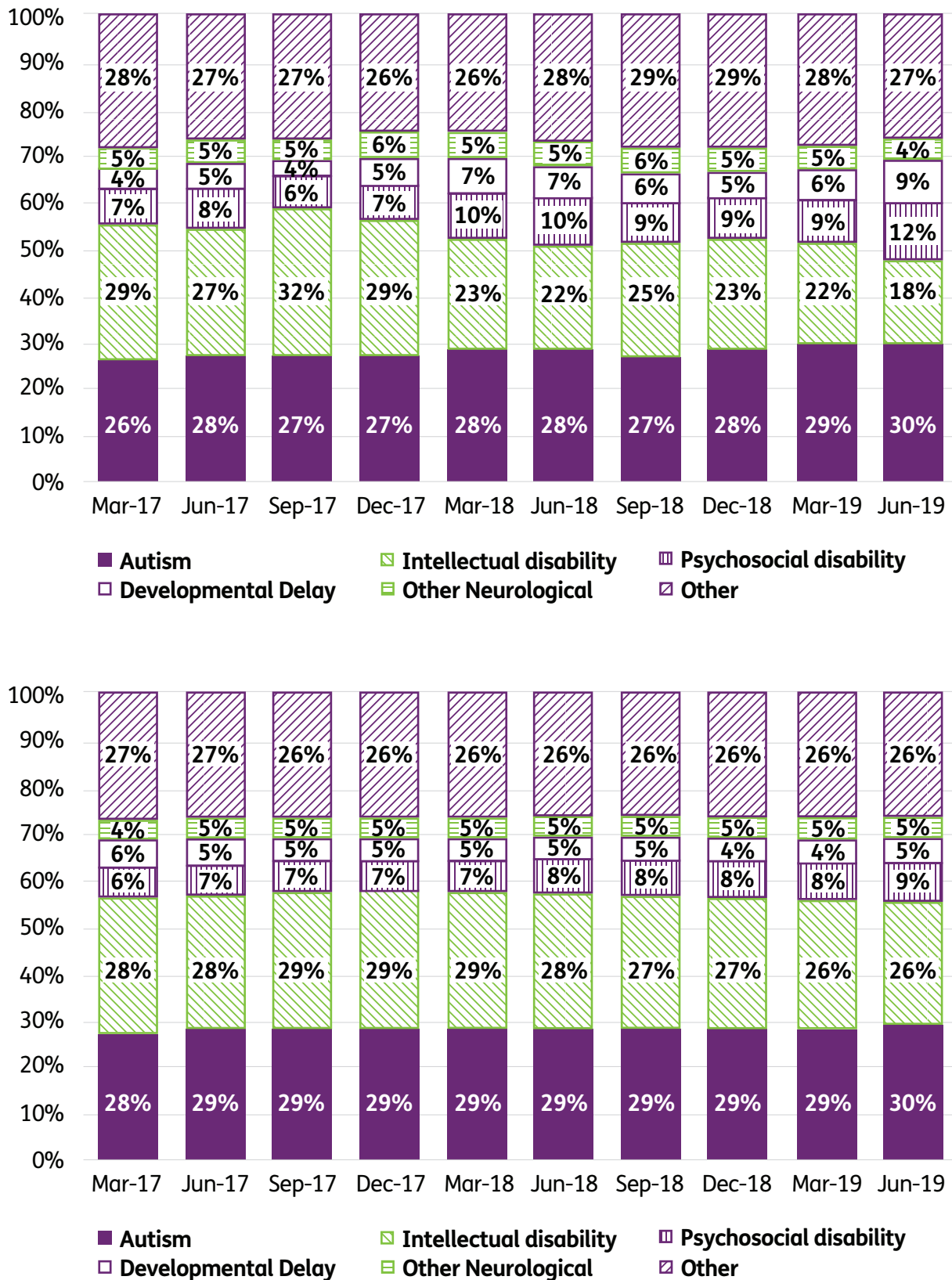
¹¹ [Children to get faster access to NDIS supports](#) – Media release from the Minister

Figure 6: Participant profile by age group over time incrementally (top) and cumulatively (bottom) – NATIONAL¹²



¹² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Figure 7: Participant profile by disability group over time incrementally (top) and cumulatively (bottom) – NATIONAL^{13,14}



¹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁴ ibid.

1.4 Self-management and plan management

The percentage of plans approved that are self-managed, or that have a plan manager, continues to increase.

Self-management is an NDIS plan management choice available to participants. Self-managing participants directly manage their own funded supports and services rather than having the Agency or a plan manager make payments on their behalf. Self-management maximises choice and control, as participants can opt for bespoke or innovative supports outside of the specialist disability services and negotiate their own prices. Further, international studies have shown that the benefits of self-management include higher levels of satisfaction, achievement of better outcomes, greater independence, employment opportunities and expanded social networks.

The proportion of approved plans that are self-managed (either fully or partly¹⁵) has increased over the last two years, from 19% of plans approved in the quarter to June 2017 to 29% of plans approved in the quarter to June 2019, and the proportion of participants that have a plan manager¹⁵ has also increased from 13% to 34%.

Figure 8: Plan management type and month of entry

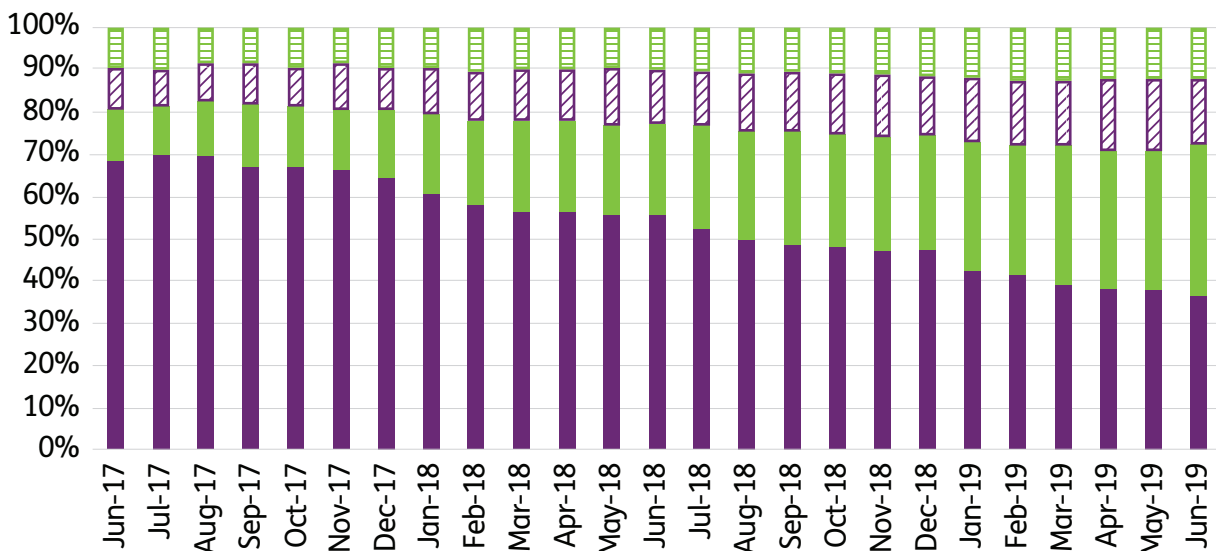
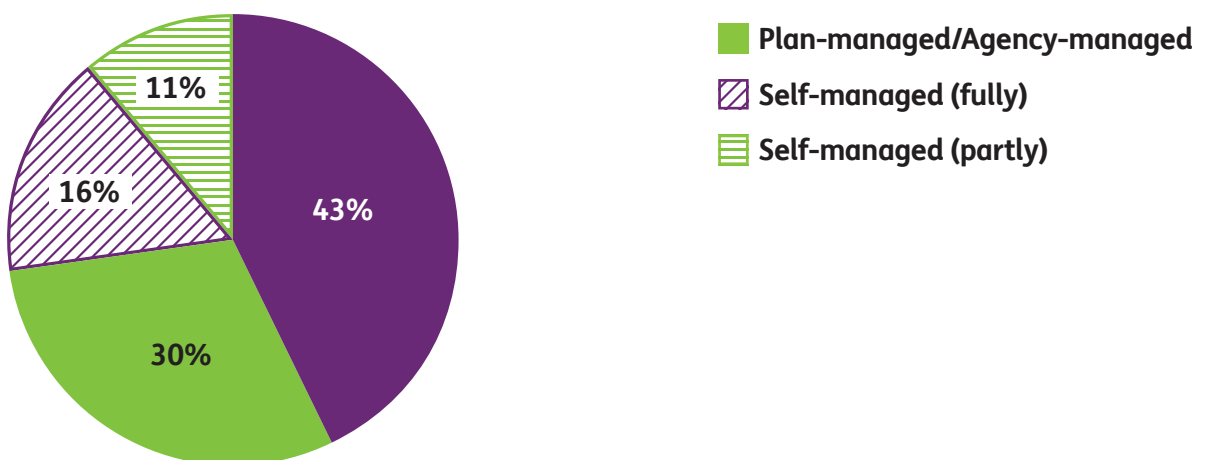


Figure 9: Active plans by plan management type



¹⁵ Participants can choose to self-manage part of their plan, but not all of it. For example, some participants choose to self-manage transport and consumables in their plan, but not the other supports. Participants can also choose a plan manager to financially manage their plan. The plan manager makes payments to service providers on behalf of the participant.

Younger participants are more likely to be self-managed and adults are more likely to have a plan manager

There continues to be a much higher rate of full self-management in younger age bands with 30% of participants aged 0-14 being self-managed¹⁶ compared with 6% for 25 years and over. Partial self-management is fairly consistent across age bands (at approximately 11%) and is more common than fully self-managed for adults. Conversely, participants aged 25 years and over are more likely to opt for a plan manager to make payments to providers (approximately 36%), compared to younger participants (approximately 20% for participants aged 0-14 years).

Figure 10: Self-management by age

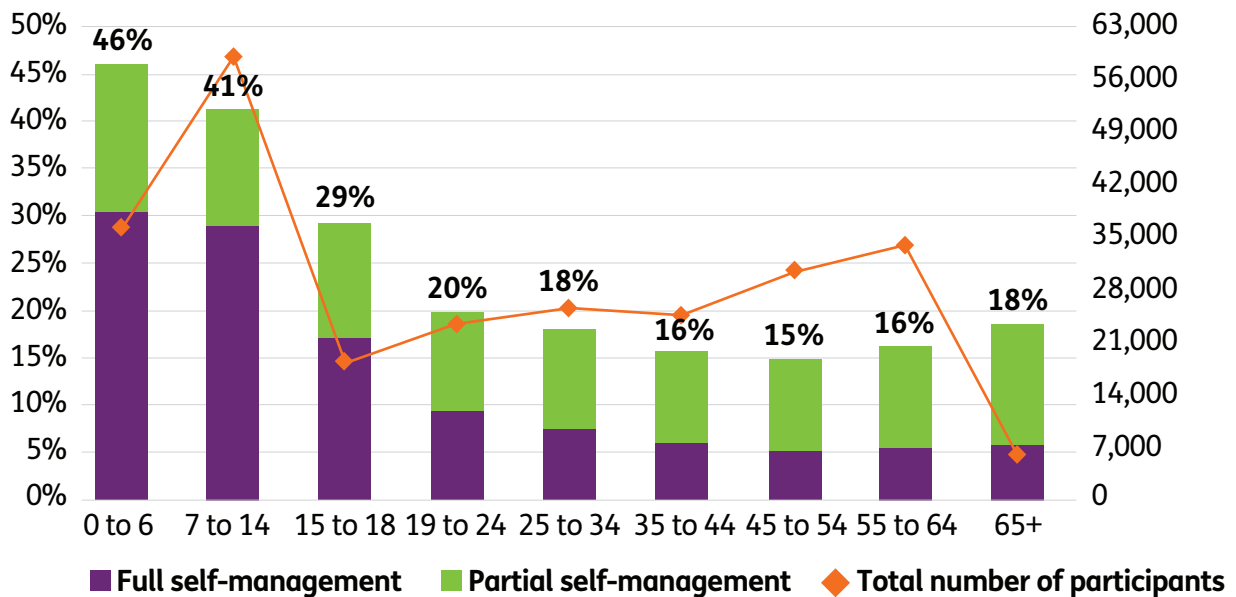
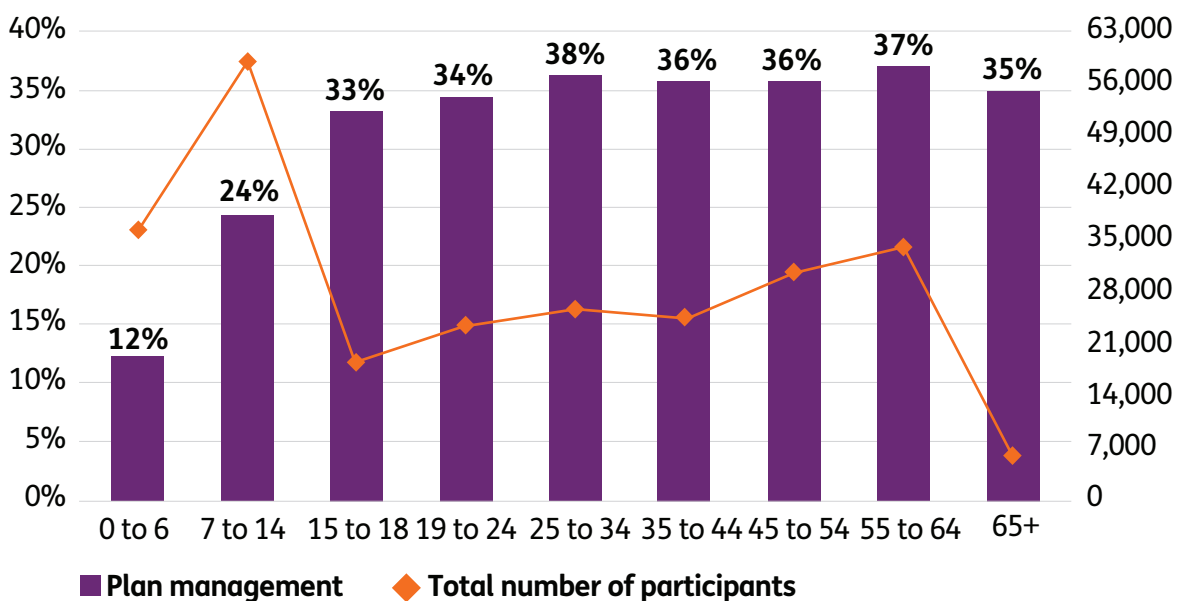


Figure 11: Plan management by age



¹⁶ For children, parents/guardians self-manage the plan.

Rates of self-management also differ by disability, with the higher rates of self-management for participants with a hearing impairment (47%), spinal cord injury (41%) and autism (38%). The lowest rates of self-managed are for participants with psychosocial disability (5%), acquired brain injury (12%), and intellectual disability (15%).

Conversely, participants with psychosocial disability (42%), multiple sclerosis (42%) and stroke (41%) are more likely to opt for a plan manager than participants with other disabilities. Plan managers are least common for participants with developmental delay (12%), global developmental delay (13%), and other sensory/speech disabilities (14%).

Figure 12: Self-management by disability

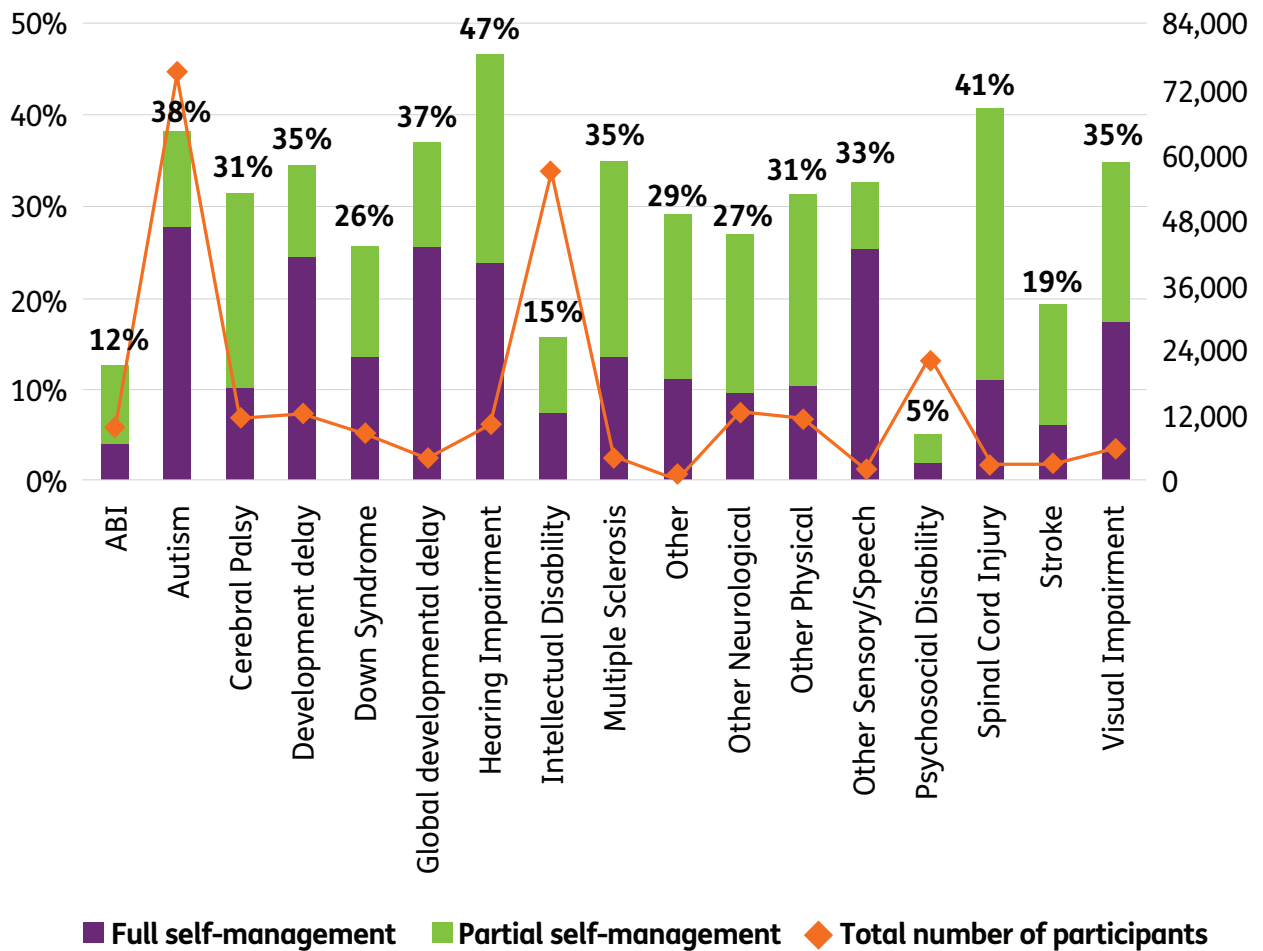
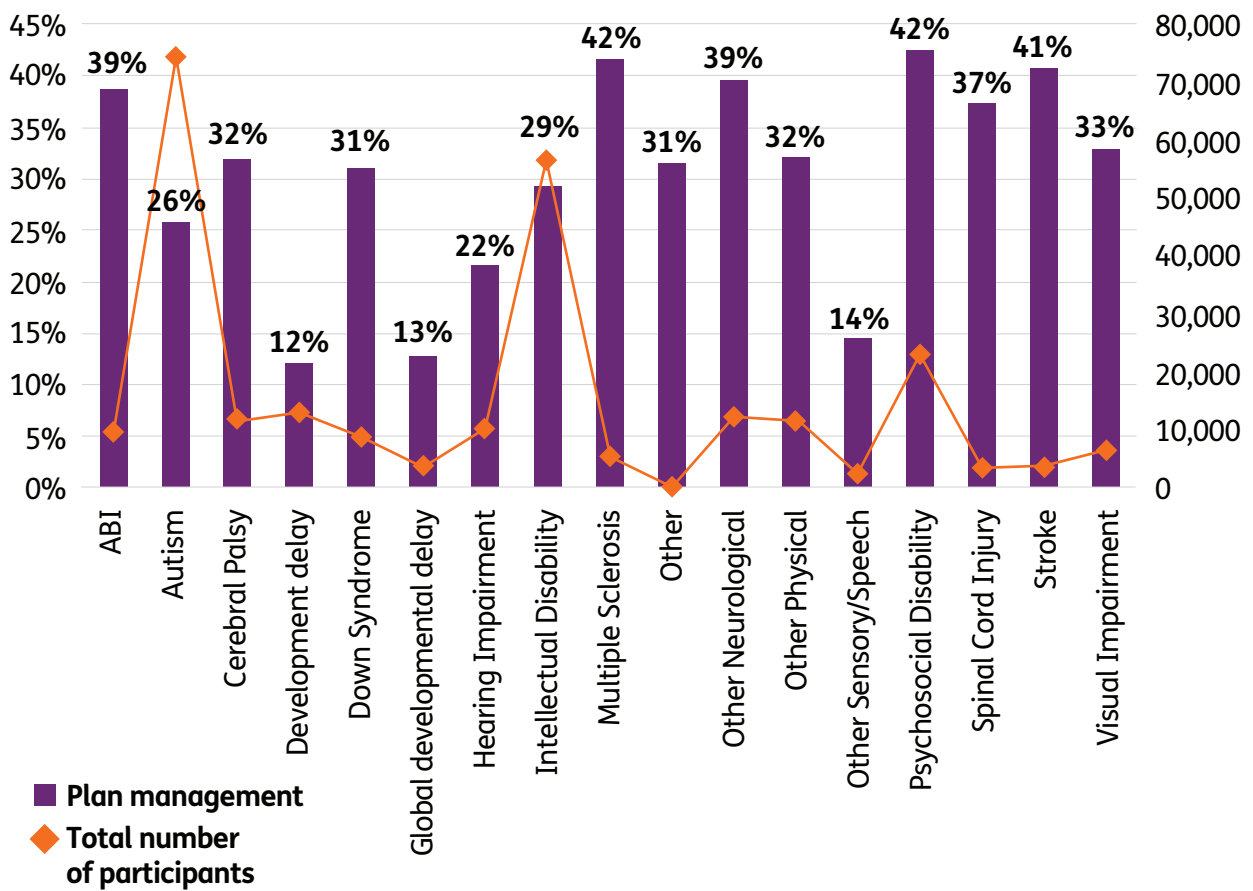


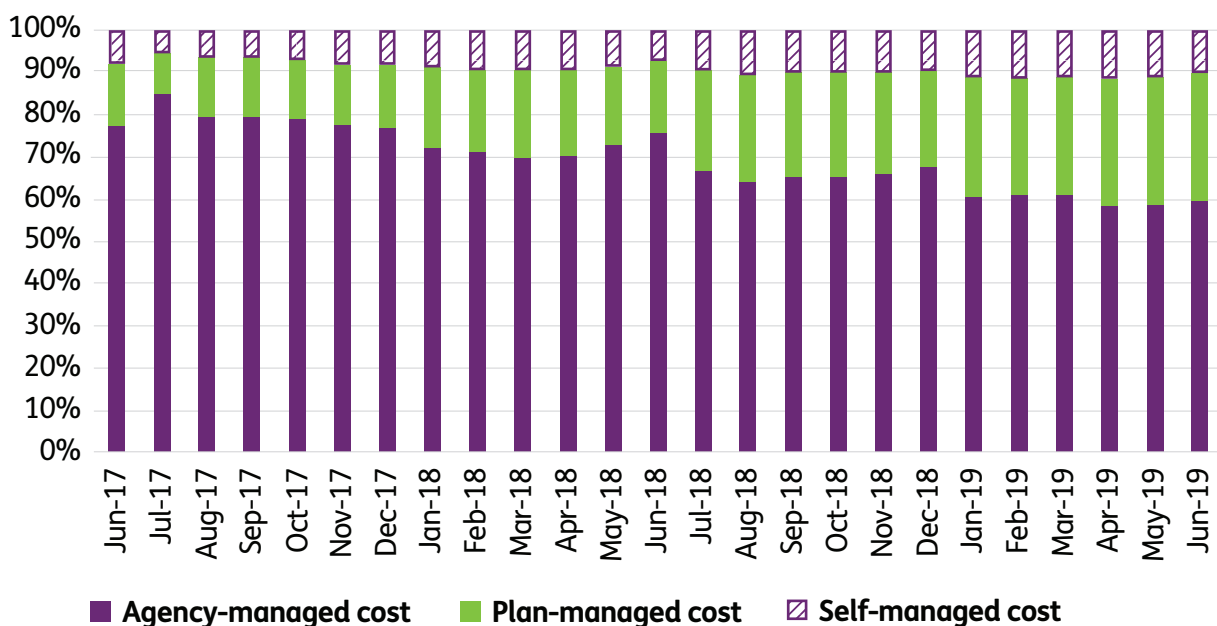
Figure 13: Plan management by disability



The proportion of the plan budgets that are self-managed has increased from 8% in the June 2017 quarter to 11% in the June 2019 quarter.

The proportion of the plan budgets where the participant has a plan manager, has increased significantly from 14% in the June 2017 quarter to 30% in the June 2019 quarter.

Figure 14: Committed Supports by plan management type and month of entry





Jessie loves life and is on a mission to be the best she can be, dreaming one day of joining the police force.

Dad, Paul, said his 13-year-old daughter, who has Down syndrome, is certainly a stickler when it comes to anyone in the family breaking the rules.

“I regularly get a stern warning when having a glass of wine on the dangers of drink-driving and ending up on the TV show, RBT,” he said with a laugh.

“Jessie has come a long way since joining the National Disability Insurance Scheme (NDIS) four years ago and I credit the continuity of supports she now receives in her NDIS plan, in particular the fortnightly speech therapy she attends.”

“She’s certainly getting the skills now to have a much better chance of achieving her dream job,” he said.

Part Two: Participant experience and outcomes

Outcomes for participants and their families continue to improve over time.

2.1 Participation in work and community and social activities

The NDIS is increasing community and social participation, with more participants included after two years in the Scheme. Participation in work after two years in the Scheme remains at similar levels.

Participation in community and work improves the wellbeing of people with disability, and lowers the long-term costs of care and support. The inclusion of people with disability in the community also benefits the wider community and promotes a more inclusive and diverse society.

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

For people who entered the Scheme between 1 July 2016 and 30 June 2017, participation in community and social activities has increased with time spent in the Scheme. There was a twelve percent increase in the number of participants aged 15 to 24 years old participating in community and social activities, from 31% at baseline to 43% this quarter. For participants aged 25 years or over, the increase was eleven percent from 36% to 47%. The average across both cohorts is an eleven percent increase from 35% to 46%. This result exceeded the NDIA corporate plan target for 2018-19 of 41%.

Figure 15: Participants in community and social activities compared with the 2018-19 Target (participants who entered the Scheme between 1 July 2016 and 30 June 2017)¹⁷

Participants in community and social activities	At Scheme entry (Baseline)	After two years in the Scheme	2018-19 Target
Aged 15 to 24 years	31%	43%	
Aged 25+	36%	47%	41%
Aged 15+ (average)	35%	46%	

Additional insights on the drivers of increased social and community participation were included in the 31 March 2019 report to the COAG Disability Reform Council (pages 25-27).

¹⁷ The corporate target is only relevant for participants aged over 25 years.

Figure 16 shows continued progress against the NDIA's corporate plan metrics for 'participants in work', for people who entered the Scheme between 1 July 2016 and 30 June 2017.

There was a nine percent increase in the number of participants aged 15 to 24 years old in work, from 13% baseline to 22% this quarter. For participants aged 25 years or over, there was a fall of one percent from 26% to 25%. The average across both cohorts was 24%, one percent higher than the baseline result. The target for the number of employed participants in both cohorts is 26% for 2018-19.

Figure 16: Participants in work compared with the 2018-19 Target (participants who entered the Scheme between 1 July 2016 and 30 June 2017)¹⁸

Participants in work	At Scheme entry (Baseline)	After two years in the Scheme	2018-19 Target
Aged 15 to 24 years	13%	22%	
Aged 25+	26%	25%	26%
Aged 15+ (average)	23%	24%	

There is a strong commitment from the Agency and the Department of Social Services to implement an employment strategy to improve job opportunities for people with disability (see page 62). The NDIA is acutely aware of the benefits employment brings to participants and the economy and has prioritised employment options in planning discussions.

Additional insights on the drivers of employment were included in the 31 December 2018 report to the COAG Disability Reform Council (pages 18-20).

¹⁸ The corporate target is only relevant for participants aged over 25 years.

2.2 Families and carers in employment

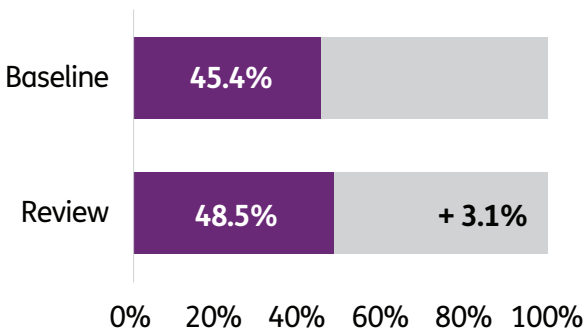
The employment rate increased for families/carers of participants under the age of 25 after one year in the Scheme, and the number of hours worked increased.

In addition to the benefits of increasing the rate of employment for participants in the Scheme, there is also benefit in increasing the employment rate for families/carers of participants. In 2011, the Productivity Commission estimated an additional 3.4% of carers entering the workforce, along with increased work capacity for carers already in the workforce, would result in a \$1.5 billion increase to annual real GDP.¹⁹

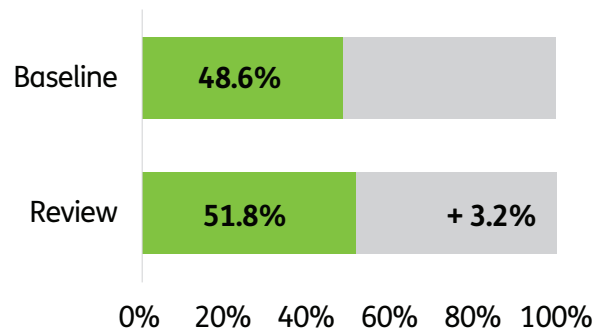
The employment rate for families and carers of participants under 25 has increased over the first year in the Scheme by just over 3 percentage points.²⁰

Figure 17: Trend in percentage of families/carers in paid employment, by participant age group

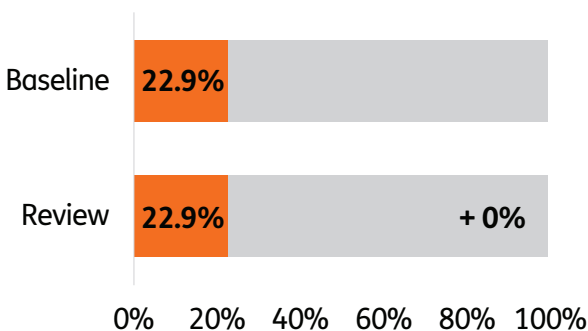
Families/carers of participants aged 0 to 14 (N = 13,687)



Families/carers of participants aged 15 to 24 (N = 1,660)



Families/carers of participants aged 25 and over (N = 140)



¹⁹ Source: Disability Care and Support Inquiry Report, Productivity Commission, 2011. The estimate is in 2011 productivity levels and prices, and the realisation of this effect will take some time.

²⁰ Part of this increase may be attributed to improved Australian labour market conditions. The employment to population ratio for 25 to 64 year olds has increased from 75.9% in July 2016 to 77.0% in June 2018 (source: Australian Bureau of Statistics. 2018. 6202.0 Labour force, Australia, Jun 2018). The majority of respondents to the family and carers survey for participants aged 0 to 24 were the mother or father (95% and 91% for families/carers of participants aged 0 to 14 and 15 to 24, respectively), thus it is assumed that most family/carers will fall broadly in the 25 to 64 age range. However, the significant improvement in employment does not appear to be due to a strengthening job market alone, and may be a result of the impact of the NDIS.

When comparing families/carers or participants in the Scheme who are working with the general population who are working, there are some key differences. Families/carers of NDIS participants work less hours on average compared to the general population, and are more likely to be in casual employment. The average number of hours worked per week has increased slightly between baseline and review. However, the percentage of families/carers in casual employment has remained constant.

Figure 18: Type of employment for families and carers in a paid job, compared to the general population

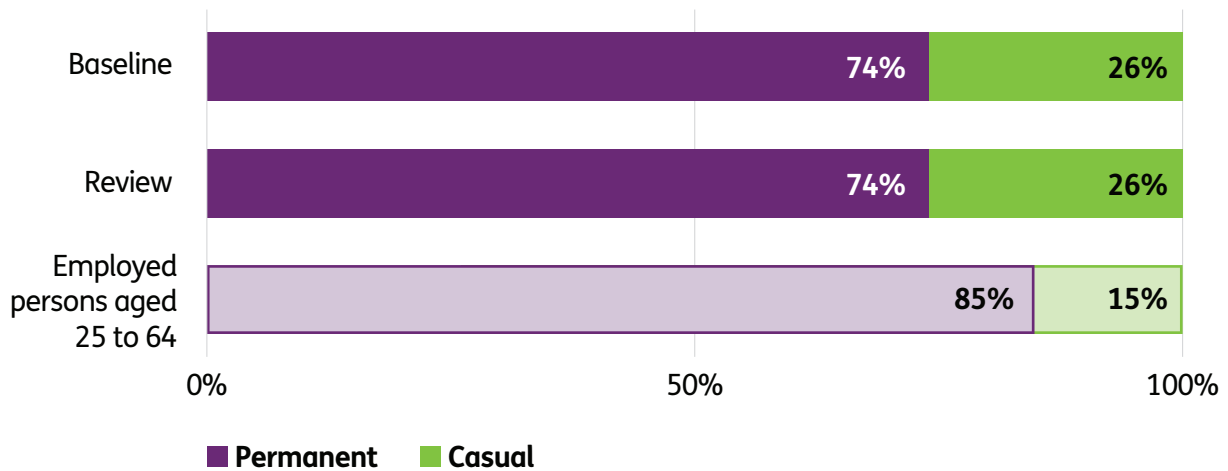


Figure 19: Typical hours worked per week for families and carers in a paid job

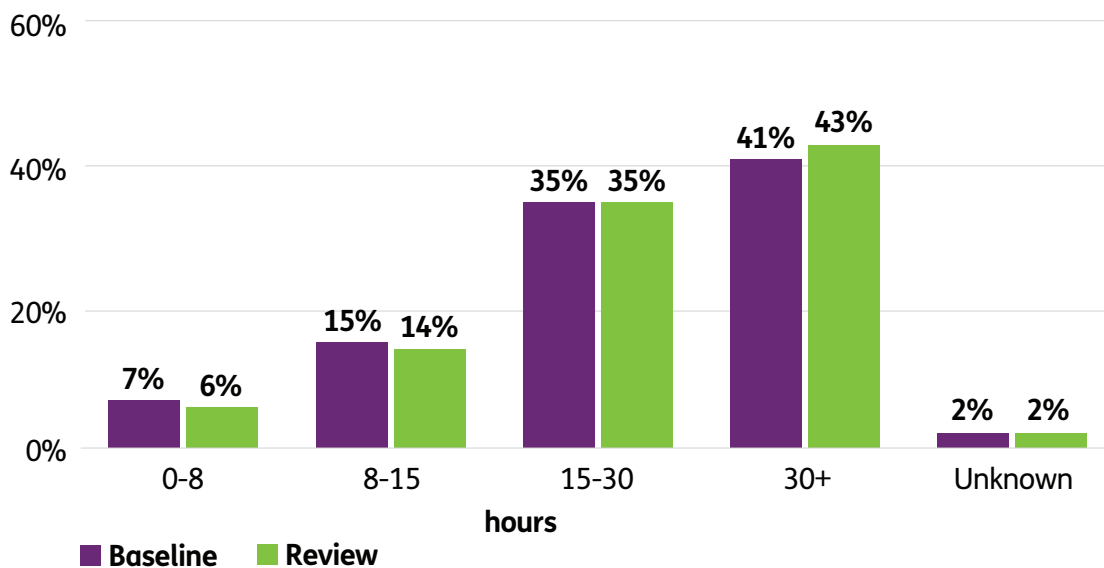
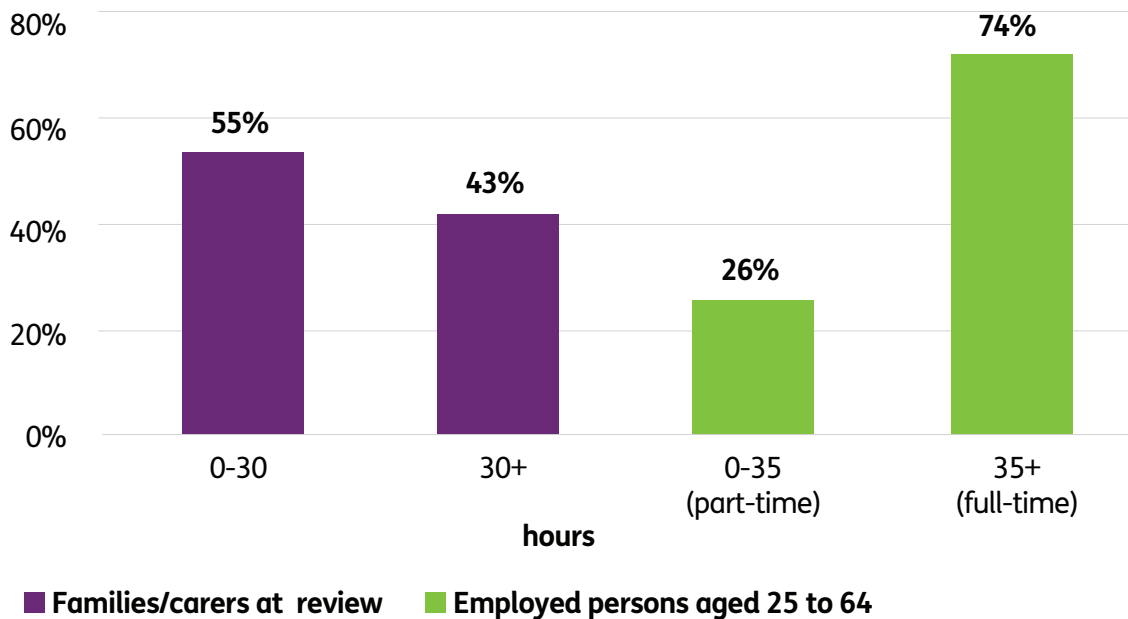


Figure 20: Typical hours worked per week for families/carers, compared to the general population

Although the increase in the percentage of families/carers (of 0-14 year old participants) in a paid job (+3.1%) and a slightly higher number of typical hours worked per week indicate an improvement, the percentage of families/carers who would like to work more has not changed significantly at review. The situation of a child with disability was most frequently cited as a barrier to working more (90%), followed by insufficient flexibility of available jobs (43%). Similarly, for families/carers of participants aged 15+ years, 91% cited the situation of a child with disability as a barrier to working more, and 38% cited insufficient flexibility of available jobs.

Statistical analysis was undertaken to determine factors which increased the likelihood of getting a job. These included:

- Fully or partly self-managing the participant's plan
- Being able to access services and supports to meet the needs of the participant and family
- Having friends and family who they see as often they would like (and who support them)
- Studying part-time or full-time.

Some factors that decreased the likelihood of employment at review included living in a low socioeconomic area and self-assessed health being fair or poor.

2.3 Two-year analysis of participant outcomes

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

To assess the longitudinal impact of the NDIS, participants who entered in 2016-17 were asked 'Has the NDIS helped?' after one and two years in Scheme, allowing the NDIA to gain a better understanding of the longer-term impact.

Survey results for participants who entered in Quarter 4 of 2016-17, and who have now been in the Scheme for two years, have built on the results of the previous three quarters.

These results support the trend that outcomes are improving as participants spend more time in the Scheme.

From transition to 30 June 2019, 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:

- **94%** of parents and carers thought the NDIS improved their child's development, compared to **91%** in their first year.
- **85%** 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.

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 **56%** 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:

- **65%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **58%** in their first year.
- **58%** of participants felt the NDIS had helped them improve their participation in community and social activities, compared to **53%** 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 **66%** in their first year.
- **79%** of participants believed the NDIS helped them with daily living activities in their second year of participation, compared to **70%** in their first year.

Apart from the above results, the analysis indicates that there are areas for improvement in the outcomes for participants. After two years in the Scheme, only 18% of participants aged 15 to 24 and 29% of participants aged 25 and over, agreed that being an NDIS participant had helped them to find a home that was right for them.²¹ This compared to 22% and 29% respectively in their first year.

²¹ Apart from the small proportion of participants estimated to require SDA (approximately 6.5%), the social housing systems play a large role in assisting participants to find a home that is right for them.

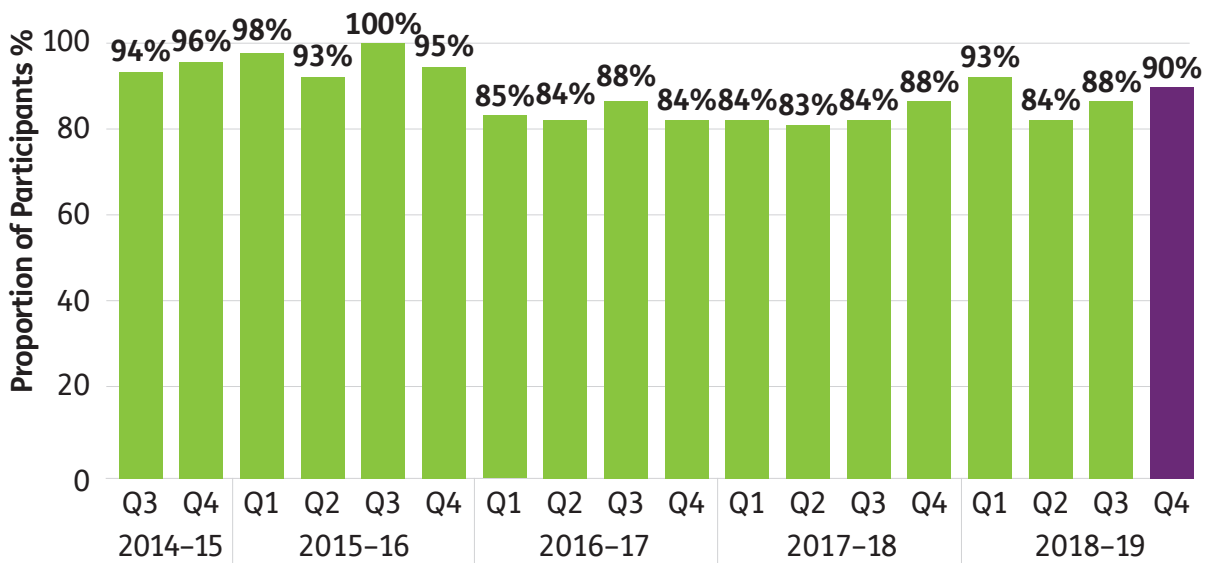
2.4 Participant satisfaction

Participant satisfaction remains high with improvements this quarter compared with the previous quarter.

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, 90% of participants rated their overall experience with the NDIS planning process as either 'Very good' or 'Good'.

This was an improvement on the last quarter's satisfaction rate of 88% and the prior quarter's satisfaction rate of 84%.

Figure 21: Historical satisfaction rates²²



Of the participants surveyed this quarter, 94% felt their planner listened to them, 94% considered that they had enough time to tell their story, and 95% reported that their planning meeting went well. A lower proportion of participants (81%) felt that planners helped them think about their future.

²² the number of people in the survey for the June quarter.

Figure 22: Participant satisfaction in 2018-19 Q4

	Agree/ Strongly agree	Neutral	Disagree/ Strongly disagree
The planner listened to me	94%	4%	2%
I had enough time to tell my story and say what support I need	94%	2%	4%
The planner knows what I can do well	85%	10%	5%
The planner had some good ideas for my plan	88%	6%	6%
I know what is in my plan	85%	10%	5%
The planner helped me think about my future	81%	13%	6%
I think my plan will make my life better	86%	9%	4%
The planning meeting went well	95%	3%	2%

2.4.1 New participant satisfaction survey

New survey is providing a comprehensive view of participant experience.

Since September 2018 the Agency has been testing and refining a new participant satisfaction survey that allows for a more comprehensive understanding of the participant experience at each stage of the pathway. It gathers responses at the four primary stages of the participant pathway – access, pre-planning, planning and plan review – whereas the original survey gathers responses at the planning stage only.

The new survey analyses the experience of different participant groups - for example, differences in age and disability. 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.

A new online version of the survey was launched in June 2019, to complement the existing phone surveys. The online version asks the same questions as the phone survey. Participants receive an SMS or email message asking them to log into the myplace participant portal to complete the survey. Responses are private, and any identifying data is removed.

A comparison of the previous quarters (2018-19 Q2 and Q3) with the current quarter (2018-19 Q4) indicates improvement in satisfaction, particularly in understanding the next stages in the process:

Stage One: Access

- **95%** of respondents believed their NDIS contact to be respectful this quarter compared with **94%** across the prior two quarters.
- **76%** of respondents were happy with the process by which they entered the NDIS this quarter compared with **77%** across the prior two quarters.
- **73%** of respondents understood the next stage in their NDIS process this quarter compared with **70%** across the prior two quarters.

Stage Two: Pre-planning

- **96%** of respondents understood what information they had to provide to prepare for pre-planning this quarter which was consistent with the prior two quarters.
- **89%** of respondents believed their NDIS contact understood how disability impacts their life compared with **87%** across the prior two quarters.
- **78%** of respondents understood the next stage in their NDIS process this quarter compared with **74%** across the prior two quarters.

Stage Three: Planning

- **95%** of respondents understood what information they had to provide for their plan this quarter compared with **96%** across the prior two quarters.
- **88%** of respondents believed their NDIS contact understood how disability impacts their life compared with **86%** across the prior two quarters.
- **77%** of respondents understood the next stage in their NDIS process this quarter compared with **75%** across the prior two quarters.

Stage Four: Plan Review

- **84%** of respondents felt prepared for their plan review meeting this quarter compared with **82%** across the prior two quarters.
- **83%** of respondents believed their NDIS contact understood how disability impacts their life this quarter compared with **80%** across the prior two quarters.
- **84%** of respondents believed their NDIS plan was helping them progress with their goals which was consistent with the prior two quarters.

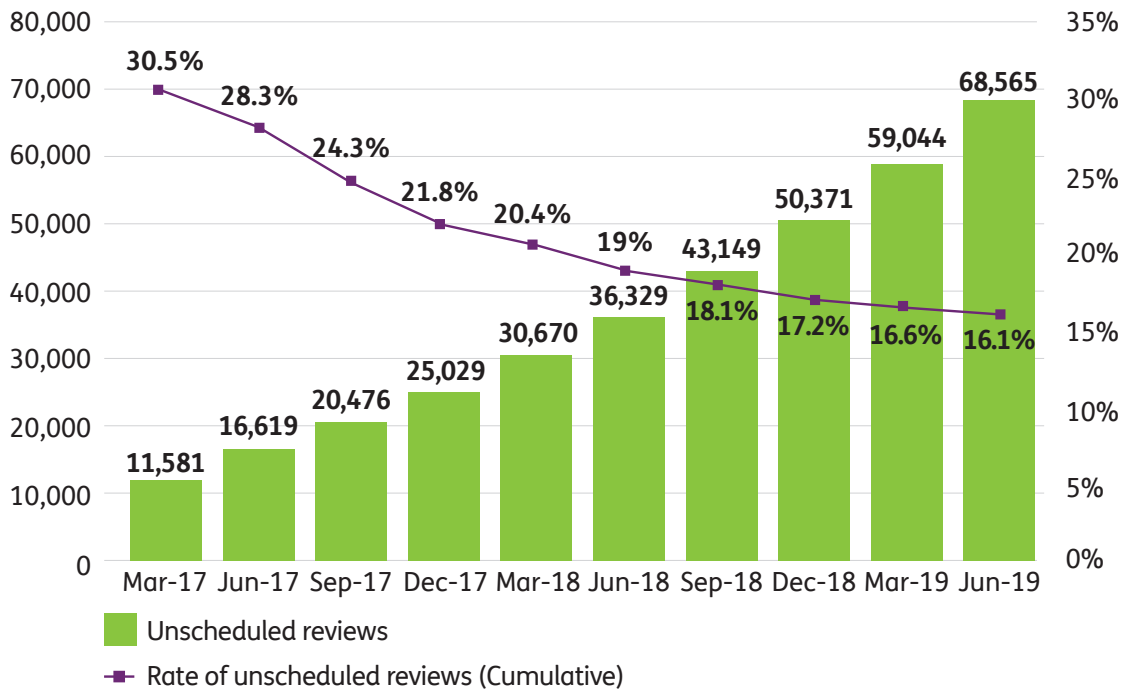
The results show an overall improvement in satisfaction across the four stages.

2.5 Unscheduled plan reviews

The rate of unscheduled plan reviews continues to decrease.

The rate of unscheduled plan reviews has fallen for the ninth quarter in succession, indicating improvements in satisfaction with plans.

Figure 23: Cumulative number and proportion of unscheduled plan reviews over time



2.6 Plan utilisation

Utilisation increases the longer participants have been in the Scheme, and is higher for participants in supported independent living, and for those living in regional areas and major cities.

The extent to which utilisation differs between groups of participants and types of supports in different geographies, provides insight into where markets are thin and also where there are opportunities for providers to expand their support offering.

Analysis of utilisation indicates that the key drivers continue to be:

- **Length of time**
- **Supported independent Living (SIL)**
- **Geographical location**

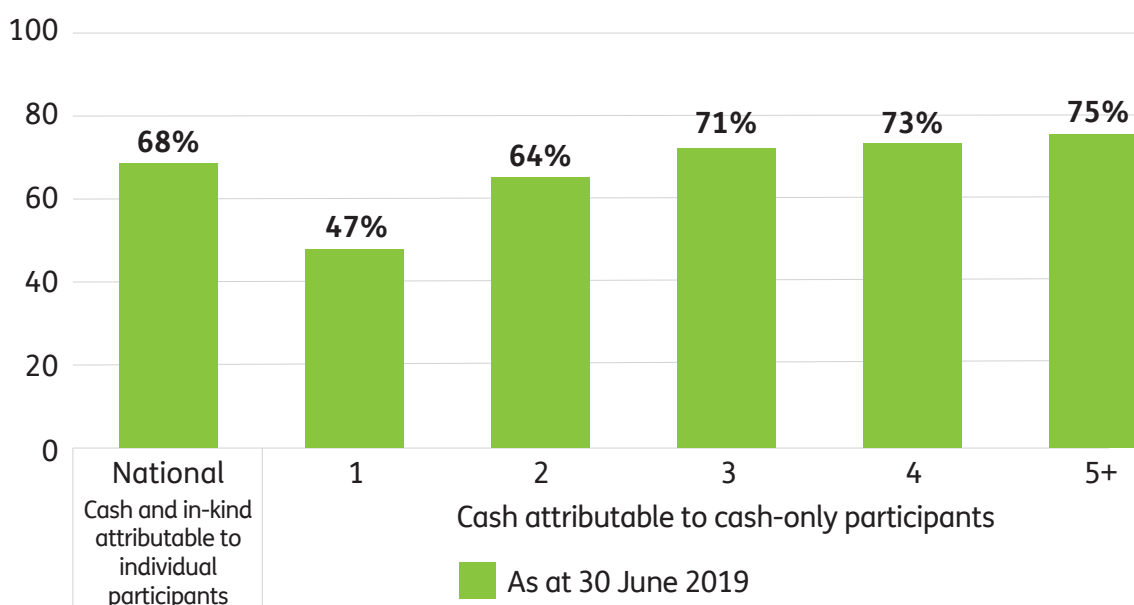
Support in participant plans is broken into core support, capacity building support and capital support. Analysis of utilisation at this support category level indicates:

- **Core support is more utilised than capacity building support for adult participants.**
- **Core support utilisation is low in remote areas**

Length of time in the Scheme

The longer a participant has been in the Scheme, the higher the utilisation. Across all jurisdictions, participants who have been in the Scheme longer (i.e. on their second or more plan) generally have a higher utilisation rates (Fig 24). Utilisation for participants who are on their fifth plan or greater is at 75% nationwide, compared to 47% for participants on their first plan.^{23,24}

Figure 24: Utilisation of committed supports by plan number for 2018



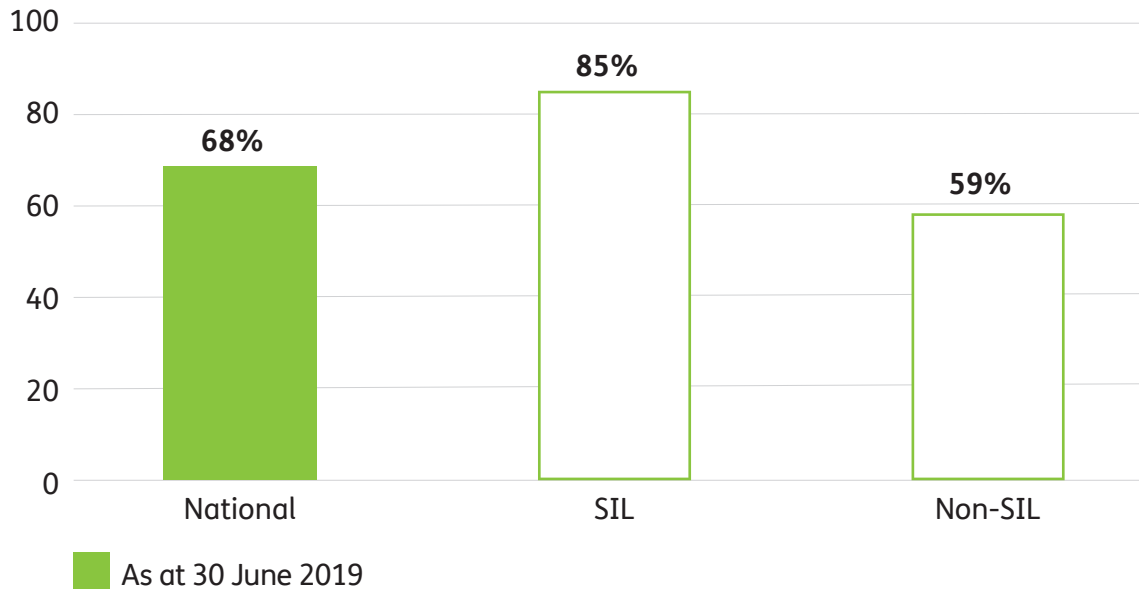
²³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans

²⁴ The utilisation rates shown include experience from January 2018 to December 2018. Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

Supported independent Living (SIL)

Nationally, 7% of participants were in SIL, and these participants have higher utilisation rates than participants not in SIL - 85% compared with 59% for participants on their second or later plan.

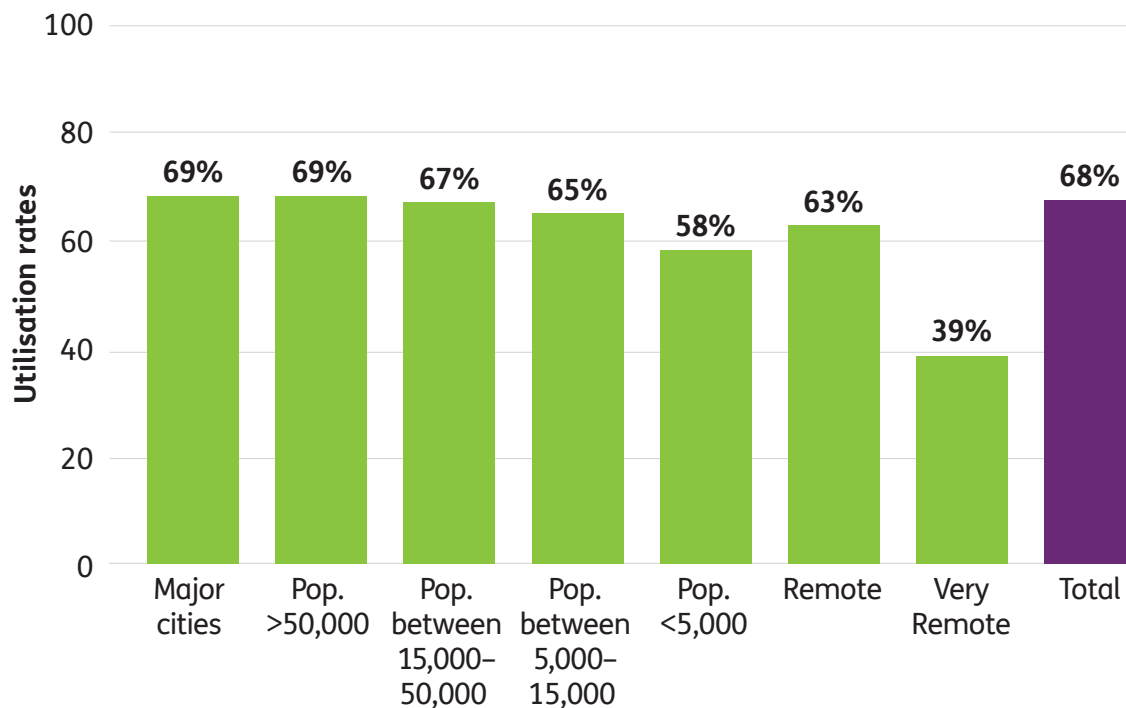
Figure 25: Utilisation of committed supports by SIL/non-SIL participants for 2018



Geographical location

Very remote areas have lower utilisation than other areas of Australia (39% in very remote areas compared with 69% in major cities).

Figure 26: Utilisation of supports by location²⁵



²⁵ Classified according to the Modified Monash Model, which categorises metropolitan, regional, rural and remote areas according to geographical remoteness and town size.

Expanding on the analysis undertaken last quarter, analysis by service district after accounting for whether or not the participant is in SIL, and whether or not the participants is on their first plan or a subsequent plan, highlight some possible thin markets. These include:

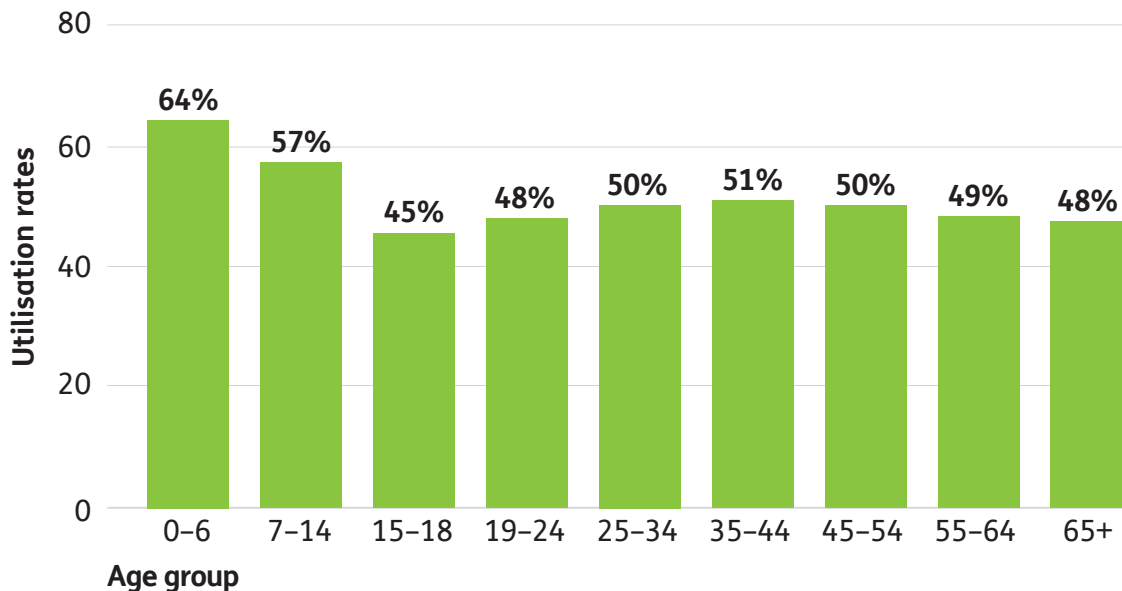
- The Northern Territory – participants who do not live in SIL have relatively low utilisation compared with national levels.
- There are some other regions where utilisation is low for participants who do not live in SIL including:
 - Far West in New South Wales
 - Inner East Melbourne, Inner Gippsland and Ovens-Murray in Victoria
 - Eyre and Western, Fleurieu and Kangaroo Island, Murray and Mallee, Far North and the Limestone Coast in South Australia

It should be noted that several of the service districts only commenced eighteen months ago. Many participants are on their first or second plan, so overall utilisation will increase as participants' progress onto their third and later plans. Hence, it is the relativity between regions that is important in identifying possible thin markets.²⁶

Core, capacity building and capital supports

Utilisation of capacity building supports is lower for adults compared with children (decreasing from 64% for 0-6 year olds to between 45% and 51% for age groups 15 to 64). Investing in participants through capacity building support to increase independence, and social and economic participation, and in turn to reduce the need for core support, is key to the NDIS insurance model. Hence, opportunities exist to increase utilisation in capacity building for adult participants.

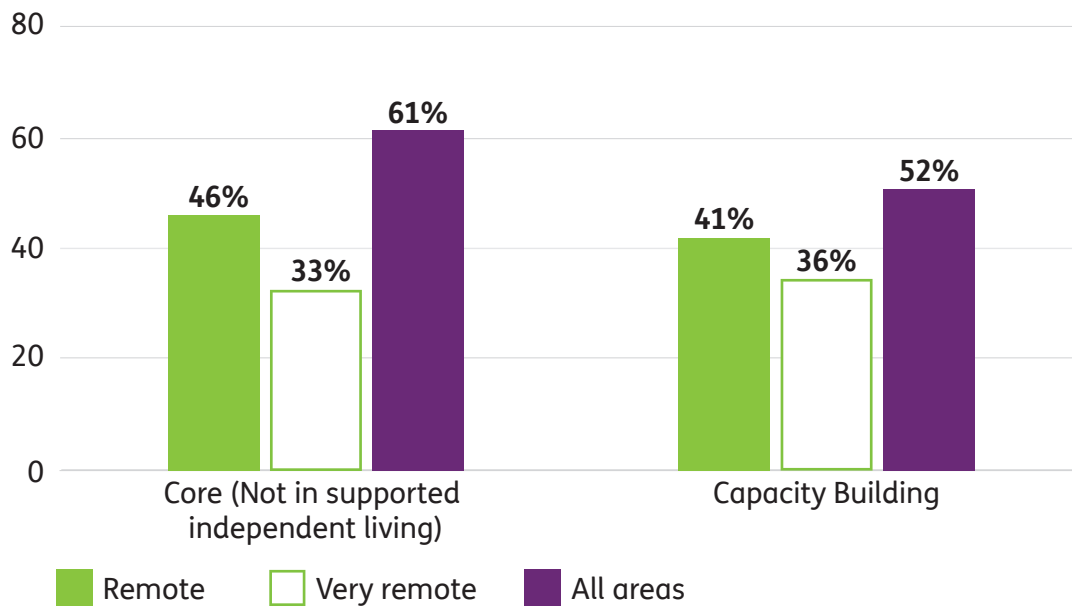
Figure 27: Utilisation of capacity building supports by age group



In addition to lower capacity building supports, core support utilisation is also low in remote areas, indicating opportunities to increase core support provision in remote areas.

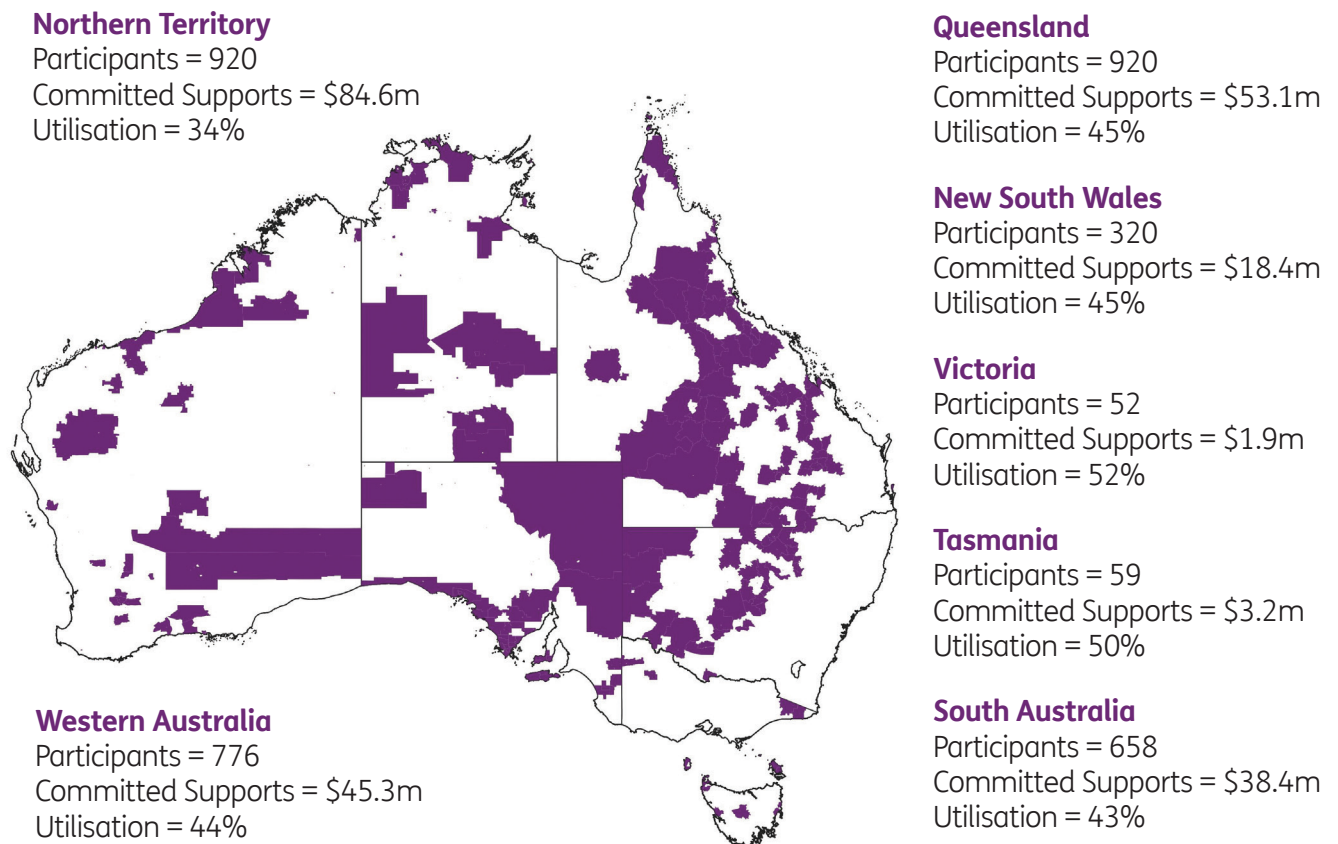
²⁶ The detailed information is included in Appendix P.

Figure 28: Utilisation by support type in remote and very remote locations



Utilisation for remote areas by State/Territory is depicted in the map below.

Figure 29: Map of Australia depicting remote locations with participants (not in SIL) in the Scheme as at 30 June 2019 – Utilisation for 2018²⁷



²⁷ The utilisation rates shown include experience from January 2018 to December 2018. Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

2.7 Actions to improve participant experience

New pathways are being rolled out across the country to improve the participant experience.

The NDIA recognises that it is not yet getting it right first time for each and every participant. As a result, the NDIA is delivering a series of improvements, as part of the roll out the participant pathway. The NDIA Board and management team re-designed the participant pathway to provide more empathetic and simplified interactions from a participant's perspective, delivered by more skilled and experienced staff.

Significant ongoing work has been undertaken to improve the participant experience, in consultation with participants, families, carers, providers and sector representatives. Key improvements include:

- Three specific pathways: the NDIS Participant Pathway, Complex Support Needs Pathway, and Early Childhood Early Intervention (ECEI) Pathway.
- Two service streams for psychosocial disability and hearing, to deliver targeted support to provide participants with an experience more suited to their specific disability needs.
- Service enhancements to meet the communication and engagement needs of people from different backgrounds or areas, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, remote and very remote communities, and people who identify as LGBTIQ+.

In June 2019, the NDIA baseline service improvements to the **NDIS Participant Pathway** were rolled-out nationally. These improvements included:

- During pre-planning, a stronger focus on community, other government, informal and employment supports to assist the participant and their families/carers;
- a consistent point of contact for participants;
- enhanced planning communication products in a variety of formats;
- face-to-face pre-planning and plan implementation meetings at the discretion of the participant;
- improved linkages between NDIA planners and the Local Area Coordinators (LAC); and
- improved training for NDIA planners and LACs.

Improved training for staff and partners to support service improvements was implemented on 7 June 2019. Around 2,800 LACs and planners have been trained in the improved service approaches. All new staff will complete this training as part of their standard induction.

The roll out of the pathways is well underway. However, some constraints have impacted and delayed the roll-out. These include the quality and timeliness of records received from jurisdictions which has impacted the NDIA's ability to contact prospective participants in a timely way, some ICT system constraints which have impacted the NDIA Partner's ability to print participant plans, and the availability of suitably qualified planners in the market, particularly for Early Childhood Early Intervention. Initiatives to overcome these constraints and deliver a faster and fairer experience for participants are being pursued.

The **Complex Support Needs Pathway** provides specialised support for people who require additional support to access and engage with the NDIS and who have a greater need for coordination of multiple services, for example people leaving custodial settings or an acute rehabilitation environment or who are in hospital. The Complex Support Needs Pathway is also focused on providing support to young people in residential aged care settings.

The Complex Support Needs Pathway commenced rolling out in March 2019 and is progressively being expanded across all States and Territories. Existing participants assessed as having complex support needs will transition to the Complex Support Needs Branch over the remainder of 2019.

On 26 June 2019, the Minister for the NDIS announced a plan to address delays and backlogs for children with disability accessing **Early Childhood Early Intervention** (ECEI) supports through the NDIS. This is being undertaken in line with recommendations by the NDIA management and Board. The plan includes the following key initiatives:

- Working with ECEI Partners to secure additional resources to ensure children receive early childhood supports in a timely manner.
- For those children who have been found eligible for the NDIS, but who are likely to experience a wait time of greater than 50 working days between an access decision and receiving a plan, the NDIA will provide a standardised interim plan for six months. These interim plans will be replaced by a full NDIS plan no later than six months after being issued.
- Participants with complex support needs, will immediately be streamed to an NDIA Early Childhood specialist to develop their plan and appropriate funding package.

The NDIA will also provide additional support to ECEI Partners in areas experiencing delays by redirecting available NDIA ECEI planners to assist with planning activities.

The NDIA now has 14 ECEI practice leads in place across Australia to provide specialised support and build early childhood capabilities across the NDIS workforce. Practice leads are mobile across their respective states and territories.

There is a continuing focus on **improving supports for people with psychosocial disability**. Foundational psychosocial disability training for planners and LACs was completed in June 2019. This training is focused on making sure staff are better able to support participants with psychosocial disability. Nationally, around 3,460 staff and partners have received this training. All new staff complete this as part of their standard induction training.

From 30 April 2019, **streamlined access for people with psychosocial disability** became available to prospective participants from State programs in all States and Territories. As part of the streamlined access process, prospective participants can:

- verbally begin their access request with a support worker or a trusted other person
- provide consent for their support worker or a trusted other person to be the NDIA contact for the duration of the access process
- re-test access to the NDIS with the support of a trusted person (where required).

The streamlined access process supports the high proportion of prospective participants with mental health conditions that the NDIA has not been able to contact and/or has not received requests for access. The NDIA, with assistance from independent consultants, is evaluating the Tasmanian and South Australia sites streamlined access sites, including seeking feedback from current participants, carers and mental health professionals. This will inform next steps for the roll out of streamlined access.

There was an increased proportion of participants who joined the Scheme in the quarter with psychosocial disability, particularly in Tasmania and South Australia (see page 20).

The NDIA continues work on developing **further hearing streams for participants aged 7 to 64**, including consulting with key external stakeholders in the deaf community to provide input across key life transition points. In addition, work is ongoing to transition eligible clients within the Commonwealth's Hearing Services Program to the NDIS. This commenced in partnership with Hearing Australia at the beginning of March 2019. All eligible clients will transition by the end of June 2020.

The NDIA has been developing further training focussed on improving the **service delivery experience for diverse groups of people with disability**, including for Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse groups, people living in remote or very remote communities, and participants identifying as LGBTIQ+.

The Centre of Cultural Competence Australia and the NDIA's Aboriginal and Torres Strait Islander Employee Network assisted in developing an online learning module for NDIA staff and partners to build Aboriginal and Torres Strait Islander cultural competence and awareness. This training will be available in quarter one of 2020.

In June, the NDIA released an updated disability navigator for staff and partners, following the initial release earlier in the year. The disability navigator is an online portal for staff and partners, providing access to disability awareness resources including disability snapshots and participant videos.

On 1 May 2019, a suite of resources about interpreter services was released. The resources provide information on how to simplify access to, and use of, language and interpreting services for NDIA participants, staff and partners, and providers. The resources were developed in consultations with sector representatives, including Translating and Interpreting Service National, the National Ethnic Disability Alliance, NDIA Participant Reference Group, and Amparo Advocacy.

The NDIA has **commenced implementing joint planning meetings** in South Australia, as a key improvement under the NDIS Pathway Program. Joint planning meetings occur during the planning phase, in between pre-planning and implementation of the plan, and aim to make sure that participants fully understand what is included in their plan prior to its being finalised. The experience in South Australia, which builds on earlier trials of joint planning, will help refine and improve the joint planning experience, and inform the national roll-out approach which will be implemented at pace in the near future.

2.7.1 Independent Assessment Pilot (IAP)

High levels of participant engagement to support the NDIA's aim for greater consistency and reliability in access and planning decisions to ensure greater fairness.

The IAP commenced in November 2018 and closed in April 2019. Its purpose was to better understand and assess the impact of disability for people accessing the NDIS, to improve the consistency, accuracy and reliability of access and planning decisions. People aged 7+ years, with autism spectrum disorder, intellectual disability and psychosocial disability volunteered to take part, undertaking a functional assessment with an independent assessor using standardised assessment tools.

The level of engagement from participants was very positive throughout the pilot. Just over 500 people undertook assessments, at an opt-in rate of 70%. This opt-in rate reflected the benefit that participants saw in the pilot, the cost saving to them, and the level of effort put into communicating its purpose and benefits.

Participant satisfaction after completing assessments was very high (91% were either very satisfied or satisfied). Participants were especially satisfied with the NDIA's decision to choose the assessor and felt that assessors were familiar with their disabilities.

The use of consistent functional assessments resulted in improved decision-making and more equitable plan outcomes for participants with similar characteristics.

Planners and Local Area Coordinators (LACs) reported that information contained in the assessments informed their conversations with participants, which in turn increased their levels of confidence in developing plans. They found that the assessments gave helpful insights and more detailed information about the participant's disability and functioning in different life areas.

The NDIA plans to further test the independent sourcing of functional assessments, with additional cohorts of participants across a wider range of disabilities. This will commence in Quarter 2, 2019-20.

Figure 30: Roll out of revised Pathways is underway (at 30 June 2019)

Initiative	VIC	NSW	SA	ACT	WA	QLD	NT	TAS
1. Pathways								
New NDIS participant pathway								
Roll out of enhanced baseline service improvement training for staff and partners	✓	✓	✓	✓	✓	✓	✓	✓
Roll out of joint planning	✗	✗	⚙	✗	✗	✗	✗	✗
Complex support needs pathway								
Specialised APS staff progressively being added	⚙	⚙	⚙	⚙	⚙	⚙	⚙	⚙
Enhanced Early Childhood Early Intervention (ECEI) pathway								
Refinements made (ECEI booklet, ECEI prioritisation framework; ECEI practice leads)	✓	✓	✓	✓	✓	✓	✓	✓
Additional resources under consideration – factsheets and pamphlet	⚙	⚙	⚙	⚙	⚙	⚙	⚙	⚙
2. Service Stream Improvements								
Psychosocial disability service stream								
Worked with Mental Health Australia	✓	✓	✓	✓	✓	✓	✓	✓
Focused on pre-access, streamlining access	✓	✓	✓	✓	✓	✓	✓	✓
Rolling out enhanced training for staff and partners	✓	✓	✓	✓	✓	✓	✓	✓
Hearing service stream								
New streamlined access for children aged 0-6 with hearing loss	✓	✓	✓	✓	✓	✓	✓	✓
Worked with major hearing providers to redesign pathways for 7+	⚙	⚙	⚙	⚙	⚙	⚙	⚙	⚙

✓ Complete

⚙ Underway

✗ Not commenced

Initiative	VIC	NSW	SA	ACT	WA	QLD	NT	TAS
3. Service enhancements								
Aboriginal and Torres Strait Islander								
Extended community connectors					⚙️	⚙️	⚙️	
Rolling out enhanced staff and partner training (in design Tier 1 and Tier 2)	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️
Culturally and Linguistically Diverse								
Developed resources so participants can connect to interpreting services	✅	✅	✅	✅	✅	✅	✅	✅
Rolling out enhanced staff and partner training (Tier 1 and Tier 2)	❌	❌	❌	❌	❌	❌	❌	❌
LGBTIQA+								
Rolling out enhanced staff and partner training (Tier 1 complete)	✅	✅	✅	✅	✅	✅	✅	✅
Rolling out enhanced staff and partner training (Tier 2 to be determined)	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️
Remote and Very Remote								
Extended community connectors					⚙️	⚙️	⚙️	

✅ Complete

⚙️ Underway

❌ Not commenced



When Carmel Zammit reflects on the challenges she and son Brayden Gill have faced in his 17 years, it brings tears to her eyes. But today, a smiling Brayden is finding his confidence and in his mother's words is finding his "voice".

Brayden was born with a mild form of cerebral palsy, and was diagnosed with autism as a child.

The NDIS provided funding for support workers who assist Brayden to engage with his community through basketball, cooking and going to the football. Brayden also receives NDIS funding for speech therapy and occupational therapy, which are helping to improve his conversational skills and his fine and gross motor skills.

With Brayden turning 18 next year and embarking on adulthood, Carmel said her son now has purpose and a promising future ahead. "Brayden's such an active boy, our long term goal is that he is able to live independently. "It would be lovely to see him have a part time job and just continue to be happy and healthy, it's now a realistic possibility."

Part Three: Providers and the growing market

More providers are supporting participants over time, enhanced by pricing increases and improved data.

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 30 June 2019, there were a total of 21,510 registered providers, representing 6% market growth on last quarter. Of the total number of providers, 57% (or 12,361) were active²⁵ at 30 June 2019. There were 12,361 active providers at 30 June 2019 which is a 9% increase for the quarter.

The jurisdictions that experienced the highest level of growth in active²⁸ providers were Queensland with a 19% increase and Victoria with a 11% increase.

The registration groups in the NDIS, including both active and inactive²⁸ providers, which experienced the largest growth this quarter were:

- **Daily Personal Activities** from 2,068 to 2,355 (14% increase)
- **Assistance with daily life tasks in a group or shared living arrangement** from 1,438 to 1,631 (13% increase)
- **Development of daily living and life skills** from 2,150 to 2,421 (13% increase)
- **Participation in community, social and civic activities** from 2,367 to 2,649 (12% increase)
- **Assistance in coordinating or managing life stages, transitions and supports** from 2,151 to 2,414 (12% increase)
- **Specialised Disability Accommodation** from 871 to 977 (12% increase)
- **Participation in community, social and civic activities** from 2,367 to 2,649 (12% increase)

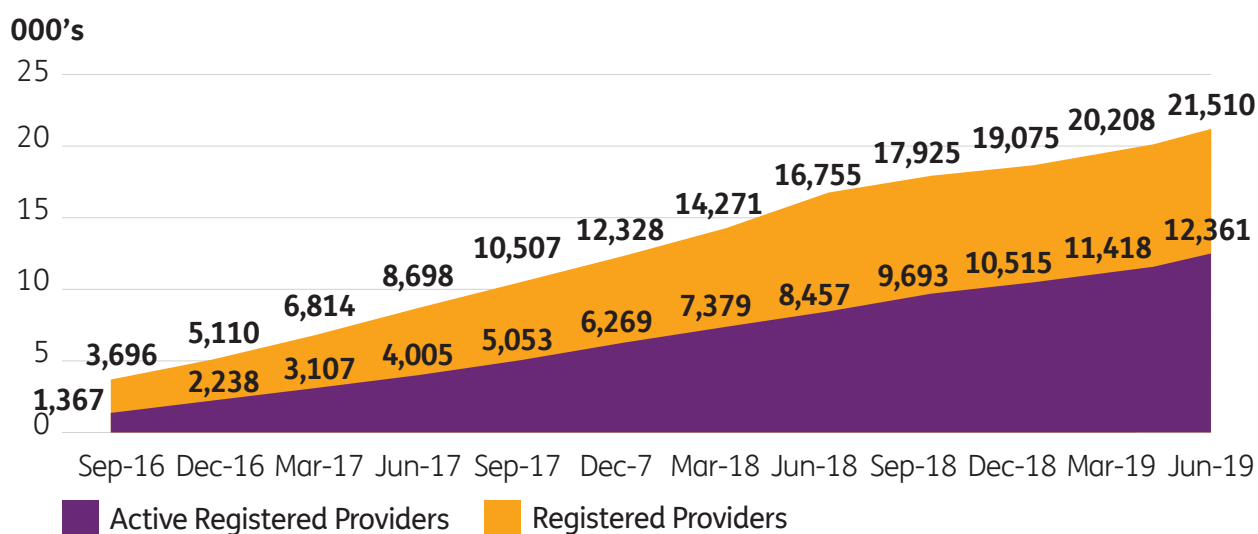
Of the total number of registered providers, 46% are individual/sole traders and 54% are organisations/companies.

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

- **Specialist Disability Accommodation** from 139 to 166 (19% increase)
- **Innovative Community Participation** from 359 to 412 (15% increase)
- **Home modification design and construction** from 371 to 427 (15% increase)

Specialist Disability Accommodation (SDA) is a fast growing and significant provider registration group. There are currently 13,309 participants with SDA in their plan, representing an increase of 8% since last quarter.

²⁸ An active provider includes individual or organisation is currently active and those who have been active at some point.

Figure 31: Growth in registered providers

The NDIA recognises the integral role a safe and competitive provider market plays in the success of the Scheme.

From 1 July 2019, the NDIS Quality and Safeguards Commission, which regulates providers, will operate in all Australian states and territories except Western Australia. The NDIS Commission will commence operations in Western Australia from 1 July 2020.

3.2 NDIS Pricing

Significant price increases are designed to help increase the availability of supply for the benefit of participants.

To ensure participants can utilise their plans, the NDIA Board and management is committed to building market confidence by encouraging market development, particularly in thin markets.

While the longer-term goal of the NDIA is to deregulate prices for disability supports, this is not always possible at the moment given the rapid growth of the market and current areas of immaturity. For this reason, three main pricing approaches are currently adopted. They are:

- No regulation: this approach is adopted in highly competitive markets, such as transport.
- Price limits: The maximum allowable price payable is defined for developing high growth markets, such as attendant care.
- Quotable supports: Quotations are used in highly specialised differentiated supports, where there is no significant competition, such as supported independent living, home modifications and some forms of assistive technology.

Over the past year, the Board and management have undertaken extensive work on pricing following significant consultation with the sector. There have been five major initiatives:

Independent Pricing Review

The 25 recommendations of the Independent Pricing Review continue to be rolled out. These relate not just to pricing, but also to broader market settings.

Therapy Services Review

Following consultation meetings with 52 organisations, over 125 individuals, receipt of 32 submissions, and the endorsement of the Pricing Reference Group, the NDIA Board approved significant price increases in therapy prices from 1 July 2019.

Approved price limit increases are as follows:

Figure 32: Increase to therapy prices

	Psychology		Physiotherapy		Other
States	Larger states	Smaller states	Larger states	Smaller states	All states
Existing	\$179	\$179	\$179	\$179	\$179
New	\$210	\$230	\$190	\$220	\$190
Increase	17.1%	28.3%	6.0%	22.7%	6.0%

Attendant Care Pricing Review

After a more comprehensive data base becoming available, the testing of assumptions with key sector and provider representatives, and the endorsement of the Pricing Reference Group, the NDIA Board approved significant price increases in base rates for attendant care. Providers of attendant care were also made eligible for a temporary transformation payment to assist providers cover the costs associated with transitioning to the NDIS. The new price limits outlined in Figure 33, become effective on 1 July 2019. In 2019-2020, the conditional loading will be 7.5%, reducing 1.5% each year thereafter.

Figure 33: Increases to attendant care prices

SCHADS ²⁹ award	Current Base	Current + TSO ³⁰ 2.5%	New Base	New + TSO 7.5%	Increase in Base	Increase in Base+ TSO
Level 1	\$47.02	\$48.14	\$50.57	\$54.37	7.6%	12.9%
Level 2	\$49.61	\$50.73	\$54.04	\$58.09	8.9%	14.5%
Level 3	\$51.86	\$52.98	\$57.45	\$61.75	10.8%	16.6%

Western Australia Market Review

Recognising that Western Australia had not joined the NDIS when the Independent Pricing Review was undertaken, a separate review was undertaken to determine the appropriateness of pricing for Western Australia participants. Recommendations developed following extensive market consultation were endorsed by the Pricing Reference Group, before gaining Board approval and announced by the Minister on 25 June 2019, for implementation from 1 July 2019.

The following recommendations are being implemented:

- Therapy and attendant care prices recommendations will apply to Western Australia, recognising that it is classified as a “small state” for the purpose of therapy pricing.
- Remote and Very Remote loadings will be increased from 20% and 25% to 40% and 50% respectively. They will also apply nationally.

²⁹ Social, Community, Home Care and Disability Services Industry Award

³⁰ TSO – Temporary Support Overheads

- Geographical classifications will be amended so that towns currently classified as “Outer Regional” which are surrounded by “Remote” or “Very Remote” areas will be classified as “Remote”. For instance, this applies in the case of Kalgoorlie.

In addition, other issues will continue to be worked on over the coming months with the Western Australian Government and market to ensure the pricing remains appropriate.

Annual Pricing Review

Recommendations in relation to the Annual Pricing Review were made by Independent Pricing Review after receipt of over 170 submissions, and widespread provider engagement (up to 300 providers—including the Western Australia Market Review).

As a consequence, price limits were indexed effective on 1 July 2019, by:

- 4.5% for the categories of Assistance with Daily Activities and Social and Community Participation, in line with movements in the Fair Work Commission’s Minimum Wage Case and the Equal Remuneration Order.
- 2.1% for capacity building supports, including support co-ordination and therapy, in line with the movement in the Australian Bureau of Statistics Wage Price Index.
- 1.3% for supports in the Consumables, Assistive Technology and Home Modification and Specialised Disability Accommodation support categories, in line with the movement in the ABS Consumer Price Index.

In addition, the following changes have been made:

- Providers of Community and Centre based supports will be eligible for the Temporary Transformation Payment (TTP) announced in March 2019 if they meet the TTP eligibility criteria.
- Billing rules for cancellations and provider travel will be modified as follows:
 - Providers can bill a participant’s plan for short notice cancellation when the cancellation happens;
 - Without two clear business days’ notice, when the support is for less than eight continuous hours and worth less than \$1000; and
 - Without five clear business days’ notice in all other cases.
- The maximum amount of travel time that providers can bill to a participant’s plan in respect of each support will be increased from 20 minutes to 30 minutes for travel in Modified Monash Model (MMM) Areas 1-3, and from 45 minutes to 1 hour in MMM Areas 4-5.

3.3 Information to encourage market supply

The supply of information on market demand is also important to encourage supply.

The NDIA is active in providing such information. Additional information is being provided in the following ways.

- Enhancements to the Provider Finder to assist in connecting participants and providers;
- Release of additional data through Demand Mapping, a project which has been undertaken with DSS;

- The provision of additional data through the COAG Quarterly report. This includes more local data in relation to Supported Disability Accommodation, as well as data on thinner markets provided in this report;
- The forthcoming release of more granular market data that will allow providers to undertake their own deeper analysis based on the NDIA's data sharing policy.

The NDIS, with the Department of Social Services, is undertaking additional work to develop and implement strategies to address the availability of supply in thin and thinner markets, particularly in regional and remote areas.

3.4 Specialist Disability Accommodation (SDA)

Specialist Disability Accommodation (SDA) is a fast-growing and significant provider registration group that experienced a 19% growth in the quarter (139 to 166) for active SDA providers. This coincided with the number of participants with SDA in their plan increasing by 8%. The number of enrolled dwellings grew by 9.5% in the quarter.³¹

The NDIA continues to work with the Department of Social Services on delivering a package of reforms to SDA, following a review of the SDA Pricing and Payments Framework by the Disability Reform Council (DRC) in 2018. The reforms include several key initiatives underway which will further strengthen and improve the SDA market, provide investors with confidence and enable varied and innovative market growth for participants requiring SDA.

These key initiatives include:

- finalisation of the SDA Limited Cost Assumptions Review. The review is aimed at identifying and addressing any pricing disincentives for investment in particular regions, SDA design categories, or building types – noting that the review will not result in a reduction in prices for SDA
- stand-alone Design Standards, which provide improved clarity of SDA design requirements. The Design Standards have been developed in conjunction with Liveable Housing Australia and there will be opportunity for pre-certification at the planning stage to provide assurance to developers, architects and financiers that new SDA dwellings will comply and be able to be enrolled
- an SDA Innovation Plan is under development to increase participants', providers' and supporting stakeholders' understanding and adoption of innovative SDA models. Some activities of the Innovation Plan include the commission and publication of research on innovative SDA designs, the sharing of aggregated data on participant dwelling preferences and establishing a program of innovation showcases.

To support these initiatives as well as the development of the SDA market more broadly, the NDIA has convened an SDA Reference Group. Membership of the Reference Group includes 15 representatives from across the disability sector, including SDA providers (including community housing providers), investors, financiers, developers and research and policy organisations. The Reference Group also includes participants and government representatives. The Reference Group met on a number of occasions during the quarter to provide representative feedback on the SDA work program. Feedback received from the group has been invaluable to the progress of each of the initiatives and activities described above and will continue to inform their implementation.

³¹ Figure O.1, Appendix O



The Gold Coast and Hinterland region is celebrating its first anniversary under the NDIS and one of the many locals benefitting from the NDIS is Tallebudgera Valley man, Nathan Runyan-Tait.

Nathan was born with a severe form of cerebral palsy and requires 24/7 care, but the 29-year-old is now increasing his independence and is an engaged member of his community.

“One weekend a month Nathan goes away for the weekend and his support workers are able to go with him to support him,” Nathan’s mother Val said.

He also participated in the Commonwealth Games opening ceremony last year, the only person out of 2,000 that had multiple disabilities and was in a wheelchair.

“The NDIS has been fabulous, Val said. In comparison to what things were like for us before it was introduced, Nathan no longer has boundaries, he’s thriving, he’s awake more, he’s engaged and you can see him growing as a young man.”

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

Information, Linkages and Capacity Building Investment Strategy.

The Information, Linkages and Capacity Building (ILC) component of the National Disability Insurance Scheme (NDIS) aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

The NDIA has invested \$65.9 million during 2019 through a combination of interim grant rounds and additional bridging support funding to States and Territory Governments to help ensure an orderly transition to the new ILC Investment Strategy, prior to the commissioning of new programs during 2019-20.

The new ILC Investment Strategy sees purposeful investment in evidence-based initiatives and will guide the investment of almost \$400 million in ILC over the next three years. The ILC investment in four strategic programs³² recognises the importance of peer support, as well as the role of local area coordination, and the broader eco-system of the National Disability Strategy.

There were two national interim grant rounds administered by the NDIA that lay the foundations for the introduction of the ILC Investment Strategy. These two programs were the Disabled People's Organisations and Families Organisations (DPOs/FOs) grant round and the Economic Participation grant round. Both of these enabled testing of components of the investment strategy, particularly the Individual Capacity Building and the Economic and Community Participation Program:

- The Disabled People and Families Organisations (DPFO) grant round allocated \$15.5 million to 114 organisations and 13 priority cohort group organisations across Australia to deliver one year projects from July 2019.
- The Economic Participation grant round will allocate up to \$19.9 million to support organisations to build the capacity of people with disability, and for employers to improve employment outcomes for people with disability. This grant round supports the objectives of the NDIS Participant Employment Taskforce, and while currently under assessment, results will be announced in July 2019.

As part of the ILC Investment Strategy the NDIA will continue the progressive roll out of funding programs throughout 2019. The National Information Program (NIP) opened on Friday 5 April 2019. This round aims to increase the accessibility, quality and consistency of information about disability types, current services and support options available to people with disability, carers and families throughout Australia. This grant round is currently under assessment with results to be announced in August 2019 and is the first full program of the ILC Strategy to be commissioned.

³² The four programs are the Individual Capacity Building Program, the National Information Program, the Economic and Community Participation Program, and the Mainstream Capacity Building Program.

The second program to be released following the National Information Program will be the **Individual Capacity Building Program** (ICBP). The ICBP, which will be released in August 2019, builds on the extensive evidence base for the use of peer support in building skills for people with disability. The program focuses on a national network of organisations run by and for people with disability, or their families and carers, to become the primary delivery mechanism for peer support, mentoring and other skills building for people with disability, carers and families.

The **Mainstream Capacity Building Program** and **Economic and Community Participation Program**, which will be released September 2019, will seek to build the capacity of the community to create opportunities for people with disability to contribute to community prosperity and participate in community life. The program aims to drive practice change in the delivery of critical mainstream services towards meeting the needs of people with disability, families and carers.



“I always felt like Haya could do a lot with her future but after this past year, I’m more confident she will go on to do amazing things and help others.”

Fadi and Nour Dagher moved to Australia in June 2017, looking for a better education and lifestyle for their eight-year-old daughter Haya and her siblings, leaving their native Lebanon and becoming permanent residents.

Haya was born with bilateral optic nerve colobomas in her right eye, where the optic nerves and retinas at the back of both eyes did not develop in utero, and she then developed a retinal detachment in her left eye at a young age.

Nour says the funding from the NDIS has allowed them to find the right equipment to support their daughter now and into her future.

“It’s allowed Haya to be independent and she’s more confident now, she feels like she can do homework like other students in her class. Haya really wants to work when she grows up, and is already chatting about what she wants to do and how she will do it.”

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 and remained within budget for 2018-19.

After almost three years into the full scheme roll out of the NDIS, States and Territories have entered the Scheme on time and according to schedule together with a large number of new participants who have not received funding before.

Payments increased by 147% between 2016-17 and 2017-18 and then by another 72% between 2017-18 and 2018-19.

Figure 34: Committed supports (\$m) and payments

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total Committed	132.7	496.8	939.3	3,236.5	7,746.9	14,537.2
Total Paid	85.8	370.9	704.1	2,181.4	5,387.2	9,289.0
% utilised to date	65%	75%	75%	67%	70%	64% ³³

As at 30 June 2019, the NDIA was 83,000 State/Territory and Commonwealth actionable records short of the transition bilateral estimate. However, an additional 27,000 new participants compared with the bilateral estimate have requested access to the Scheme. This results in the NDIA being 57,000 short of the bilateral estimate when both State/Territory, Commonwealth and new people are considered together.³⁴

³³ There is a delay between when support is provided and when it is paid and hence utilisation will increase

³⁴ The difference between bilateral estimates and actionable records includes duplicates, deceased individuals, or information that did not allow the NDIA to identify or contact individual. Post transition bilateral agreements are currently being negotiated with the States and Territories.

5.2 Addressing Scheme pressures

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

The 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, where costs are higher than expected.

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

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. A review has commenced to incorporate new learnings since the reference package and guided planning process was first implemented.

Supported Independent Living (SIL)

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

The NDIA continues to monitor and address emerging pressures and implement strategies where required. Projects are targeted at improving consistency and equity in decision making (for example, the independent assessment pilot and the guided planning process), improving plan flexibility and monitoring of individual participant goal attainment. Using this insurance approach, the Scheme continues to remain financially sustainable and invested in the experience and outcomes of its participants.



A twist of fate has led to a special partnership between a Benalla man Tim Arendt, and Geelong disability support worker Bo.

Tim, who was diagnosed with autism as a four year old, had desires to study at Deakin University in Geelong but for his family this posed a huge challenge.

“Thanks to the NDIS support which allowed Bo to become part of Tim’s life – he has come such a long way”, Tim’s mum Kerrilyn said. Now, in his first year of his degree, Tim is achieving great marks, and living independently on campus in Geelong.

“I am grateful for what the NDIS has given me the opportunity to do. I do consider myself fortunate that I met Bo and now consider him a friend.

“Gratitude is too soft a word to describe how I feel about him and the NDIS, as they’ve both given me the best chance I have to succeed in the future.”

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 Board and management team are working inclusively with stakeholder groups and the disability community to reflect participant needs. Specific sector engagement activities that occurred during the quarter are outlined below.

Roving Visits

The Board and NDIS management undertake regular roving visits to locations across Australia to better understand local issues, and hear directly from participants, providers and NDIA service delivery staff and partners.

The NDIA Board undertook a roving visit to Brisbane in May 2019 to meet with key stakeholders and see the implementation of the NDIS on the ground. This followed a prior visit to Melbourne in late March. The Board visited participants at a Youngcare and MS Queensland Specialist Disability Accommodation development, met with LAC and ECEI partners to discuss their work in Queensland, including the work they have undertaken to engage with hard to reach cohorts, and held a roundtable discussion with Queensland based recipients of ILC funding. The Board also met with staff at the NDIA Chermside office.

The roving visits complement a regular series of engagement activities undertaken by Board members and management, including regular meetings with key participant, provider and sector groups, Commonwealth and State government officials and other key stakeholders. The NDIA and Board have also supported the NDIS Minister and Prime Minister in a series of roundtables for participants, sector and providers held over the last quarter.

Insights Forums

The NDIA is conducting a series of 'Insights Forums' through July and August 2019 with participant groups, providers, academics and government officials to share NDIS insights and data. These forums have been designed to include plenary discussions to stimulate conversation about the data and explore future solutions which will enable better outcomes for participants.

Initially four forums have been organised with an expectation that more events will take place over time.

Data Sharing

The increasing maturity of the NDIA provides for the collation of valuable data. This gives a better picture of the needs, successes and challenges for Australians who live with a disability, those who support them individually, and those who work within the wider sector.

Over the coming months, the NDIA will progressively provide access to NDIS data on the NDIA website, including insights reports, downloadable data, and interactive data. This is designed to improve participant outcomes and assist with market development.

The data on the NDIS website will be housed in a range of formats including downloadable reports and spreadsheets, video, analysis and presentations. As new information becomes available it will be added, and over time more features will also be included.

The NDIA will invite participants and stakeholders to explore this data to further their own knowledge of the disability sector, its challenges and the way the NDIS is working to create a more accessible and inclusive society. The NDIA will also take feedback on the data that is provided.

Participant Employment Taskforce

In November 2018 the Department of Social Services and the National Disability Insurance Agency formed a participant employment taskforce to recommend measures to improve employment outcomes for NDIS participants.

Since January 2019 the Taskforce has been engaging with a range of stakeholders who are active in the delivery of NDIS employment supports or invested in improving participant employment outcomes. These have included:

- Participants, Parents, Carers and Advocates
- Service Providers, including Australian Disability Enterprises (ADEs)
- NDIA Planners and Local Area Coordinators (LACs)
- Federal, state and territory government agencies
- Educators
- Employers
- Peak Bodies

The Taskforce has met with more than 250 people through this process, using these consultations as an opportunity to identify, test and refine ideas that will help more people with disability participate in the Australian economy.

The insights from these stakeholder consultations are informing the development of an NDIS Participant Employment strategy. This strategy will guide the NDIA over the next 3-5 years to become a leader and advocate for disability employment, improving employment outcomes for participants and people with disability more broadly.

Autism Advisory Group

The NDIA held two Autism Advisory Group meetings in this quarter (10 April and 14 June). The meetings focused on the NDIA's ECEI approach and developing strategies to resolve delays and backlogs for children with disability in accessing ECEI supports through the NDIS. Building on insights from the Advisory Group, on 26 June, the Minister for the NDIS announced six key initiatives to resolve delays. The Autism Advisory Group was established in 2018 to provide a strong voice on behalf of people with autism who are participating in the NDIS. The group includes autism experts, service providers and people with lived experience of autism.

Disability Snapshots

Over the last few months, the NDIA worked with Disability Advocacy Network Alliance (DANA), who engaged with approximately 38 stakeholders, to develop training resources to improve staff training and awareness of disability. The improved training resources focus on putting the participant, their families and carers at the centre of all conversations. The NDIA continues its partnership with DANA to develop:

- a Contemporary Disability Rights e-Learning module, which is now available and mandatory for all staff;
- a Disability Navigator, an internal online tool designed as a ‘just in time’ resource, currently focused on 12 specific disability types in written snapshots and participant videos; and
- a ‘Making the Difference’ skills workshop, a facilitated workshop to build on learners’ current skills and knowledge of the disability sector to establish pre-planning strategies and approaches to facilitate inclusive participant planning conversations.

NDIS Participant Reference Group

The NDIS Participant Reference Group (PRG) continues to be a vital asset to the NDIA, with 20 members representing participants and carers, including people from culturally and linguistically diverse (CALD) communities and Aboriginal and Torres Strait Islander communities. During the last quarter, the PRG met to discuss a variety of topics that will improve the participant experience, including:

- improving payment systems to be more seamless and easier to use for participants and providers;
- defining simple, consistent language to be used across the portal, plans and in conversations with NDIS staff; and
- re-occurring work between PRG members and the NDIA to improve the look and feel of the portal and communication products and resources

The South East Queensland CALD Community Engagement Initiative

The NDIA has a range of targeted initiatives to ensure that people from a culturally and linguistically diverse background are included in the NDIS. The initiatives are being trialled in Queensland in the Local Government Areas of Logan, Redlands, Brisbane, Ipswich and Moreton Bay between June and October 2019. For example, one targeted initiative includes on-the-ground support from a newly developed community engagement role for a Cultural Community Liaison Worker (CCLW). This initiative will also have input from AMPARO Advocacy, as a local consultant, and includes an evaluation process as part of the approach. Once evaluated the CALD initiative can be scaled across multiple jurisdictions to ensure a focus on CALD participants being supported to access the NDIS.

Mainstream interfaces

The first Disability Reform Council (DRC) meeting of 2019 was held in Queensland on 28 June 2019.

Based on work undertaken by the NDIA Board and management, in conjunction with Department of Social Services and the states, the most significant outcome for the NDIA was the agreement to clarify boundaries between the NDIS and other health-related services and arrangements for children with disability living in accommodation outside the family home.

From 1 October 2019, the NDIS will begin funding specific **disability-related health supports** where those supports are part of a participant’s daily life and result directly from the participant’s disability. This will include health supports like dysphagia, assistance with breathing, continence supports and others.

From 1 September 2019, for **children who are unable to live at home because of their complex disability related needs**, the NDIS will deliver an improved reasonable and necessary funding model including 24/7 care, staffing (including overnight staffing), disability supports (including home modifications where necessary), and specialist support coordination. States and Territories are expected to continue to provide board and lodging, along with mainstream early intervention and prevention supports.

The NDIA is working closely with the Department of Social Services and states and territories to develop Memoranda of Understanding to support this policy and to manage potential risks for child participants living outside their family home.

At the next meeting scheduled for October, DRC will discuss and seek to resolve the funding and service delivery interface issues between the NDIS and justice systems and also progress transport issues.

DRC also endorsed a **National Hospital Discharge Action Plan** to reduce the number and length of stays in hospital experienced by NDIS participants.

The plan jointly commits the NDIA, the Department of Social Services and State and Territory governments to resolve key discharge delay issues in areas including home modifications, assistive technology, communication, accommodation and clinical supports. A progress report will be presented at the next DRC meeting.

South Australian Hospital Discharge Pilot

The NDIA has been working in collaboration with SA Health and SA Department of Human Services as part of a project Working Group to develop a shared approach to hospital discharge in South Australia. The approach is focused on enabling NDIS participants to be discharged from hospital in a safe and timely way.

A pilot of the approach commenced on 1 April 2019 and will run for six months. The approach will be tested and evaluated, with the intent being to implement a nationally consistent approach to hospital discharge in all jurisdictions.

The pilot includes the introduction of three Health Liaison Officer roles. Each Liaison Officer will work with the local health networks and key hospital staff, providing a single point of contact to improve communication and escalation between SA Health and the NDIA.

The Pilot will test the newly developed assessment templates for home modifications and assistive technology. This will include providing consent for NDIA and SA allied health staff to have direct contact ensuring a more timely, solution focused approach to approving these supports in participants' plans.

Improved data and information sharing is an important part of the Pilot to ensure there is a single source of information for the NDIA and SA Health to manage and escalate through the participant pathway, from access through to discharge.

Assistive Technology

On 8 April 2019, a specialised **Assistive Technology and Home Modifications Assessment Approach** pilot commenced. The pilot will trial a redesigned approach to the assessment and management of planning for participants with complex or non-standard assistive technology or home modification (ATHM) needs.

A participant who opts-in to the pilot, will go through the same plan review process as everyone else, except they will have a specialised ATHM assessment in pre-planning. This assessment will be done by a Specialised ATHM Assessment Panel (pilot Panel) made up of a group of specialised practitioners experienced in the assessment of ATHM.

The pilot Panel will recommend ATHM supports to the NDIA and the participant, including capacity building supports, to be included in the participant's plan. The NDIA will use this report to build and approve a plan and allocate appropriate NDIS funding. Once their plan is approved, participants will work with their chosen service provider/assessor to test and select the most appropriate (specific) ATHM for them.

On 20 June 2019, the NDIA hosted a **one hour assistive technology webinar** on 'Wheelchairs, Aids and Devices', which discussed the recent changes to AT processes and resources, and how to prepare for upcoming planning meetings where AT is needed. 4,000 people registered for the webinar and 2,181 attendees watched the live seminar with thousands more viewing the recorded version once published to the NDIS website. The panel included NDIA staff and sector representatives with substantial experience with the NDIS. The panel discussed recent changes in AT processes and resources, how to prepare for an upcoming planning meeting where AT is needed, and how to escalate urgent AT issues with the NDIA. Viewers were able to ask questions in real time, and hear responses from experts. The Agency also responded directly to participant questions.

A number of minor improvements have been made to improve the AT experience, including:

- Improved assessment **templates** have been released to support better information sharing between professionals and the NDIA.
- **Updated website information for AT and HM** so that it is now easier to find information on how to provide AT and HM assessments and quotes, how to choose an AT or HM provider, and arranging the repair or replacement of AT.
- Updated the **NDIA Assistive Technology and Consumables Code Guide**, which lists the most commonly used supports to assist providers to claim payments using a 'best-fit' approach, and to assist participants with consistent terminology for AT comparison.

6.2 NDIS Contact Centre

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

The provider responsible for operating the NDIS Contact Centre has made consistent improvements to call response times, wait times and abandoned call rates for enquires made to the NDIS.

Between March 2019 and the end of June 2019 the Contact Centre answered over 309,000 phone calls and responded to over 51,000 emails.

The **average answer speed** is consistently at **28 seconds**.

The Contact Centre is contracted to reach a **weekly service level** of 80% of calls answered within 60 seconds. At end of the June 2019 quarter it was achieving a service level of just over **83%**.

Average **abandonment rates** are reliably sitting at 1.5%

The rate of **enquiries being resolved** within the first response to the caller has risen from 83% in March 2019 to **85%** in June 2019.

6.3 Building a high performing NDIA

The NDIA invests in staff training to support Agency growth.

At 30 June 2019 the NDIA workforce was 11,061, including 3,495 Australian Public Service Employees, 2,278 labour hire contractors and 5,288 people employed by NDIA Partners in the Community. This is an increase in the total workforce (including Partners in the Community) for the 2018-19 financial year of 40.5% (increase in head count of 3,189).

The overall increase for the 2018-19 financial year for the Service Delivery NDIA workforce (including Partners in the Community) increased by 29.7% per cent to be total headcount of 7,521 as at 30 June 2019.

Since 31 March 2019, there has been a continued increase in the planning workforce to support the Complex Pathways with an increase from 104 to 121 (17 per cent) and increase in workforce to support resolution of unscheduled reviews with an increase from 253 to 327 (29 per cent). Further recruitment is underway.

In early June 2019, training for service delivery staff (planners and Local Areas Coordinators (LACs) to support the pathways reform implementation concluded, having been rolled out across all States and Territories. During the quarter, training was completed in Victoria, South Australia and Queensland. Over 9,700 hours have been delivered since the national rollout commenced in September 2018. This Service Improvement training addressed key aspects of the pathway improvement program with the aim of embedding a national consistent participant experience.

A further 12,000 hours of Psychosocial Disability Awareness training has been delivered to 3,500 Service Delivery staff since early 2018. This foundation training is the first tier of building increased planner and LAC capability to service participants with a psychosocial disability. It was delivered in conjunction with the national rollout of Service Improvement training, with training in Victoria, South Australia and Queensland being concluded this quarter.

During the quarter, around 765 new planners and LACs have participated in the refreshed 6-week New Starter induction program that covers the key knowledge and skills required for service delivery staff. This means that over 2,600 new planners and LACs have participated in the training since 1 July 2018. Further recruitment, particularly for the complex pathways, will support further training of staff and partners.

Progress continues on increasing disability awareness training available to the NDIA workforce. This includes a further eight videos of people with disability talking about their lived experience, how to use their strengths and how to communicate with them, being added to the Disability Navigator resource available through the NDIS intranet. The website was accessed 1,500 times in the first 3 days of the new content being uploaded, which demonstrates the interest and usefulness of this resource. It is complemented by the 'Contemporary Disability Rights' eLearning module and the 'Making the Difference' face-to-face workshop that is currently being developed and will be deployed nationally in financial year 2019-20.

To coincide with NAIDOC week in early July 2019, the NDIA finalised the development of a new e-learning package for Aboriginal and Torres Strait Islander Cultural Awareness. The NDIA has collaborated with the Centre for Cultural Competence Australia (CCCA) to enable access to components of their e-learning content.

Other indicators of performance this quarter include the Fraud Taskforce's first conviction; improved ANAO outcomes; improved risk awareness and controls including building first and second line assurance.



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Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander:

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

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

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

Active participant: Those who have been determined eligible and have 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, or has met NQSC requirements if registering in NSW or SA.

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.

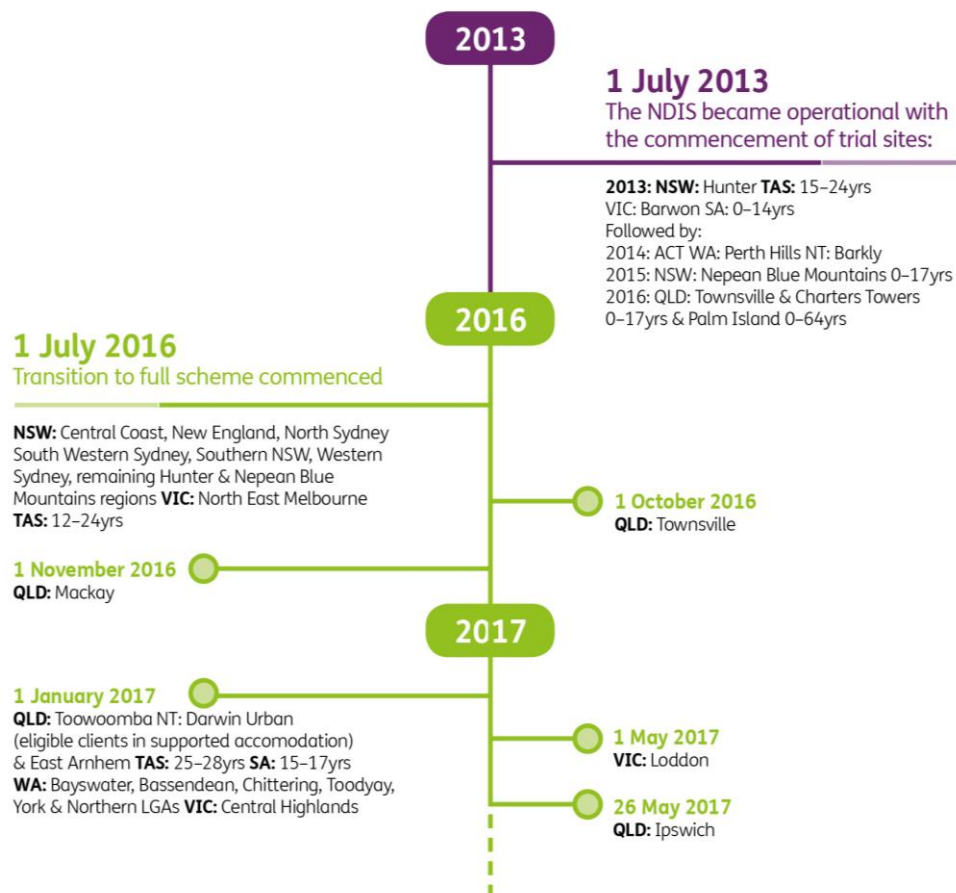
Supported Independent Living (SIL): Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support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

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



1 July 2017

NSW: Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, Northern NSW, South Eastern Sydney, Sydney & Western NSW **NT:** Alice Springs LGA (eligible clients in supported accommodation), Katherine & Darwin Remote **TAS:** 4–11yrs **SA:** 18+yrs for Barossa, Light and Lower North, Playford, Salisbury & Port Adelaide Enfield (East) LGAs

1 November 2017

VIC: Inner & Outer Eastern Melbourne
QLD: Rockhampton

1 September 2017

QLD: Bundaberg

1 October 2017

VIC: Inner Gippsland, Western District & Ovens Murray **SA:** 18+yrs for Limestone Coast, Murray & Mallee, Tea Tree Gully LGA

2018

1 January 2018

TAS: 29–34yrs **SA:** 18+yrs for Eyre & Western, Far North, Fleurieu & Kangaroo Island, Southern Adelaide, Yorke & Mid North

1 March 2018

VIC: Hume Moreland

1 April 2018

VIC: Bayside Peninsula **SA:** 18+yrs for Adelaide Hills, Eastern Adelaide & Western Adelaide

1 July 2018

QLD: Beenleigh, Brisbane, Cairns, Maryborough & Robina **WA:** South Metro & Central South Metro **TAS:** 0–3yrs & 35–49yrs **NT:** Central Australia; remaining participants in Alice Springs & Darwin Urban

1 September 2018

VIC: Southern Melbourne **WA:** South West

1 October 2018

WA: Kimberley–Pilbara, Goldfields–Esperance & North Metro **VIC:** Brimbank Melton & Western Melbourne

2019

1 January 2019

QLD: Caboolture/Strathpine & Maroochydore
VIC: Goulburn, Mallee & Outer Gippsland
TAS: 50–64yrs

30 June 2019

We are here

1 July 2019

WA: Great Southern, Central North Metro, Midwest–Gascoyne & South East Metro

2020

July 2020

Transition to full Scheme achieved

The NDIS is available to all eligible Australian residents

1 July 2020

Christmas Island and the Cocos (Keeling) Islands

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 the NDIS was fully available from 1 July 2016 and there is no ongoing schedule of participant intake estimates. 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 Actionable data available (operational target)	2018-19 Plans approved (incl. ECEI), relating to actionable data	% of 2018-19 operational target met
NSW	15,322	15,546	101%
VIC	40,900	37,384	91%
QLD	37,897	35,196	93%
WA	6,405	4,859	76%
SA	11,259	10,340	92%
TAS	2,630	2,595	99%
ACT	823	950	115%
NT	1,626	1,608	99%
Total	116,862	108,478	93%

Table C.2 Plan approvals in 2018-19 (including confirmed ECEI referrals) compared to estimates^{3,4,5}

	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	1,473	14,073	15,546		26,404	26,404		53%	
VIC	24,494	12,890	37,384	39,400	15,227	54,627	62%	85%	68%
QLD	20,292	14,904	35,196	32,444	27,618	60,062	63%	54%	59%
WA	3,038	1,821	4,859	6,046	2,923	8,969	50%	62%	54%
SA	5,276	5,064	10,340		6,326	6,326		80%	
TAS	864	1,731	2,595	2,042	3,670	5,712	42%	47%	45%
ACT	13	937	950						
NT	965	643	1,608	2,373	938	3,310	41%	69%	49%
Total*	49,653	51,126	100,779	82,305	83,106	165,411	60%	62%	61%
Total	56,415	52,063	108,478						

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

Table C.3 Plan approvals to date (including confirmed ECEI referrals) compared to estimates⁶

	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	95,245	104,854	12,111	129,846	141,957	79%	73%	74%
VIC	5,282	73,807	79,089	5,289	100,035	105,324	100%	74%	75%
QLD	361	51,888	52,249	600	90,617	91,217	60%	57%	57%
WA	2,494	6,691	9,185	2,493	12,042	14,535	100%	56%	63%
SA	7,117	21,917	29,034	8,500	23,784	32,284	84%	92%	90%
TAS	1,162	5,669	6,831	1,125	9,462	10,587	103%	60%	65%
ACT	4,098	3,688	7,786	4,278	797	5,075	96%	463%	153%
NT	155	2,298	2,453	149	4,784	4,933	104%	48%	50%
Total	30,278	261,203	291,481	34,545	371,367	405,912	88%	70%	72%

¹ ACT participants, and Existing participants in NSW and SA are still subject to an operational target in 2018-19.

² WA bilateral estimates and operational targets include NDIA trial sites only. Total plans approved exclude 7,139 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS this year.

³ Ibid.

⁴ The total excluding jurisdictions with nil bilateral estimates in 2018-19 is not equal to the total in Table C.1 because it excludes ACT participants as well as Existing participants in NSW and SA approved in 2018-19.

⁵ Note: 'CW' stands for Commonwealth.

⁶ WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 7,335 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 – NATIONAL⁷

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NATIONAL	265,651	27,853	293,504	298,816	405,912

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – NATIONAL⁸

	Prior Quarters	2018-19 Q4	Total
Access decisions	350,061	25,433	375,494
Access Met⁹	301,128	18,861	319,989
State	171,804	6,301	178,105
Commonwealth	29,167	1,993	31,160
New	100,157	10,567	110,724
Total Participant Plans	277,155	33,165	298,816
State	152,401	12,989	165,390
Commonwealth	25,618	2,959	28,577
New	87,632	11,905	99,537
ECEI ¹⁰	11,504	5,312	5,312
Total Participant Plans	277,155	33,165	298,816
Early Intervention (s25)	48,750	5,394	54,144
Permanent Disability (s24)	216,901	22,459	239,360
ECEI ¹¹	11,504	5,312	5,312

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – NATIONAL

Exits	
Total participant exits	7,489
Early Intervention participants	2,079
Permanent disability participants	5,410

⁷ In this table the 293,504 participants include the 7,335 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.

⁸ 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 Q4, 90% of people with a hearing impairment met the access criteria compared to 74% overall.

⁹ The number of people who have 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.

¹⁰ 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.

¹¹ Ibid.

Table E.4 Cumulative position by services previously received – NATIONAL^{12,13}

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	14,886	2,037	13,355		30,278	34,545	88%
End of 2016-17	54,118	6,080	30,421	6,134	96,753	115,032	84%
End of 2017-18	105,545	16,826	53,816	7,768	183,955	240,500	76%
End of 2018-19 Q1	119,753	19,471	62,913	6,656	208,793	273,059	76%
End of 2018-19 Q2	135,575	22,507	75,082	11,489	244,653	315,721	76%
End of 2018-19 Q3	152,401	25,618	87,632	11,504	277,155	360,954	75%
End of 2018-19 Q4	165,390	28,577	99,537	5,312	298,816	405,912	72%

Table E.5 Cumulative position by entry into the Scheme – NATIONAL^{14,15}

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ¹⁶	Permanent Disability ¹⁷	ECEI	Total		
Trial	12,193	18,085		30,278	34,545	88%
End of 2016-17	21,394	69,225	6,134	96,753	115,032	84%
End of 2017-18	33,861	142,326	7,768	183,955	240,500	76%
End of 2018-19 Q1	38,161	163,976	6,656	208,793	273,059	76%
End of 2018-19 Q2	43,453	189,711	11,489	244,653	315,721	76%
End of 2018-19 Q3	48,750	216,901	11,504	277,155	360,954	75%
End of 2018-19 Q4	54,144	239,360	5,312	298,816	405,912	72%

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

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

	Prior Quarters		2018-19 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	14,383	5.6%	2,034	7.3%	16,417	5.7%
Not Aboriginal and Torres Strait Islander	230,683	89.3%	23,675	85.1%	254,358	88.9%
Not Stated	13,126	5.1%	2,114	7.6%	15,240	5.3%
Total	258,192	100%	27,823	100%	286,015	100%

¹² The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

¹³ 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.

¹⁴ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

¹⁵ 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.

¹⁶ Participants who met Section 25 of the NDIS Act for access

¹⁷ Participants who met Section 24 of the NDIS Act for access

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NATIONAL¹⁸

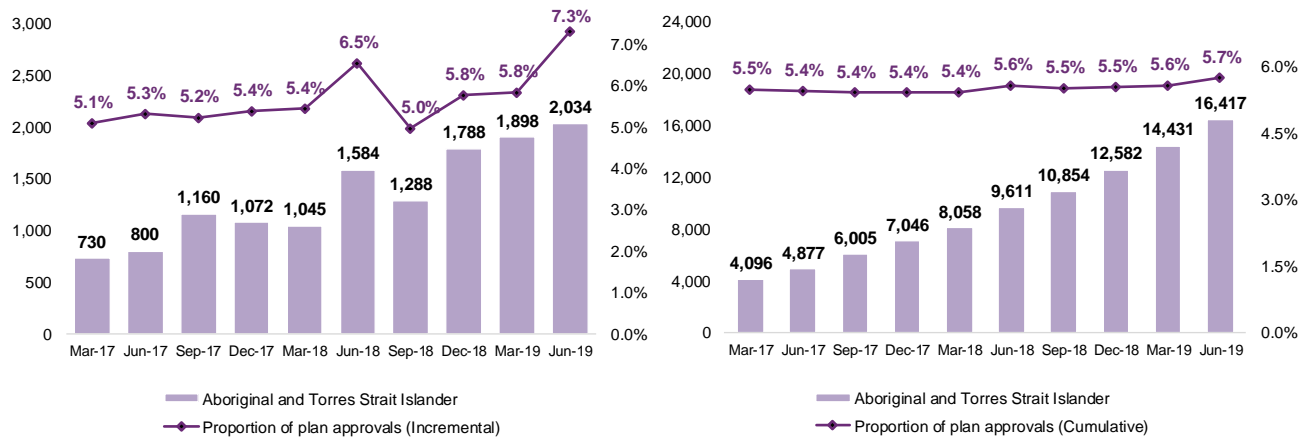


Table E.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NATIONAL

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	21,152	8.2%	2,871	10.3%	24,023	8.4%
Not CALD	231,045	89.5%	24,137	86.8%	255,182	89.2%
Not Stated	5,995	2.3%	815	2.9%	6,810	2.4%
Total	258,192	100%	27,823	100%	286,015	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NATIONAL¹⁹

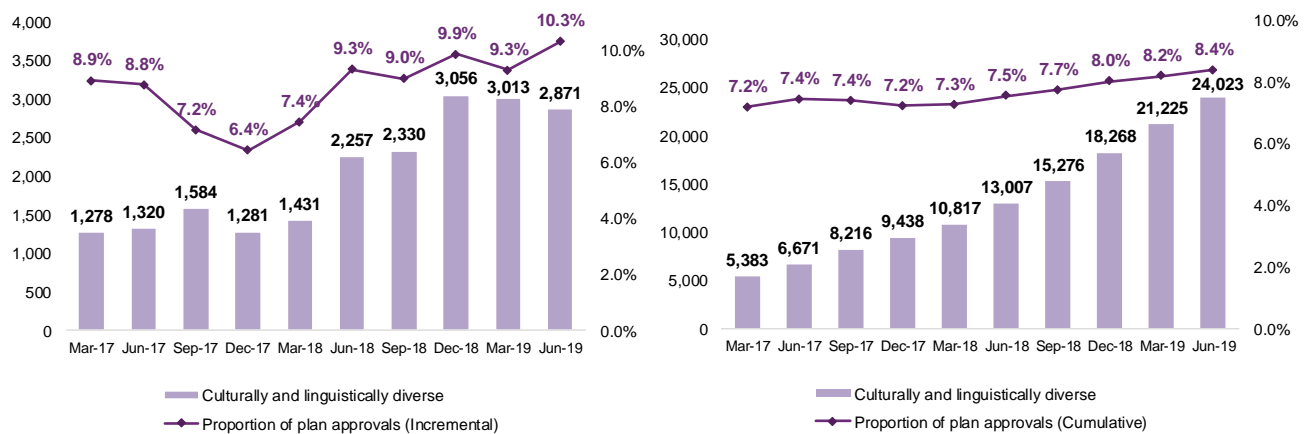


Table E.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NATIONAL

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	4,114	1.6%	607	2.2%	4,721	1.7%
Not YPIRAC	254,078	98.4%	27,216	97.8%	281,294	98.3%
Total	258,192	100%	27,823	100%	286,015	100%

¹⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁹ Ibid.

Figure E.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL²⁰

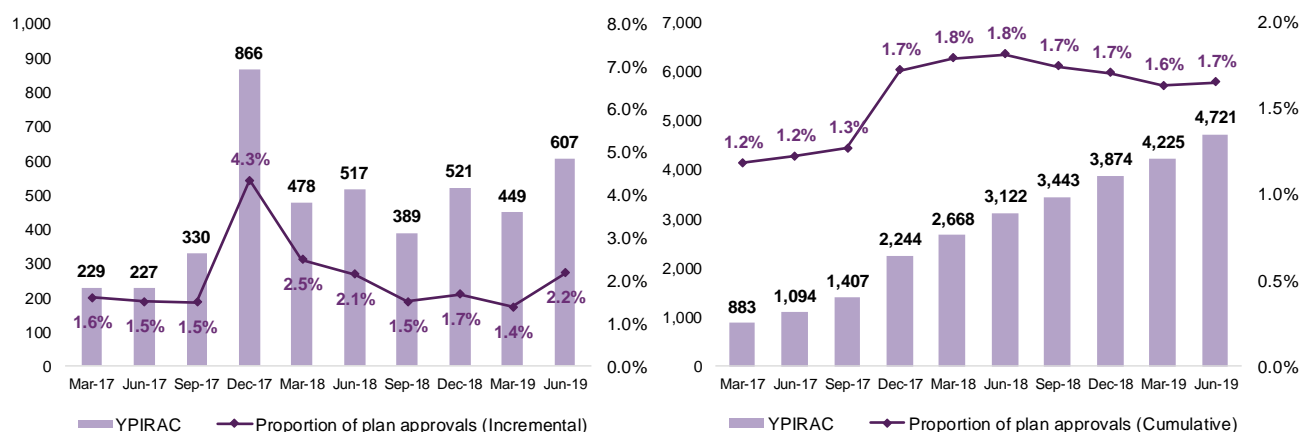


Table E.9 Participants who are YPIRAC by age group – NATIONAL

Age group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Under 45	159	3.9%	18	3.0%	177	3.7%
45 to 54	669	16.3%	91	15.0%	760	16.1%
55 to 64	2,435	59.2%	420	69.2%	2,855	60.5%
65 and above	851	20.7%	78	12.9%	929	19.7%
Total YPIRAC	4,114	100%	607	100%	4,721	100%

Table E.10 Participant profile per quarter by remoteness – NATIONAL^{21,22}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	172,254	66.8%	18,922	68.1%	191,176	66.9%
Population > 50,000	28,842	11.2%	2,742	9.9%	31,584	11.1%
Population between 15,000 and 50,000	22,914	8.9%	2,186	7.9%	25,100	8.8%
Population between 5,000 and 15,000	12,591	4.9%	1,272	4.6%	13,863	4.9%
Population less than 5,000	18,191	7.1%	1,905	6.9%	20,096	7.0%
Remote	1,966	0.8%	445	1.6%	2,411	0.8%
Very Remote	1,182	0.5%	328	1.2%	1,510	0.5%
Missing	252		23		275	
Total	258,192	100%	27,823	100%	286,015	100%

²⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²¹ This table is based on the Modified Monash Model measure of remoteness.

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

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NATIONAL²³

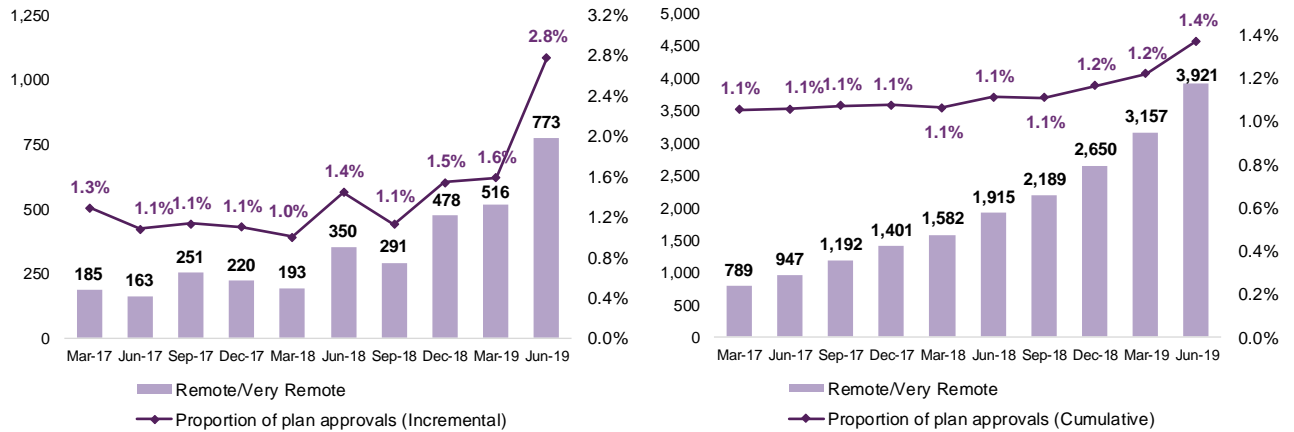


Table E.11 Participant profile per quarter by disability group - NATIONAL²⁴

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	76,945	30%	8,239	30%	85,184	30%
Intellectual Disability ²⁵	68,240	26%	4,874	18%	73,114	26%
Psychosocial disability	21,783	8%	3,409	12%	25,192	9%
Developmental Delay	11,039	4%	2,593	9%	13,632	5%
Other Neurological	12,213	5%	1,243	4%	13,456	5%
Cerebral Palsy	12,498	5%	915	3%	13,413	5%
Other Physical	10,985	4%	1,393	5%	12,378	4%
Hearing Impairment	9,524	4%	1,433	5%	10,957	4%
ABI	9,087	4%	970	3%	10,057	4%
Visual Impairment	6,429	2%	641	2%	7,070	2%
Multiple Sclerosis	5,551	2%	401	1%	5,952	2%
Global Developmental Delay	3,633	1%	775	3%	4,408	2%
Stroke	3,459	1%	411	1%	3,870	1%
Spinal Cord Injury	3,451	1%	296	1%	3,747	1%
Other Sensory/Speech	2,936	1%	184	1%	3,120	1%
Other	419	0%	46	0%	465	0%
Total	258,192	100%	27,823	100%	286,015	100%

²³ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁴ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁵ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (9,896).

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NATIONAL²⁶

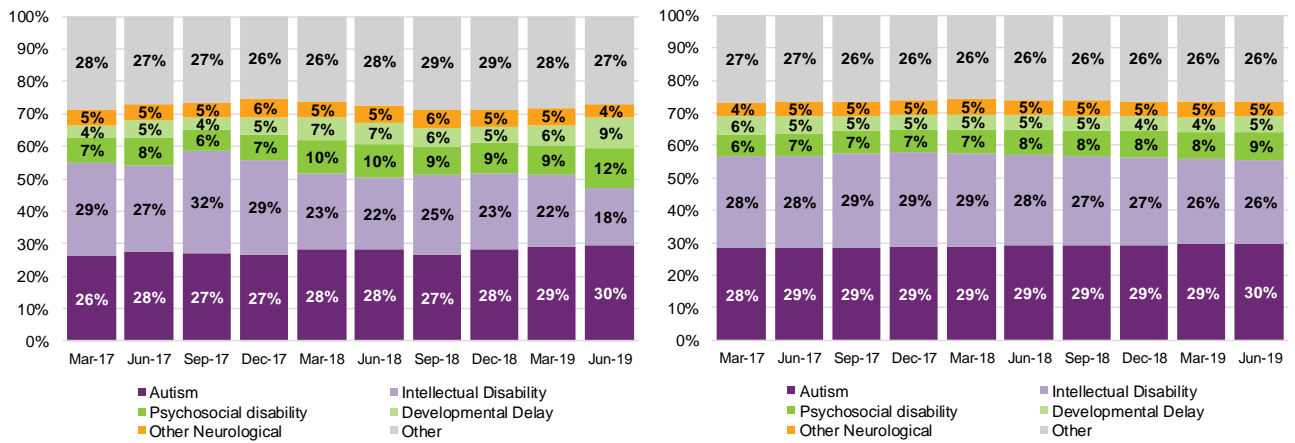


Table E.12 Participant profile per quarter by level of function – NATIONAL²⁷

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	15,902	6%	2,681	10%	18,583	7%
2 (High Function)	550	0%	49	0%	599	0%
3 (High Function)	15,195	6%	1,935	7%	17,130	6%
4 (High Function)	16,570	6%	1,498	5%	18,068	6%
5 (High Function)	19,340	8%	2,397	9%	21,737	8%
6 (Moderate Function)	44,774	17%	5,253	19%	50,027	18%
7 (Moderate Function)	17,894	7%	1,653	6%	19,547	7%
8 (Moderate Function)	20,445	8%	2,070	7%	22,515	8%
9 (Moderate Function)	1,333	1%	111	0%	1,444	1%
10 (Moderate Function)	30,443	12%	3,259	12%	33,702	12%
11 (Low Function)	11,959	5%	981	4%	12,940	5%
12 (Low Function)	40,795	16%	4,015	14%	44,810	16%
13 (Low Function)	15,995	6%	1,554	6%	17,549	6%
14 (Low Function)	6,417	2%	363	1%	6,780	2%
15 (Low Function)	76	0%	<11		80	0%
Missing	504		0		504	
Total	258,192	100%	27,823	100%	286,015	100%

²⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁷ 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) – NATIONAL²⁸

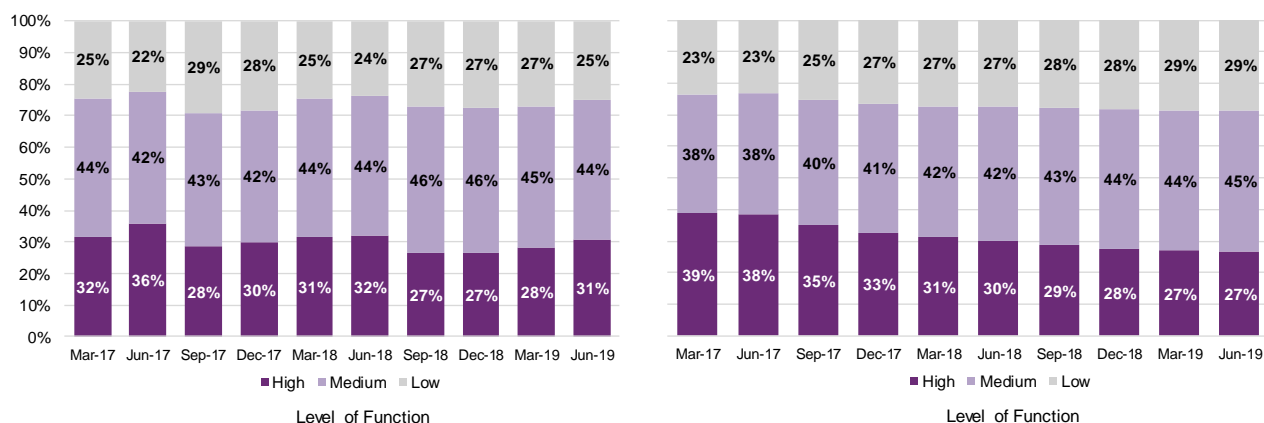


Table E.13 Participant profile per quarter by age group – NATIONAL

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	30,312	12%	7,529	27%	37,841	13%
7 to 14	65,009	25%	5,455	20%	70,464	25%
15 to 18	19,968	8%	1,491	5%	21,459	8%
19 to 24	24,824	10%	1,523	5%	26,347	9%
25 to 34	25,561	10%	2,269	8%	27,830	10%
35 to 44	23,817	9%	2,297	8%	26,114	9%
45 to 54	29,524	11%	3,250	12%	32,774	11%
55 to 64	32,514	13%	3,696	13%	36,210	13%
65+	6,663	3%	313	1%	6,976	2%
Total	258,192	100%	27,823	100%	286,015	100%

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NATIONAL²⁹

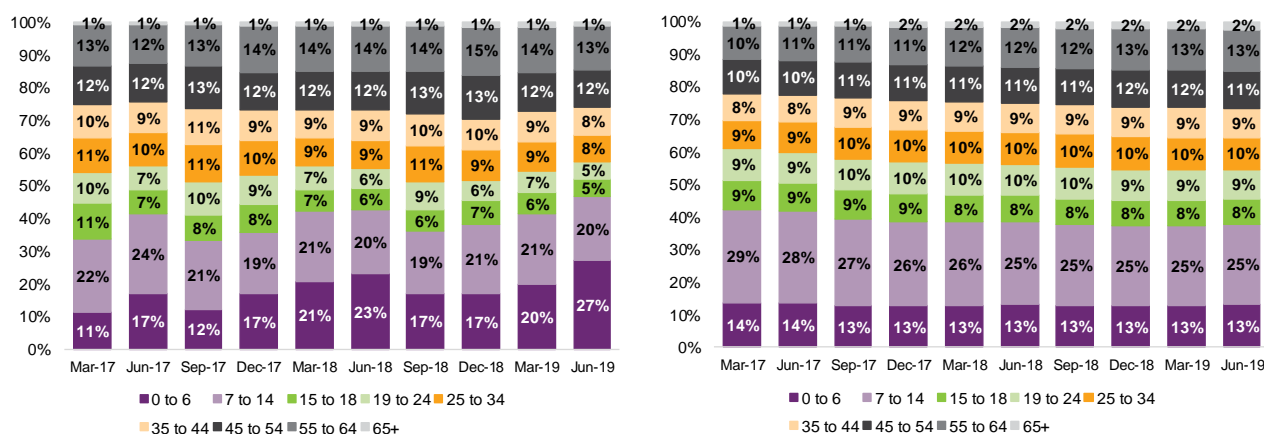


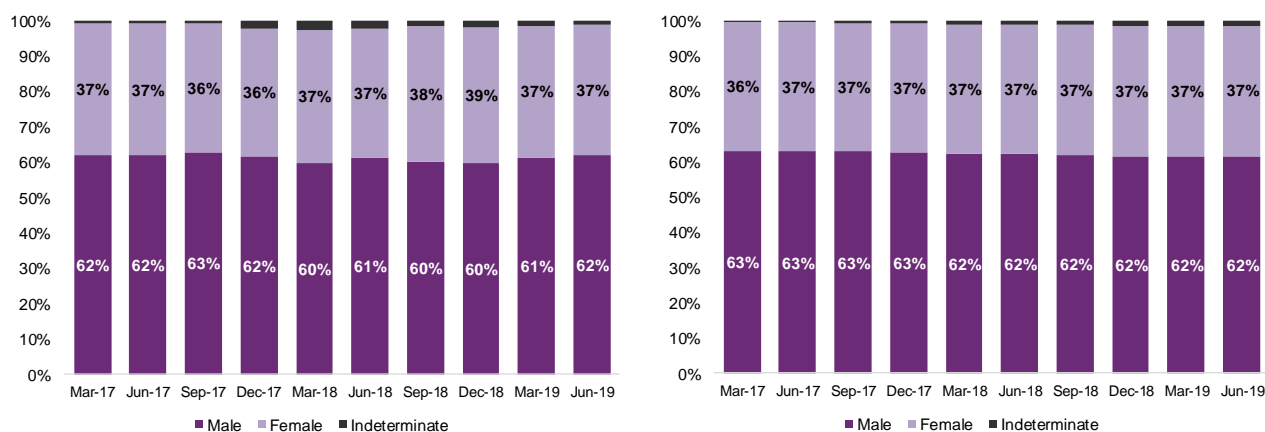
Table E.14 Participant profile per quarter by gender – NATIONAL

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	159,279	62%	17,311	62%	176,590	62%
Female	95,823	37%	10,218	37%	106,041	37%
Indeterminate	3,090	1%	294	1%	3,384	1%
Total	258,192	100%	27,823	100%	286,015	100%

²⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁹ Ibid.

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NATIONAL³⁰



Part Two: Participant experience and outcomes

Table E.15 Number of questionnaires completed by SFOF version - NATIONAL³¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	7,640	11,856	16,430	35,926
Participant school to 14	14,201	21,585	32,227	68,013
Participant 15 to 24	9,571	12,376	15,066	37,013
Participant 25 and over	24,734	37,490	52,914	115,138
Total Participant	56,146	83,307	116,637	256,090
Family 0 to 14	20,553	32,536	46,299	99,388
Family 15 to 24	2,724	8,470	10,329	21,523
Family 25 and over	778	11,541	16,168	28,487
Total Family	24,055	52,547	72,796	149,398
Total	80,201	135,854	189,433	405,488

³⁰ Ibid.

³¹ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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Table E.16 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	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			36%	
CC	% who choose who supports them			35%	55%
CC	% who choose what they do each day			44%	64%
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			81%	77%

Table E.17 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	61%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	52%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL	Of these, % who are welcomed or actively included	63%	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%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

Table E.18 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		61%		
HM	% who are happy with their home			80%	73%
HM	% who feel safe or very safe in their home			84%	74%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			69%	66%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				12%
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				35%
WK	% who have a paid job			17%	23%
WK	% who volunteer			13%	12%

Table E.19 Selected key indicators for families/carers of participants – NATIONAL

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	28%	24%
% receiving Carer Allowance	52%	51%	37%
% working in a paid job	47%	49%	35%
Of those in a paid job, % in permanent employment	76%	75%	77%
Of those in a paid job, % working 15 hours or more	78%	84%	84%
% who say they (and their partner) are able to work as much as they want	40%	47%	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	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	36%	29%	20%
% able to advocate for their child/family member	77%	71%	68%
% who have friends and family they see as often as they like	44%	43%	47%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		41%	
% who feel in control selecting services		41%	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.20 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=5,455) – NATIONAL³²

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	74%
S/CP	Has the NDIS improved how your child fits into community life?	61%

³² Results in Tables E.20 to E.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables E.24 to E.27.

Table E.21 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=20,526) – NATIONAL

	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?	37%
REL	Has the NDIS improved your child’s relationships with family and friends?	46%
S/CP	Has the NDIS improved your child’s social and recreational life?	42%

Table E.22 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=10,552) and ‘Participant 25 and over’ (n=30,235) – NATIONAL

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	67%
DL	Has the NDIS helped you with daily living activities?	58%	70%
REL	Has the NDIS helped you to meet more people?	48%	51%
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?	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?	35%	29%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	17%	19%
S/CP	Has the NDIS helped you be more involved?	53%	58%

Table E.23 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=24,307); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=12,349) – 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?	58%	48%
Has the NDIS improved the level of support for your family?	64%	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?	67%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	39%	34%

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 0 to school’ (n=891) – NATIONAL³³

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	72%	75%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	59%	63%	+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 version ‘Participant school to 14’ (n=10,173) – NATIONAL

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	65%	+9%
LL	Has the NDIS improved your child's access to education?	35%	38%	+3%
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?	42%	46%	+4%

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 versions ‘Participant 15 to 24’ (n=7,335) and ‘Participant 25 and over’ (n=14,549) – 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?	59%	64%	+5%	66%	74%	+7%
DL	Has the NDIS helped you with daily living activities?	58%	65%	+7%	70%	79%	+8%
REL	Has the NDIS helped you to meet more people?	51%	53%	+3%	52%	59%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	18%	-4%	29%	29%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	+3%	49%	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?	37%	36%	-1%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+4%	59%	66%	+7%

³³ Results in Tables E.24 to E.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table E.27 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’ (n=8,735); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,410) – NATIONAL

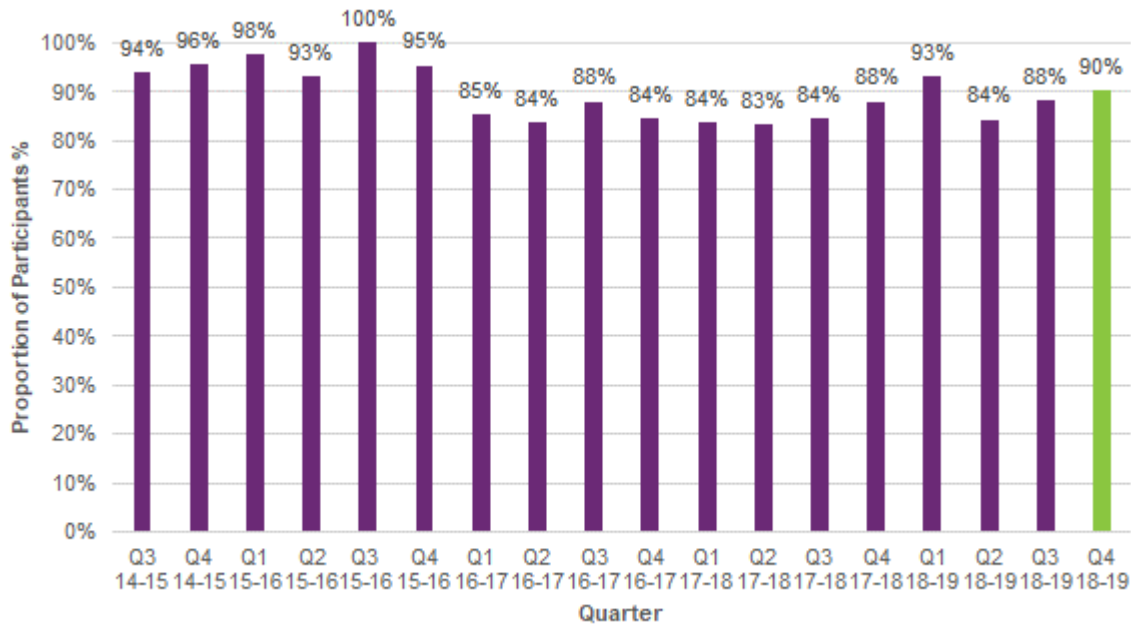
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	58%	+4%	46%	50%	+4%
Has the NDIS improved the level of support for your family?	61%	67%	+6%	57%	64%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	70%	+6%	56%	63%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	74%	+5%			
Has the NDIS improved your health and wellbeing?	37%	39%	+1%	34%	32%	-1%

Table E.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=20,002) – NATIONAL³⁴

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	22%	
Aged 25+	26%	25%	26%
Aged 15+ (average)	23%	24%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	31%	43%	41%
Aged 25+	36%	47%	
Aged 15+ (average)	35%	46%	

³⁴ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

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)*



* The result for Q4 of 2018-19 is based on 571 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 90% gave a rating of good or very good, 6% gave a neutral rating and 4% gave a rating of poor or very poor.

Table E.29 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	94%	4%	2%
I had enough time to tell my story and say what support I need	94%	2%	4%
The planner knows what I can do well	85%	10%	5%
The planner had some good ideas for my plan	88%	6%	6%
I know what is in my plan	85%	10%	5%
The planner helped me think about my future	81%	13%	6%
I think my plan will make my life better	86%	9%	4%
The planning meeting went well	95%	3%	2%

Table E.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (NATIONAL)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N = 1,976	N = 1,201
Are you happy with how coming into the NDIS has gone?	76%	77%
Was the person from the NDIS respectful?	94%	95%
Do you understand what will happen next with your plan?	70%	73%
Pre-planning	N = 1,925	N = 1,476
Did the person from the NDIS understand how your disability affects your life?	87%	89%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	80%	85%
Are you clear on what happens next with your plan?	74%	78%
Do you know where to go for more help with your plan?	79%	83%
Planning	N = 2,304	N = 1,421
Did the person from the NDIS understand how your disability affects your life?	86%	88%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	79%	82%
Are you clear on what happens next with your plan?	75%	77%
Do you know where to go for more help with your plan?	81%	83%
Plan review	N = 1,954	N = 1,341
Did the person from the NDIS understand how your disability affects your life?	80%	83%
Did you feel prepared for your plan review?	82%	84%
Is your NDIS plan helping you to make progress towards your goals?	84%	84%

Table E.31 Plan reviews conducted per quarter – excluding plans less than 30 days – NATIONAL³⁵

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	287,941	63,904	351,845
<i>Early intervention plans</i>	58,199	12,172	70,371
<i>Permanent disability plans</i>	229,742	51,732	281,474

³⁵ 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.

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

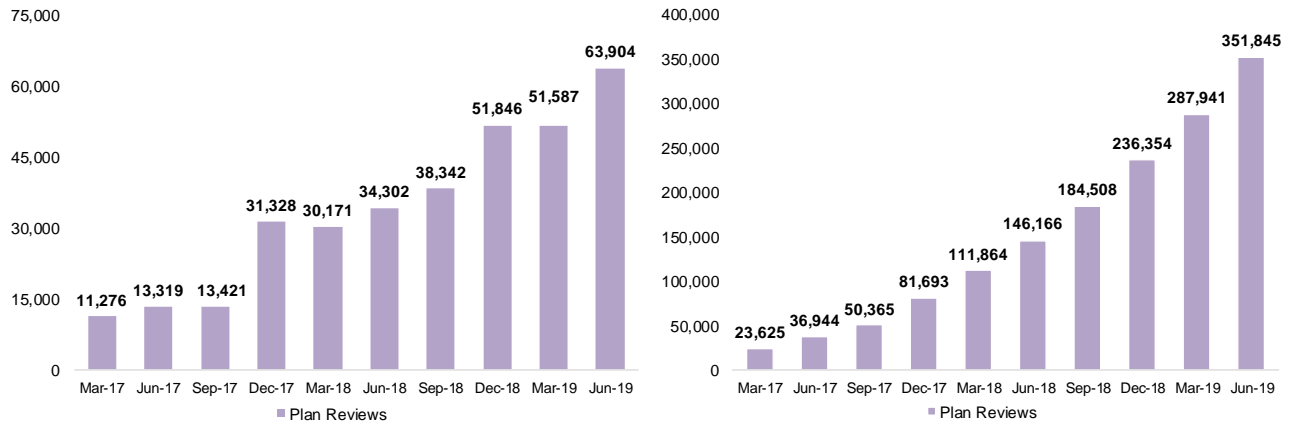


Table E.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL³⁶

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	228,897	54,383	283,280
<i>Trial participants</i>	66,678	7,396	74,074
<i>Transition participants</i>	162,219	46,987	209,206

Figure E.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL³⁷

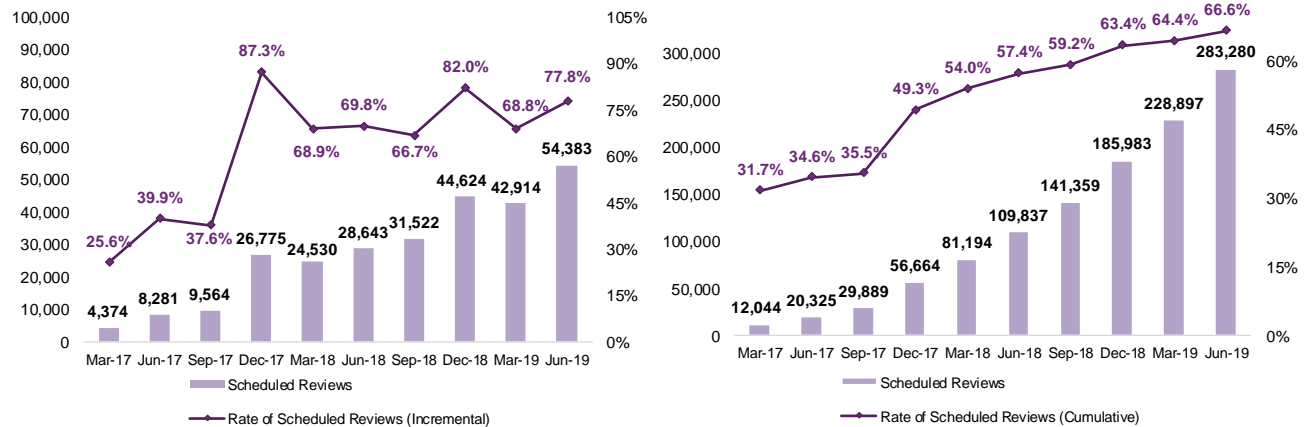


Table E.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL³⁸

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	59,044	9,521	68,565
<i>Trial participants</i>	10,612	939	11,551
<i>Transition participants</i>	48,432	8,582	57,014

³⁶ A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

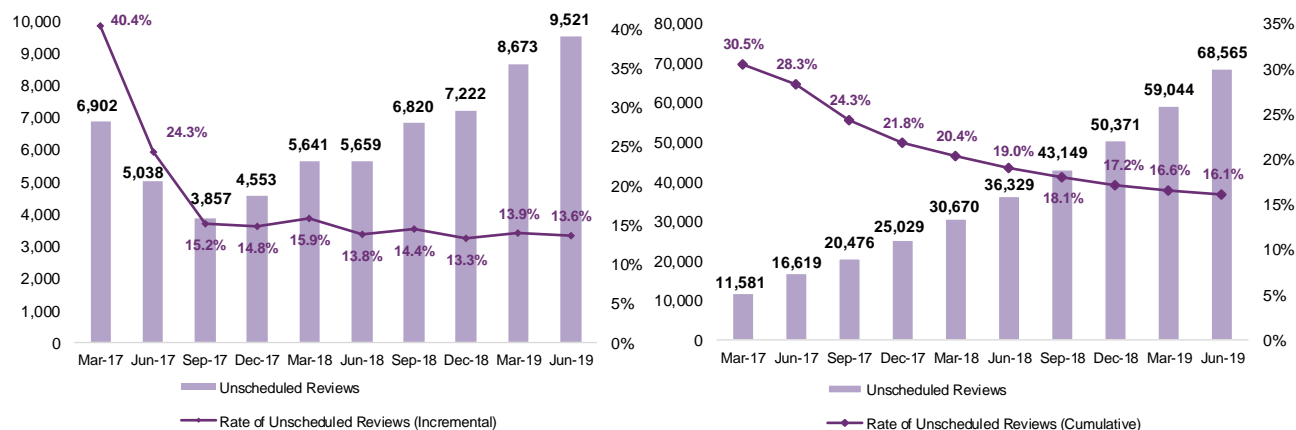
³⁷ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

³⁸ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

Table E.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL ³⁹

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	16.6%	13.6%	16.1%

Figure E.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL ⁴⁰



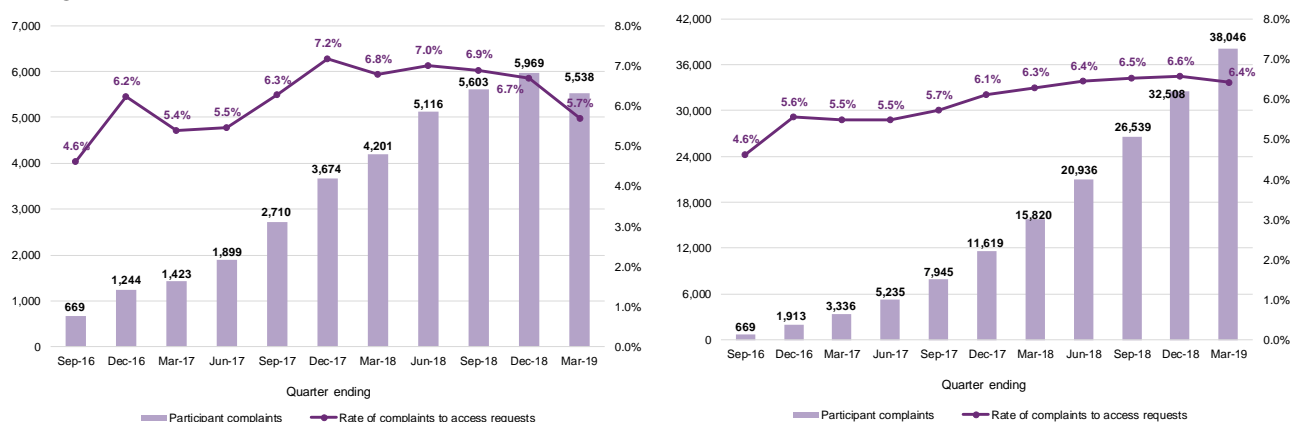
³⁹ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴⁰ The rates in these charts are calculated as the number of 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.35 Complaints by quarter – NATIONAL⁴¹

Complaints made by or on behalf of	Prior Quarters (Transition only)	2018-19 Q3	Transition Total	Number of unique complainants ⁴²
Participants or those who have sought access				
Complaints about service providers	1,635	263	1,898	1,944
Complaints about the Agency	28,092	4,966	33,058	24,049
Unclassified	2,781	309	3,090	2,894
Total	32,508	5,538	38,046	23,563
<i>% of all people who have sought access⁴³</i>	5.5%	5.3%	5.5%	
Registered providers				
Complaints about the Agency	2,183	296	2,479	2,202
Unclassified	300	49	349	345
Total	2,483	345	2,828	2,225
<i>% of all registered providers⁴⁴</i>	5.2%	4.5%	5.1%	
Other				
Complaints about the Agency	1,311	117	1,428	1,637
Unclassified	225	24	249	290
Total	1,536	141	1,677	1,664
Total	36,527	6,024	42,551	27,452

Figure E.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – NATIONAL⁴⁵



⁴¹ Complaints submitted after the end of 2018-19 Q3 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

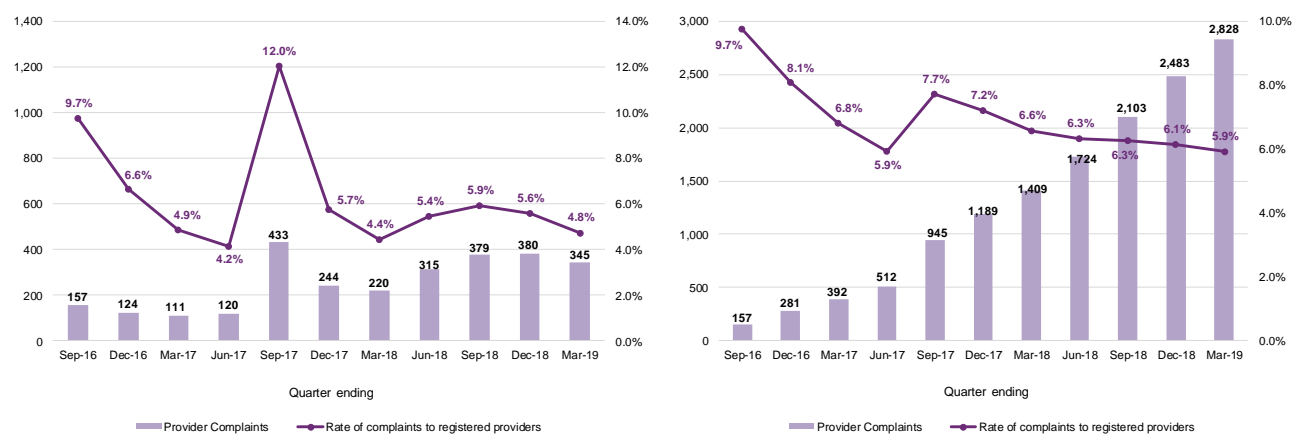
⁴² Note that 71% of all complainants made only one complaint, 17% made two complaints and 12% made three or more complaints.

⁴³ 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.

⁴⁴ 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.

⁴⁵ Complaints submitted after the end of 2018-19 Q3 have been excluded from the charts as the results for the most recent quarter may be impacted by a lag in data collection.

Figure E.14 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – NATIONAL^{46,47}



⁴⁶ Ibid.

⁴⁷ The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.
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Table E.36 Complaints by type – NATIONAL⁴⁸

Complaints made by or on behalf of	Prior Quarters (Transition only)		2018-19 Q3		Transition Total	
Participants or those who have sought access						
<i>Complaints about service providers</i>						
Supports being provided	359	(22%)	59	(22%)	418	(22%)
Service delivery	263	(16%)	27	(10%)	290	(15%)
Staff conduct	263	(16%)	40	(15%)	303	(16%)
Provider process	182	(11%)	24	(9%)	206	(11%)
Provider costs	171	(10%)	23	(9%)	194	(10%)
Other	397	(24%)	90	(34%)	487	(26%)
Total	1,635		263		1,898	
<i>Complaints about the Agency</i>						
Timeliness	9,540	(34%)	1,969	(40%)	11,509	(35%)
Individual needs	3,981	(14%)	385	(8%)	4,366	(13%)
Reasonable and necessary supports	3,600	(13%)	647	(13%)	4,247	(13%)
Information unclear	1,337	(5%)	182	(4%)	1,519	(5%)
The way the NDIA carried out its decision making	1,369	(5%)	287	(6%)	1,656	(5%)
Other	8,265	(29%)	1,496	(30%)	9,761	(30%)
Total	28,092		4,966		33,058	
<i>Unclassified</i>	2,781		309		3,090	
Registered providers						
<i>Complaints about the Agency</i>						
Timeliness	534	(24%)	61	(21%)	595	(24%)
Individual needs	323	(15%)	8	(3%)	331	(13%)
Provider Portal	357	(16%)	24	(8%)	381	(15%)
Information unclear	172	(8%)	25	(8%)	197	(8%)
Participation, engagement and inclusion	45	(2%)	1	(0%)	46	(2%)
Other	752	(34%)	177	(60%)	929	(37%)
Total	2,183		296		2,479	
<i>Unclassified</i>	300		49		349	
Other						
<i>Complaints about the Agency</i>						
Individual needs	367	(28%)	4	(3%)	371	(26%)
Timeliness	258	(20%)	23	(20%)	281	(20%)
Information unclear	143	(11%)	12	(10%)	155	(11%)
Participation, engagement and inclusion	56	(4%)	3	(3%)	59	(4%)
Staff conduct - Agency	47	(4%)	9	(8%)	56	(4%)
Other	440	(34%)	66	(56%)	506	(35%)
Total	1,311		117		1,428	
<i>Unclassified</i>	225		24		249	

⁴⁸ Complaints submitted after the end of 2018-19 Q3 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.
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Table E.37 AAT Cases by category – NATIONAL⁴⁹

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	648	34%	96	30%	744	33%
Plan	930	49%	152	47%	1,082	48%
Plan Review	217	11%	29	9%	246	11%
Other	113	6%	48	15%	161	7%
Total	1,908	100%	325	100%	2,233	100%
% of all access decisions⁵⁰	0.34%		0.36%		0.35%	

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

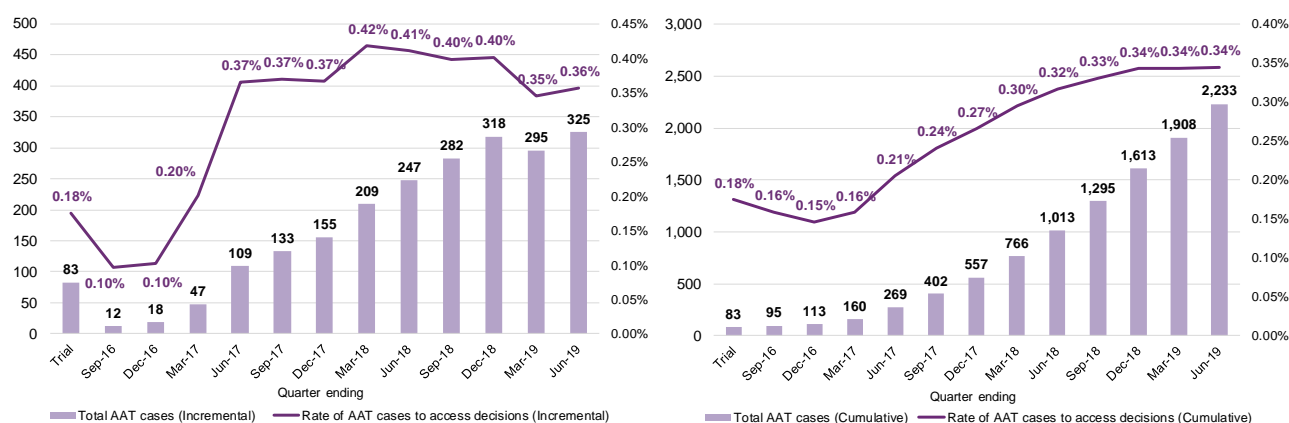


Table E.38 AAT cases by open/closed and decision – NATIONAL

	N
AAT Cases	2,233
Open AAT Cases	657
Closed AAT Cases	1,576
<i>Resolved before hearing</i>	<i>1,522</i>
<i>Gone to hearing and received a substantive decision</i>	<i>54*</i>

*Of the 54 cases which went to hearing and received a substantive decision: 28 affirmed the Agency's decision, 9 varied the Agency's decision and 17 set aside the Agency's decision.⁵¹

⁴⁹ Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

⁵⁰ 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.

⁵¹ 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.39 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL^{52,53}

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	15%	17%	16%
Self-managed partly	11%	12%	11%
Plan managed	28%	34%	30%
Agency managed	46%	37%	43%
Total	100%	100%	100%

Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NATIONAL⁵⁴

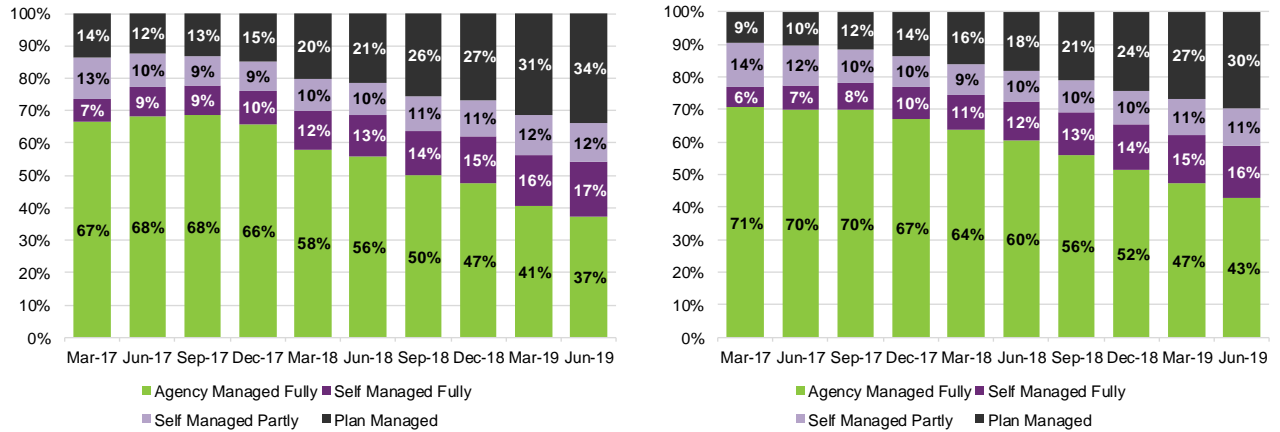


Table E.40 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL⁵⁵

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	39%	42%	40%

⁵² 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.

⁵³ Trial participants are not included.

⁵⁴ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

⁵⁵ Trial participants are not included.

Table E.41 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL^{56,57}

	Prior Quarters (Transition Only)		2018-19 Q2	
Plan activation	N	%	N	%
Less than 30 days	116,324	70%	20,833	68%
30 to 59 days	18,751	11%	3,465	11%
60 to 89 days	8,854	5%	1,855	6%
Activated within 90 days	143,929	86%	26,153	85%
90 to 119 days	5,107	3%	1,172	4%
120 days and over	13,203	8%	1,247	4%
Activated after 90 days	18,310	11%	2,419	8%
No payments	4,899	3%	2,287	7%
Total plans approved	167,138	100%	30,859	100%

Table E.42 Proportion of active participants with plan activated within 12 months – NATIONAL

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	8,861	9,433	94%
Not Aboriginal and Torres Strait Islander	147,038	152,331	97%
Not Stated	7,226	7,501	96%
Total	163,125	169,265	96%
by Culturally and Linguistically Diverse status			
CALD	12,393	12,789	97%
Not CALD	149,681	155,402	96%
Not Stated	1,051	1,074	98%
Total	163,125	169,265	96%
by Remoteness			
Major Cities	104,418	108,116	97%
Regional	56,836	59,127	96%
Remote	1,727	1,871	92%
Missing	144	151	95%
Total	163,125	169,265	96%
by Primary Disability type			
Autism	49,777	51,648	96%
Intellectual Disability (including Down Syndrome)	46,108	47,635	97%
Psychosocial Disability	13,005	13,589	96%
Developmental Delay (including Global Developmental Delay)	7,536	7,940	95%
Other	46,699	48,453	96%
Total	163,125	169,265	96%

⁵⁶ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁵⁷ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table E.43 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – NATIONAL^{58,59}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	38%	66%	40%
50% to 75%	24%	19%	24%
> 75%	38%	14%	36%
Total	100%	100%	100%

Table E.44 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL⁶⁰

	Prior Quarters	2018-19 Q4	Total
Daily Activities	9%	11%	10%
Health & Wellbeing	47%	47%	47%
Lifelong Learning	12%	11%	12%
Other	11%	11%	11%
Non-categorised	33%	33%	33%
Any mainstream service	92%	93%	92%

Part Three: Providers and the growing market

Table E.45 Key provider indicators by quarter - NATIONAL⁶¹

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	9,117	761	9,824
<i>Company/ organisation</i>	11,091	680	11,686
<i>Total</i>	20,208	1,441	21,510
b) Registration revoked	139		

⁵⁸ 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.

⁵⁹ This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶¹ The total number of providers as at 30 June 2019 (21,510) is not the sum of the number of providers as at 31 March 2019 (20,208) and the providers registered in the fourth quarter of 2018-19 (1,441). This is due to 139 providers whose registration ended during the fourth quarter of 2018-19.

Table E.46 Number of approved providers by registration group - NATIONAL⁶²

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	2,188	193	2,381	9%
Assistance Animals	21	0	21	0%
Assistance with daily life tasks in a group or shared living arrangement	1,438	193	1,631	13%
Assistance with travel/transport arrangements	4,279	365	4,644	9%
Daily Personal Activities	2,068	287	2,355	14%
Group and Centre Based Activities	1,816	220	2,036	12%
High Intensity Daily Personal Activities	1,739	163	1,902	9%
Household tasks	5,813	555	6,368	10%
Interpreting and translation	996	74	1,070	7%
Participation in community, social and civic activities	2,367	282	2,649	12%
Assistive Technology				
Assistive equipment for recreation	1,700	144	1,844	8%
Assistive products for household tasks	2,198	180	2,378	8%
Assistance products for personal care and safety	2,992	269	3,261	9%
Communication and information equipment	1,422	98	1,520	7%
Customised Prosthetics	1,291	62	1,353	5%
Hearing Equipment	536	38	574	7%
Hearing Services	46	1	47	2%
Personal Mobility Equipment	2,400	173	2,573	7%
Specialised Hearing Services	170	2	172	1%
Vision Equipment	632	53	685	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,151	263	2,414	12%
Behaviour Support	1,982	165	2,147	8%
Community nursing care for high needs	1,770	181	1,951	10%
Development of daily living and life skills	2,150	271	2,421	13%
Early Intervention supports for early childhood	3,110	129	3,239	4%
Exercise Physiology and Physical Wellbeing activities	2,360	197	2,557	8%
Innovative Community Participation	3,273	343	3,616	10%
Specialised Driving Training	636	30	666	5%
Therapeutic Supports	9,539	593	10,132	6%
Capital services				
Home modification design and construction	2,553	229	2,782	9%
Specialised Disability Accommodation	871	106	977	12%
Vehicle Modifications	415	46	461	11%
Choice and control support services				
Management of funding for supports in participants plan	1,652	151	1,803	9%
Support Coordination	2,025	215	2,240	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	745	39	784	5%
Specialised Supported Employment	282	10	292	4%
Total approved providers⁶³	20,069	1,441	21,510	7%

⁶² The 139 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

⁶³ 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.47 Key markets indicators by quarter - NATIONAL

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant ⁶⁴	1.50	1.52
b) Number of providers delivering new supports	2,276	2,334
c) Change in the number of active/inactive providers: ⁶⁵		
<i>Active (%)</i>	45%	45%
<i>Not yet active (%)</i>	43%	43%
<i>Inactive (%)</i>	11%	13%
d) Share of payments - top 25% ⁶⁶		
<i>Daily Tasks/Shared Living (%)</i>	88%	89%
<i>Therapeutic Supports (%)</i>	90%	91%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	86%	87%

⁶⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁵ '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.

⁶⁶ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table E.48 Cumulative number of providers that have been active by registration group - NATIONAL

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	256	31	287	12%
Assistance Animals	9	1	10	11%
Assistance with daily life tasks in a group or shared living arrangement	858	77	935	9%
Assistance with travel/transport arrangements	1,256	116	1,372	9%
Daily Personal Activities	1,594	142	1,736	9%
Group and Centre Based Activities	1,095	61	1,156	6%
High Intensity Daily Personal Activities	1,263	35	1,298	3%
Household tasks	2,645	284	2,929	11%
Interpreting and translation	111	12	123	11%
Participation in community, social and civic activities	1,792	161	1,953	9%
Assistive Technology				
Assistive equipment for recreation	222	17	239	8%
Assistive products for household tasks	213	21	234	10%
Assistance products for personal care and safety	1,268	134	1,402	11%
Communication and information equipment	254	14	268	6%
Customised Prosthetics	503	42	545	8%
Hearing Equipment	125	3	128	2%
Hearing Services	16	0	16	0%
Personal Mobility Equipment	661	43	704	7%
Specialised Hearing Services	28	0	28	0%
Vision Equipment	75	4	79	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,543	149	1,692	10%
Behaviour Support	764	79	843	10%
Community nursing care for high needs	376	34	410	9%
Development of daily living and life skills	1,328	126	1,454	9%
Early Intervention supports for early childhood	1,658	95	1,753	6%
Exercise Physiology and Physical Wellbeing activities	736	74	810	10%
Innovative Community Participation	359	53	412	15%
Specialised Driving Training	151	14	165	9%
Therapeutic Supports	6,028	456	6,484	8%
Capital services				
Home modification design and construction	371	56	427	15%
Specialised Disability Accommodation	139	27	166	19%
Vehicle Modifications	95	8	103	8%
Choice and control support services				
Management of funding for supports in participants plan	868	79	947	9%
Support Coordination	533	78	611	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	362	25	387	7%
Specialised Supported Employment	203	4	207	2%
Total approved active providers⁶⁷	11,362	999	12,361	9%

⁶⁷ 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.49 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NATIONAL

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	517	1,864	2,381	60	227	287
Assistance Animals	0	21	21	0	10	10
Assistance with daily life tasks in a group or shared living arrangement	155	1,476	1,631	54	881	935
Assistance with travel/transport arrangements	1,249	3,395	4,644	227	1,145	1,372
Daily Personal Activities	245	2,110	2,355	144	1,592	1,736
Group and Centre Based Activities	191	1,845	2,036	57	1,099	1,156
High Intensity Daily Personal Activities	161	1,741	1,902	94	1,204	1,298
Household tasks	2,275	4,093	6,368	1,017	1,912	2,929
Interpreting and translation	186	884	1,070	35	88	123
Participation in community, social and civic activities	303	2,346	2,649	198	1,755	1,953
Assistive Technology						
Assistive equipment for recreation	566	1,278	1,844	32	207	239
Assistive products for household tasks	661	1,717	2,378	28	206	234
Assistance products for personal care and safety	842	2,419	3,261	225	1,177	1,402
Communication and information equipment	543	977	1,520	71	197	268
Customised Prosthetics	381	972	1,353	113	432	545
Hearing Equipment	85	489	574	11	117	128
Hearing Services	2	45	47	0	16	16
Personal Mobility Equipment	799	1,774	2,573	122	582	704
Specialised Hearing Services	47	125	172	1	27	28
Vision Equipment	157	528	685	8	71	79
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	412	2,002	2,414	258	1,434	1,692
Behaviour Support	839	1,308	2,147	273	570	843
Community nursing care for high needs	334	1,617	1,951	56	354	410
Development of daily living and life skills	308	2,113	2,421	138	1,316	1,454
Early Intervention supports for early childhood	1,697	1,542	3,239	866	887	1,753
Exercise Physiology and Physical Wellbeing activities	873	1,684	2,557	248	562	810
Innovative Community Participation	1,324	2,292	3,616	141	271	412
Specialised Driving Training	145	521	666	61	104	165
Therapeutic Supports	5,409	4,723	10,132	3,307	3,177	6,484
Capital services						
Home modification design and construction	871	1,911	2,782	75	352	427
Specialised Disability Accommodation	118	859	977	7	159	166
Vehicle Modifications	64	397	461	13	90	103
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	287	1,516	1,803	151	796	947
Support Coordination	483	1,757	2,240	107	504	611
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	85	699	784	20	367	387
Specialised Supported Employment	8	284	292	2	205	207
Total	9,824	11,686	21,510	5,306	7,055	12,361

Table E.50 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NATIONAL

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	22%	78%	2,381	21%	79%	287
Assistance Animals	0%	100%	21	0%	100%	10
Assistance with daily life tasks in a group or shared living arrangement	10%	90%	1,631	6%	94%	935
Assistance with travel/transport arrangements	27%	73%	4,644	17%	83%	1,372
Daily Personal Activities	10%	90%	2,355	8%	92%	1,736
Group and Centre Based Activities	9%	91%	2,036	5%	95%	1,156
High Intensity Daily Personal Activities	8%	92%	1,902	7%	93%	1,298
Household tasks	36%	64%	6,368	35%	65%	2,929
Interpreting and translation	17%	83%	1,070	28%	72%	123
Participation in community, social and civic activities	11%	89%	2,649	10%	90%	1,953
Assistive Technology						
Assistive equipment for recreation	31%	69%	1,844	13%	87%	239
Assistive products for household tasks	28%	72%	2,378	12%	88%	234
Assistance products for personal care and safety	26%	74%	3,261	16%	84%	1,402
Communication and information equipment	36%	64%	1,520	26%	74%	268
Customised Prosthetics	28%	72%	1,353	21%	79%	545
Hearing Equipment	15%	85%	574	9%	91%	128
Hearing Services	4%	96%	47	0%	100%	16
Personal Mobility Equipment	31%	69%	2,573	17%	83%	704
Specialised Hearing Services	27%	73%	172	4%	96%	28
Vision Equipment	23%	77%	685	10%	90%	79
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	17%	83%	2,414	15%	85%	1,692
Behaviour Support	39%	61%	2,147	32%	68%	843
Community nursing care for high needs	17%	83%	1,951	14%	86%	410
Development of daily living and life skills	13%	87%	2,421	9%	91%	1,454

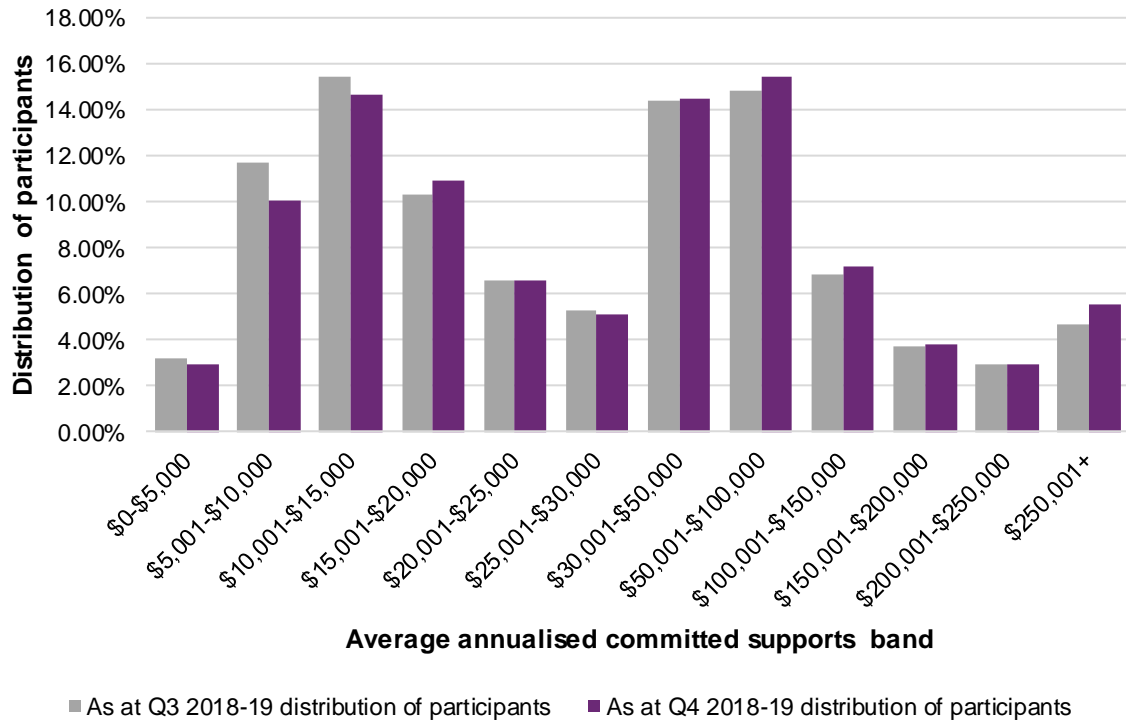
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	52%	48%	3,239	49%	51%	1,753
Exercise Physiology and Physical Wellbeing activities	34%	66%	2,557	31%	69%	810
Innovative Community Participation	37%	63%	3,616	34%	66%	412
Specialised Driving Training	22%	78%	666	37%	63%	165
Therapeutic Supports	53%	47%	10,132	51%	49%	6,484
Capital services						
Home modification design and construction	31%	69%	2,782	18%	82%	427
Specialised Disability Accommodation	12%	88%	977	4%	96%	166
Vehicle Modifications	14%	86%	461	13%	87%	103
Choice and control support services						
Management of funding for supports in participants plan	16%	84%	1,803	16%	84%	947
Support Coordination	22%	78%	2,240	18%	82%	611
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	11%	89%	784	5%	95%	387
Specialised Supported Employment	3%	97%	292	1%	99%	207
Total	46%	54%	21,510	43%	57%	12,361

Part Five: Financial sustainability

Table E.51 Committed supports by financial year (\$m) - NATIONAL

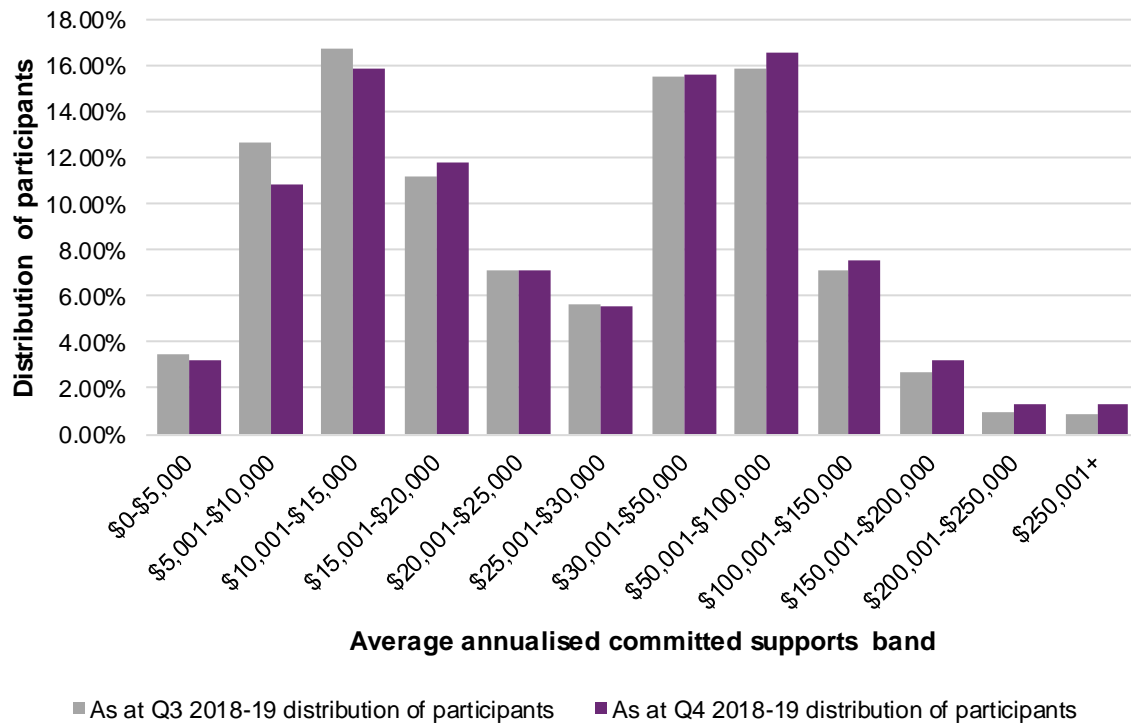
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	132.7	496.8	939.3	3,236.5	7,746.3	14,537.2	27,089.0

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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)⁶⁸



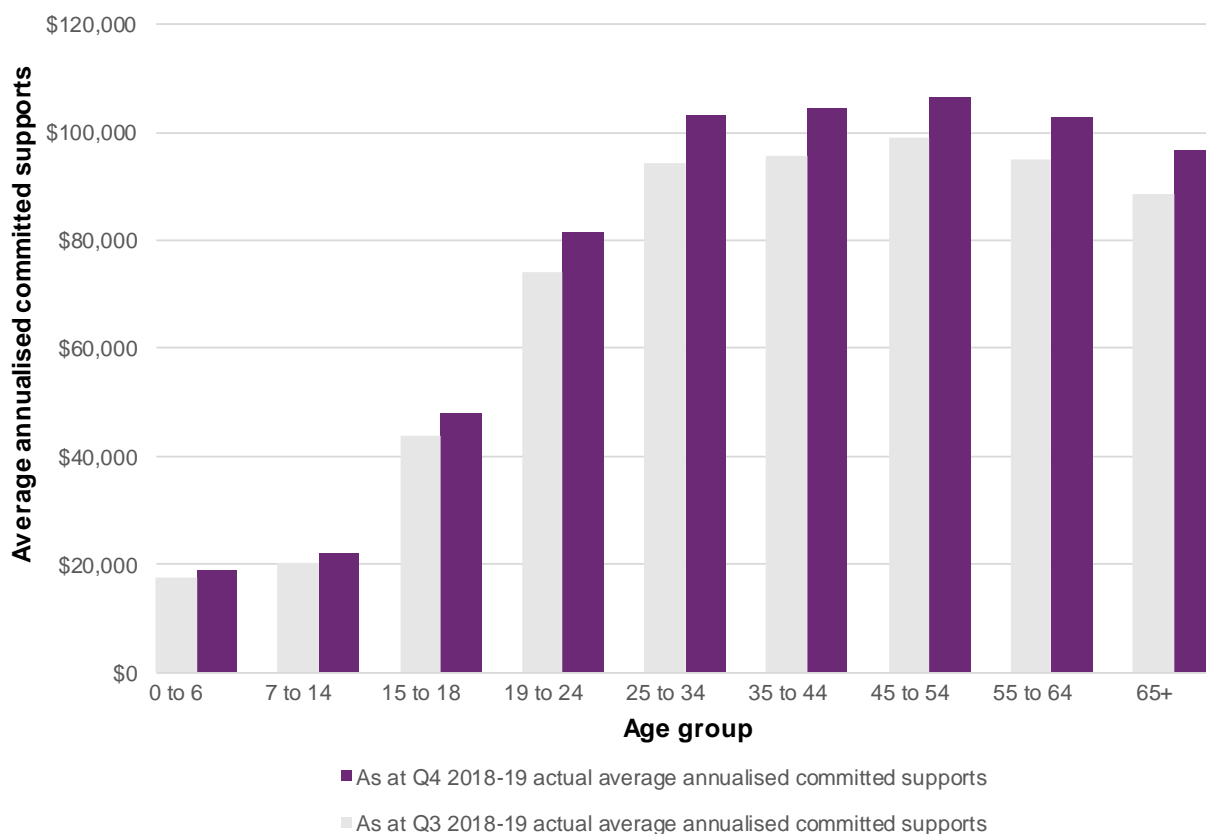
⁶⁸ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)⁶⁹



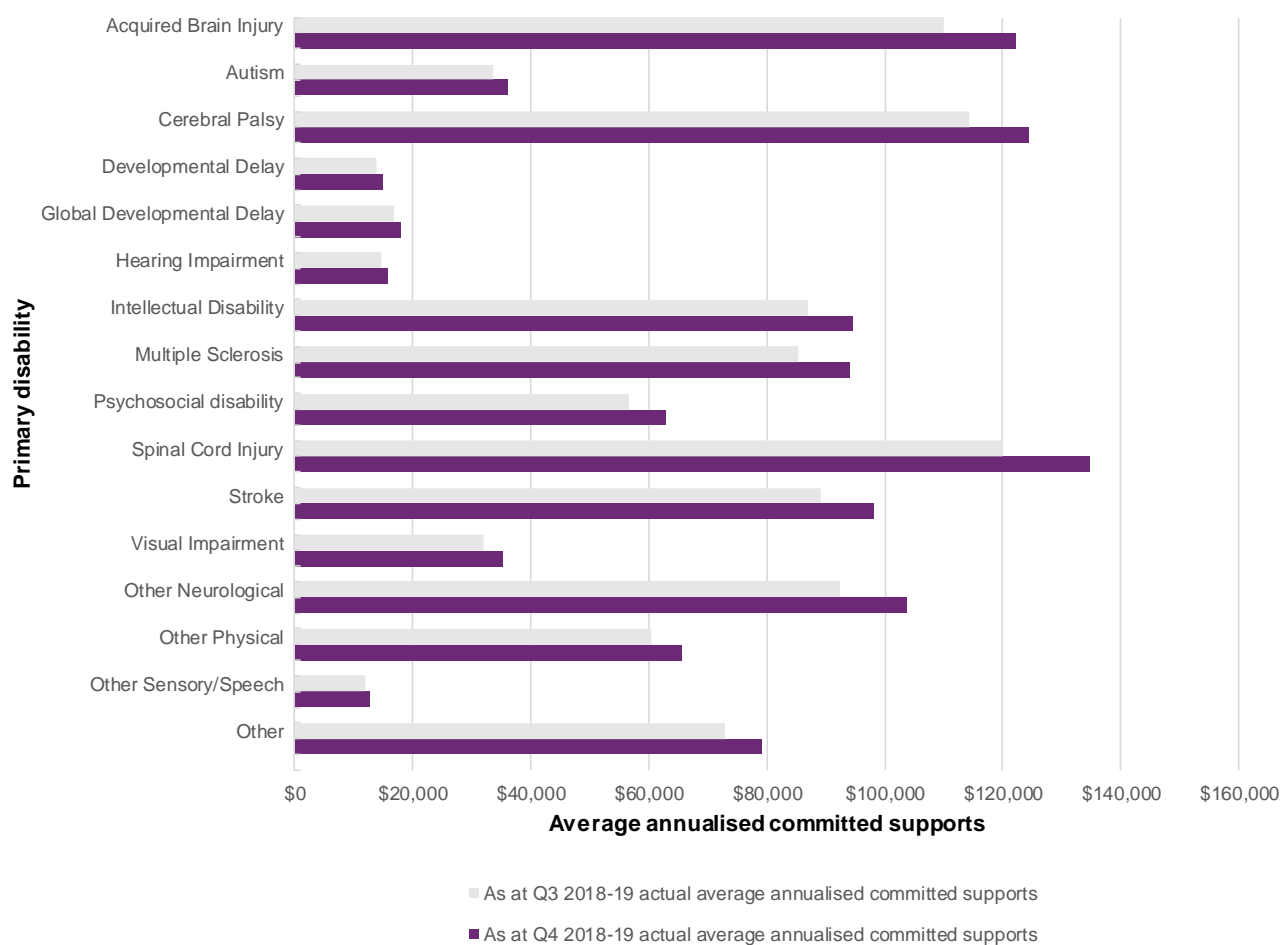
⁶⁹ Ibid.

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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)⁷⁰



⁷⁰ Ibid.

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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)⁷¹



⁷¹ Ibid.

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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)⁷²

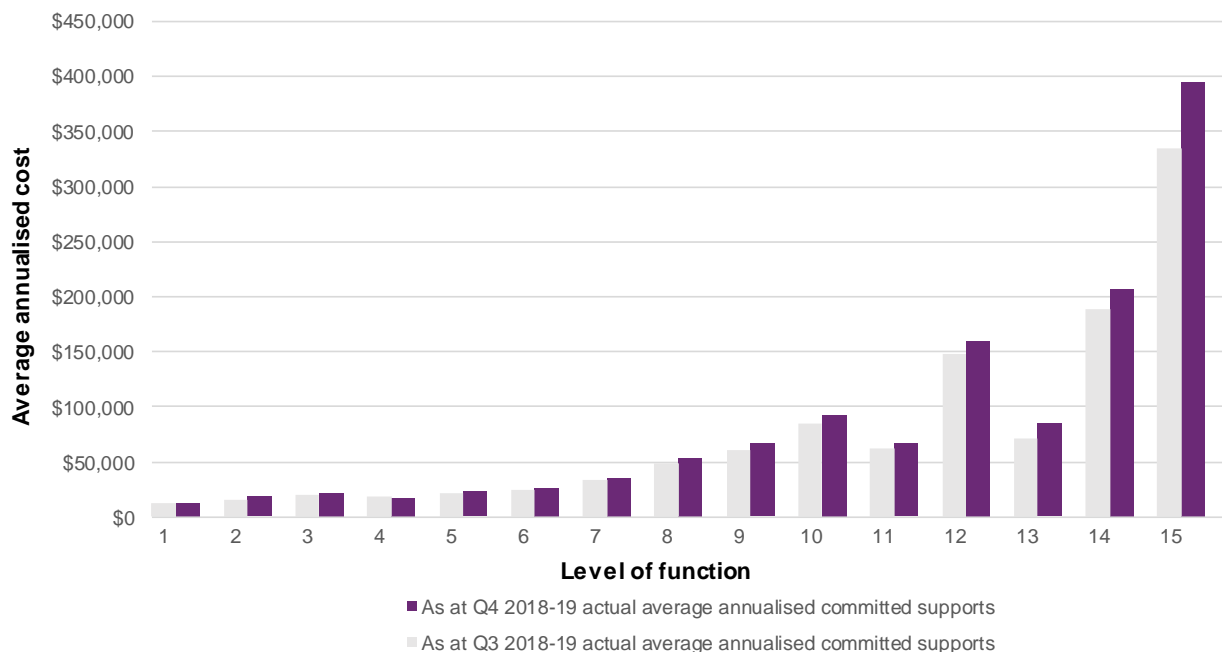
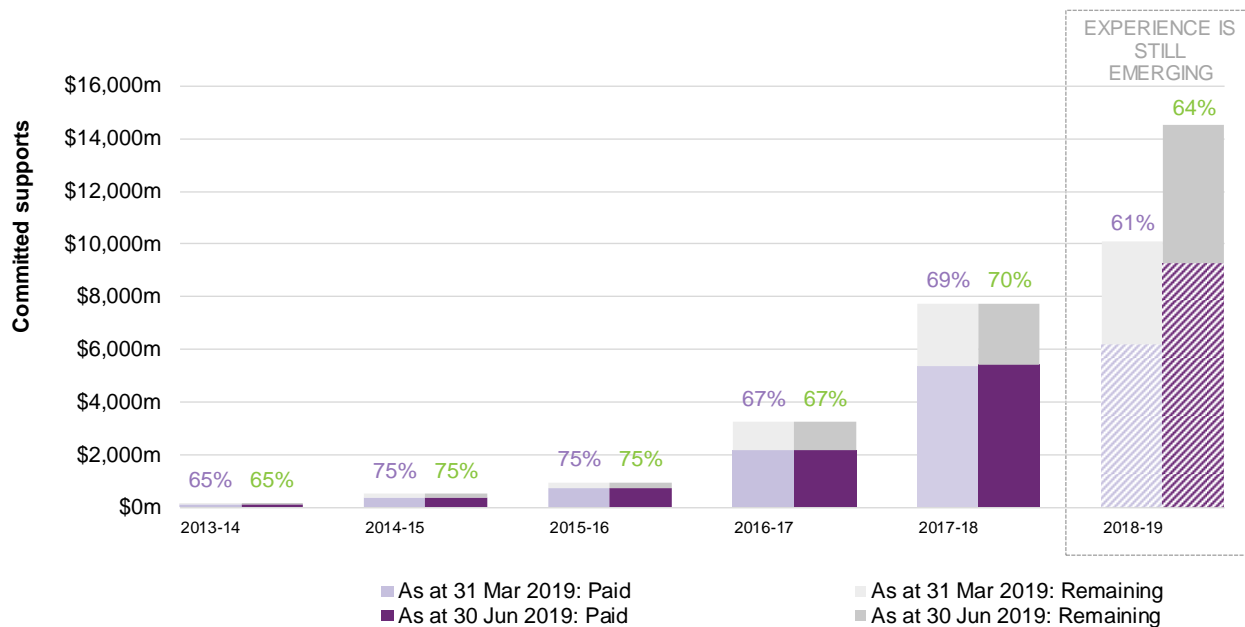


Table E.52 Payments by financial year, compared to committed supports (\$m) – NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	132.7	496.8	939.3	3,236.5	7,746.3	14,537.2	27,089.0
Total Paid	85.8	370.9	704.1	2,181.4	5,387.2	9,289.0	18,018.5
% utilised to date	65%	75%	75%	67%	70%	64%	67%

Figure E.22 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (NATIONAL)



⁷² Ibid.

Figure E.23 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (NATIONAL)⁷³

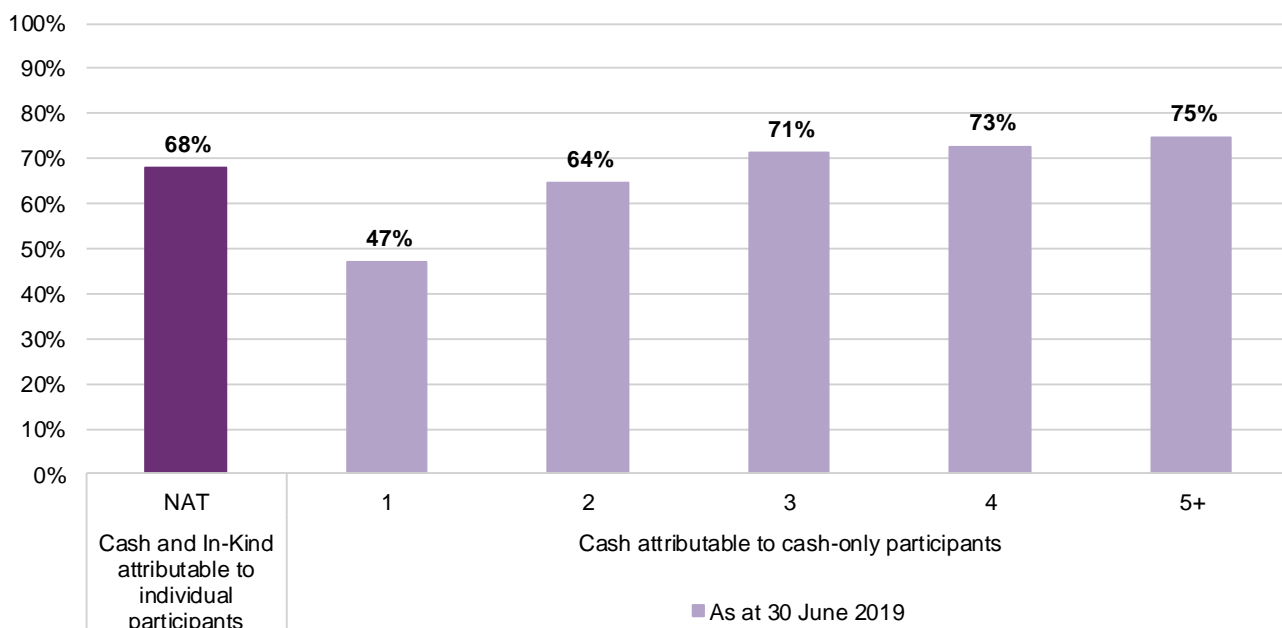
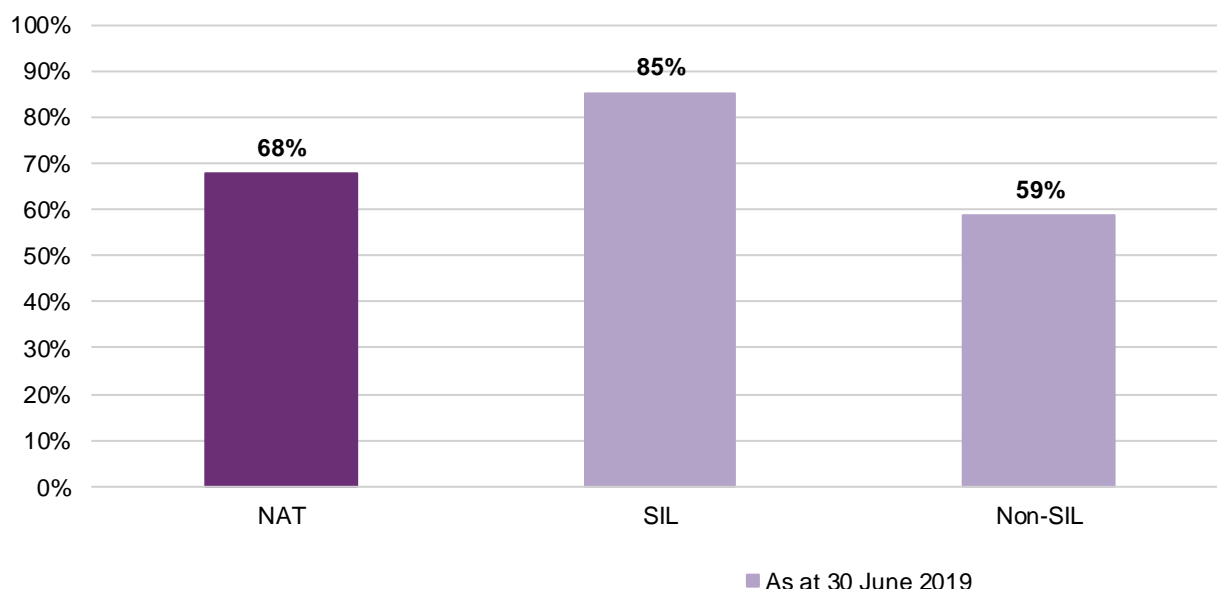


Figure E.24 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (NATIONAL)⁷⁴



⁷³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

⁷⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

Figure E.25 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (NATIONAL)⁷⁵

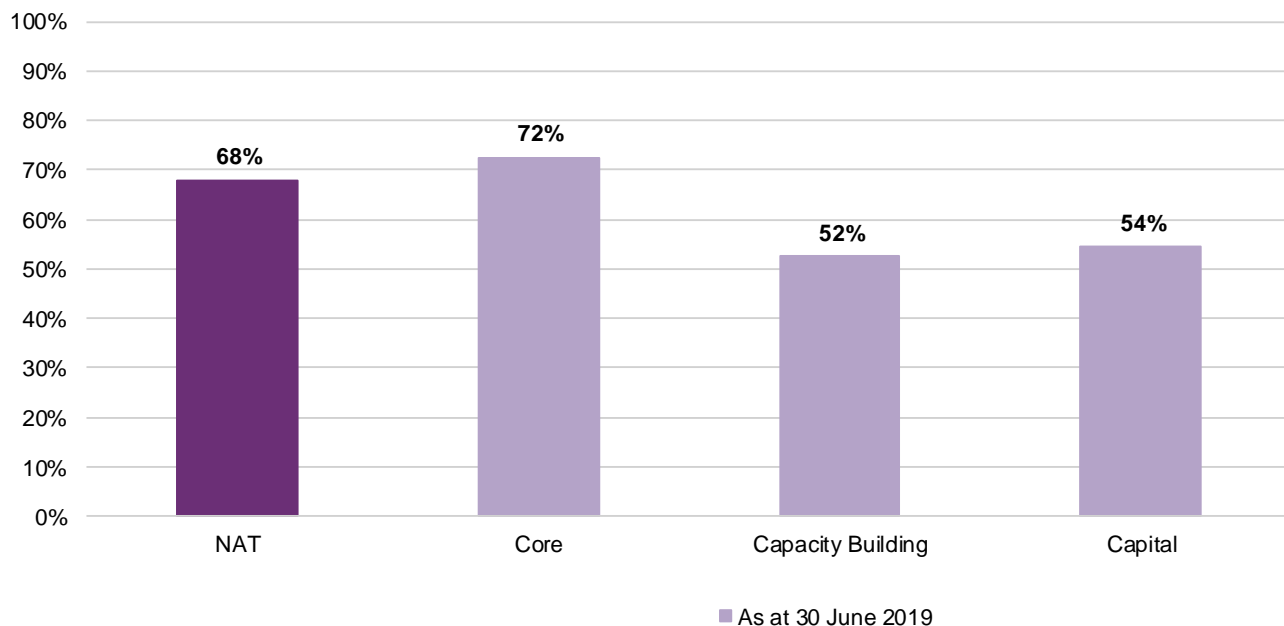
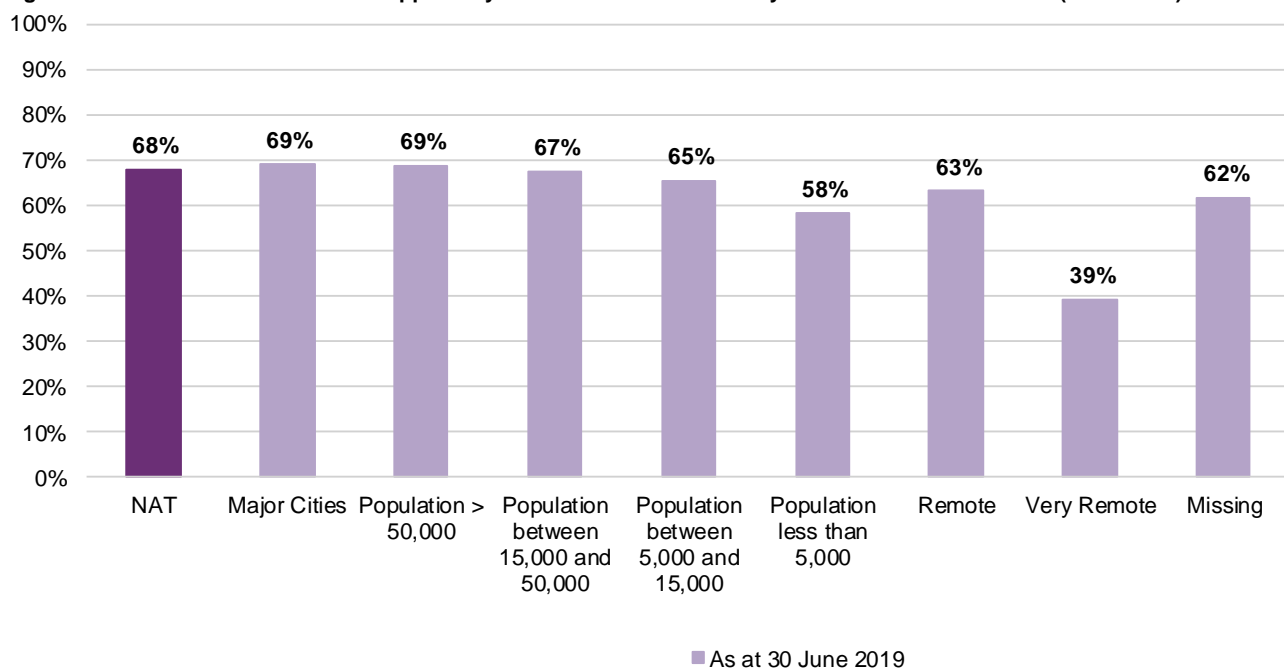


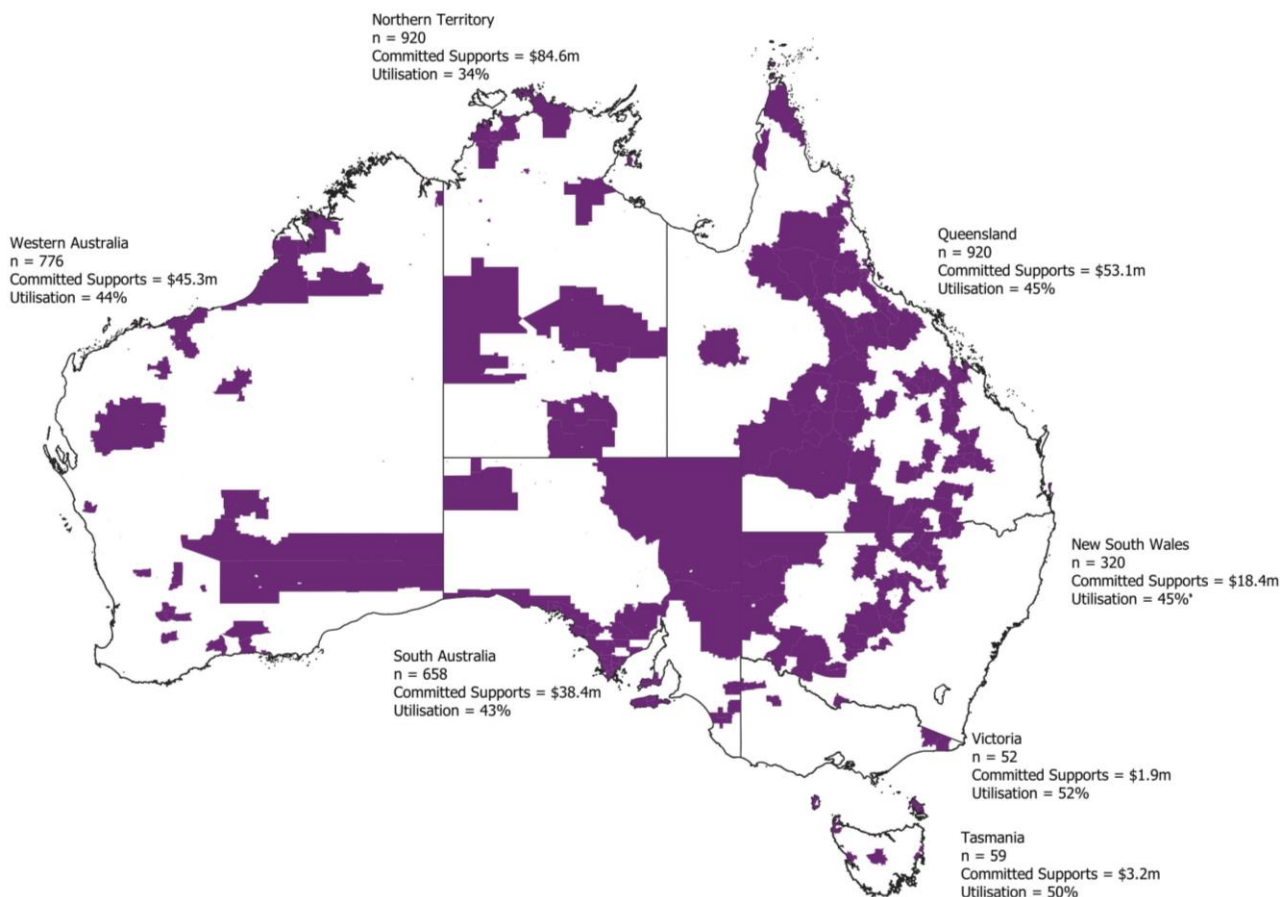
Figure E.26 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (NATIONAL)⁷⁶



⁷⁵ Ibid.

⁷⁶ Ibid.

Figure E.27 Map of Australia depicting remote locations with non-SIL participants in the Scheme as at 30 June 2019 – Number of participants, total annualised committed supports and utilisation of a percentage total committed supports and utilisation of a percentage total committed by jurisdiction⁷⁷



⁷⁷ The utilisation rates shown include experience from January 2018 to December 2018. Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	100,517	3,755	104,272	104,854	141,957

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW⁷⁸

	Prior Quarters	2018-19 Q4	Total
Access decisions	125,039	5,024	130,063
Access Met	105,555	3,540	109,095
State	56,430	177	56,607
Commonwealth	12,178	310	12,488
New	36,947	3,053	40,000
Total Participant Plans	101,963	4,337	104,854
State	54,531	318	54,849
Commonwealth	11,531	484	12,015
New	34,455	2,953	37,408
ECEI ⁷⁹	1,446	582	582
Total Participant Plans	101,963	4,337	104,854
Early Intervention (s25)	17,686	1,327	19,013
Permanent Disability (s24)	82,831	2,428	85,259
ECEI ⁸⁰	1,446	582	582

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – NSW

Exits	
Total participant exits	3,020
Early Intervention participants	365
Permanent disability participants	2,655

⁷⁸ 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 Q4, 90% of people with a hearing impairment met the access criteria compared to 70% overall.

⁷⁹ 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.

⁸⁰ Ibid.

Table F.4 Cumulative position by services previously received – NSW⁸¹

	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	3,500	11,566	4,330	48,256	55,333	87%
End of 2017-18	52,352	9,648	24,038	3,578	89,616	115,553	78%
End of 2018-19 Q1	53,477	10,342	27,352	1,032	92,203	122,154	75%
End of 2018-19 Q2	54,132	10,958	31,207	2,563	98,860	128,755	77%
End of 2018-19 Q3	54,531	11,531	34,455	1,446	101,963	135,356	75%
End of 2018-19 Q4	54,849	12,015	37,408	582	104,854	141,957	74%

Table F.5 Cumulative position by entry into the Scheme – NSW⁸²

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ⁸³	Permanent Disability ⁸⁴	ECEI	Total		
Trial	3,511	6,098		9,609	12,111	79%
End of 2016-17	6,785	37,141	4,330	48,256	55,333	87%
End of 2017-18	12,586	73,452	3,578	89,616	115,553	78%
End of 2018-19 Q1	14,145	77,026	1,032	92,203	122,154	75%
End of 2018-19 Q2	16,054	80,243	2,563	98,860	128,755	77%
End of 2018-19 Q3	17,686	82,831	1,446	101,963	135,356	75%
End of 2018-19 Q4	19,013	85,259	582	104,854	141,957	74%

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 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	5,964	6.1%	336	9.0%	6,300	6.2%
Not Aboriginal and Torres Strait Islander	87,704	90.0%	3,219	85.8%	90,923	89.8%
Not Stated	3,832	3.9%	197	5.3%	4,029	4.0%
Total	97,500	100%	3,752	100%	101,252	100%

⁸¹ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

⁸² The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

⁸³ Participants who met Section 25 of the NDIS Act for access

⁸⁴ Participants who met Section 24 of the NDIS Act for access

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NSW⁸⁵

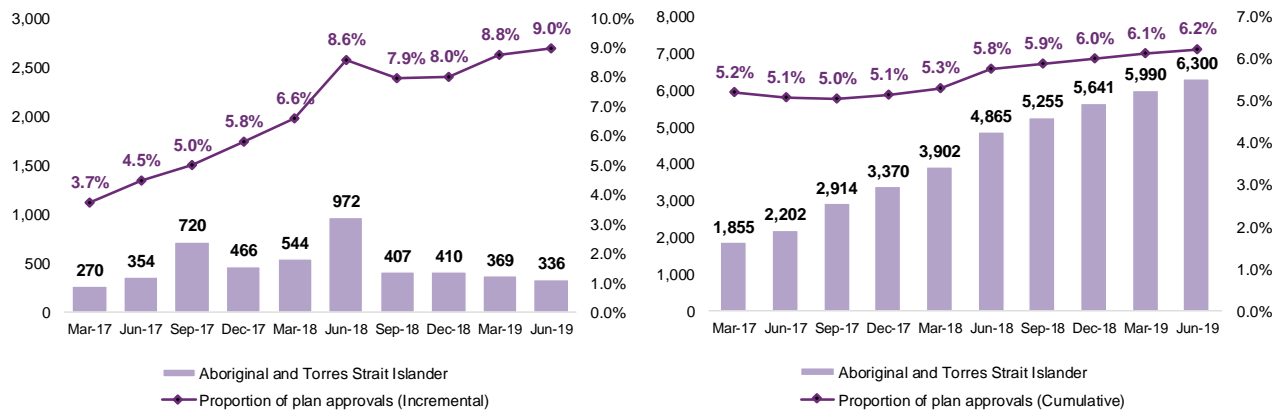


Table F.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	9,165	9.4%	450	12.0%	9,615	9.5%
Not CALD	88,070	90.3%	3,299	87.9%	91,369	90.2%
Not Stated	265	0.3%	<11		268	0.3%
Total	97,500	100%	3,752	100%	101,252	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NSW⁸⁶

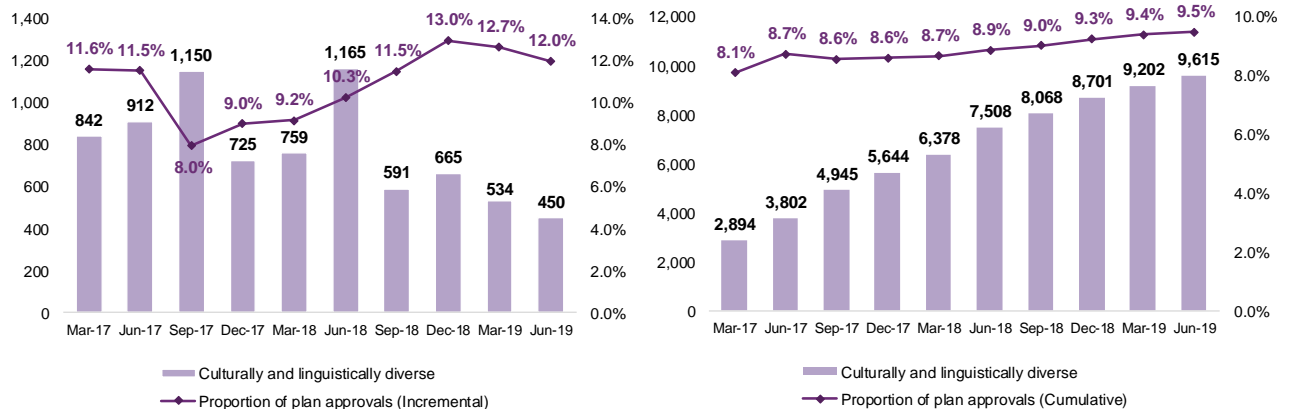


Table F.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	2,075	2.1%	56	1.5%	2,131	2.1%
Not YPIRAC	95,425	97.9%	3,696	98.5%	99,121	97.9%
Total	97,500	100%	3,752	100%	101,252	100%

⁸⁵ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁸⁶ Ibid.

Figure F.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NSW⁸⁷

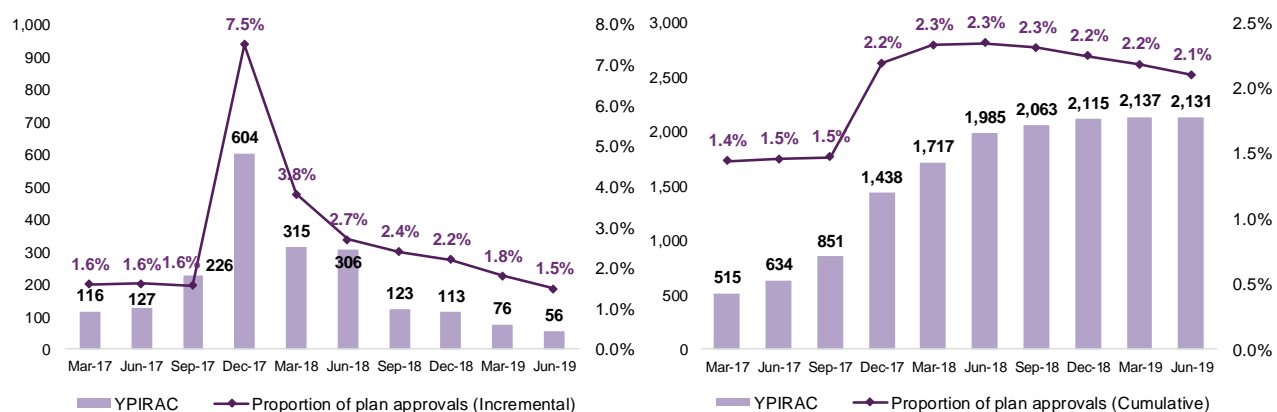


Table F.9 Participants who are YPIRAC by age group – NSW

Age group	All Quarters	
	N	%
Under 45	66	3.1%
45 to 54	299	14.0%
55 to 64	1,283	60.2%
65 and above	483	22.7%
Total YPIRAC	2,131	100%

Table F.10 Participant profile per quarter by remoteness – NSW^{88,89}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	68,272	70.1%	2,628	70.1%	70,900	70.1%
Population > 50,000	3,078	3.2%	87	2.3%	3,165	3.1%
Population between 15,000 and 50,000	13,030	13.4%	519	13.8%	13,549	13.4%
Population between 5,000 and 15,000	5,939	6.1%	212	5.7%	6,151	6.1%
Population less than 5,000	6,772	7.0%	279	7.4%	7,051	7.0%
Remote	246	0.3%	21	0.6%	267	0.3%
Very Remote	60	0.1%	<11		64	0.1%
Missing	103		<11		105	
Total	97,500	100%	3,752	100%	101,252	100%

⁸⁷ Ibid.

⁸⁸ This table is based on the Modified Monash Model measure of remoteness.

⁸⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NSW^{90,91}

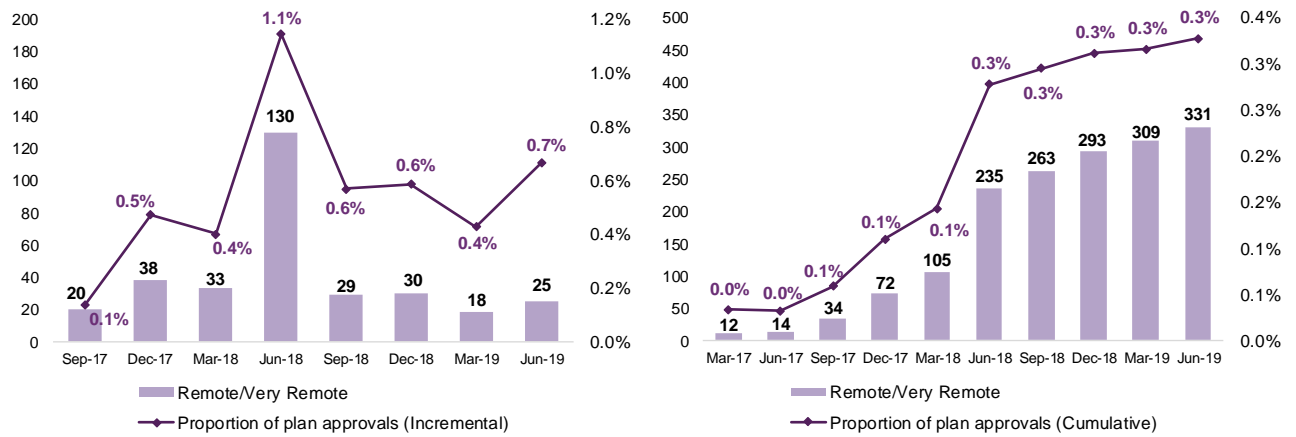


Table F.11 Participant profile per quarter by disability group - NSW^{92,93}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	29,778	31%	1,253	33%	31,031	31%
Intellectual Disability ⁹⁴	25,515	26%	428	11%	25,943	26%
Psychosocial disability	7,623	8%	445	12%	8,068	8%
Developmental Delay	3,651	4%	427	11%	4,078	4%
Other Neurological	4,598	5%	167	4%	4,765	5%
Cerebral Palsy	4,921	5%	67	2%	4,988	5%
Other Physical	3,874	4%	157	4%	4,031	4%
Hearing Impairment	4,157	4%	275	7%	4,432	4%
ABI	3,215	3%	76	2%	3,291	3%
Visual Impairment	2,490	3%	92	2%	2,582	3%
Multiple Sclerosis	1,931	2%	29	1%	1,960	2%
Global Developmental Delay	1,448	1%	186	5%	1,634	2%
Stroke	1,535	2%	83	2%	1,618	2%
Spinal Cord Injury	1,360	1%	32	1%	1,392	1%
Other Sensory/Speech	1,221	1%	26	1%	1,247	1%
Other	183	0%	<11		192	0%
Total	97,500	100%	3,752	100%	101,252	100%

⁹⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁹¹ There are insufficient numbers to show the incremental count of remote/very remote participants in NSW prior to the September 2017 quarter.

⁹² Table order based on national proportions (highest to lowest).

⁹³ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁹⁴ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NSW (3,594).

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NSW⁹⁵

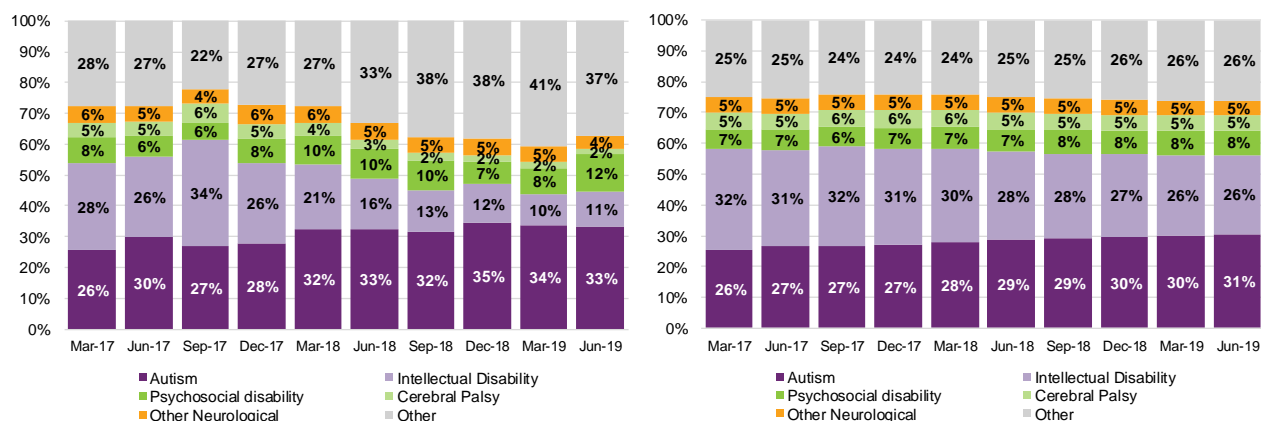
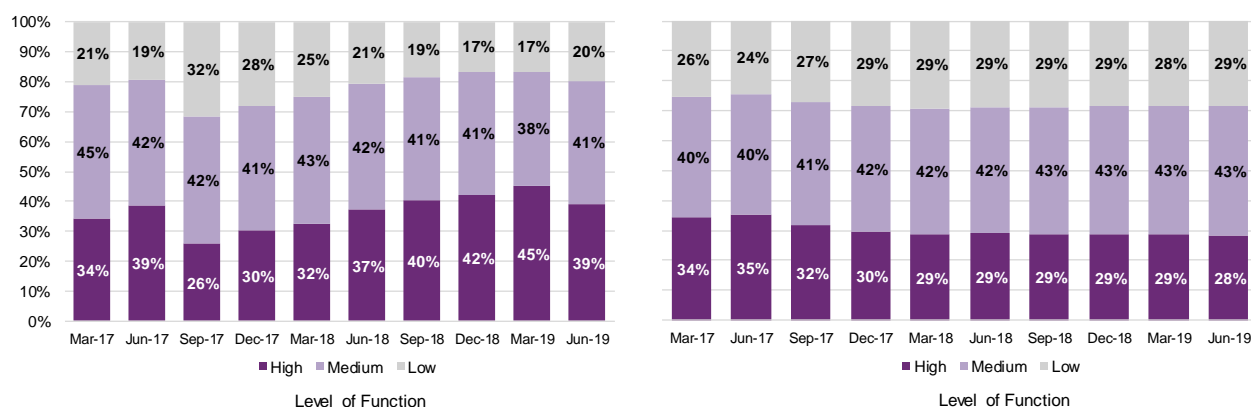


Table F.12 Participant profile per quarter by level of function – NSW⁹⁶

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	5,628	6%	517	14%	6,145	6%
2 (High Function)	208	0%	<11		212	0%
3 (High Function)	5,464	6%	277	7%	5,741	6%
4 (High Function)	8,105	8%	282	8%	8,387	8%
5 (High Function)	7,789	8%	388	10%	8,177	8%
6 (Moderate Function)	16,955	17%	774	21%	17,729	18%
7 (Moderate Function)	7,384	8%	251	7%	7,635	8%
8 (Moderate Function)	6,650	7%	183	5%	6,833	7%
9 (Moderate Function)	579	1%	17	0%	596	1%
10 (Moderate Function)	10,451	11%	319	9%	10,770	11%
11 (Low Function)	4,398	5%	107	3%	4,505	4%
12 (Low Function)	15,079	15%	402	11%	15,481	15%
13 (Low Function)	6,178	6%	210	6%	6,388	6%
14 (Low Function)	2,483	3%	21	1%	2,504	2%
15 (Low Function)	37	0%	<11		37	0%
Missing	112		<11		112	
Total	97,500	100%	3,752	100%	101,252	100%

Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NSW⁹⁷



⁹⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

⁹⁶ The distributions are calculated excluding participants with a missing level of function.

⁹⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table F.13 Participant profile per quarter by Age group – NSW

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	12,143	12%	1,524	41%	13,667	13%
7 to 14	24,476	25%	641	17%	25,117	25%
15 to 18	7,344	8%	199	5%	7,543	7%
19 to 24	10,215	10%	116	3%	10,331	10%
25 to 34	9,195	9%	189	5%	9,384	9%
35 to 44	8,579	9%	238	6%	8,817	9%
45 to 54	10,439	11%	357	10%	10,796	11%
55 to 64	12,168	12%	454	12%	12,622	12%
65+	2,941	3%	34	1%	2,975	3%
Total	97,500	100%	3,752	100%	101,252	100%

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NSW⁹⁸

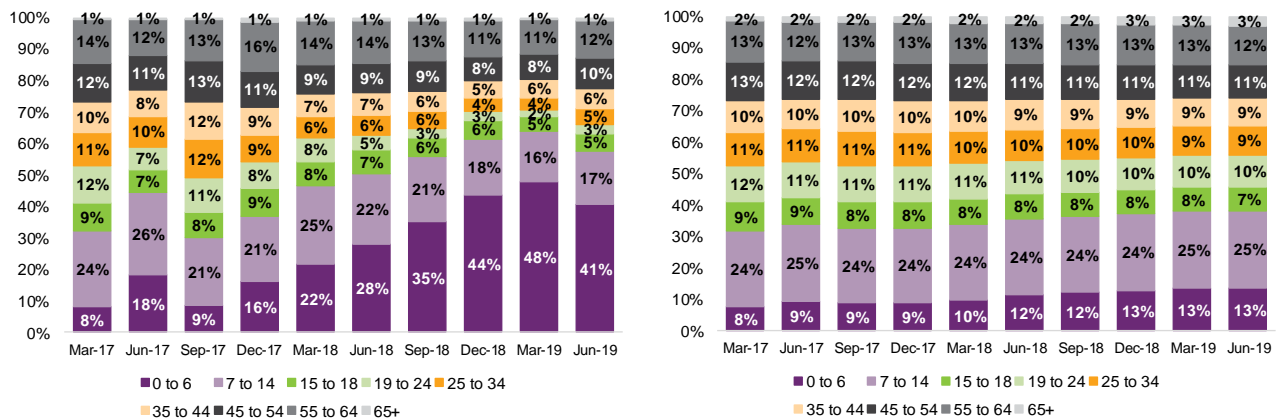
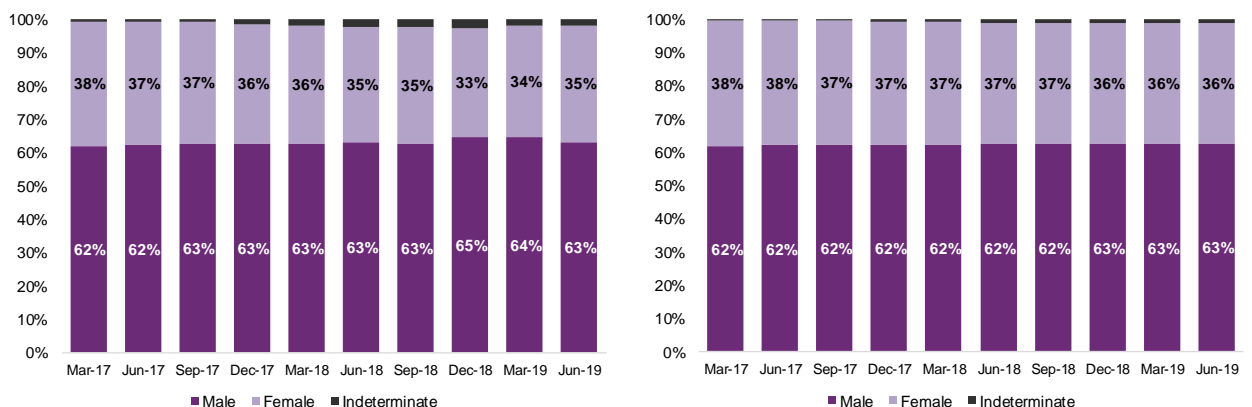


Table F.14 Participant profile per quarter by Gender – NSW

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	61,137	63%	2,368	63%	63,505	63%
Female	35,321	36%	1,319	35%	36,640	36%
Indeterminate	1,042	1%	65	2%	1,107	1%
Total	97,500	100%	3,752	100%	101,252	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NSW⁹⁹



⁹⁸ Ibid.

⁹⁹ Ibid.

Part Two: Participant experience and outcomes

Table F.15 Number of questionnaires completed by SFOF version - NSW¹⁰⁰

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	2,948	5,868	5,811	14,627
Participant school to 14	7,836	11,307	5,101	24,244
Participant 15 to 24	6,173	6,230	1,448	13,851
Participant 25 and over	15,128	17,505	5,696	38,329
Total Participant	32,085	40,910	18,056	91,051
Family 0 to 14	10,065	16,798	10,762	37,625
Family 15 to 24	1,458	4,030	1,082	6,570
Family 25 and over	392	4,833	1,879	7,104
Total Family	11,915	25,661	13,723	51,299
Total	44,000	66,571	31,779	142,350

Table F.16 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	70%			
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		28%		
DL % who say their child is becoming more independent		40%		
CC % of children who have a genuine say in decisions about themselves		63%		
CC % who are happy with the level of independence/control they have now			37%	
CC % who choose who supports them			34%	54%
CC % who choose what they do each day			44%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	27%
CC % who want more choice and control in their life			80%	76%

¹⁰⁰ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
June 2019 | COAG Disability Reform Council Quarterly Report

Table F.17 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	62%	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		36%		
REL	Of these, % who are welcomed or actively included	61%	75%		
REL	% of children who spend time with friends without an adult present		10%		
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			31%	35%

Table F.18 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		57%		
HM	% who are happy with their home			81%	74%
HM	% who feel safe or very safe in their home			86%	74%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			66%	64%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				12%
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				35%
WK	% who have a paid job			17%	26%
WK	% who volunteer			12%	12%

Table F.19 Selected key indicators for families/carers of participants – NSW

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	25%	22%
% receiving Carer Allowance	53%	47%	31%
% working in a paid job	48%	51%	36%
Of those in a paid job, % in permanent employment	75%	76%	78%
Of those in a paid job, % working 15 hours or more	79%	86%	85%
% who say they (and their partner) are able to work as much as they want	40%	48%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	33%	22%
% able to advocate for their child/family member	78%	70%	64%
% who have friends and family they see as often as they like	46%	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		38%	
% who feel in control selecting services		37%	36%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	74%	61%	59%

Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=2,510)– NSW¹⁰¹

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	77%
S/CP	Has the NDIS improved how your child fits into community life?	62%

¹⁰¹ Results in Tables F.20 to F.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables F.24 to F.27.

Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=11,036) – NSW

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	56%
LL	Has the NDIS improved your child's access to education?	36%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	40%

Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=5,551) and ‘Participant 25 and over’ (n=14,255) – NSW

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	68%
DL	Has the NDIS helped you with daily living activities?	57%	71%
REL	Has the NDIS helped you to meet more people?	49%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	50%
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%	21%
S/CP	Has the NDIS helped you be more involved?	53%	59%

Table F.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=12,715); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,771) – 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?	57%	46%
Has the NDIS improved the level of support for your family?	62%	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?	65%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	
Has the NDIS improved your health and wellbeing?	38%	33%

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 0 to school’ (n=285) – NSW¹⁰²

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	88%	89%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	87%	+2%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	59%	63%	+5%

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 version ‘Participant school to 14’ (n=5,649) – NSW

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	53%	62%	+8%
LL	Has the NDIS improved your child's access to education?	35%	38%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	43%	+3%

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 versions ‘Participant 15 to 24’ (n=4,548) and ‘Participant 25 and over’ (n=8,772) – 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?	59%	64%	+5%	66%	74%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	65%	+8%	69%	78%	+9%
REL	Has the NDIS helped you to meet more people?	52%	55%	+3%	52%	60%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	-4%	30%	31%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	45%	+4%	49%	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?	39%	38%	-1%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	21%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	58%	+4%	59%	66%	+7%

¹⁰² Results in Tables F.24 to F.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table F.27 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’ (n=4,657); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,328) – NSW

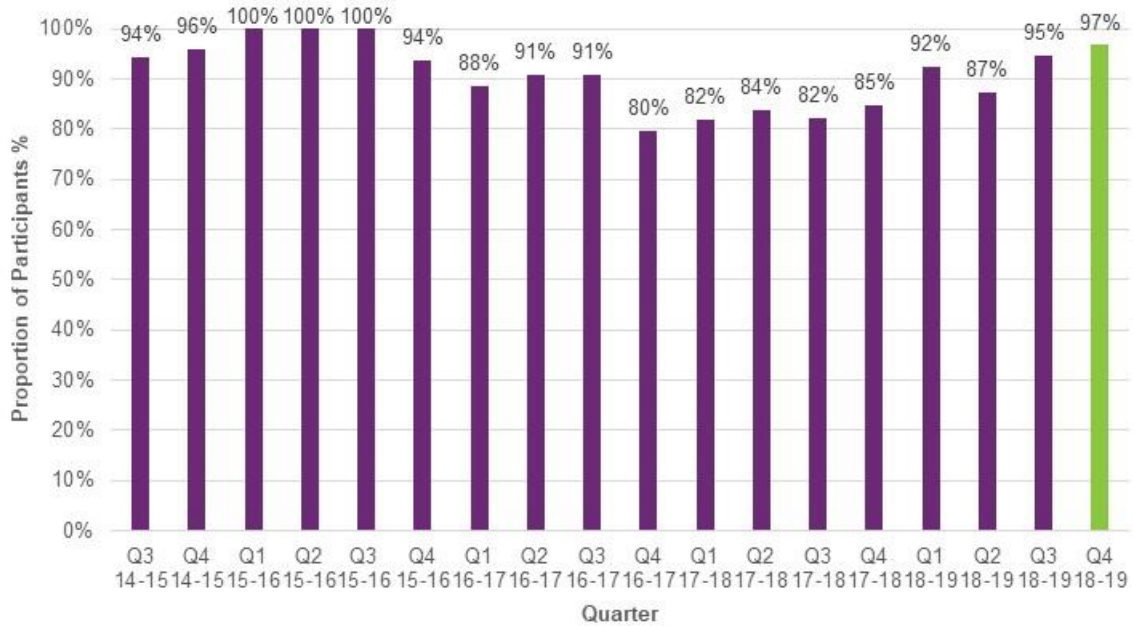
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	55%	+5%	44%	47%	+3%
Has the NDIS improved the level of support for your family?	56%	63%	+7%	55%	63%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	60%	66%	+6%	53%	61%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	70%	+5%			
Has the NDIS improved your health and wellbeing?	35%	36%	+2%	30%	31%	0%

Table F.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=12,311) –NSW¹⁰³

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	22%	
Aged 25+	28%	26%	26%
Aged 15+ (average)	24%	25%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	30%	44%	41%
Aged 25+	35%	47%	
Aged 15+ (average)	34%	46%	

¹⁰³ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

Figure F.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NSW)*



*The result for Q4 of 2018-19 is based on 151 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 97% gave a rating of good or very good, 1% gave a neutral rating and 2% gave a rating of poor or very poor.

Table F.29 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NSW)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	98%	1%	1%
I had enough time to tell my story and say what support I need	98%	0%	2%
The planner knows what I can do well	93%	5%	2%
The planner had some good ideas for my plan	95%	3%	1%
I know what is in my plan	87%	10%	3%
The planner helped me think about my future	93%	7%	1%
I think my plan will make my life better	93%	6%	1%
The planning meeting went well	99%	0%	1%

Table F.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (NSW)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N = 269	N = 142
Are you happy with how coming into the NDIS has gone?	76%	80%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	69%	77%
Pre-planning	N = 323	N = 269
Did the person from the NDIS understand how your disability affects your life?	91%	93%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	87%	88%
Are you clear on what happens next with your plan?	79%	78%
Do you know where to go for more help with your plan?	81%	85%
Planning	N = 382	N = 204
Did the person from the NDIS understand how your disability affects your life?	91%	93%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	85%	89%
Are you clear on what happens next with your plan?	80%	83%
Do you know where to go for more help with your plan?	85%	83%
Plan review	N = 733	N = 592
Did the person from the NDIS understand how your disability affects your life?	80%	80%
Did you feel prepared for your plan review?	82%	84%
Is your NDIS plan helping you to make progress towards your goals?	85%	83%

Table F.31 Plan reviews conducted per quarter – excluding plans less than 30 days – NSW¹⁰⁴

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	133,726	27,594	161,320
<i>Early intervention plans</i>	18,778	4,991	23,769
<i>Permanent disability plans</i>	114,948	22,603	137,551

¹⁰⁴ 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.

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

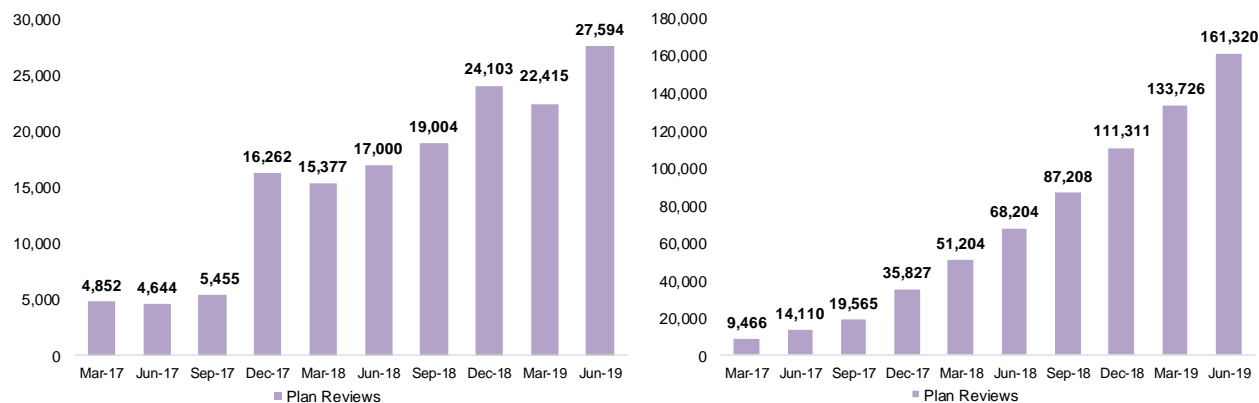


Table F.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	106,710	24,609	131,319
<i>Trial participants</i>	19,796	2,434	22,230
<i>Transition participants</i>	86,914	22,175	109,089

Figure F.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NSW¹⁰⁵

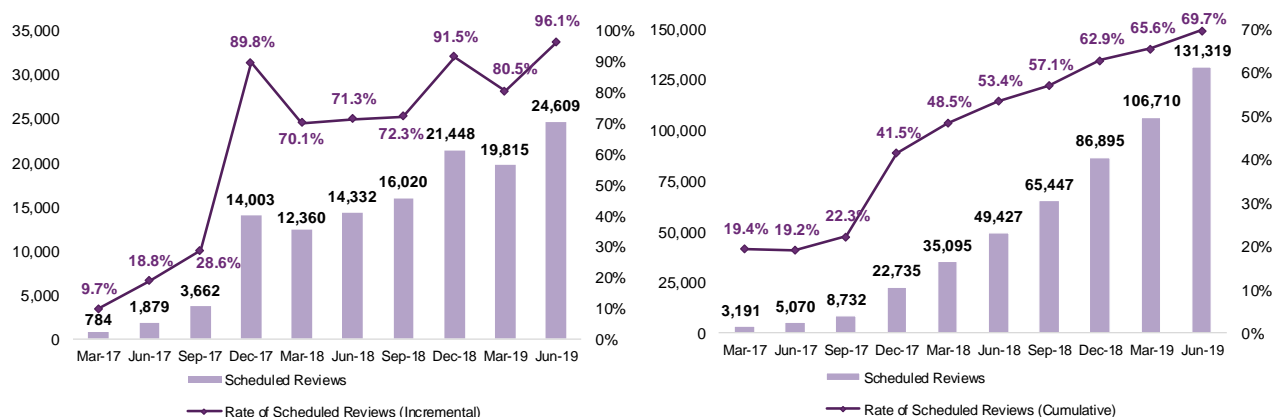


Table F.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	27,016	2,985	30,001
<i>Trial participants</i>	3,050	291	3,341
<i>Transition participants</i>	23,966	2,694	26,660

Table F.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW¹⁰⁶

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	16.6%	11.7%	15.9%

¹⁰⁵ The rates in these charts are calculated as the number of 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.

¹⁰⁶ 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.

Figure F.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NSW¹⁰⁷

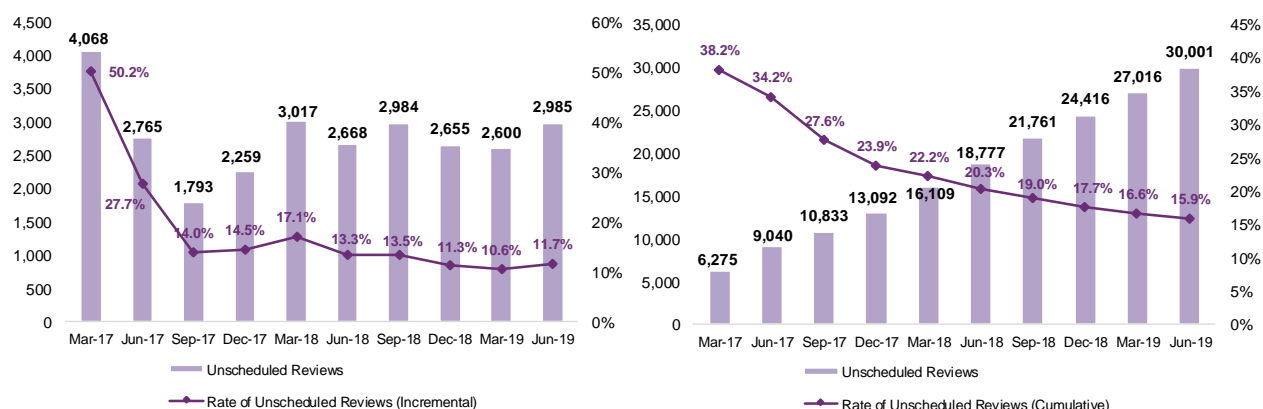


Table F.35 AAT Cases by category – NSW¹⁰⁸

	Prior Quarters		2018-19 Q4		Total	
Category	N	%	N	%	N	%
Access	301	36%	38	29%	339	35%
Plan	384	46%	61	47%	445	46%
Plan Review	102	12%	14	11%	116	12%
Other	51	6%	18	14%	69	7%
Total	838	100%	131	100%	969	100%
% of all access decisions¹⁰⁹	0.36%		0.41%		0.37%	

Table F.36 AAT cases by open/closed and decision – NSW

	N
AAT Cases	969
Open AAT Cases	270
Closed AAT Cases	699
Resolved before hearing	672
Gone to hearing and received a substantive decision	27*

*Of the 27 cases which went to hearing and received a substantive decision: 13 affirmed the Agency's decision, 5 varied the Agency's decision and 9 set aside the Agency's decision.

Table F.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	15%	17%	16%
Self-managed partly	10%	11%	10%
Plan managed	26%	31%	27%
Agency managed	50%	42%	47%
Total	100%	100%	100%

¹⁰⁷ The rates in these charts are calculated as the number of 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.

¹⁰⁸ Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

¹⁰⁹ 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.

Figure F.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NSW¹¹⁰

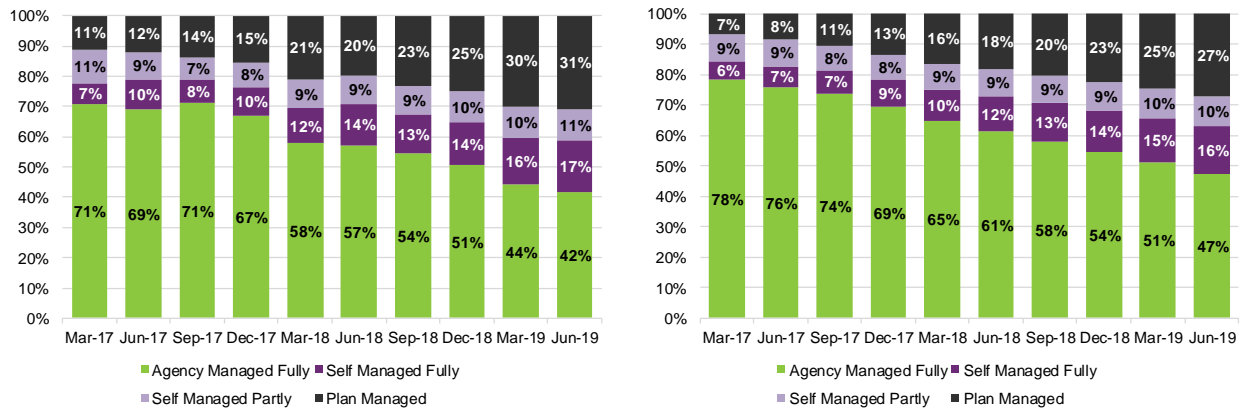


Table F.38 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	34%	38%	35%

Table F.39 Duration to plan activation by quarter of initial plan approval for active participants – NSW^{111,112}

	Prior Quarters (Transition Only)		2018-19 Q2	
Plan activation	N	%	N	%
Less than 30 days	55,089	69%	2,967	58%
30 to 59 days	9,262	12%	770	15%
60 to 89 days	4,158	5%	408	8%
Activated within 90 days	68,509	86%	4,145	81%
90 to 119 days	2,381	3%	271	5%
120 days and over	6,392	8%	273	5%
Activated after 90 days	8,773	11%	544	11%
No payments	1,991	3%	409	8%
Total plans approved	79,273	100%	5,098	100%

¹¹⁰ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

¹¹¹ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹¹² In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table F.40 Proportion of active participants with plan activated within 12 months – NSW

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	4,517	4,780	94%
Not Aboriginal and Torres Strait Islander	72,840	75,256	97%
Not Stated	2,990	3,077	97%
Total	80,347	83,113	97%
by Culturally and Linguistically Diverse status			
CALD	7,156	7,383	97%
Not CALD	72,941	75,474	97%
Not Stated	250	256	98%
Total	80,347	83,113	97%
by Remoteness			
Major Cities	56,769	58,618	97%
Regional	23,313	24,204	96%
Remote	207	230	90%
Missing	58	61	95%
Total	80,347	83,113	97%
by Primary Disability type			
Autism	24,177	24,926	97%
Intellectual Disability (including Down Syndrome)	23,062	23,775	97%
Psychosocial Disability	6,135	6,399	96%
Developmental Delay (including Global Developmental Delay)	2,704	2,814	96%
Other	24,269	25,199	96%
Total	80,347	83,113	97%

Table F.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19– NSW^{113,114}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	34%	68%	35%
50% to 75%	24%	20%	23%
> 75%	43%	12%	42%
Total	100%	100%	100%

¹¹³ This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹¹⁴ 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.

Table F.42 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2018-19 Q4	Total
Daily Activities	8%	10%	9%
Health & Wellbeing	54%	53%	53%
Lifelong Learning	11%	12%	11%
Other	10%	10%	10%
Non-categorised	30%	32%	31%
Any mainstream service	93%	95%	94%

Part Three: Providers and the growing market

Table F.43 Key provider indicators by quarter - NSW¹¹⁵

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	3,828	195	4,015
<i>Company/ organisation</i>	4,888	210	5,091
<i>Total</i>	8,716	405	9,106
b) Registration revoked	15		

¹¹⁵ The total number of providers as at 30 June 2019 (9,106) is not the sum of the number of providers as at 31 March 2019 (8,716) and the providers registered in the fourth quarter of 2018-19 (405). This is due to 15 providers whose registration ended during the fourth quarter of 2018-19.

Table F.44 Number of approved providers by registration group - NSW^{116,117}

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	889	59	948	7%
Assistance Animals	13	0	13	0%
Assistance with daily life tasks in a group or shared living arrangement	588	68	656	12%
Assistance with travel/transport arrangements	1,729	103	1,832	6%
Daily Personal Activities	878	97	975	11%
Group and Centre Based Activities	767	65	832	8%
High Intensity Daily Personal Activities	739	33	772	4%
Household tasks	2,438	144	2,582	6%
Interpreting and translation	351	22	373	6%
Participation in community, social and civic activities	1,012	105	1,117	10%
Assistive Technology				
Assistive equipment for recreation	796	36	832	5%
Assistive products for household tasks	979	56	1,035	6%
Assistance products for personal care and safety	1,371	69	1,440	5%
Communication and information equipment	676	29	705	4%
Customised Prosthetics	570	13	583	2%
Hearing Equipment	240	9	249	4%
Hearing Services	15	2	17	13%
Personal Mobility Equipment	1,144	54	1,198	5%
Specialised Hearing Services	68	2	70	3%
Vision Equipment	286	10	296	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	855	86	941	10%
Behaviour Support	536	40	576	7%
Community nursing care for high needs	632	52	684	8%
Development of daily living and life skills	936	91	1,027	10%
Early Intervention supports for early childhood	1,335	53	1,388	4%
Exercise Physiology and Physical Wellbeing activities	990	44	1,034	4%
Innovative Community Participation	1,238	120	1,358	10%
Specialised Driving Training	283	2	285	1%
Therapeutic Supports	4,167	145	4,312	3%
Capital services				
Home modification design and construction	1,031	49	1,080	5%
Specialised Disability Accommodation	338	21	359	6%
Vehicle Modifications	164	8	172	5%
Choice and control support services				
Management of funding for supports in participants plan	997	48	1,045	5%
Support Coordination	765	51	816	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	454	35	489	8%
Specialised Supported Employment	137	8	145	6%
Total approved providers	8,701	405	9,106	5%

¹¹⁶ The 15 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

¹¹⁷ 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 F.45 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.62	1.64
b) Number of providers delivering new supports	911	919
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	47%	43%
<i>Not yet active (%)</i>	39%	39%
<i>Inactive (%)</i>	15%	18%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	91%	92%
<i>Therapeutic Supports (%)</i>	89%	89%
<i>Participate Community (%)</i>	85%	85%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	87%	87%

Table F.46 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	141	13	154	9%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	350	18	368	5%
Assistance with travel/transport arrangements	486	25	511	5%
Daily Personal Activities	657	36	693	5%
Group and Centre Based Activities	469	28	497	6%
High Intensity Daily Personal Activities	547	9	556	2%
Household tasks	1,267	55	1,322	4%
Interpreting and translation	57	2	59	4%
Participation in community, social and civic activities	745	47	792	6%
Assistive Technology				
Assistive equipment for recreation	122	6	128	5%
Assistive products for household tasks	121	5	126	4%
Assistance products for personal care and safety	638	28	666	4%
Communication and information equipment	136	2	138	1%
Customised Prosthetics	249	8	257	3%
Hearing Equipment	54	1	55	2%
Hearing Services	2	1	3	50%
Personal Mobility Equipment	305	10	315	3%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	36	0	36	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	608	33	641	5%
Behaviour Support	293	11	304	4%
Community nursing care for high needs	175	10	185	6%
Development of daily living and life skills	575	34	609	6%
Early Intervention supports for early childhood	653	28	681	4%
Exercise Physiology and Physical Wellbeing activities	377	19	396	5%
Innovative Community Participation	187	17	204	9%
Specialised Driving Training	82	2	84	2%
Therapeutic Supports	2,760	99	2,859	4%
Capital services				
Home modification design and construction	180	21	201	12%
Specialised Disability Accommodation	78	13	91	17%
Vehicle Modifications	43	2	45	5%
Choice and control support services				
Management of funding for supports in participants plan	448	26	474	6%
Support Coordination	195	15	210	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	202	10	212	5%
Specialised Supported Employment	93	1	94	1%
Total approved active providers	5,336	222	5,558	4%

Table F.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NSW

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	184	764	948	28	126	154
Assistance Animals	0	13	13	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	54	602	656	19	349	368
Assistance with travel/transport arrangements	479	1,353	1,832	112	399	511
Daily Personal Activities	78	897	975	52	641	693
Group and Centre Based Activities	63	769	832	24	473	497
High Intensity Daily Personal Activities	55	717	772	33	523	556
Household tasks	907	1,675	2,582	478	844	1,322
Interpreting and translation	67	306	373	21	38	59
Participation in community, social and civic activities	101	1,016	1,117	66	726	792
Assistive Technology						
Assistive equipment for recreation	226	606	832	21	107	128
Assistive products for household tasks	269	766	1,035	19	107	126
Assistance products for personal care and safety	366	1,074	1,440	110	556	666
Communication and information equipment	245	460	705	37	101	138
Customised Prosthetics	165	418	583	65	192	257
Hearing Equipment	31	218	249	4	51	55
Hearing Services	0	17	17	0	3	3
Personal Mobility Equipment	360	838	1,198	52	263	315
Specialised Hearing Services	21	49	70	1	7	8
Vision Equipment	60	236	296	4	32	36
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	115	826	941	70	571	641
Behaviour Support	150	426	576	73	231	304
Community nursing care for high needs	97	587	684	32	153	185
Development of daily living and life skills	109	918	1,027	55	554	609
Early Intervention supports for early childhood	653	735	1,388	297	384	681
Exercise Physiology and Physical Wellbeing activities	373	661	1,034	129	267	396
Innovative Community Participation	450	908	1,358	66	138	204
Specialised Driving Training	65	220	285	35	49	84
Therapeutic Supports	2,203	2,109	4,312	1,414	1,445	2,859
Capital services						
Home modification design and construction	301	779	1,080	32	169	201
Specialised Disability Accommodation	34	325	359	3	88	91
Vehicle Modifications	21	151	172	9	36	45
Choice and control support services						
Management of funding for supports in participants plan	188	857	1,045	89	385	474

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	90	726	816	22	188	210
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	50	439	489	14	198	212
Specialised Supported Employment	3	142	145	0	94	94
Total	4,015	5,091	9,106	2,320	3,238	5,558

Table F.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – 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%	948	18%	82%	154
Assistance Animals	0%	100%	13	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	8%	92%	656	5%	95%	368
Assistance with travel/transport arrangements	26%	74%	1,832	22%	78%	511
Daily Personal Activities	8%	92%	975	8%	92%	693
Group and Centre Based Activities	8%	92%	832	5%	95%	497
High Intensity Daily Personal Activities	7%	93%	772	6%	94%	556
Household tasks	35%	65%	2,582	36%	64%	1,322
Interpreting and translation	18%	82%	373	36%	64%	59
Participation in community, social and civic activities	9%	91%	1,117	8%	92%	792
Assistive Technology						
Assistive equipment for recreation	27%	73%	832	16%	84%	128
Assistive products for household tasks	26%	74%	1,035	15%	85%	126
Assistance products for personal care and safety	25%	75%	1,440	17%	83%	666
Communication and information equipment	35%	65%	705	27%	73%	138
Customised Prosthetics	28%	72%	583	25%	75%	257
Hearing Equipment	12%	88%	249	7%	93%	55
Hearing Services	0%	100%	17	0%	100%	3
Personal Mobility Equipment	30%	70%	1,198	17%	83%	315
Specialised Hearing Services	30%	70%	70	13%	88%	8
Vision Equipment	20%	80%	296	11%	89%	36
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	12%	88%	941	11%	89%	641
Behaviour Support	26%	74%	576	24%	76%	304
Community nursing care for high needs	14%	86%	684	17%	83%	185
Development of daily living and life skills	11%	89%	1,027	9%	91%	609
Early Intervention supports for early childhood	47%	53%	1,388	44%	56%	681

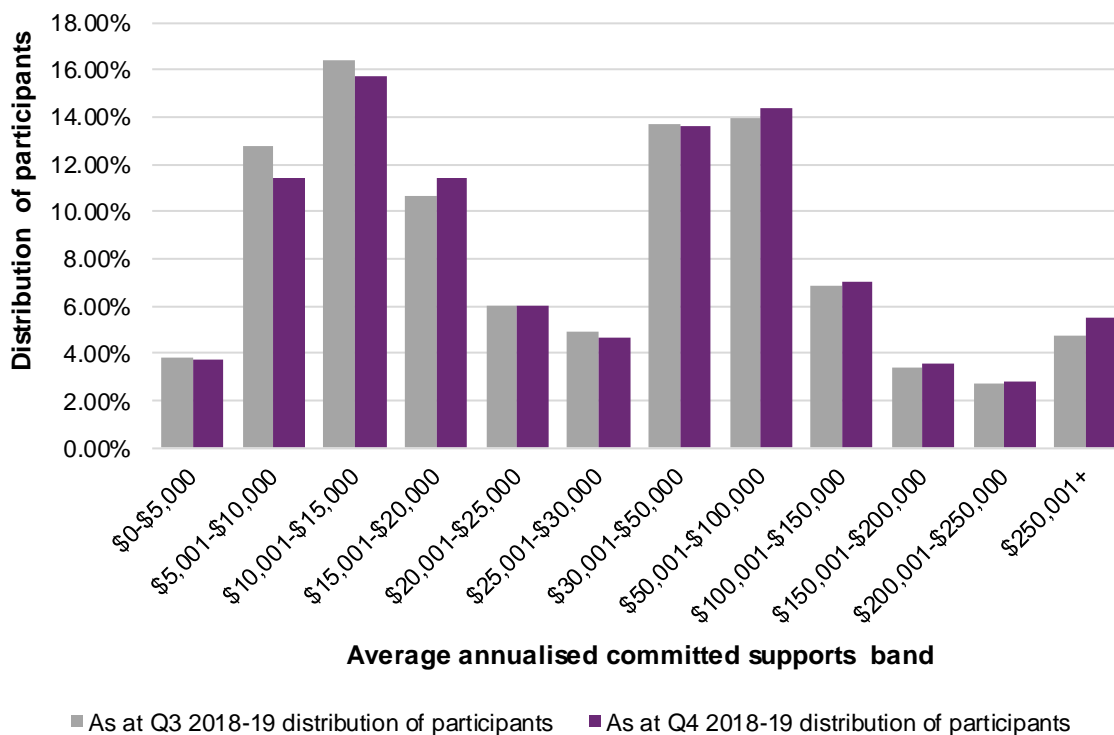
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	36%	64%	1,034	33%	67%	396
Innovative Community Participation	33%	67%	1,358	32%	68%	204
Specialised Driving Training	23%	77%	285	42%	58%	84
Therapeutic Supports	51%	49%	4,312	49%	51%	2,859
Capital services						
Home modification design and construction	28%	72%	1,080	16%	84%	201
Specialised Disability Accommodation	9%	91%	359	3%	97%	91
Vehicle Modifications	12%	88%	172	20%	80%	45
Choice and control support services						
Management of funding for supports in participants plan	18%	82%	1,045	19%	81%	474
Support Coordination	11%	89%	816	10%	90%	210
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	10%	90%	489	7%	93%	212
Specialised Supported Employment	2%	98%	145	0%	100%	94
Total	44%	56%	9,106	42%	58%	5,558

Part Five: Financial sustainability

Table F.49 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	50.6	184.5	349.4	1,786.2	4,332.5	5,986.0	12,689.3

Figure F.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)¹¹⁸



¹¹⁸ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.
June 2019 | COAG Disability Reform Council Quarterly Report

Figure F.15 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)¹¹⁹

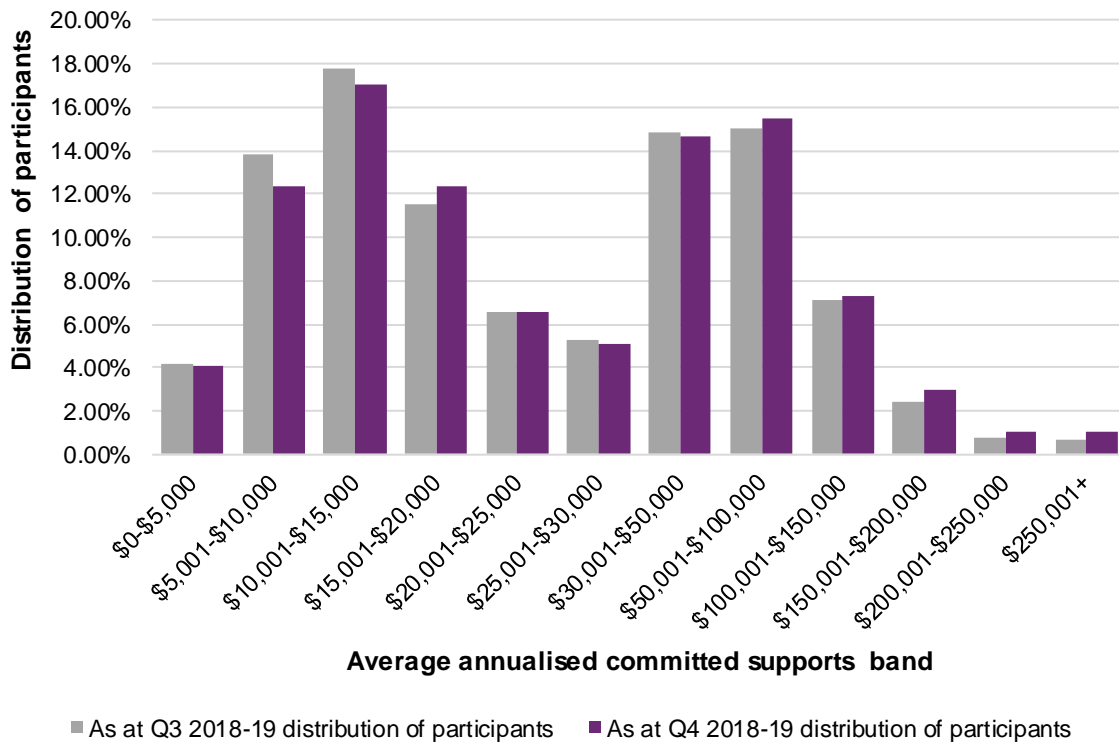


Figure F.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)¹²⁰

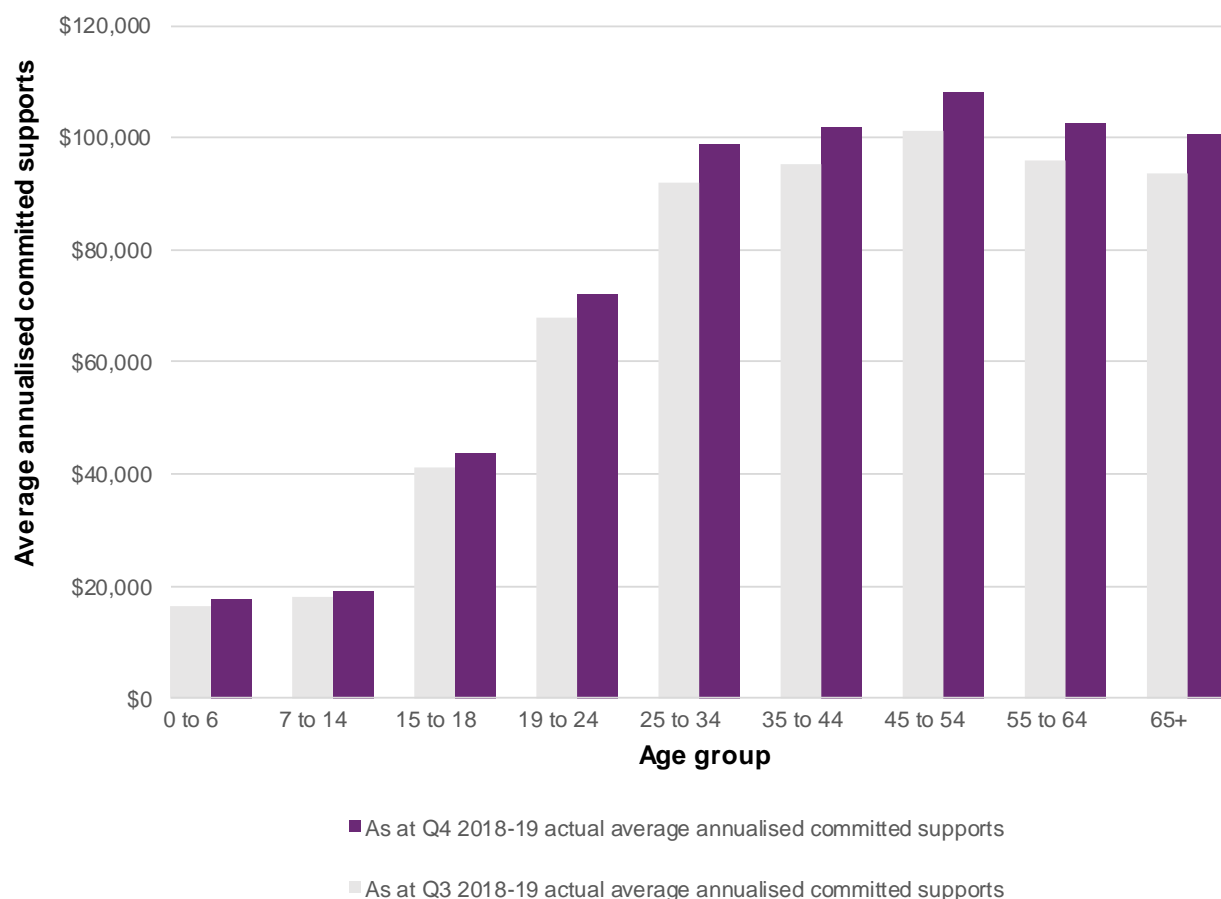
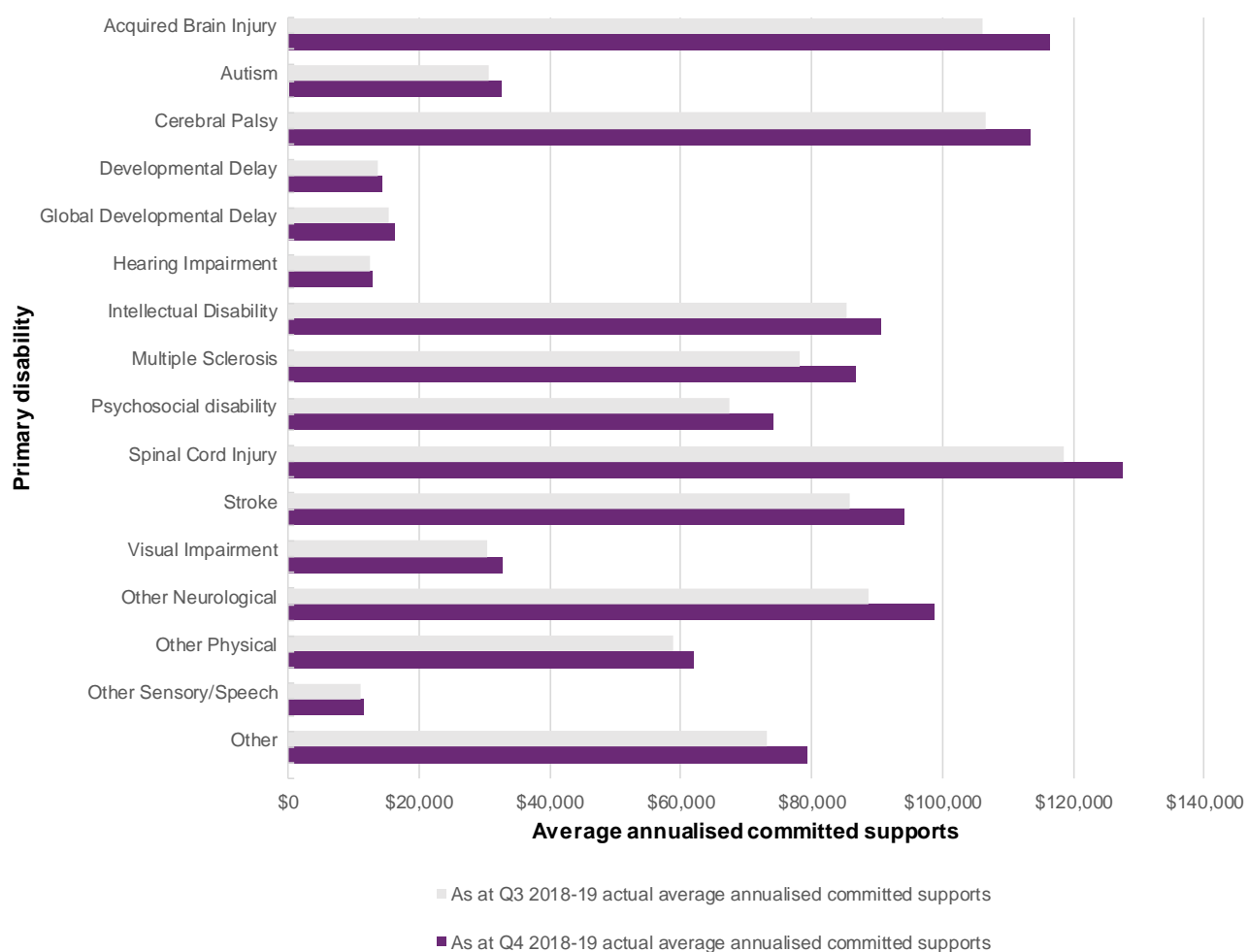
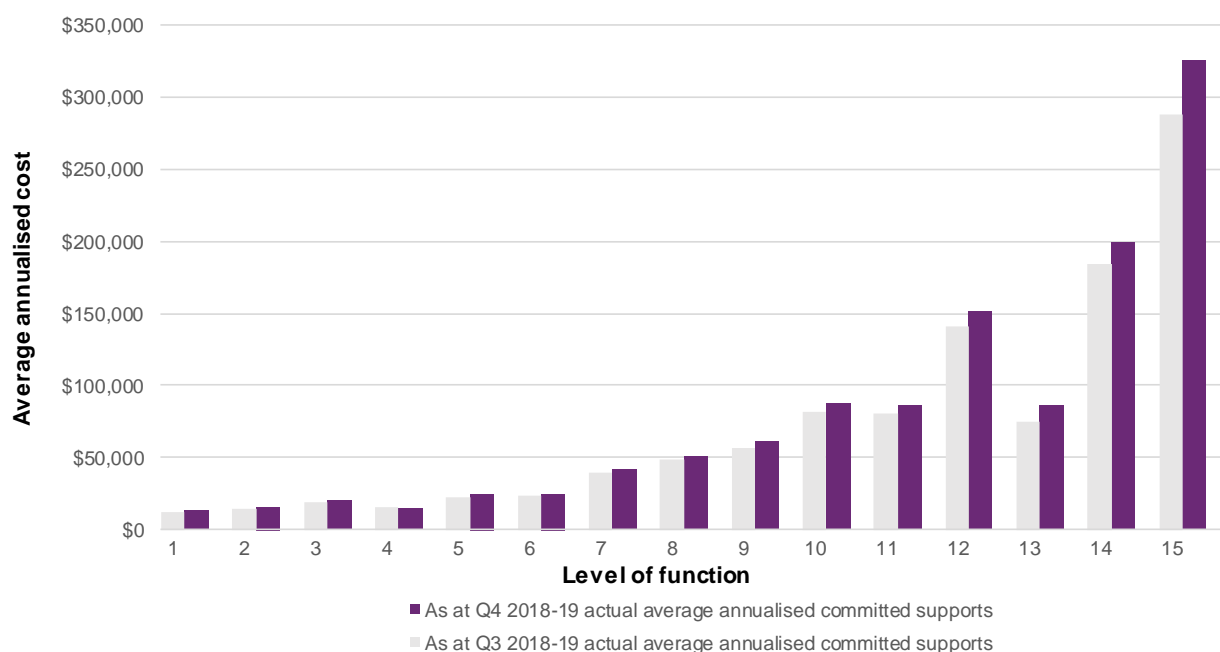


Figure F.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)¹²¹



¹²¹ Ibid.

Figure F.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)¹²²



¹²² Ibid.
June 2019 | COAG Disability Reform Council Quarterly Report

Table F.50 Payments by financial year, compared to committed supports (\$m) – NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	50.6	184.5	349.4	1,786.2	4,332.5	5,986.0	12,689.3
Total paid	37.4	141.3	257.5	1,216.8	3,117.4	4,116.5	8,886.7
% utilised to date	74%	77%	74%	68%	72%	69%	70%

Figure F.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (NSW)

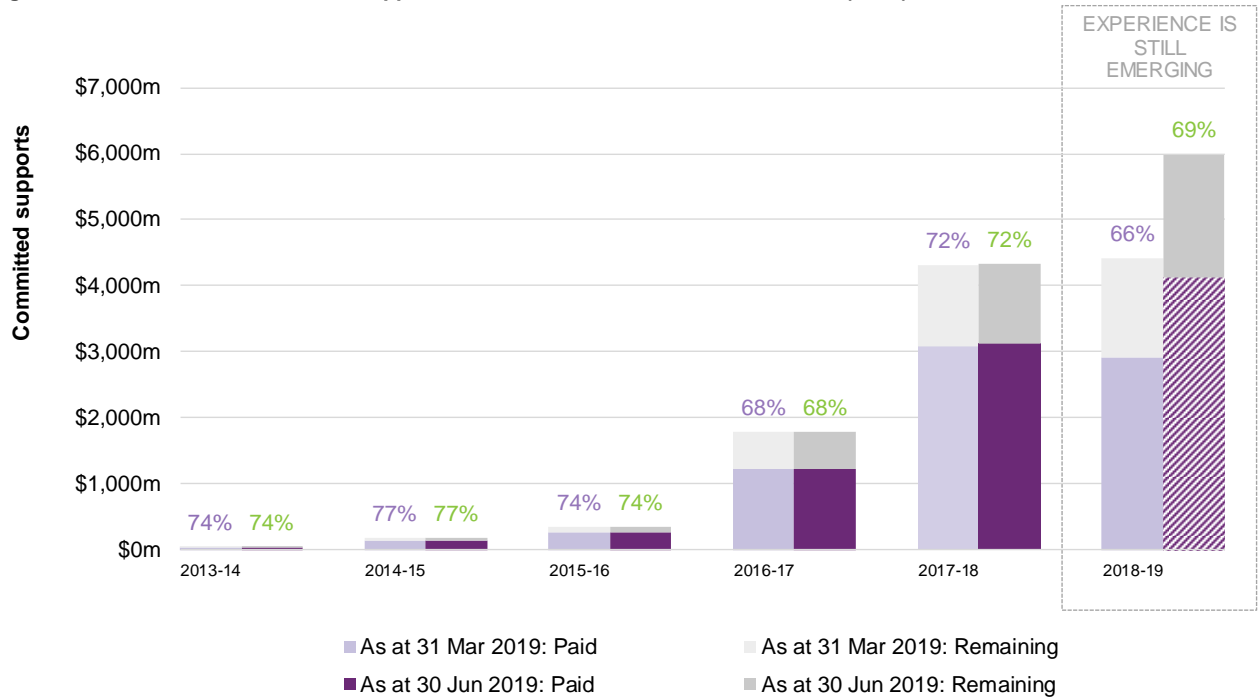
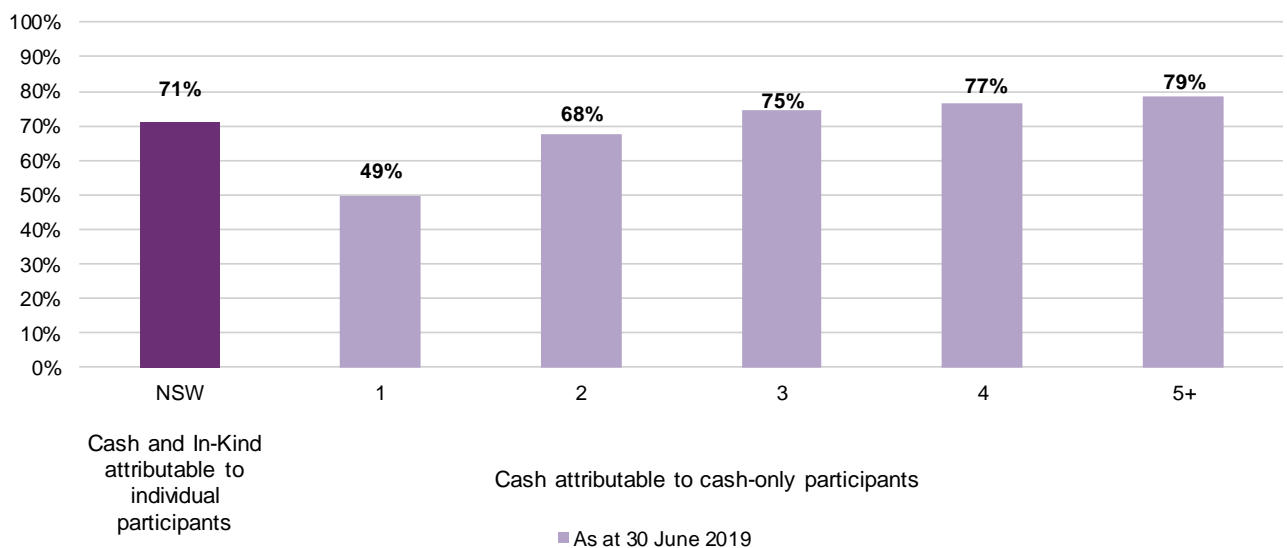


Figure F.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (NSW)¹²³



¹²³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure F.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (NSW)¹²⁴

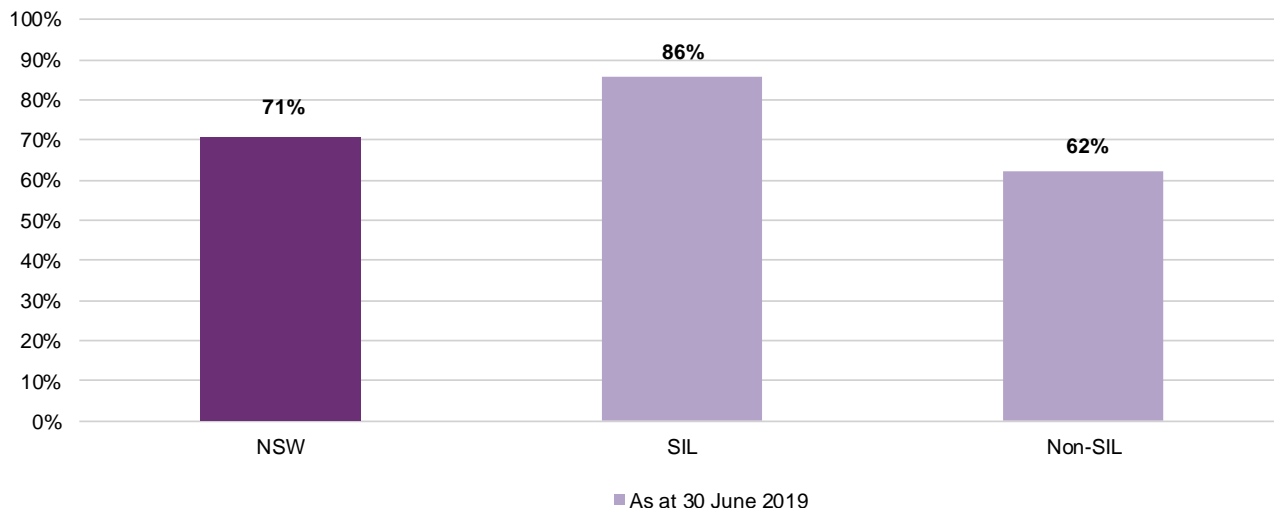
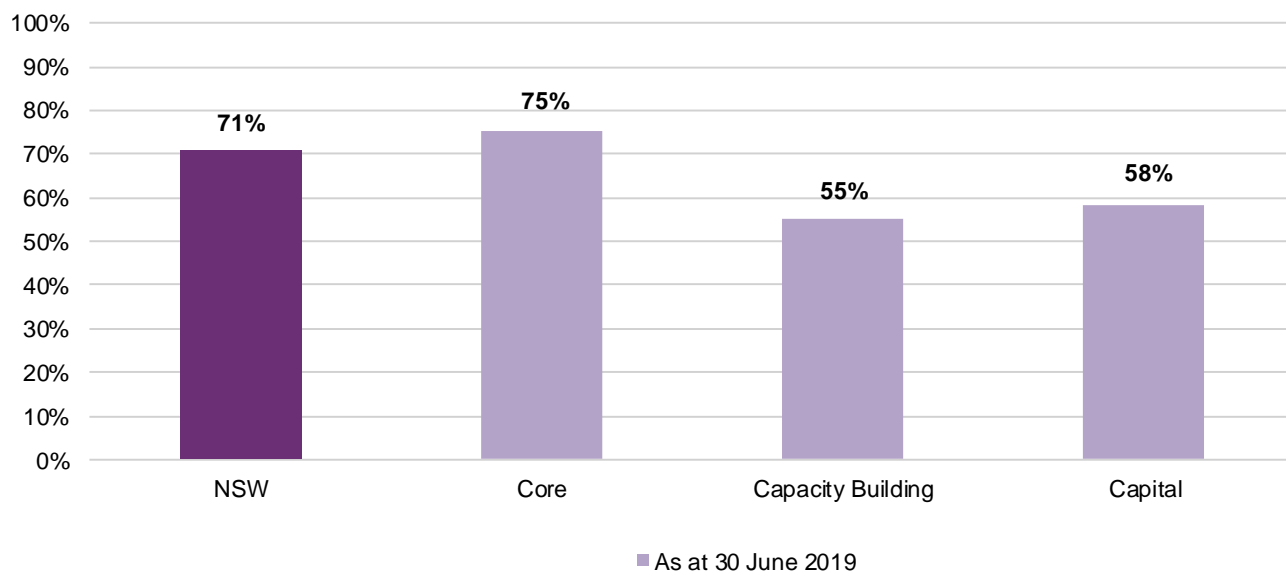


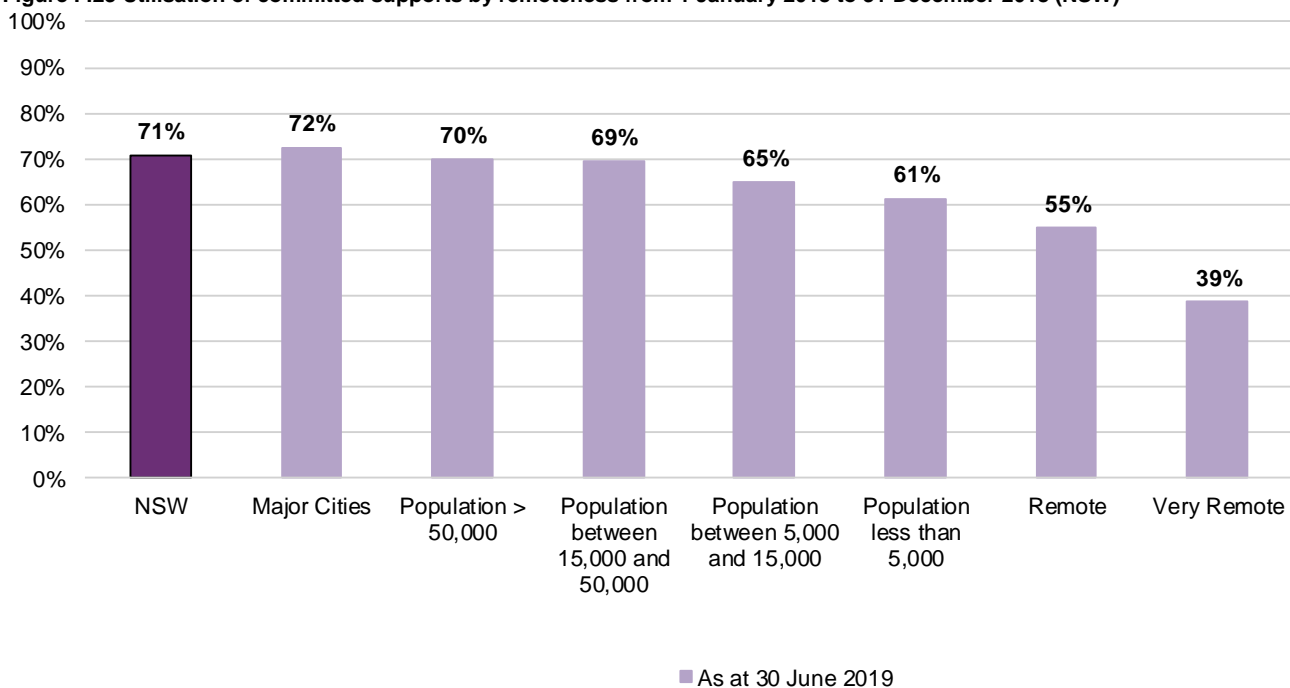
Figure F.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (NSW)¹²⁵



¹²⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

¹²⁵ Ibid.

Figure F.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (NSW)¹²⁶



¹²⁶ Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	65,875	11,293	77,168	79,089	105,324

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC¹²⁷

	Prior Quarters	2018-19 Q4	Total
Access decisions	91,734	6,794	98,528
Access Met	80,702	5,382	86,084
State	55,365	2,904	58,269
Commonwealth	7,243	466	7,709
New	18,094	2,012	20,106
Total Participant Plans	71,770	13,214	79,089
State	45,181	7,124	52,305
Commonwealth	6,143	923	7,066
New	14,551	3,246	17,797
ECEI ¹²⁸	5,895	1,921	1,921
Total Participant Plans	71,770	13,214	79,089
Early Intervention (s25)	9,171	1,703	10,874
Permanent Disability (s24)	56,704	9,590	66,294
ECEI ¹²⁹	5,895	1,921	1,921

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – VIC

Exits	
Total participant exits	1,343
Early Intervention participants	148
Permanent disability participants	1,195

¹²⁷ 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 Q4, 92% of people with a hearing impairment met the access criteria compared to 79% overall.

¹²⁸ 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.

¹²⁹ Ibid.

Table G.4 Cumulative position by services previously received – VIC¹³⁰

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,901	386	1,995		5,282	5,289	100%
End of 2016-17	9,831	1,240	4,358	1,050	16,479	20,205	82%
End of 2017-18	27,600	3,690	7,887	3,024	42,201	50,697	83%
End of 2018-19 Q1	32,837	4,479	9,933	3,595	50,844	58,678	87%
End of 2018-19 Q2	38,580	5,321	11,953	4,868	60,722	75,015	81%
End of 2018-19 Q3	45,181	6,143	14,551	5,895	71,770	88,165	81%
End of 2018-19 Q4	52,305	7,066	17,797	1,921	79,089	105,324	75%

Table G.5 Cumulative position by entry into the Scheme – VIC¹³¹

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ¹³²	Permanent Disability ¹³³	ECEI	Total		
Trial	1,424	3,858		5,282	5,289	100%
End of 2016-17	2,700	12,729	1,050	16,479	20,205	82%
End of 2017-18	5,234	33,943	3,024	42,201	50,697	83%
End of 2018-19 Q1	6,511	40,738	3,595	50,844	58,678	87%
End of 2018-19 Q2	7,751	48,103	4,868	60,722	75,015	81%
End of 2018-19 Q3	9,171	56,704	5,895	71,770	88,165	81%
End of 2018-19 Q4	10,874	66,294	1,921	79,089	105,324	75%

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

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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,489	2.3%	299	2.6%	1,788	2.4%
Not Aboriginal and Torres Strait Islander	58,085	90.0%	9,779	86.6%	67,864	89.5%
Not Stated	4,964	7.7%	1,209	10.7%	6,173	8.1%
Total	64,538	100%	11,287	100%	75,825	100%

¹³⁰ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

¹³¹ A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

¹³² Participants who met Section 25 of the NDIS Act for access

¹³³ Participants who met Section 24 of the NDIS Act for access

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – VIC¹³⁴

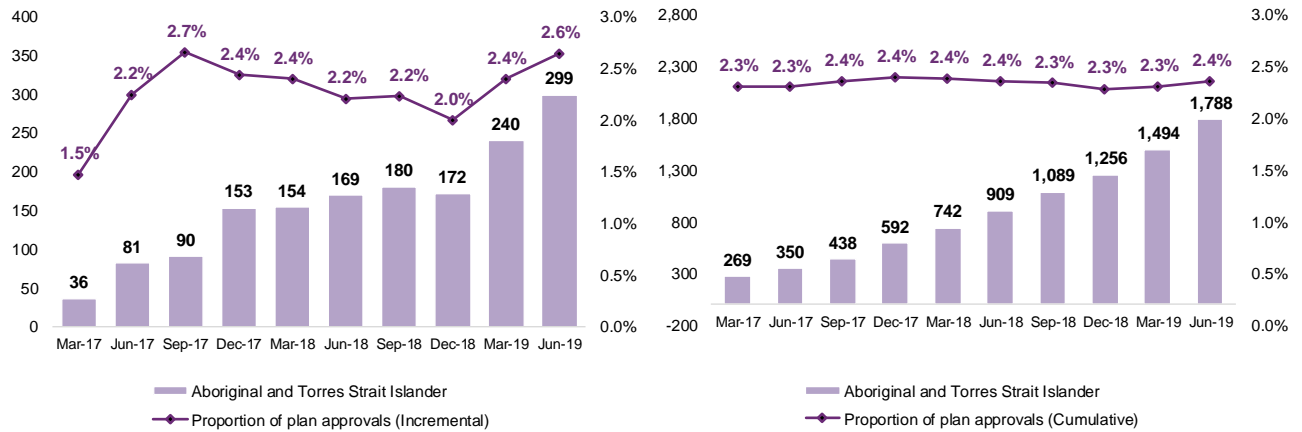


Table G.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	6,012	9.3%	1,506	13.3%	7,518	9.9%
Not CALD	58,228	90.2%	9,778	86.6%	68,006	89.7%
Not Stated	298	0.5%	<11		301	0.4%
Total	64,538	100%	11,287	100%	75,825	100%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – VIC¹³⁵

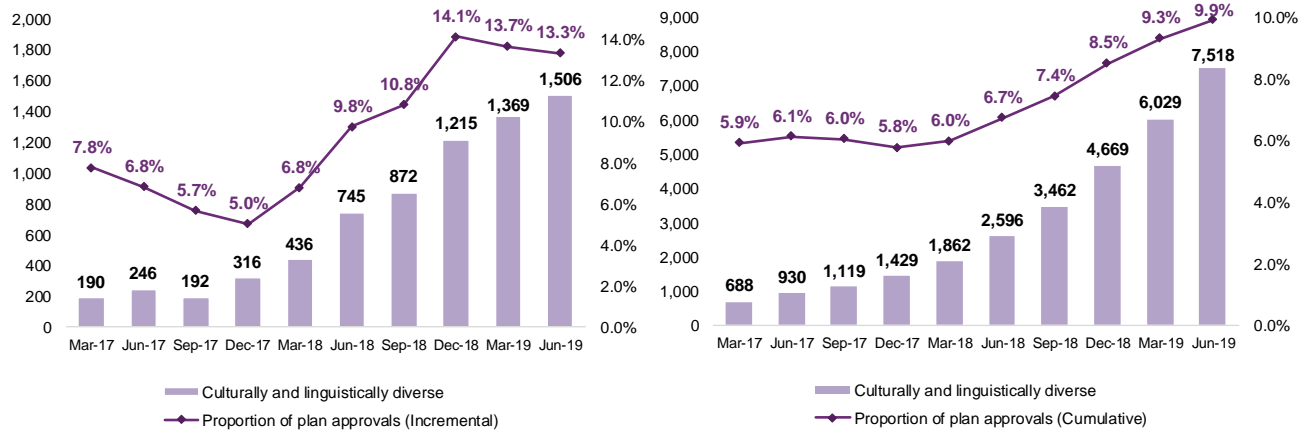


Table G.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	952	1.5%	193	1.7%	1,145	1.5%
Not YPIRAC	63,586	98.5%	11,094	98.3%	74,680	98.5%
Total	64,538	100%	11,287	100%	75,825	100%

¹³⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

¹³⁵ Ibid.

Figure G.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL¹³⁶

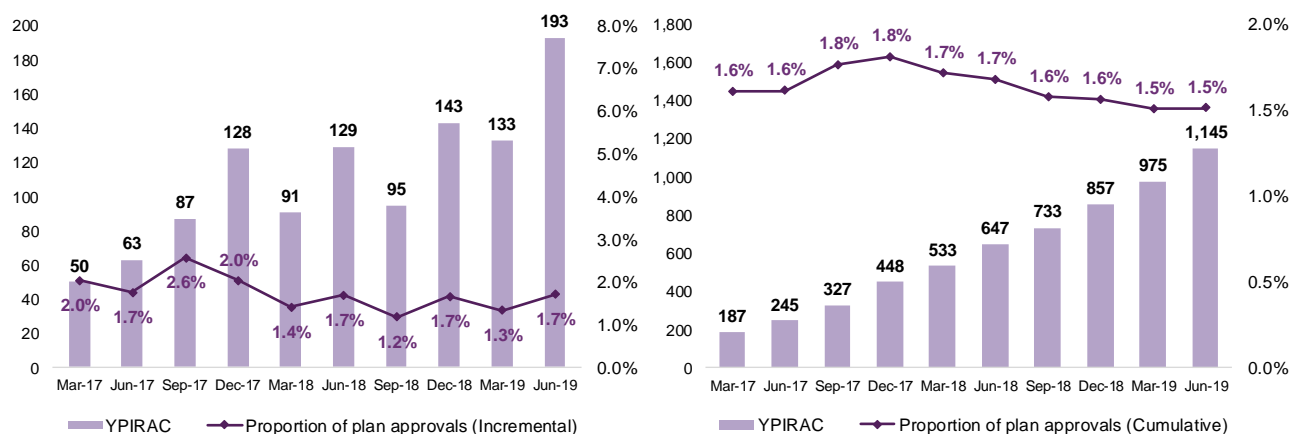


Table G.9 Participants who are YPIRAC by age group – VIC

Age group	All Quarters	
	N	%
Under 45	51	4.5%
45 to 54	228	19.9%
55 to 64	683	59.7%
65 and above	183	16.0%
Total YPIRAC	1,145	100%

Table G.10 Participant profile per quarter by remoteness – VIC^{137,138}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	44,921	69.7%	8,267	73.3%	53,188	70.2%
Population > 50,000	7,260	11.3%	485	4.3%	7,745	10.2%
Population between 15,000 and 50,000	4,274	6.6%	911	8.1%	5,185	6.8%
Population between 5,000 and 15,000	3,811	5.9%	778	6.9%	4,589	6.1%
Population less than 5,000	4,179	6.5%	831	7.4%	5,010	6.6%
Remote	41	0.1%	<11		49	0.1%
Very Remote	<11		<11		<11	
Missing	49		<11		56	
Total	64,538	100%	11,287	100%	75,825	100%

¹³⁶ Ibid.

¹³⁷ This table is based on the Modified Monash Model measure of remoteness.

¹³⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – VIC^{139,140}

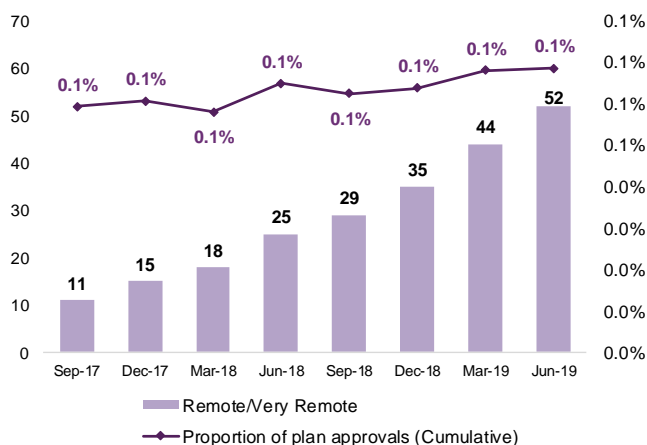


Table G.11 Participant profile per quarter by disability group - VIC^{141,142}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	16,935	26%	2,999	27%	19,934	26%
Intellectual Disability ¹⁴³	17,586	27%	1,891	17%	19,477	26%
Psychosocial disability	7,904	12%	1,762	16%	9,666	13%
Developmental Delay	3,984	6%	1,441	13%	5,425	7%
Other Neurological	2,975	5%	398	4%	3,373	4%
Cerebral Palsy	2,812	4%	326	3%	3,138	4%
Other Physical	2,111	3%	537	5%	2,648	3%
Hearing Impairment	1,944	3%	514	5%	2,458	3%
ABI	2,075	3%	326	3%	2,401	3%
Visual Impairment	1,902	3%	336	3%	2,238	3%
Multiple Sclerosis	1,718	3%	179	2%	1,897	3%
Global Developmental Delay	753	1%	249	2%	1,002	1%
Stroke	728	1%	128	1%	856	1%
Spinal Cord Injury	526	1%	76	1%	602	1%
Other Sensory/Speech	495	1%	108	1%	603	1%
Other	90	0%	17	0%	107	0%
Total	64,538	100%	11,287	100%	75,825	100%

¹³⁹ The cumulative chart shows the number of active participants as at each quarter over time.

¹⁴⁰ There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time, and also insufficient numbers to show the cumulative count of remote/very remote participants prior to the September 2017 quarter.

¹⁴¹ Table order based on national proportions (highest to lowest)

¹⁴² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁴³ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,385).

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – VIC¹⁴⁴

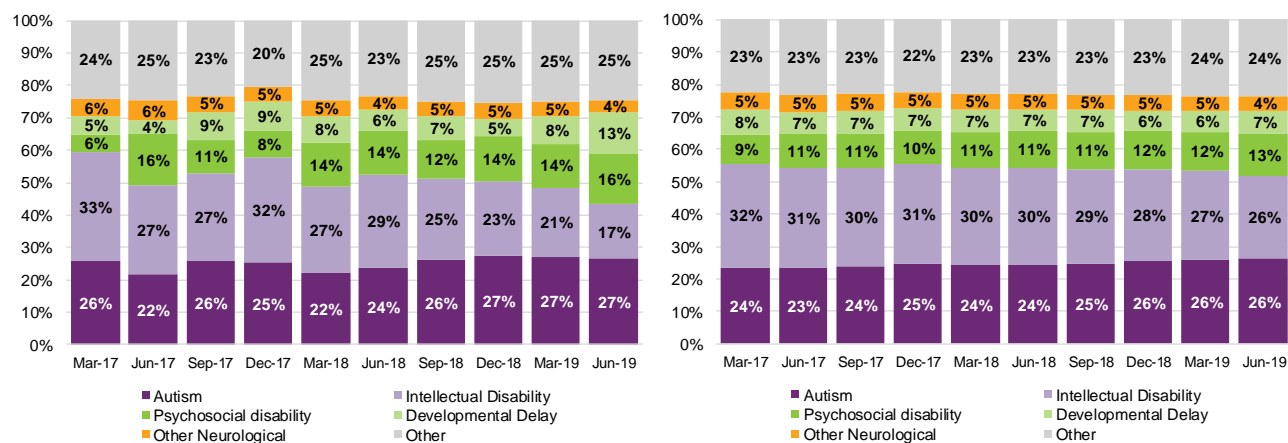
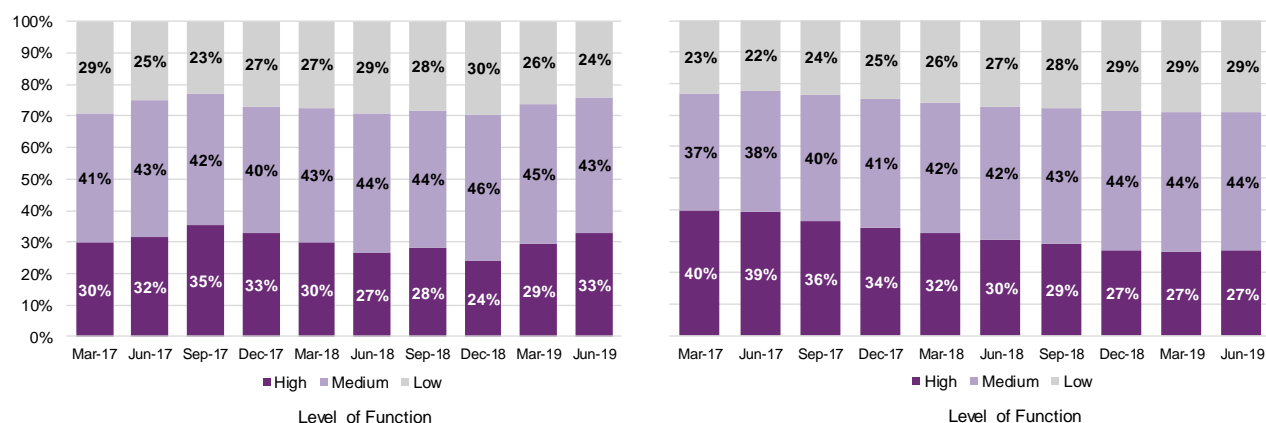


Table G.12 Participant profile per quarter by level of function – VIC¹⁴⁵

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	4,457	7%	1,102	10%	5,559	7%
2 (High Function)	212	0%	23	0%	235	0%
3 (High Function)	3,915	6%	825	7%	4,740	6%
4 (High Function)	3,169	5%	578	5%	3,747	5%
5 (High Function)	4,955	8%	1,165	10%	6,120	8%
6 (Moderate Function)	10,146	16%	1,861	16%	12,007	16%
7 (Moderate Function)	4,171	6%	768	7%	4,939	7%
8 (Moderate Function)	5,580	9%	886	8%	6,466	9%
9 (Moderate Function)	301	0%	36	0%	337	0%
10 (Moderate Function)	8,124	13%	1,325	12%	9,449	12%
11 (Low Function)	2,901	5%	455	4%	3,356	4%
12 (Low Function)	11,404	18%	1,588	14%	12,992	17%
13 (Low Function)	3,624	6%	556	5%	4,180	6%
14 (Low Function)	1,461	2%	119	1%	1,580	2%
15 (Low Function)	11	0%	0	0%	11	0%
Missing	107		0		107	
Total	64,538	100%	11,287	100%	75,825	100%

Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – VIC¹⁴⁶



¹⁴⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁴⁵ The distributions are calculated excluding participants with a missing level of function.

¹⁴⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table G.13 Participant profile per quarter by Age group – VIC

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	8,207	13%	3,216	28%	11,423	15%
7 to 14	14,802	23%	2,143	19%	16,945	22%
15 to 18	4,434	7%	536	5%	4,970	7%
19 to 24	5,437	8%	612	5%	6,049	8%
25 to 34	6,838	11%	938	8%	7,776	10%
35 to 44	6,697	10%	962	9%	7,659	10%
45 to 54	8,304	13%	1,315	12%	9,619	13%
55 to 64	8,295	13%	1,469	13%	9,764	13%
65+	1,524	2%	96	1%	1,620	2%
Total	64,538	100%	11,287	100%	75,825	100%

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – VIC¹⁴⁷

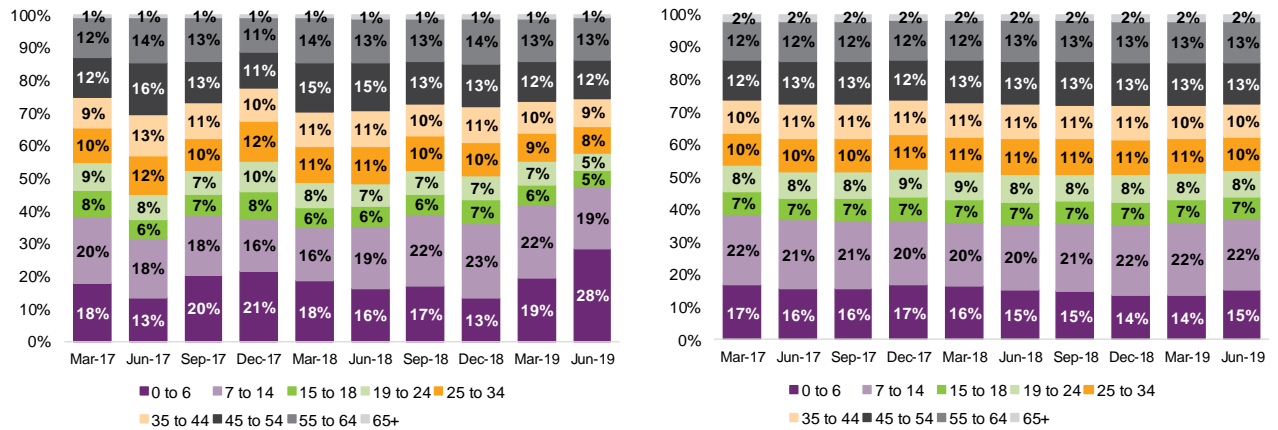
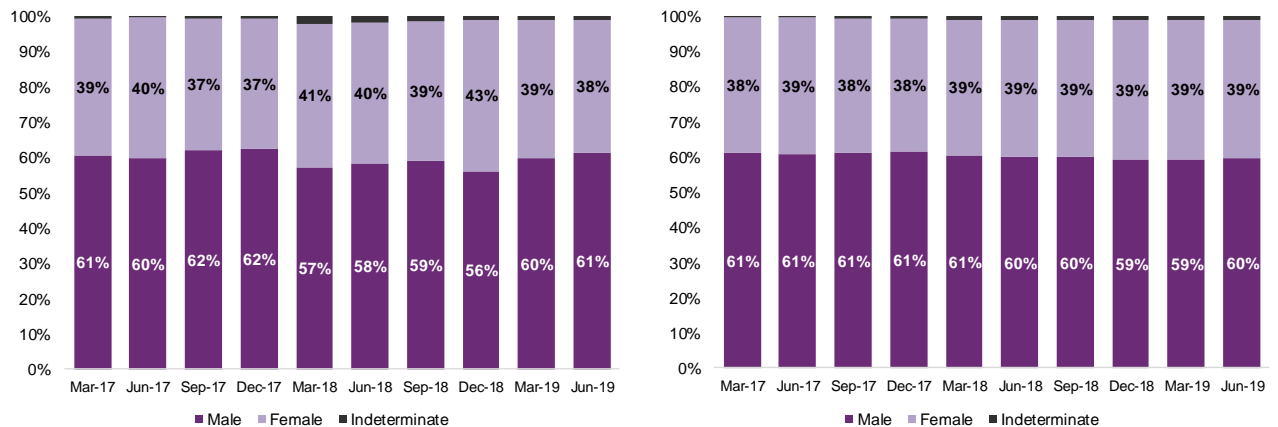


Table G.14 Participant profile per quarter by Gender – VIC

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	38,379	59%	6,935	61%	45,314	60%
Female	25,474	39%	4,253	38%	29,727	39%
Indeterminate	685	1%	99	1%	784	1%
Total	64,538	100%	11,287	100%	75,825	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – VIC¹⁴⁸



¹⁴⁷ Ibid.

¹⁴⁸ Ibid.

Part Two: Participant experience and outcomes

Table G.15 Number of questionnaires completed by SFOF version – VIC¹⁴⁹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	1,931	3,438	5,361	10,730
Participant school to 14	1,904	5,316	10,728	17,948
Participant 15 to 24	1,229	3,330	4,699	9,258
Participant 25 and over	4,601	11,162	16,934	32,697
Total Participant	9,665	23,246	37,722	70,633
Family 0 to 14	3,688	8,511	15,559	27,758
Family 15 to 24	310	2,513	3,418	6,241
Family 25 and over	145	3,874	5,155	9,174
Total Family	4,143	14,898	24,132	43,173
Total	13,808	38,144	61,854	113,806

Table G.16 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	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		26%		
DL % who say their child is becoming more independent		37%		
CC % of children who have a genuine say in decisions about themselves		63%		
CC % who are happy with the level of independence/control they have now			30%	
CC % who choose who supports them			33%	55%
CC % who choose what they do each day			41%	64%
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%	80%

¹⁴⁹ Baseline outcomes for participants and/or their families and carers were collected for 99.7% of participants.
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Table G.17 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	62%	58%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	53%			
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	66%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			34%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

Table G.18 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		63%		
HM	% who are happy with their home			79%	71%
HM	% who feel safe or very safe in their home			83%	73%
HW	% who rate their health as good, very good or excellent			66%	43%
HW	% who did not have any difficulties accessing health services			67%	62%
LL	% who currently attend or previously attended school in a mainstream class			28%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				39%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			15%	21%
WK	% who volunteer			11%	12%

Table G.19 Selected key indicators for families/carers of participants – VIC

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	21%	29%	24%
% receiving Carer Allowance	49%	52%	38%
% working in a paid job	46%	49%	35%
Of those in a paid job, % in permanent employment	79%	75%	77%
Of those in a paid job, % working 15 hours or more	76%	81%	82%
% who say they (and their partner) are able to work as much as they want	38%	41%	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	88%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	28%	20%
% able to advocate for their child/family member	74%	65%	63%
% who have friends and family they see as often as they like	40%	38%	44%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		35%	
% who feel in control selecting services		36%	36%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			37%
% who rate their health as good, very good or excellent	71%	60%	57%

Table G.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,767) – VIC¹⁵⁰

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	72%
S/CP	Has the NDIS improved how your child fits into community life?	60%

¹⁵⁰ Results in Tables G.20 to G.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables G.24 to G.27.

Table G.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=4,853) – VIC

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	59%
LL	Has the NDIS improved your child's access to education?	37%
REL	Has the NDIS improved your child's relationships with family and friends?	48%
S/CP	Has the NDIS improved your child's social and recreational life?	46%

Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=2,684) and ‘Participant 25 and over’ (n=8,997) – VIC

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	57%	63%
DL	Has the NDIS helped you with daily living activities?	59%	67%
REL	Has the NDIS helped you to meet more people?	47%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	25%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%
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%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	17%
S/CP	Has the NDIS helped you be more involved?	52%	55%

Table G.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=6,182); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,821) – 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?	60%	49%
Has the NDIS improved the level of support for your family?	67%	62%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	
Has the NDIS improved your health and wellbeing?	40%	34%

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 0 to school’ (n=340) – VIC¹⁵¹

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	89%	93%	+4%
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?	79%	84%	+5%
REL	Has the NDIS improved how your child fits into family life?	69%	74%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	55%	61%	+6%

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 version ‘Participant school to 14’ (n=1,713) – VIC

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	66%	+10%
LL	Has the NDIS improved your child's access to education?	31%	33%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	47%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	+3%

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 versions ‘Participant 15 to 24’ (n=957) and ‘Participant 25 and over’ (n=2,822) – 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?	56%	61%	+5%	63%	71%	+7%
DL	Has the NDIS helped you with daily living activities?	58%	64%	+6%	69%	77%	+8%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	48%	54%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	17%	-3%	26%	25%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	46%	51%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	38%	+1%	33%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	12%	-4%	17%	15%	-2%
S/CP	Has the NDIS helped you be more involved?	51%	56%	+5%	56%	62%	+6%

¹⁵¹ Results in Tables G.24 to G.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table G.27 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’ (n=1,619); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=256) – VIC

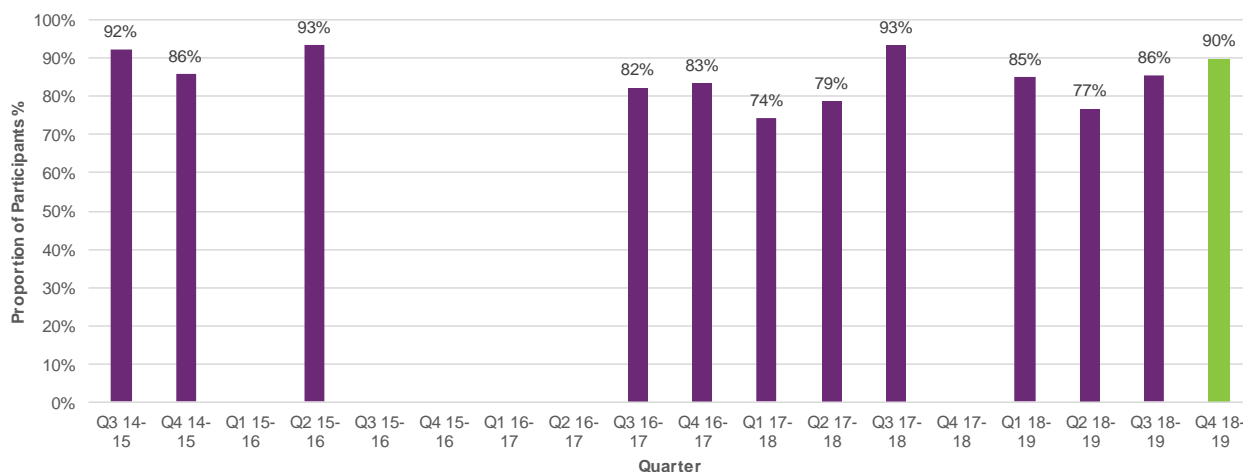
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	64%	+3%	52%	52%	0%
Has the NDIS improved the level of support for your family?	67%	72%	+5%	60%	65%	+5%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	73%	+6%	64%	68%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	77%	+3%			
Has the NDIS improved your health and wellbeing?	36%	39%	+3%	33%	29%	-4%

Table G.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=3,597) – VIC¹⁵²

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	14%	20%	
Aged 25+	22%	22%	26%
Aged 15+ (average)	20%	22%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	33%	41%	41%
Aged 25+	36%	43%	
Aged 15+ (average)	36%	43%	

¹⁵² Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

Figure G.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (VIC)*¹⁵³



*The result for Q4 of 2018-19 is based on 59 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 90% gave a rating of good or very good, 10% gave a neutral rating and 0% gave a rating of poor or very poor.

Table G.29 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	97%	3%	0%
I had enough time to tell my story and say what support I need	92%	5%	3%
The planner knows what I can do well	83%	12%	5%
The planner had some good ideas for my plan	90%	2%	8%
I know what is in my plan	85%	7%	8%
The planner helped me think about my future	81%	14%	5%
I think my plan will make my life better	83%	12%	5%
The planning meeting went well	97%	3%	0%

¹⁵³ Participant satisfaction results are not shown if there is insufficient data in the group.
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Table G.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (VIC)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N = 677	N = 438
Are you happy with how coming into the NDIS has gone?	77%	75%
Was the person from the NDIS respectful?	94%	96%
Do you understand what will happen next with your plan?	69%	71%
Pre-planning	N = 525	N = 543
Did the person from the NDIS understand how your disability affects your life?	86%	90%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	79%	86%
Are you clear on what happens next with your plan?	73%	78%
Do you know where to go for more help with your plan?	79%	84%
Planning	N = 652	N = 573
Did the person from the NDIS understand how your disability affects your life?	86%	91%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	77%	84%
Are you clear on what happens next with your plan?	74%	78%
Do you know where to go for more help with your plan?	81%	83%
Plan review	N = 441	N = 373
Did the person from the NDIS understand how your disability affects your life?	81%	84%
Did you feel prepared for your plan review?	82%	81%
Is your NDIS plan helping you to make progress towards your goals?	85%	82%

Table G.31 Plan reviews conducted per quarter – excluding plans less than 30 days – VIC¹⁵⁴

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	58,907	15,769	74,676
<i>Early intervention plans</i>	8,659	2,096	10,755
<i>Permanent disability plans</i>	50,248	13,673	63,921

¹⁵⁴ 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.

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

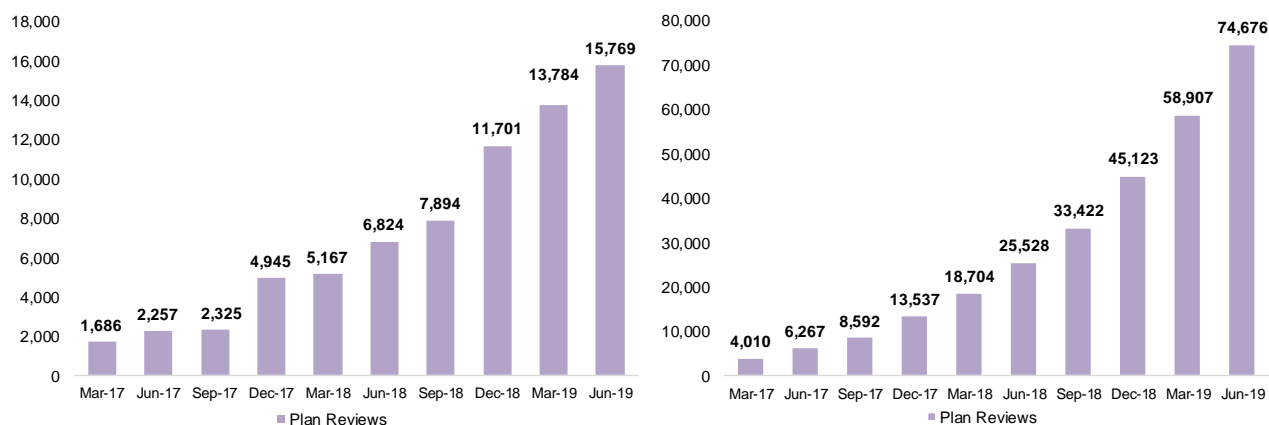


Table G.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	46,426	13,551	59,977
<i>Trial participants</i>	11,823	1,031	12,854
<i>Transition participants</i>	34,603	12,520	47,123

Figure G.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC¹⁵⁵

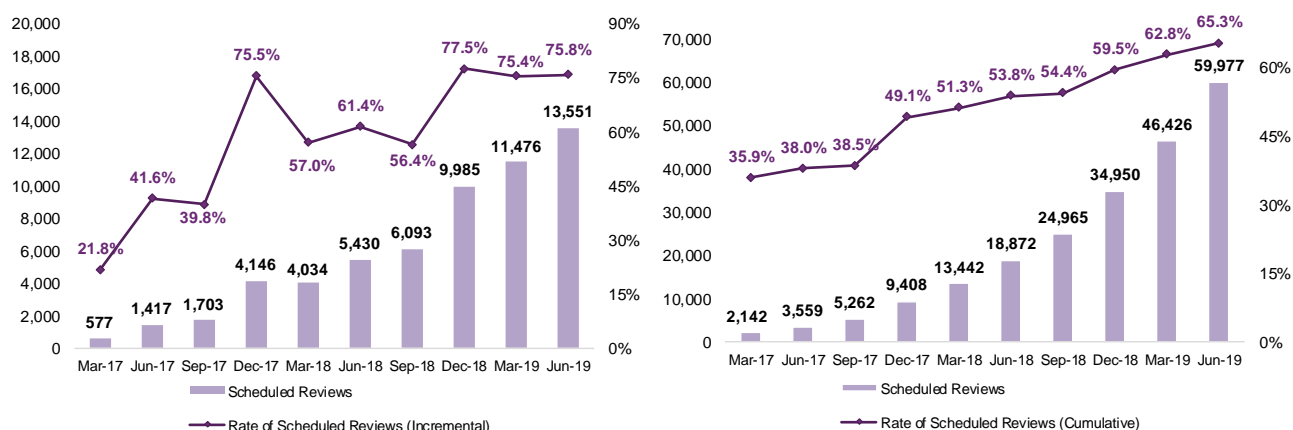


Table G.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	12,481	2,218	14,699
<i>Trial participants</i>	2,110	235	2,345
<i>Transition participants</i>	10,371	1,983	12,354

Table G.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC¹⁵⁶

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	16.9%	12.4%	16.0%

¹⁵⁵ The rates in these charts are calculated as the number of 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.

¹⁵⁶ 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.

Figure G.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC¹⁵⁷

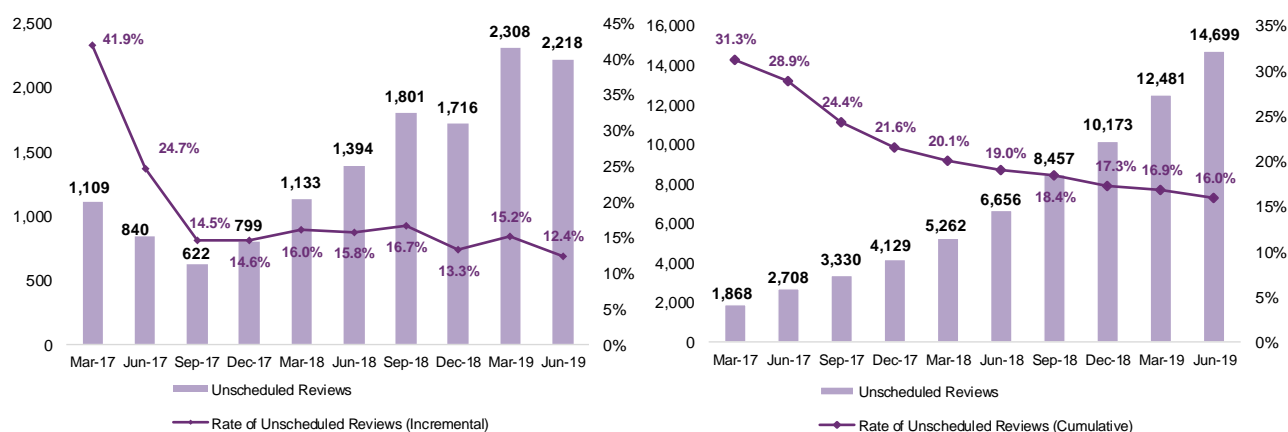


Table G.35 AAT cases by category – VIC

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	97	28%	18	30%	115	28%
Plan	182	53%	27	44%	209	51%
Plan Review	36	10%	<11		41	10%
Other	30	9%	11	18%	41	10%
Total	345	100%	61	100%	406	100%
% of all access decisions¹⁵⁸	0.28%		0.25%		0.27%	

Table G.36 AAT cases by open/closed and decision – VIC

	N
AAT Cases	406
Open AAT Cases	126
Closed AAT Cases	280
Resolved before hearing	264
Gone to hearing and received a substantive decision	16*

*Of the 16 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 2 varied the Agency's decision and 7 set aside the Agency's decision.

Table G.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	18%	19%	18%
Self-managed partly	12%	13%	12%
Plan managed	34%	40%	36%
Agency managed	36%	28%	33%
Total	100%	100%	100%

¹⁵⁷ The rates in these charts are calculated as the number of 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.

¹⁵⁸ 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.

Figure G.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – VIC¹⁵⁹

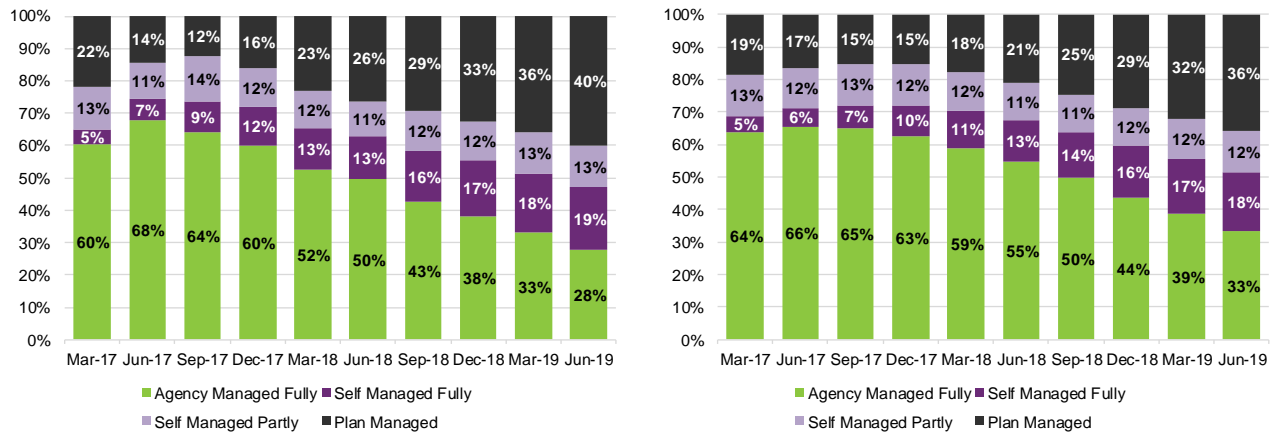


Table G.38 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	46%	46%	46%

Table G.39 Duration to plan activation by quarter of initial plan approval for active participants – VIC^{160,161}

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	29,128	71%	5,740	67%
30 to 59 days	4,458	11%	1,010	12%
60 to 89 days	2,169	5%	485	6%
Activated within 90 days	35,755	87%	7,235	84%
90 to 119 days	1,169	3%	310	4%
120 days and over	2,777	7%	363	4%
Activated after 90 days	3,946	10%	673	8%
No payments	1,395	3%	662	8%
Total plans approved	41,096	100%	8,570	100%

¹⁵⁹ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

¹⁶⁰ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁶¹ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table G.40 Proportion of active participants with plan activated within 12 months – VIC

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	837	899	93%
Not Aboriginal and Torres Strait Islander	33,285	34,531	96%
Not Stated	2,447	2,547	96%
Total	36,569	37,977	96%
by Culturally and Linguistically Diverse status			
CALD	2,499	2,567	97%
Not CALD	33,794	35,131	96%
Not Stated	276	279	99%
Total	36,569	37,977	96%
by Remoteness			
Major Cities	22,927	23,758	97%
Regional	13,594	14,167	96%
Remote	21	24	88%
Missing	27	28	96%
Total	36,569	37,977	96%
by Primary Disability type			
Autism	9,422	9,738	97%
Intellectual Disability (including Down Syndrome)	11,122	11,455	97%
Psychosocial Disability	4,169	4,400	95%
Developmental Delay (including Global Developmental Delay)	2,375	2,533	94%
Other	9,481	9,851	96%
Total	36,569	37,977	96%

Table G.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – VIC^{162,163}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	41%	71%	44%
50% to 75%	24%	18%	24%
> 75%	35%	11%	33%
Total	100%	100%	100%

Table G.42 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2018-19 Q4	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	42%	43%	42%
Lifelong Learning	9%	9%	9%
Other	11%	11%	11%
Non-categorised	34%	33%	33%
Any mainstream service	91%	92%	91%

¹⁶² This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁶³ 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.

Part Three: Providers and the growing market

Table G.43 Key provider indicators by quarter - VIC¹⁶⁴

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	2,762	338	3,066
<i>Company/ organisation</i>	3,907	280	4,136
<i>Total</i>	6,669	618	7,202
b) Registration revoked	85		

¹⁶⁴ The total number of providers as at 30 June 2019 (7,202) is not the sum of the number of providers as at 31 March 2019 (6,669) and the providers registered in the fourth quarter of 2018-19 (618). This is due to 85 providers whose registration ended during the fourth quarter of 2018-19.

Table G.44 Number of approved providers by registration group - VIC^{165,166}

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	774	94	868	12%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	291	55	346	19%
Assistance with travel/transport arrangements	1,571	169	1,740	11%
Daily Personal Activities	495	74	569	15%
Group and Centre Based Activities	477	54	531	11%
High Intensity Daily Personal Activities	454	62	516	14%
Household tasks	2,030	245	2,275	12%
Interpreting and translation	578	61	639	11%
Participation in community, social and civic activities	558	79	637	14%
Assistive Technology				
Assistive equipment for recreation	648	65	713	10%
Assistive products for household tasks	831	79	910	10%
Assistance products for personal care and safety	1,167	105	1,272	9%
Communication and information equipment	506	45	551	9%
Customised Prosthetics	400	24	424	6%
Hearing Equipment	219	24	243	11%
Hearing Services	17	0	17	0%
Personal Mobility Equipment	841	78	919	9%
Specialised Hearing Services	59	0	59	0%
Vision Equipment	247	33	280	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	513	78	591	15%
Behaviour Support	384	49	433	13%
Community nursing care for high needs	904	105	1,009	12%
Development of daily living and life skills	520	72	592	14%
Early Intervention supports for early childhood	367	5	372	1%
Exercise Physiology and Physical Wellbeing activities	696	79	775	11%
Innovative Community Participation	1,153	163	1,316	14%
Specialised Driving Training	221	21	242	10%
Therapeutic Supports	3,133	297	3,430	9%
Capital services				
Home modification design and construction	918	107	1,025	12%
Specialised Disability Accommodation	328	56	384	17%
Vehicle Modifications	225	36	261	16%
Choice and control support services				
Management of funding for supports in participants plan	359	50	409	14%
Support Coordination	460	74	534	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	128	2	130	2%
Specialised Supported Employment	82	1	83	1%
Total approved providers	6,584	618	7,202	9%

¹⁶⁵ The 85 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

¹⁶⁶ 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 G.45 Key markets indicators by quarter – VIC

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.50	1.50
b) Number of providers delivering new supports	764	795
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	35%	36%
<i>Not yet active (%)</i>	56%	55%
<i>Inactive (%)</i>	9%	9%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	90%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	85%	86%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	91%	92%

Table G.46 Cumulative number of providers that have been active by registration group – VIC

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	51	10	61	20%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	127	20	147	16%
Assistance with travel/transport arrangements	308	38	346	12%
Daily Personal Activities	360	44	404	12%
Group and Centre Based Activities	260	12	272	5%
High Intensity Daily Personal Activities	282	10	292	4%
Household tasks	650	105	755	16%
Interpreting and translation	26	7	33	27%
Participation in community, social and civic activities	388	54	442	14%
Assistive Technology				
Assistive equipment for recreation	40	2	42	5%
Assistive products for household tasks	41	6	47	15%
Assistance products for personal care and safety	341	44	385	13%
Communication and information equipment	47	2	49	4%
Customised Prosthetics	94	14	108	15%
Hearing Equipment	32	0	32	0%
Hearing Services	5	1	6	20%
Personal Mobility Equipment	145	11	156	8%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	17	0	17	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	353	47	400	13%
Behaviour Support	150	16	166	11%
Community nursing care for high needs	105	15	120	14%
Development of daily living and life skills	279	33	312	12%
Early Intervention supports for early childhood	266	11	277	4%
Exercise Physiology and Physical Wellbeing activities	115	17	132	15%
Innovative Community Participation	70	12	82	17%
Specialised Driving Training	30	7	37	23%
Therapeutic Supports	1,520	153	1,673	10%
Capital services				
Home modification design and construction	78	12	90	15%
Specialised Disability Accommodation	39	5	44	13%
Vehicle Modifications	23	1	24	4%
Choice and control support services				
Management of funding for supports in participants plan	179	23	202	13%
Support Coordination	101	17	118	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	66	9	75	14%
Specialised Supported Employment	60	2	62	3%
Total approved active providers	2,897	333	3,230	11%

Table G.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – VIC

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	161	707	868	11	50	61
Assistance Animals	0	2	2	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	24	322	346	4	143	147
Assistance with travel/transport arrangements	433	1,307	1,740	50	296	346
Daily Personal Activities	43	526	569	25	379	404
Group and Centre Based Activities	42	489	531	8	264	272
High Intensity Daily Personal Activities	35	481	516	17	275	292
Household tasks	757	1,518	2,275	265	490	755
Interpreting and translation	95	544	639	4	29	33
Participation in community, social and civic activities	60	577	637	34	408	442
Assistive Technology						
Assistive equipment for recreation	172	541	713	3	39	42
Assistive products for household tasks	202	708	910	2	45	47
Assistance products for personal care and safety	243	1,029	1,272	38	347	385
Communication and information equipment	160	391	551	11	38	49
Customised Prosthetics	96	328	424	12	96	108
Hearing Equipment	38	205	243	2	30	32
Hearing Services	0	17	17	0	6	6
Personal Mobility Equipment	235	684	919	15	141	156
Specialised Hearing Services	16	43	59	0	8	8
Vision Equipment	60	220	280	2	15	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	73	518	591	50	350	400
Behaviour Support	86	347	433	37	129	166
Community nursing care for high needs	177	832	1,009	13	107	120
Development of daily living and life skills	61	531	592	26	286	312
Early Intervention supports for early childhood	195	177	372	143	134	277
Exercise Physiology and Physical Wellbeing activities	220	555	775	37	95	132
Innovative Community Participation	453	863	1,316	23	59	82
Specialised Driving Training	50	192	242	14	23	37
Therapeutic Supports	1,778	1,652	3,430	864	809	1,673
Capital services						
Home modification design and construction	303	722	1,025	22	68	90
Specialised Disability Accommodation	44	340	384	2	42	44
Vehicle Modifications	37	224	261	0	24	24
Choice and control support services						
Management of funding for supports in participants plan	50	359	409	22	180	202

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	57	477	534	16	102	118
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	126	130	2	73	75
Specialised Supported Employment	0	83	83	0	62	62
Total	3,066	4,136	7,202	1,333	1,897	3,230

Table G.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – VIC

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%	868	18%	82%	61
Assistance Animals	0%	100%	2	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	346	3%	97%	147
Assistance with travel/transport arrangements	25%	75%	1,740	14%	86%	346
Daily Personal Activities	8%	92%	569	6%	94%	404
Group and Centre Based Activities	8%	92%	531	3%	97%	272
High Intensity Daily Personal Activities	7%	93%	516	6%	94%	292
Household tasks	33%	67%	2,275	35%	65%	755
Interpreting and translation	15%	85%	639	12%	88%	33
Participation in community, social and civic activities	9%	91%	637	8%	92%	442
Assistive Technology						
Assistive equipment for recreation	24%	76%	713	7%	93%	42
Assistive products for household tasks	22%	78%	910	4%	96%	47
Assistance products for personal care and safety	19%	81%	1,272	10%	90%	385
Communication and information equipment	29%	71%	551	22%	78%	49
Customised Prosthetics	23%	77%	424	11%	89%	108
Hearing Equipment	16%	84%	243	6%	94%	32
Hearing Services	0%	100%	17	0%	100%	6
Personal Mobility Equipment	26%	74%	919	10%	90%	156
Specialised Hearing Services	27%	73%	59	0%	100%	8
Vision Equipment	21%	79%	280	12%	88%	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	12%	88%	591	13%	88%	400
Behaviour Support	20%	80%	433	22%	78%	166
Community nursing care for high needs	18%	82%	1,009	11%	89%	120
Development of daily living and life skills	10%	90%	592	8%	92%	312
Early Intervention supports for early childhood	52%	48%	372	52%	48%	277
Exercise Physiology and Physical Wellbeing activities	28%	72%	775	28%	72%	132

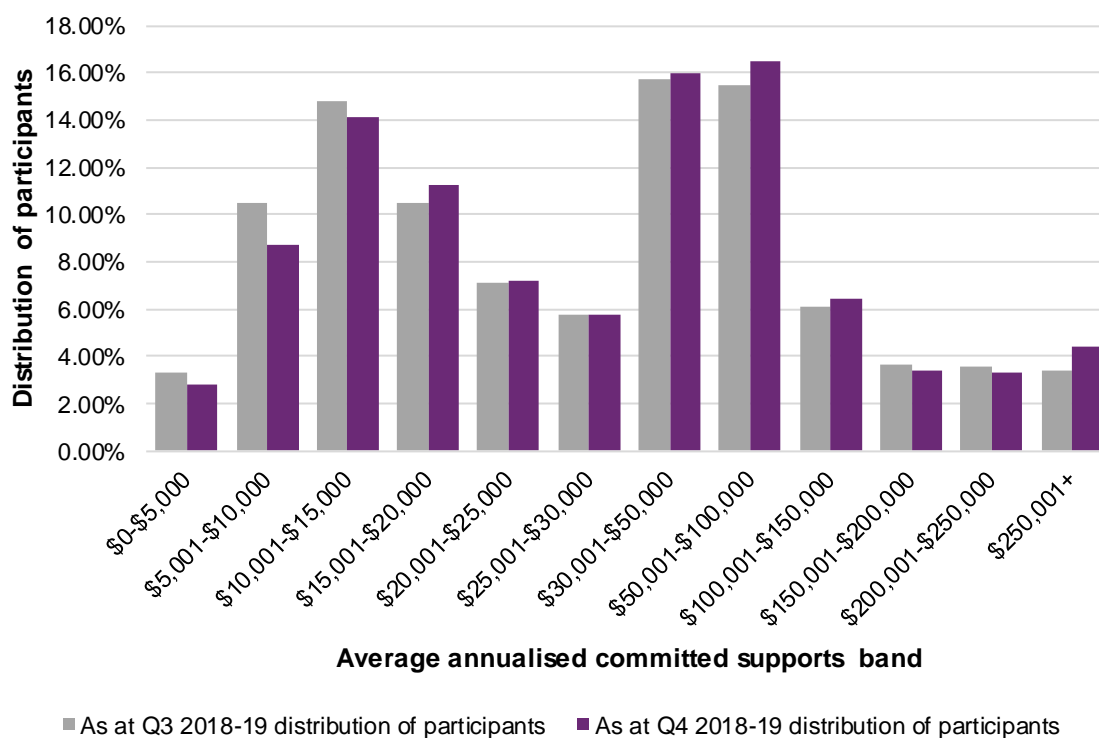
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	34%	66%	1,316	28%	72%	82
Specialised Driving Training	21%	79%	242	38%	62%	37
Therapeutic Supports	52%	48%	3,430	52%	48%	1,673
Capital services						
Home modification design and construction	30%	70%	1,025	24%	76%	90
Specialised Disability Accommodation	11%	89%	384	5%	95%	44
Vehicle Modifications	14%	86%	261	0%	100%	24
Choice and control support services						
Management of funding for supports in participants plan	12%	88%	409	11%	89%	202
Support Coordination	11%	89%	534	14%	86%	118
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3%	97%	130	3%	97%	75
Specialised Supported Employment	0%	100%	83	0%	100%	62
Total	43%	57%	7,202	41%	59%	3,230

Part Five: Financial sustainability

Table G.49 Committed supports by financial year (\$m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	53.0	162.6	203.1	493.2	1,431.2	3,469.5	5,812.7

Figure G.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (VIC)¹⁶⁷



¹⁶⁷ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.
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Figure G.15 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (VIC)¹⁶⁸

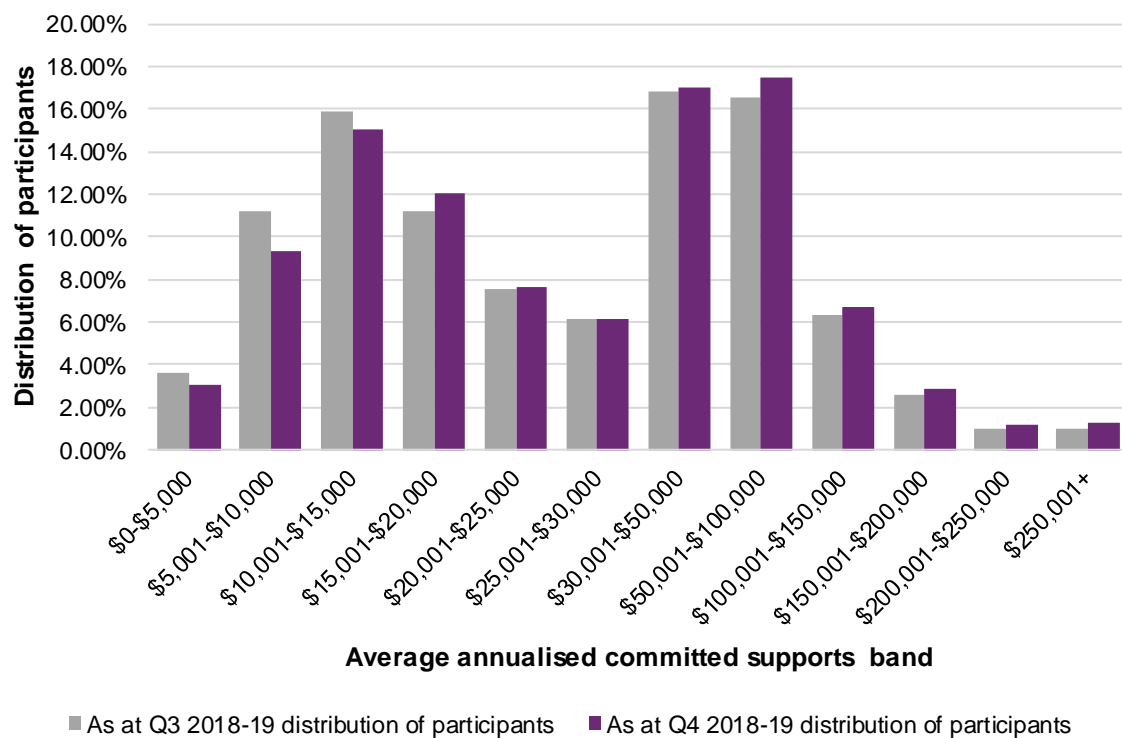


Figure G.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (VIC)¹⁶⁹

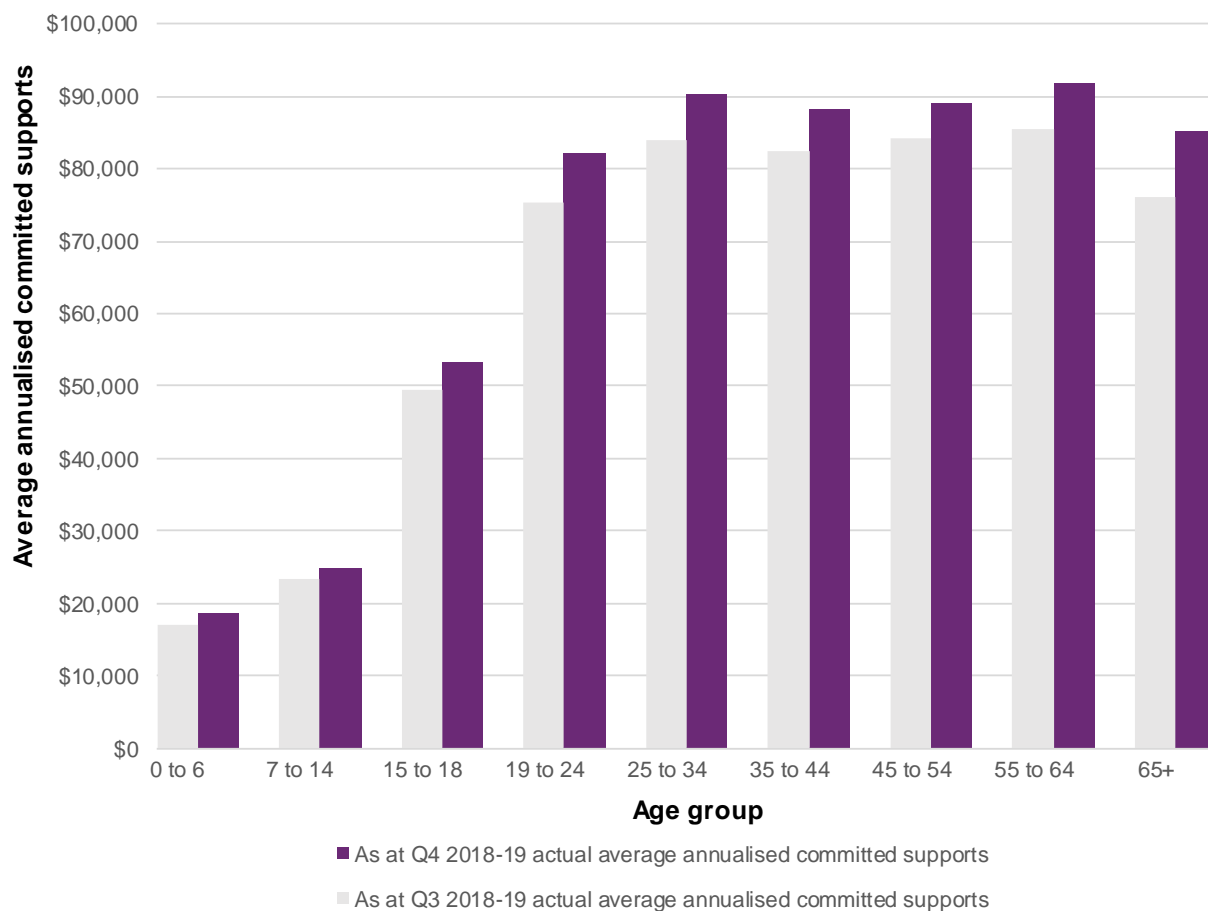
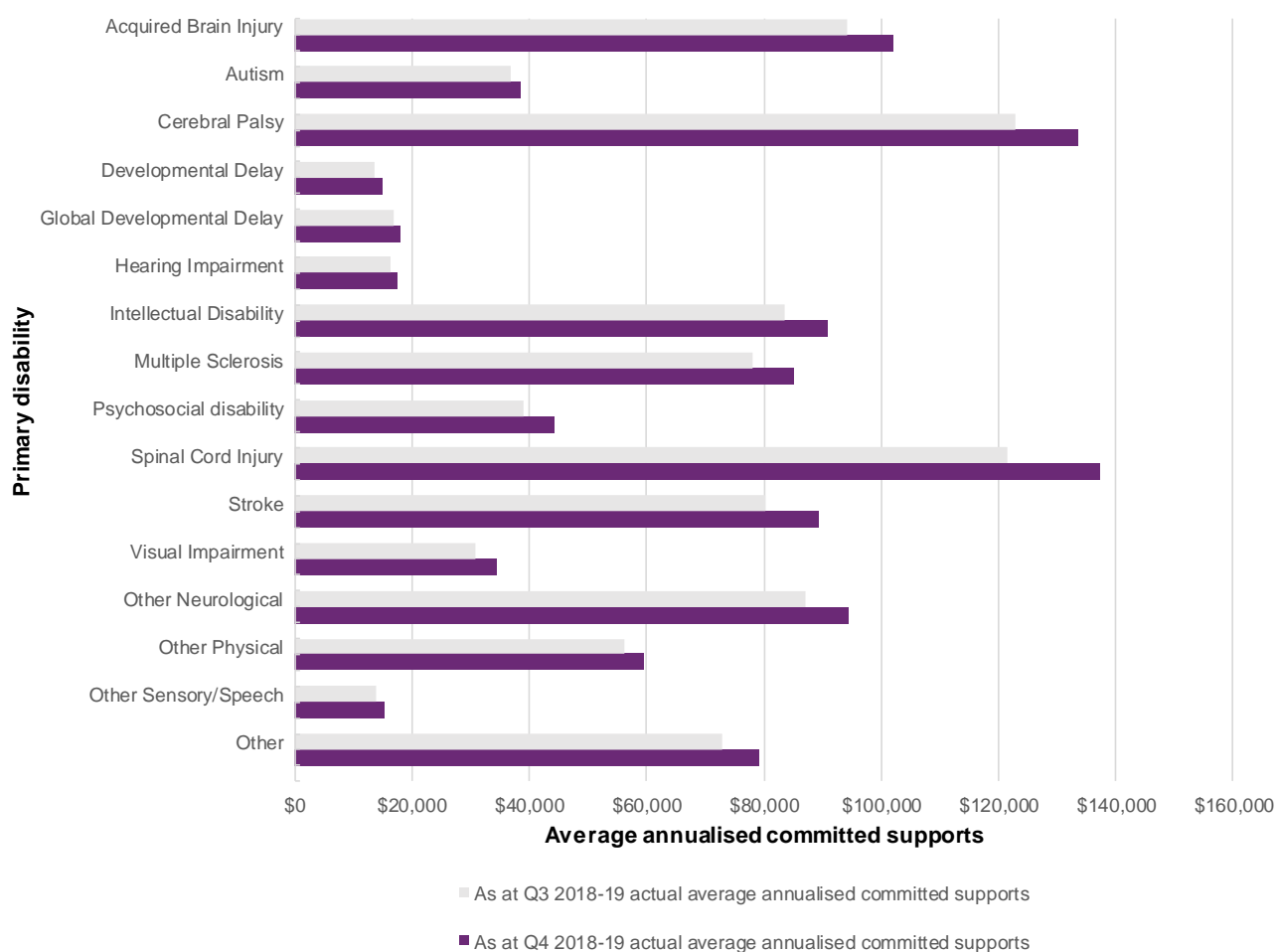


Figure G.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC)¹⁷⁰



¹⁷⁰ Ibid.

Figure G.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC)¹⁷¹

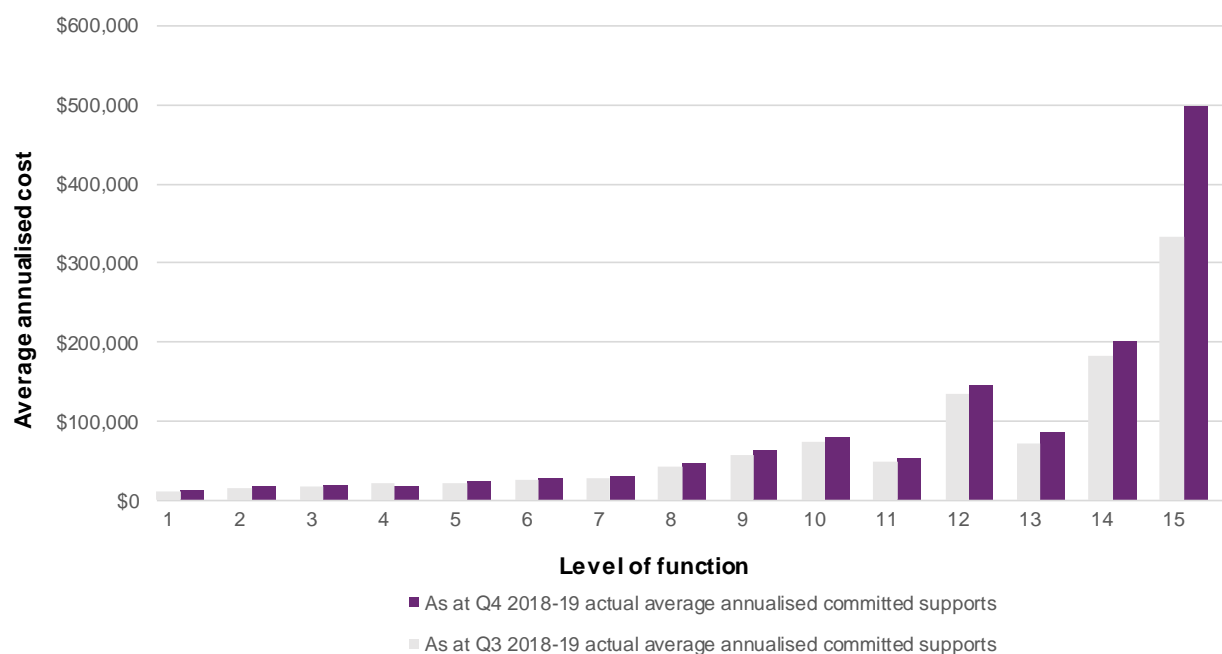


Table G.50 Payments by financial year, compared to committed supports (\$m) – VIC

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	53.0	162.6	203.1	493.2	1,431.2	3,469.5	5,812.7
Total paid	32.5	128.3	160.9	333.0	945.1	2,092.0	3,691.9
% utilised to date	61%	79%	79%	68%	66%	60%	64%

¹⁷¹ Ibid.

Figure G.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (VIC)

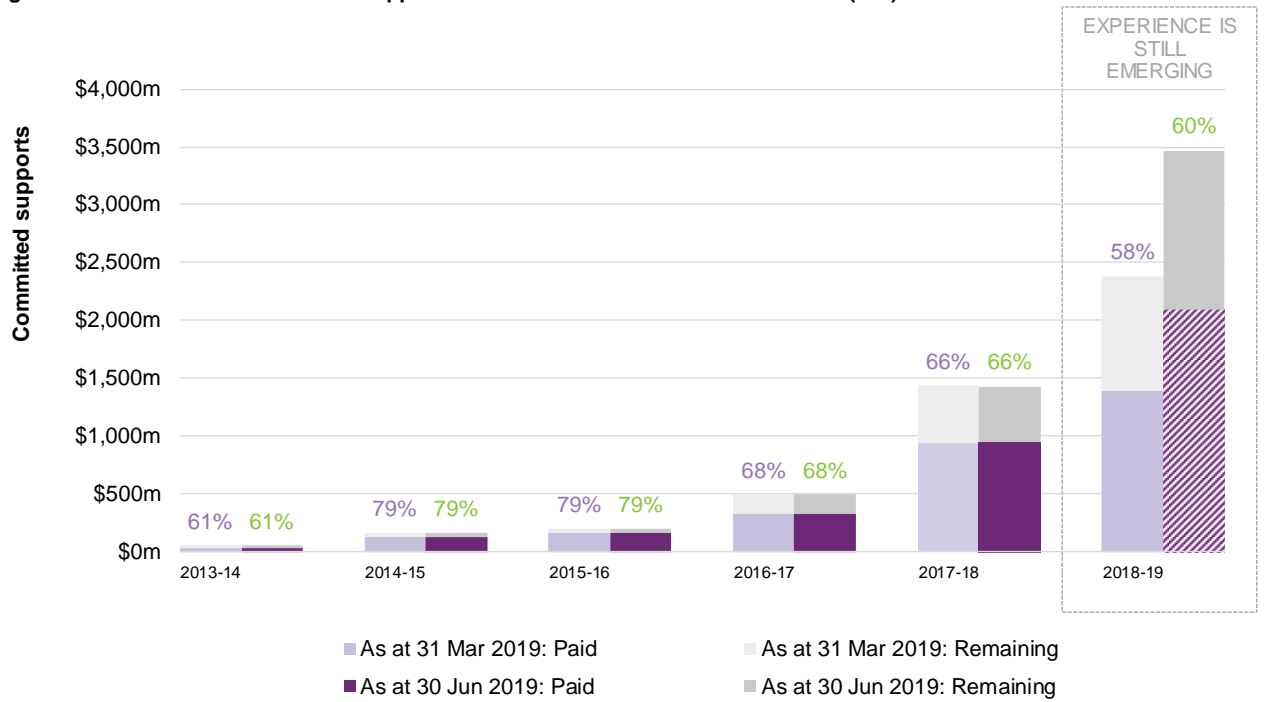
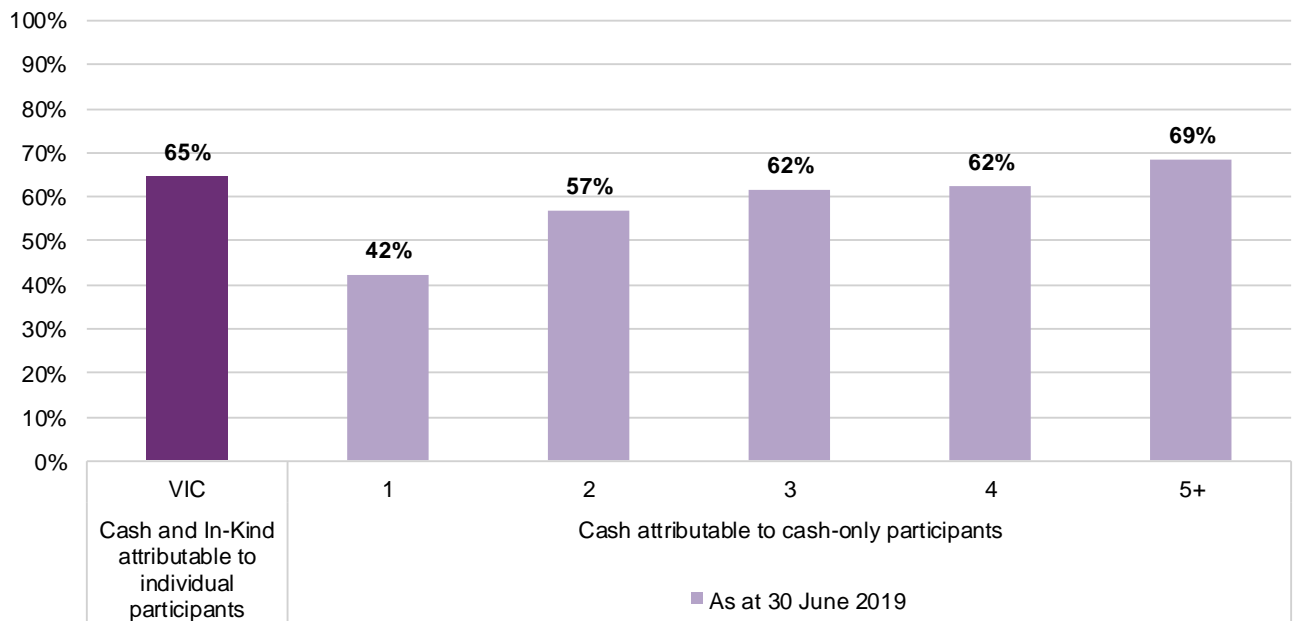


Figure G.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (VIC)¹⁷²



¹⁷² Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure G.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (VIC)¹⁷³

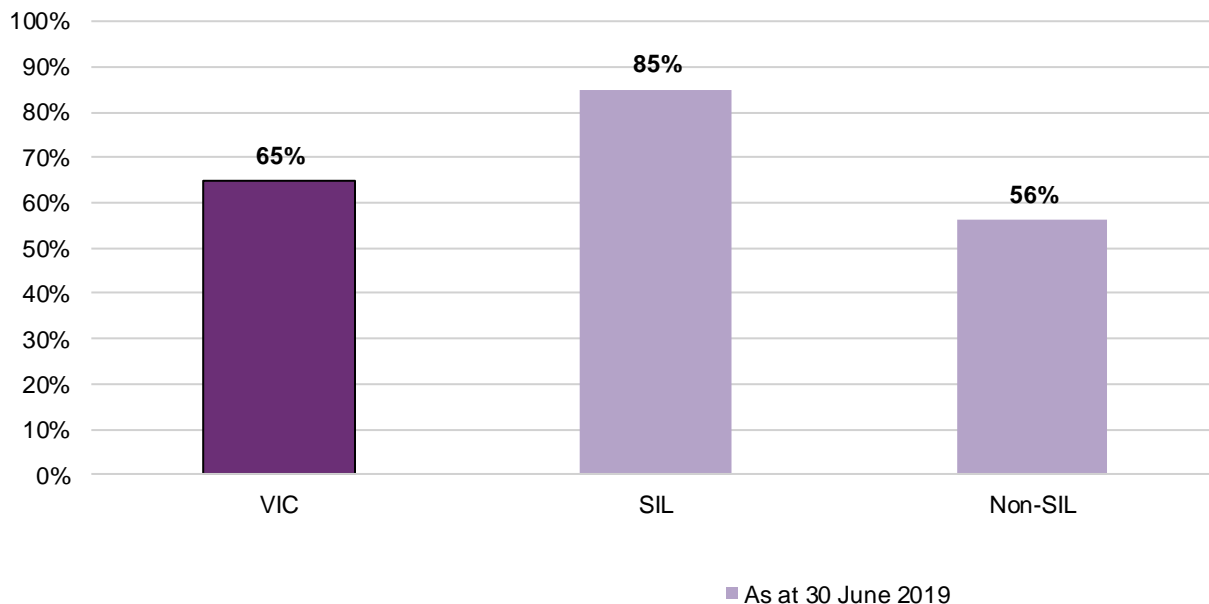
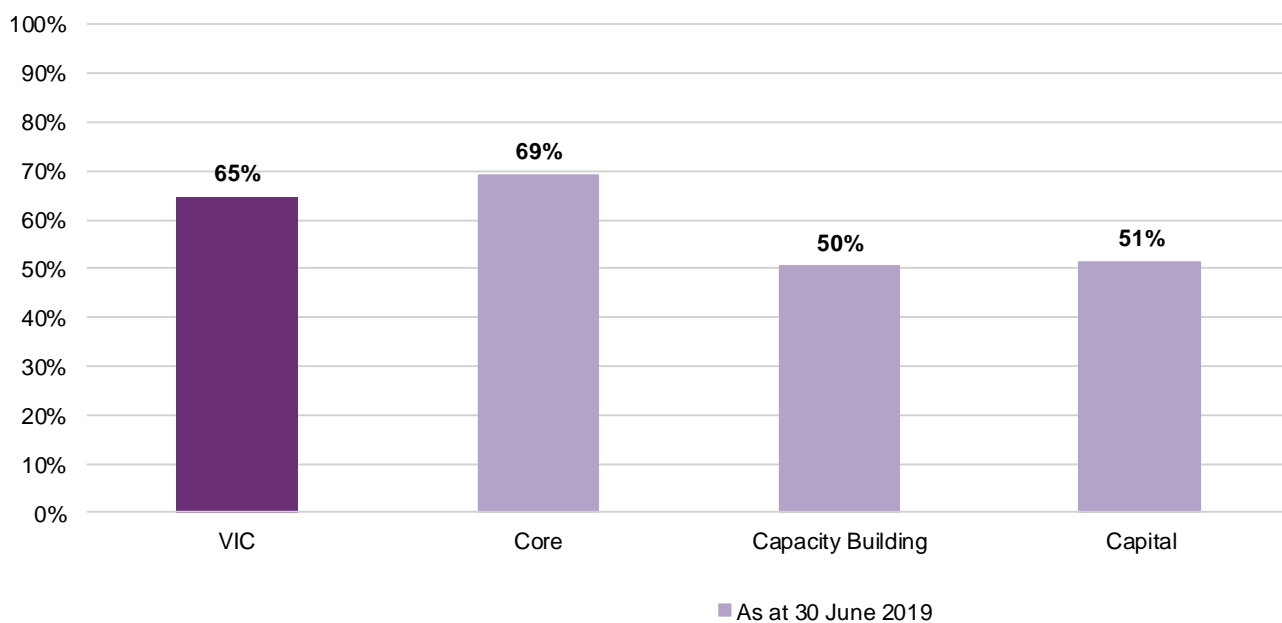


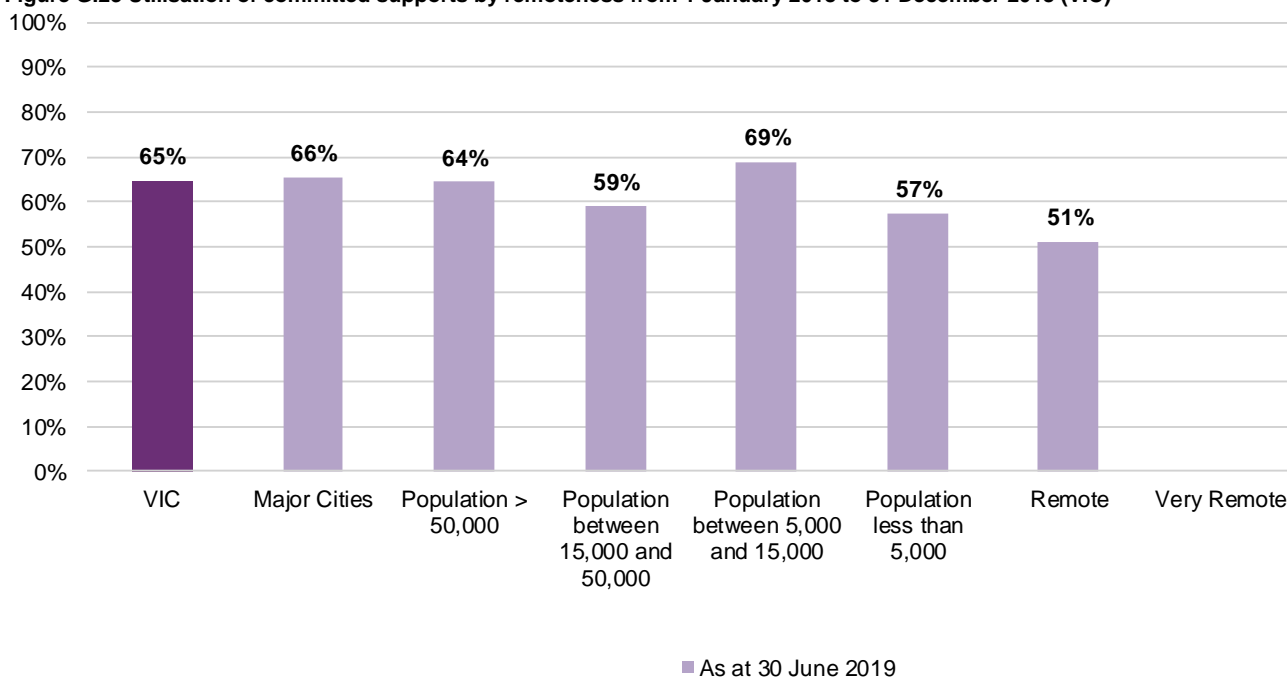
Figure G.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (VIC)¹⁷⁴



¹⁷³ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

¹⁷⁴ Ibid.

Figure G.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (VIC)^{175,176}



¹⁷⁵ Ibid.

¹⁷⁶ Utilisation is not shown if there is insufficient data in the group.

Appendix H:

Queensland

Part One: Participants and their plans

Table H.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	43,087	6,772	49,859	52,249	91,217

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD¹⁷⁷

	Prior Quarters	2018-19 Q4	Total
Access decisions	58,721	7,100	65,821
Access Met	49,351	4,707	54,058
State	29,821	912	30,733
Commonwealth	5,315	774	6,089
New	14,215	3,021	17,236
Total Participant Plans	46,036	9,162	52,249
State	26,596	3,016	29,612
Commonwealth	4,275	1,047	5,322
New	12,216	2,709	14,925
ECEI ¹⁷⁸	2,949	2,390	2,390
Total Participant Plans	46,036	9,162	52,249
Early Intervention (s25)	6,775	1,512	8,287
Permanent Disability (s24)	36,312	5,260	41,572
ECEI ¹⁷⁹	2,949	2,390	2,390

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – QLD

Exits	
Total participant exits	846
Early Intervention participants	174
Permanent disability participants	672

¹⁷⁷ 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 Q4, 91% of people with a hearing impairment met the access criteria compared to 66% overall.

¹⁷⁸ 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.

¹⁷⁹ Ibid.

Table H.4 Cumulative position by services previously received – QLD¹⁸⁰

	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	10,103	1,415	5,006	475	16,999	31,155	55%
End of 2018-19 Q1	15,812	2,133	6,796	828	25,569	44,957	57%
End of 2018-19 Q2	20,596	3,063	9,227	2,606	35,492	58,759	60%
End of 2018-19 Q3	26,596	4,275	12,216	2,949	46,036	77,967	59%
End of 2018-19 Q4	29,612	5,322	14,925	2,390	52,249	91,217	57%

Table H.5 Cumulative position by entry into the Scheme – QLD¹⁸¹

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ¹⁸²	Permanent Disability ¹⁸³	ECEI	Total		
Trial	165	196		361	600	60%
End of 2016-17	1,331	5,856	254	7,441	14,966	50%
End of 2017-18	3,385	13,139	475	16,999	31,155	55%
End of 2018-19 Q1	4,208	20,533	828	25,569	44,957	57%
End of 2018-19 Q2	5,419	27,467	2,606	35,492	58,759	60%
End of 2018-19 Q3	6,775	36,312	2,949	46,036	77,967	59%
End of 2018-19 Q4	8,287	41,572	2,390	52,249	91,217	57%

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

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

	Prior Quarters		2018-19 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,422	8.1%	594	8.8%	4,016	8.2%
Not Aboriginal and Torres Strait Islander	36,857	87.2%	5,799	85.8%	42,656	87.0%
Not Stated	1,972	4.7%	369	5.5%	2,341	4.8%
Total	42,251	100%	6,762	100%	49,013	100%

¹⁸⁰ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

¹⁸¹ A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

¹⁸² Participants who met Section 25 of the NDIS Act for access

¹⁸³ Participants who met Section 24 of the NDIS Act for access

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – QLD¹⁸⁴

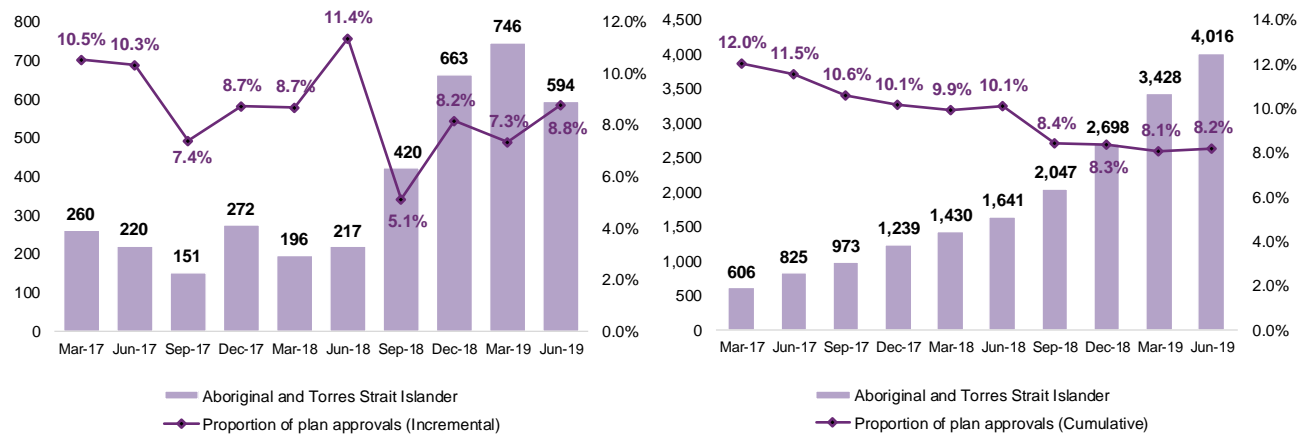


Table H.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	2,077	4.9%	384	5.7%	2,461	5.0%
Not CALD	40,141	95.0%	6,372	94.2%	46,513	94.9%
Not Stated	33	0.1%	<11		39	0.1%
Total	42,251	100%	6,762	100%	49,013	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – QLD¹⁸⁵

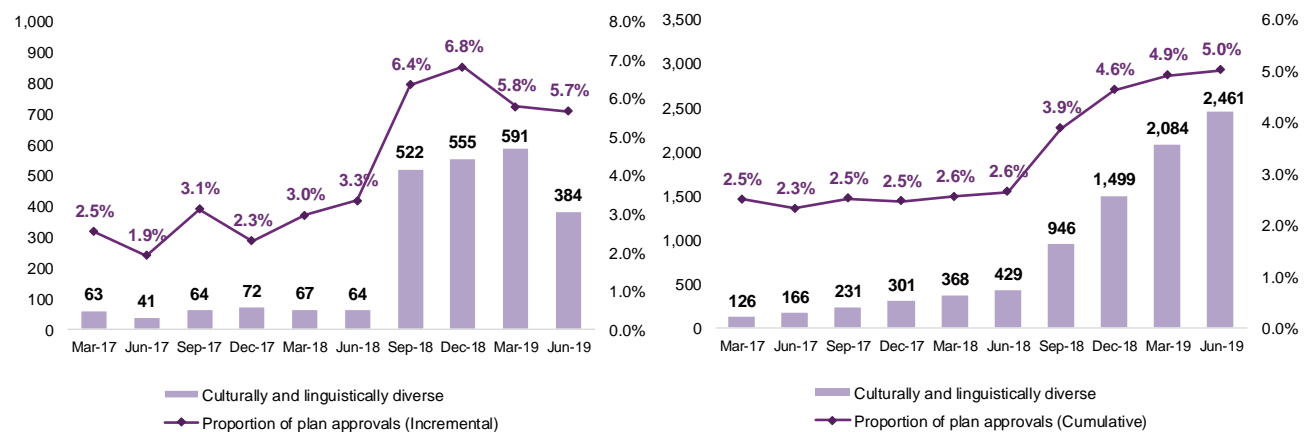


Table H.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	745	1.8%	185	2.7%	930	1.9%
Not YPIRAC	41,506	98.2%	6,577	97.3%	48,083	98.1%
Total	42,251	100%	6,762	100%	49,013	100%

¹⁸⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁸⁵ Ibid.

Figure H.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – QLD¹⁸⁶

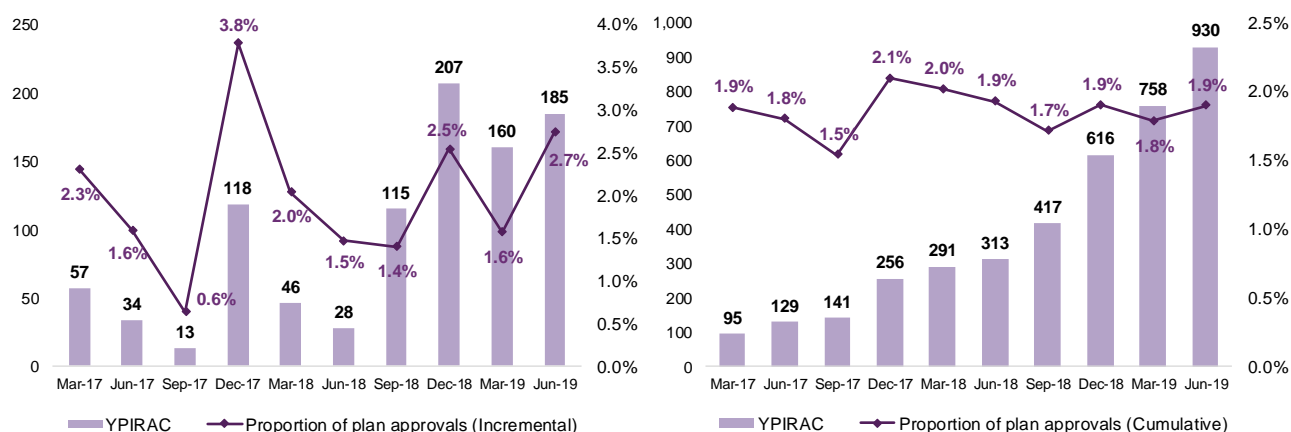


Table H.9 Participants who are YPIRAC by age group – QLD

Age group	All Quarters	
	N	%
Under 45	34	3.7%
45 to 54	152	16.3%
55 to 64	575	61.8%
65 and above	169	18.2%
Total YPIRAC	930	100%

Table H.10 Participant profile per quarter by remoteness – QLD^{187,188}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	21,879	51.8%	4,722	69.9%	26,601	54.3%
Population > 50,000	12,585	29.8%	1,122	16.6%	13,707	28.0%
Population between 15,000 and 50,000	1,596	3.8%	282	4.2%	1,878	3.8%
Population between 5,000 and 15,000	2,063	4.9%	202	3.0%	2,265	4.6%
Population less than 5,000	3,239	7.7%	337	5.0%	3,576	7.3%
Remote	465	1.1%	42	0.6%	507	1.0%
Very Remote	382	0.9%	45	0.7%	427	0.9%
Missing	42		<11		52	
Total	42,251	100%	6,762	100%	49,013	100%

¹⁸⁶ Ibid.

¹⁸⁷ This table is based on the Modified Monash Model measure of remoteness.

¹⁸⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – QLD¹⁸⁹

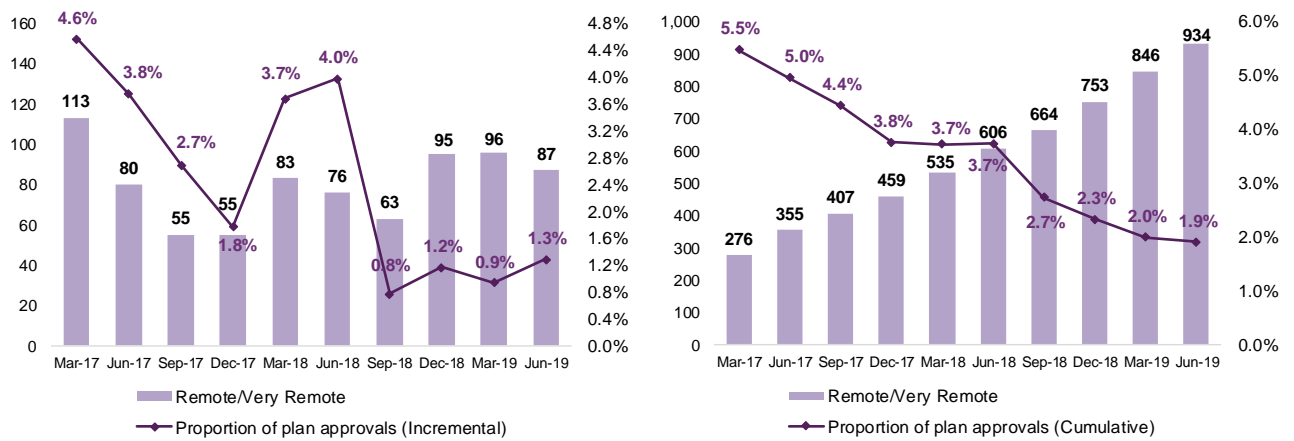


Table H.11 Participant profile per quarter by disability group – QLD^{190,191}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	11,694	28%	2,232	33%	13,926	28%
Intellectual Disability ¹⁹²	11,195	26%	1,229	18%	12,424	25%
Psychosocial disability	3,177	8%	660	10%	3,837	8%
Developmental Delay	1,529	4%	457	7%	1,986	4%
Other Neurological	2,299	5%	320	5%	2,619	5%
Cerebral Palsy	2,422	6%	307	5%	2,729	6%
Other Physical	2,479	6%	340	5%	2,819	6%
Hearing Impairment	1,762	4%	398	6%	2,160	4%
ABI	1,772	4%	274	4%	2,046	4%
Visual Impairment	942	2%	108	2%	1,050	2%
Multiple Sclerosis	818	2%	65	1%	883	2%
Global Developmental Delay	298	1%	157	2%	455	1%
Stroke	660	2%	101	1%	761	2%
Spinal Cord Injury	921	2%	83	1%	1,004	2%
Other Sensory/Speech	222	1%	21	0%	243	0%
Other	61	0%	<11		71	0%
Total	42,251	100%	6,762	100%	49,013	100%

¹⁸⁹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁹⁰ Table order based on national proportions (highest to lowest)

¹⁹¹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁹² Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in QLD (2,049).

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – QLD¹⁹³

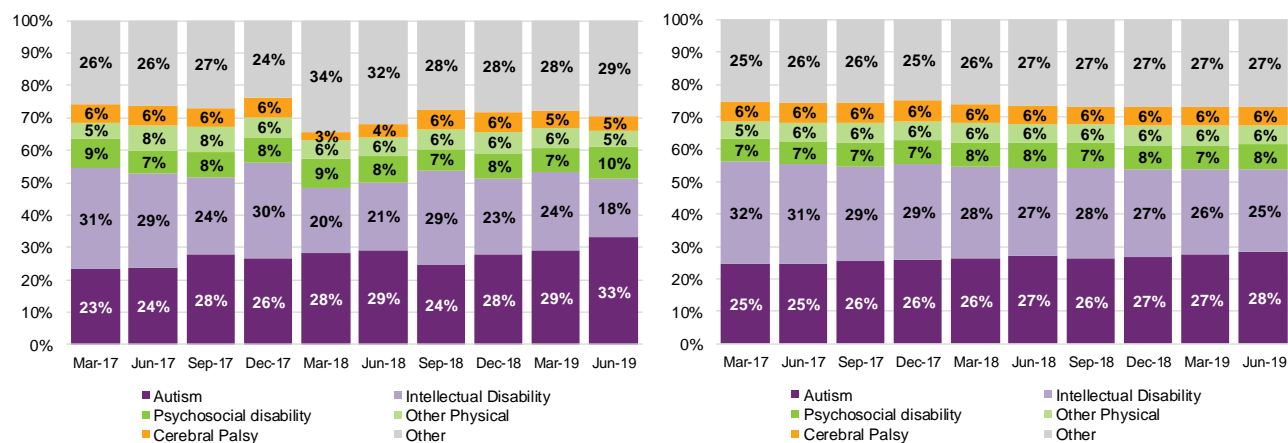
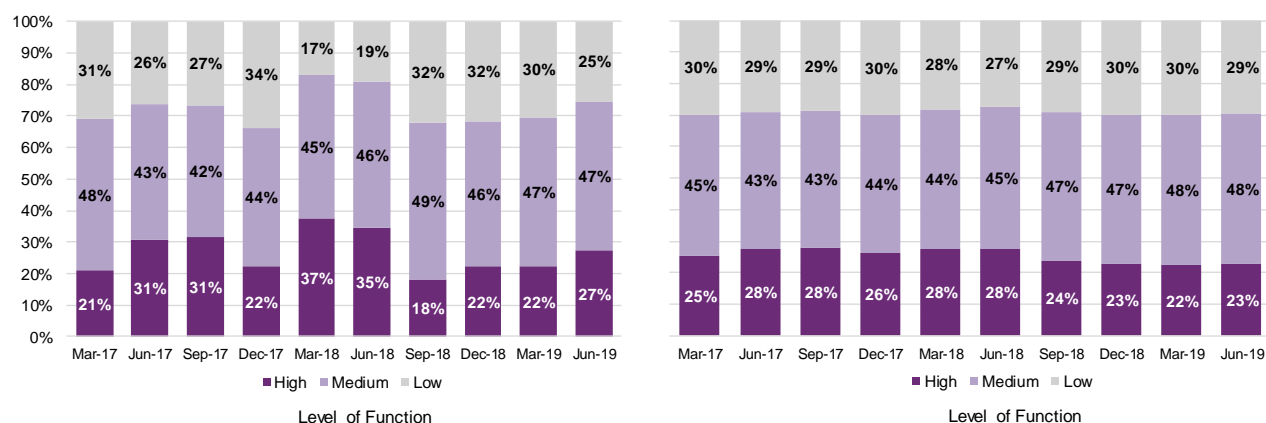


Table H.12 Participant profile per quarter by level of function – QLD¹⁹⁴

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	2,315	5%	611	9%	2,926	6%
2 (High Function)	46	0%	<11		53	0%
3 (High Function)	2,291	5%	416	6%	2,707	6%
4 (High Function)	2,330	6%	395	6%	2,725	6%
5 (High Function)	2,361	6%	424	6%	2,785	6%
6 (Moderate Function)	7,246	17%	1,448	21%	8,694	18%
7 (Moderate Function)	2,358	6%	359	5%	2,717	6%
8 (Moderate Function)	4,152	10%	509	8%	4,661	10%
9 (Moderate Function)	231	1%	31	0%	262	1%
10 (Moderate Function)	6,199	15%	842	12%	7,041	14%
11 (Low Function)	1,864	4%	207	3%	2,071	4%
12 (Low Function)	6,918	16%	931	14%	7,849	16%
13 (Low Function)	2,478	6%	446	7%	2,924	6%
14 (Low Function)	1,441	3%	133	2%	1,574	3%
15 (Low Function)	20	0%	<11		23	0%
Missing	<11		<11		<11	
Total	42,251	100%	6,762	100%	49,013	100%

Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – QLD¹⁹⁵



¹⁹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁹⁴ The distributions are calculated excluding participants with a missing level of function.

¹⁹⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table H.13 Participant profile per quarter by Age group – QLD

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	4,277	10%	1,804	27%	6,081	12%
7 to 14	9,466	22%	1,370	20%	10,836	22%
15 to 18	3,162	7%	352	5%	3,514	7%
19 to 24	4,163	10%	390	6%	4,553	9%
25 to 34	4,593	11%	580	9%	5,173	11%
35 to 44	4,263	10%	540	8%	4,803	10%
45 to 54	5,254	12%	795	12%	6,049	12%
55 to 64	6,111	14%	864	13%	6,975	14%
65+	962	2%	67	1%	1,029	2%
Total	42,251	100%	6,762	100%	49,013	100%

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – QLD¹⁹⁶

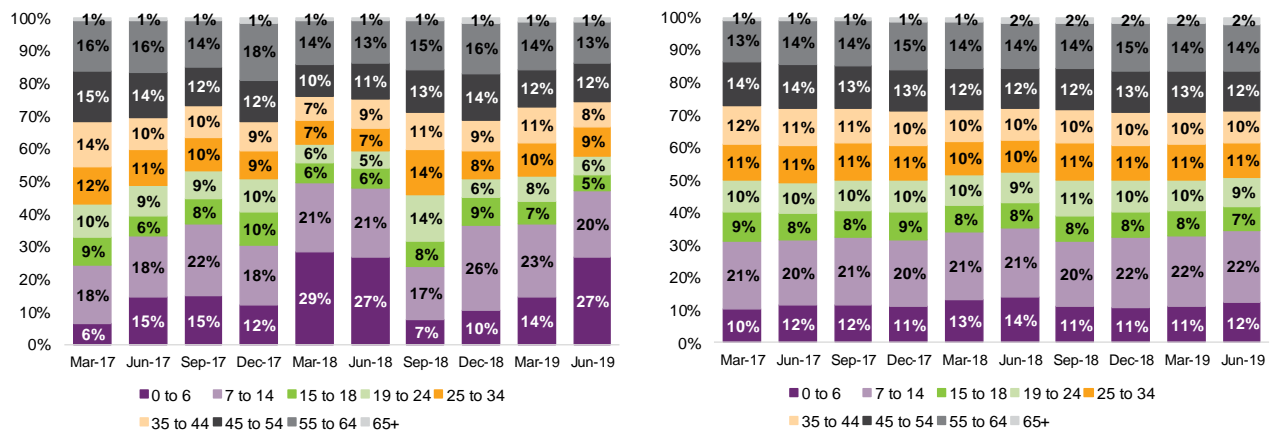
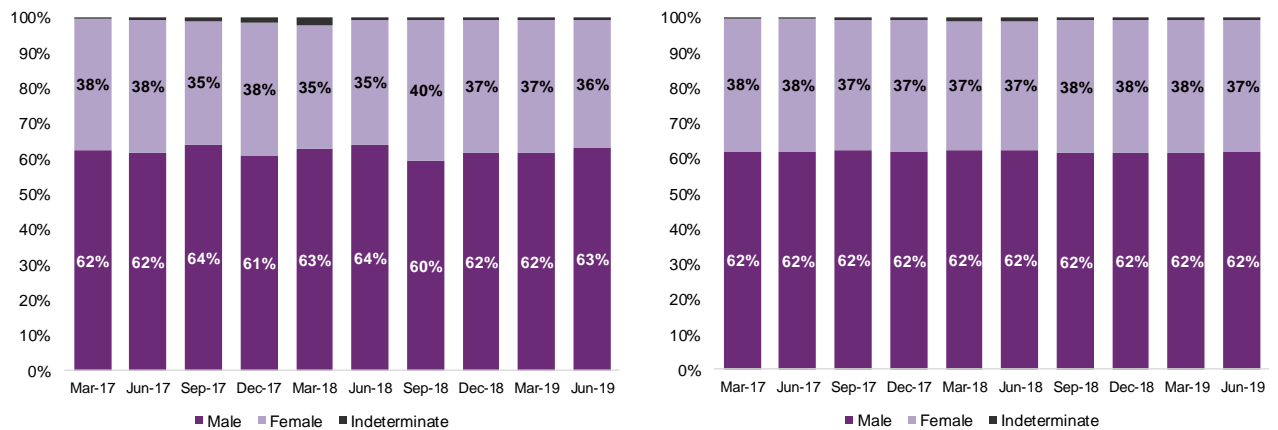


Table H.14 Participant profile per quarter by Gender – QLD

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	26,032	62%	4,272	63%	30,304	62%
Female	15,911	38%	2,445	36%	18,356	37%
Indeterminate	308	1%	45	1%	353	1%
Total	42,251	100%	6,762	100%	49,013	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – QLD¹⁹⁷



¹⁹⁶ Ibid.

¹⁹⁷ Ibid.

Part Two: Participant experience and outcomes

Table H.15 Number of questionnaires completed by SFOF version – QLD¹⁹⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	738	1,276	3,095	5,109
Participant school to 14	1,304	2,494	9,082	12,880
Participant 15 to 24	1,009	1,357	5,109	7,475
Participant 25 and over	3,318	3,910	15,802	23,030
Total Participant	6,369	9,037	33,088	48,494
Family 0 to 14	1,902	3,632	11,267	16,801
Family 15 to 24	244	908	3,337	4,489
Family 25 and over	172	1,195	4,485	5,852
Total Family	2,318	5,735	19,089	27,142
Total	8,687	14,772	52,177	75,636

Table H.16 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	68%			
CC % who say their child is able to tell them what he/she wants	67%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		63%		
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			40%	62%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	26%
CC % who want more choice and control in their life			85%	80%

¹⁹⁸ Baseline outcomes for participants and/or their families and carers were collected for 99.7% of participants.
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Table H.17 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	63%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		31%		
REL	Of these, % who are welcomed or actively included	58%	74%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			33%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	40%

Table H.18 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		57%		
HM	% who are happy with their home			79%	72%
HM	% who feel safe or very safe in their home			82%	73%
HW	% who rate their health as good, very good or excellent			67%	47%
HW	% who did not have any difficulties accessing health services			69%	66%
LL	% who currently attend or previously attended school in a mainstream class			23%	
LL	% who participate in education, training or skill development				9%
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				37%
WK	% who have a paid job			18%	19%
WK	% who volunteer			14%	13%

Table H.19 Selected key indicators for families/carers of participants - QLD

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	27%	32%	28%
% receiving Carer Allowance	57%	58%	43%
% working in a paid job	44%	47%	33%
Of those in a paid job, % in permanent employment	74%	72%	75%
Of those in a paid job, % working 15 hours or more	79%	84%	83%
% who say they (and their partner) are able to work as much as they want	40%	45%	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	88%	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%	28%	19%
% able to advocate for their child/family member	81%	77%	75%
% who have friends and family they see as often as they like	39%	40%	45%
% 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		46%	
% who feel in control selecting services		45%	44%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			45%
% who rate their health as good, very good or excellent	68%	58%	58%

Table H.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=604) - QLD¹⁹⁹

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
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?	83%
REL	Has the NDIS improved how your child fits into family life?	74%
S/CP	Has the NDIS improved how your child fits into community life?	59%

¹⁹⁹ Results in Tables H.20 to H.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables H.24 to H.27.

Table H.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=2,384) - QLD

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	62%
LL	Has the NDIS improved your child's access to education?	38%
REL	Has the NDIS improved your child's relationships with family and friends?	50%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

Table H.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=1,134) and ‘Participant 25 and over’ (n=3,167) - QLD

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	72%
DL	Has the NDIS helped you with daily living activities?	62%	77%
REL	Has the NDIS helped you to meet more people?	52%	59%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	15%
S/CP	Has the NDIS helped you be more involved?	57%	64%

Table H.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=2,794); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,253) - 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?	61%	53%
Has the NDIS improved the level of support for your family?	68%	66%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	
Has the NDIS improved your health and wellbeing?	40%	35%

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 0 to school’ (n=80) – QLD²⁰⁰

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	91%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	90%	+11%
REL	Has the NDIS improved how your child fits into family life?	72%	78%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	58%	71%	+13%

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 version ‘Participant school to 14’ (n=1,005) – QLD

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	69%	+12%
LL	Has the NDIS improved your child's access to education?	34%	39%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	53%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	48%	+4%

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 versions ‘Participant 15 to 24’ (n=648) and ‘Participant 25 and over’ (n=1,832) – 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?	67%	72%	+5%	70%	78%	+8%
DL	Has the NDIS helped you with daily living activities?	69%	74%	+5%	76%	84%	+8%
REL	Has the NDIS helped you to meet more people?	57%	59%	+2%	55%	63%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	16%	-6%	29%	27%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	49%	+2%	51%	59%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	33%	-3%	32%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	15%	-4%	17%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	68%	+4%	62%	70%	+9%

²⁰⁰ Results in Tables H.24 to H.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table H.27 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’ (n=894); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=230) – QLD

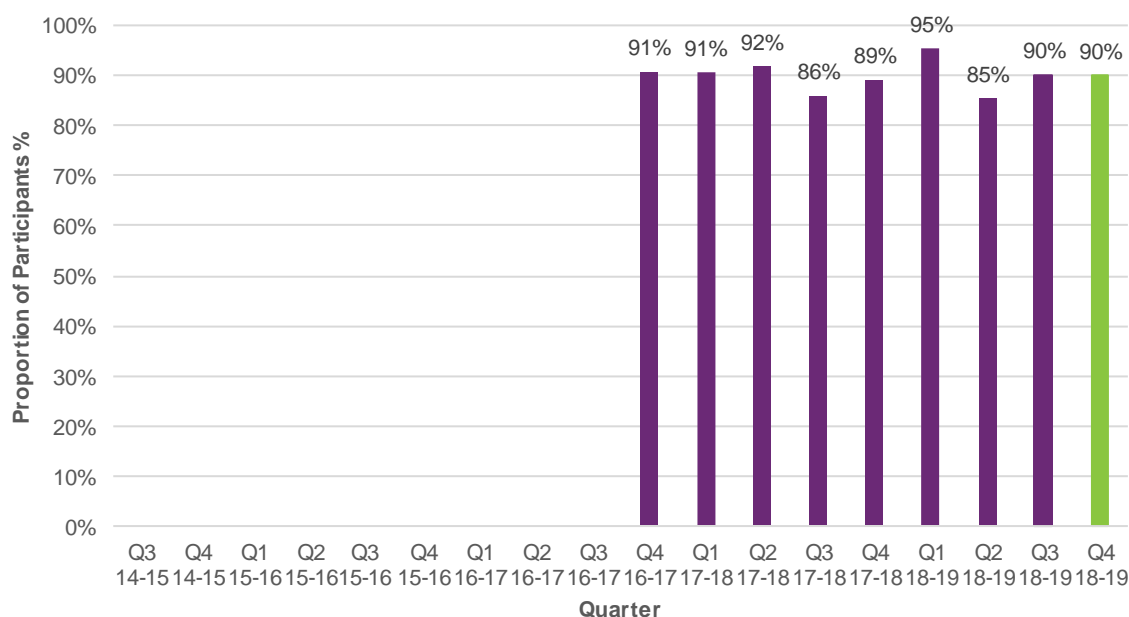
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	57%	+3%	48%	59%	+11%
Has the NDIS improved the level of support for your family?	61%	70%	+9%	60%	71%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	76%	+8%	60%	67%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	77%	+7%			
Has the NDIS improved your health and wellbeing?	37%	39%	+2%	41%	40%	0%

Table H.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=2,345) –QLD²⁰¹

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	17%	25%	
Aged 25+	20%	21%	26%
Aged 15+ (average)	20%	22%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	33%	46%	41%
Aged 25+	41%	53%	
Aged 15+ (average)	40%	52%	

²⁰¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

Figure H.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (QLD)^{*202}



*The result for Q4 of 2018-19 is based on 180 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 90% gave a rating of good or very good, 6% gave a neutral rating and 4% gave a rating of poor or very poor.

Table H.29 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	96%	2%	2%
I had enough time to tell my story and say what support I need	96%	2%	2%
The planner knows what I can do well	87%	9%	4%
The planner had some good ideas for my plan	90%	7%	3%
I know what is in my plan	90%	7%	3%
The planner helped me think about my future	87%	8%	6%
I think my plan will make my life better	89%	8%	2%
The planning meeting went well	97%	2%	2%

²⁰² Participant satisfaction results are not shown if there is insufficient data in the group.
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Table H.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (QLD)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N = 450	N = 356
Are you happy with how coming into the NDIS has gone?	80%	80%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	70%	76%
Pre-planning	N = 527	N = 397
Did the person from the NDIS understand how your disability affects your life?	86%	89%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	78%	85%
Are you clear on what happens next with your plan?	75%	84%
Do you know where to go for more help with your plan?	81%	86%
Planning	N = 651	N = 397
Did the person from the NDIS understand how your disability affects your life?	85%	82%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	79%	78%
Are you clear on what happens next with your plan?	77%	77%
Do you know where to go for more help with your plan?	82%	85%
Plan review	N = 260	N = 152
Did the person from the NDIS understand how your disability affects your life?	80%	86%
Did you feel prepared for your plan review?	82%	86%
Is your NDIS plan helping you to make progress towards your goals?	82%	91%

Table H.31 Plan reviews conducted per quarter – excluding plans less than 30 days – QLD²⁰³

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	26,998	8,650	35,648
<i>Early intervention plans</i>	4,632	1,337	5,969
<i>Permanent disability plans</i>	22,366	7,313	29,679

²⁰³ 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.

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

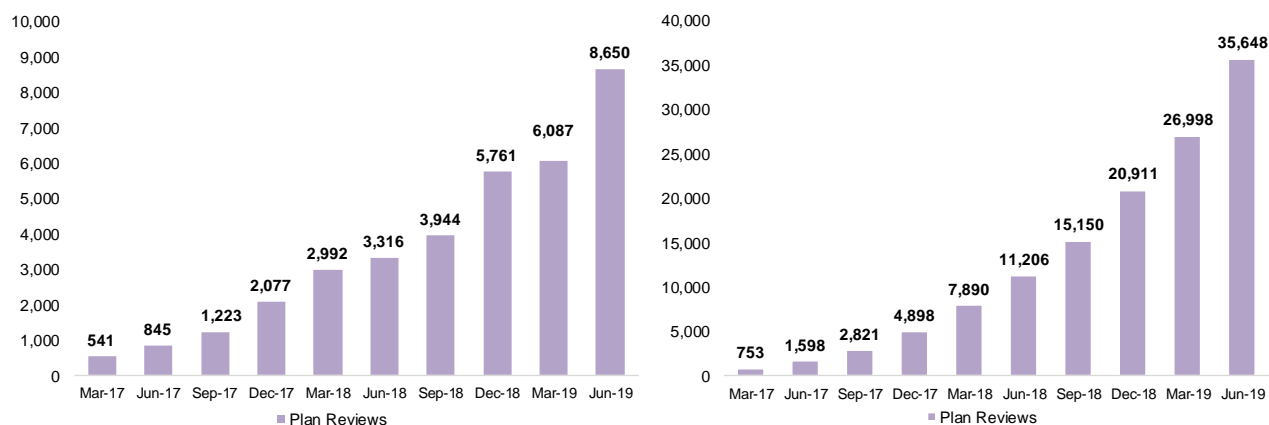


Table H.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	18,872	6,488	25,360
<i>Trial participants</i>	794	180	974
<i>Transition participants</i>	18,078	6,308	24,386

Figure H.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD²⁰⁴

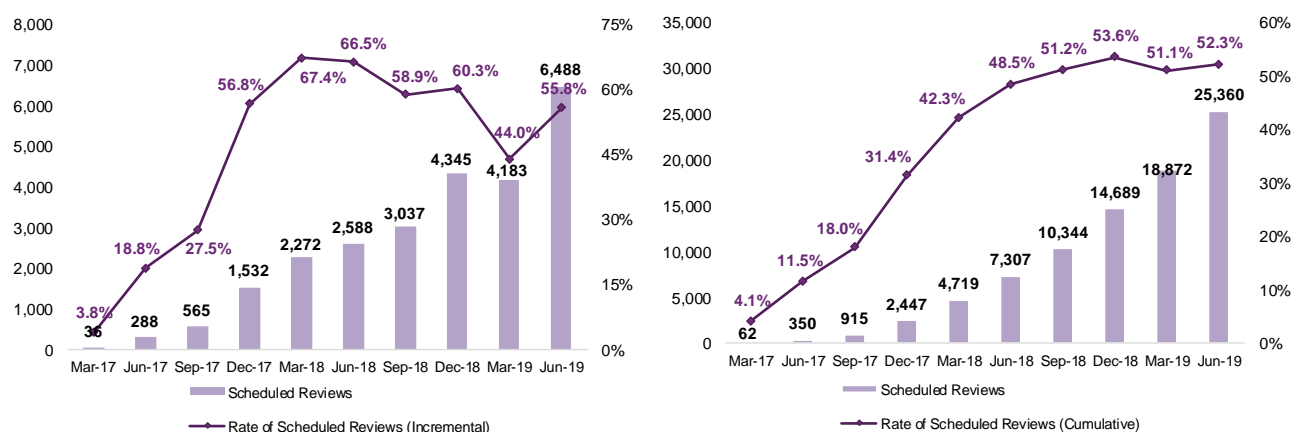


Table H.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	8,126	2,162	10,288
<i>Trial participants</i>	257	<11	264
<i>Transition participants</i>	7,869	2,155	10,024

Table H.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD²⁰⁵

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	22.0%	18.6%	21.2%

²⁰⁴ The rates in these charts are calculated as the number of 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.

²⁰⁵ 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.

Figure H.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD²⁰⁶

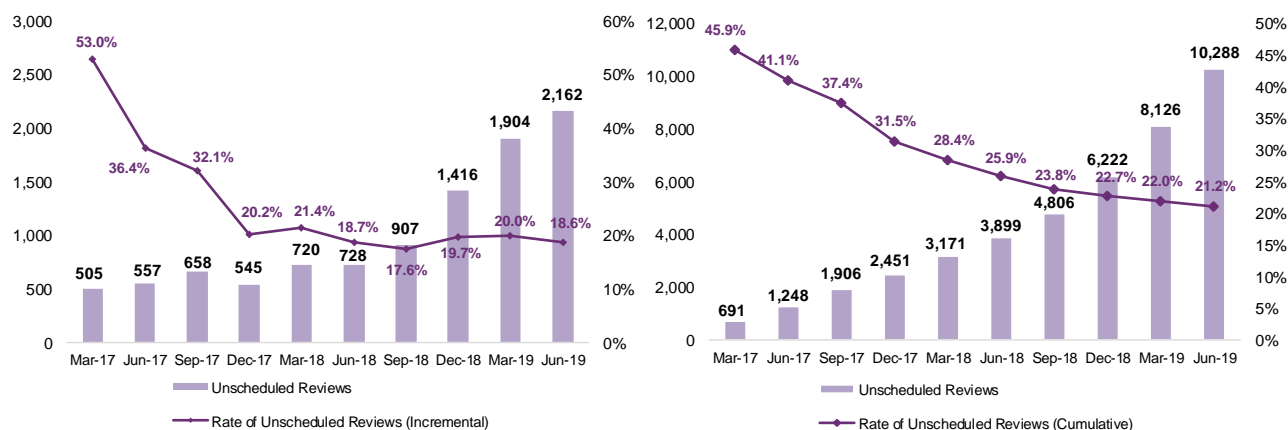


Table H.35 AAT cases by category – QLD²⁰⁷

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	85	37%	23	40%	108	38%
Plan	105	46%	23	40%	128	45%
Plan Review	31	13%	<11		33	11%
Other	<11		<11		18	6%
Total	230	100%	57	100%	287	100%
% of all access decisions²⁰⁸	0.37%		0.35%		0.37%	

Table H.36 AAT cases by open/closed and decision – QLD

	N
AAT Cases	287
Open AAT Cases	101
Closed AAT Cases	186
<i>Resolved before hearing</i>	184
<i>Gone to hearing and received a substantive decision</i>	<11

Table H.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	15%	16%	15%
Self-managed partly	12%	13%	12%
Plan managed	31%	35%	32%
Agency managed	43%	36%	41%
Total	100%	100%	100%

²⁰⁶ The rates in these charts are calculated as the number of 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.

²⁰⁷ The numbers of AAT cases for Queensland by category are not shown due to insufficient numbers.

²⁰⁸ 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.

Figure H.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – QLD²⁰⁹

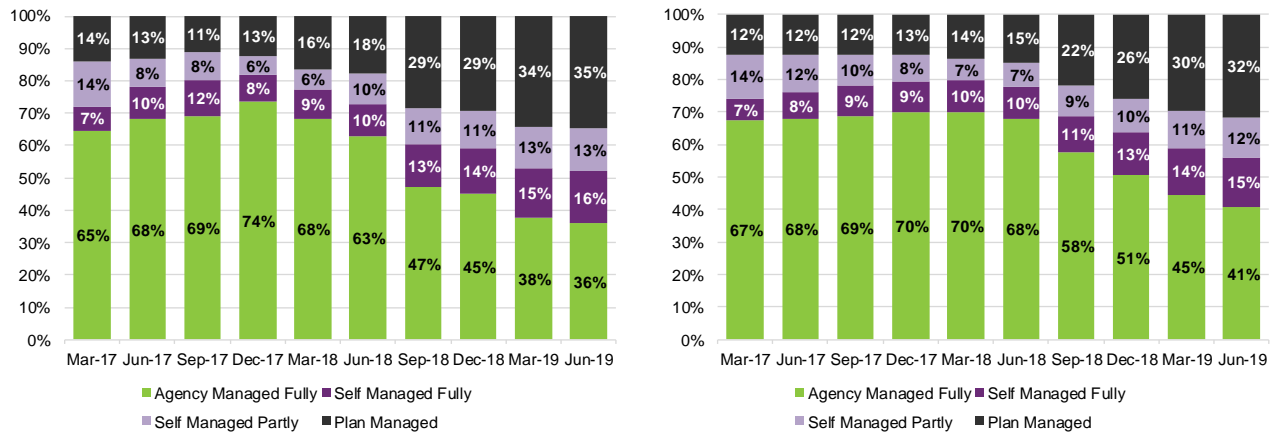


Table H.38 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	38%	41%	39%

Table H.39 Duration to plan activation by quarter of initial plan approval for active participants – QLD^{210,211}

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	16,523	70%	5,506	68%
30 to 59 days	2,631	11%	922	11%
60 to 89 days	1,249	5%	515	6%
Activated within 90 days	20,403	86%	6,943	86%
90 to 119 days	776	3%	327	4%
120 days and over	1,846	8%	329	4%
Activated after 90 days	2,622	11%	656	8%
No payments	619	3%	501	6%
Total plans approved	23,644	100%	8,100	100%

²⁰⁹ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

²¹⁰ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²¹¹ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table H.40 Proportion of active participants with plan activated within 12 months – QLD

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,524	1,603	95%
Not Aboriginal and Torres Strait Islander	13,349	13,809	97%
Not Stated	430	457	94%
Total	15,303	15,869	96%
by Culturally and Linguistically Diverse status			
CALD	416	420	99%
Not CALD	14,873	15,434	96%
Not Stated	14	15	93%
Total	15,303	15,869	96%
by Remoteness			
Major Cities	2,753	2,847	97%
Regional	11,989	12,410	97%
Remote	544	595	91%
Missing	17	17	100%
Total	15,303	15,869	96%
by Primary Disability type			
Autism	4,236	4,455	95%
Intellectual Disability (including Down Syndrome)	4,284	4,416	97%
Psychosocial Disability	1,220	1,256	97%
Developmental Delay (including Global Developmental Delay)	716	740	97%
Other	4,847	5,002	97%
Total	15,303	15,869	96%

Table H.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19– QLD^{212,213}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	46%	68%	50%
50% to 75%	25%	18%	24%
> 75%	28%	13%	26%
Total	100%	100%	100%

Table H.42 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2018-19 Q4	Total
Daily Activities	13%	15%	13%
Health & Wellbeing	41%	45%	42%
Lifelong Learning	9%	9%	9%
Other	10%	10%	10%
Non-categorised	38%	36%	37%
Any mainstream service	90%	93%	91%

²¹² 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.

²¹³ This table only considers committed supports and payments for supports provided to 31 March 2019. 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 H.43 Key provider indicators by quarter - QLD²¹⁴

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	2,147	299	2,421
<i>Company/ organisation</i>	3,258	321	3,543
<i>Total</i>	5,405	620	5,964
b) Registration revoked	61		

²¹⁴ The total number of providers as at 30 June 2019 (5,964) is not the sum of the number of providers as at 31 March 2019 (5,405) and the providers registered in the fourth quarter of 2018-19 (620). This is due to 61 providers whose registration ended during the fourth quarter of 2018-19.

Table H.44 Number of approved providers by registration group - QLD^{215,216}

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	554	50	604	9%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	355	66	421	19%
Assistance with travel/transport arrangements	1,012	103	1,115	10%
Daily Personal Activities	465	107	572	23%
Group and Centre Based Activities	361	90	451	25%
High Intensity Daily Personal Activities	350	58	408	17%
Household tasks	1,407	192	1,599	14%
Interpreting and translation	130	1	131	1%
Participation in community, social and civic activities	506	97	603	19%
Assistive Technology				
Assistive equipment for recreation	582	60	642	10%
Assistive products for household tasks	631	64	695	10%
Assistance products for personal care and safety	993	115	1,108	12%
Communication and information equipment	437	31	468	7%
Customised Prosthetics	284	23	307	8%
Hearing Equipment	128	9	137	7%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	708	68	776	10%
Specialised Hearing Services	12	0	12	0%
Vision Equipment	179	14	193	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	521	82	603	16%
Behaviour Support	705	64	769	9%
Community nursing care for high needs	348	18	366	5%
Development of daily living and life skills	451	100	551	22%
Early Intervention supports for early childhood	956	71	1,027	7%
Exercise Physiology and Physical Wellbeing activities	658	83	741	13%
Innovative Community Participation	899	102	1,001	11%
Specialised Driving Training	106	8	114	8%
Therapeutic Supports	1,816	175	1,991	10%
Capital services				
Home modification design and construction	700	70	770	10%
Specialised Disability Accommodation	251	27	278	11%
Vehicle Modifications	110	3	113	3%
Choice and control support services				
Management of funding for supports in participants plan	317	42	359	13%
Support Coordination	594	73	667	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	67	2	69	3%
Specialised Supported Employment	27	1	28	4%
Total approved providers	5,344	620	5,964	12%

²¹⁵ The 61 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

²¹⁶ 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 H.45 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.45	1.48
b) Number of providers delivering new supports	888	932
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	36%	39%
<i>Not yet active (%)</i>	58%	55%
<i>Inactive (%)</i>	6%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	86%
<i>Therapeutic Supports (%)</i>	87%	89%
<i>Participate Community (%)</i>	83%	82%
<i>Early Childhood Supports (%)</i>	89%	91%
<i>Assist Personal Activities (%)</i>	82%	84%

Table H.46 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	28	5	33	18%
Assistance Animals	2	1	3	50%
Assistance with daily life tasks in a group or shared living arrangement	207	26	233	13%
Assistance with travel/transport arrangements	246	37	283	15%
Daily Personal Activities	339	47	386	14%
Group and Centre Based Activities	204	16	220	8%
High Intensity Daily Personal Activities	218	10	228	5%
Household tasks	479	104	583	22%
Interpreting and translation	13	2	15	15%
Participation in community, social and civic activities	370	36	406	10%
Assistive Technology				
Assistive equipment for recreation	46	8	54	17%
Assistive products for household tasks	31	6	37	19%
Assistance products for personal care and safety	366	85	451	23%
Communication and information equipment	49	7	56	14%
Customised Prosthetics	75	17	92	23%
Hearing Equipment	11	0	11	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	152	24	176	16%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	16	1	17	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	330	50	380	15%
Behaviour Support	145	37	182	26%
Community nursing care for high needs	56	5	61	9%
Development of daily living and life skills	246	33	279	13%
Early Intervention supports for early childhood	289	43	332	15%
Exercise Physiology and Physical Wellbeing activities	156	31	187	20%
Innovative Community Participation	54	18	72	33%
Specialised Driving Training	21	3	24	14%
Therapeutic Supports	952	162	1,114	17%
Capital services				
Home modification design and construction	74	21	95	28%
Specialised Disability Accommodation	10	7	17	70%
Vehicle Modifications	28	4	32	14%
Choice and control support services				
Management of funding for supports in participants plan	212	27	239	13%
Support Coordination	95	31	126	33%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	22	3	25	14%
Specialised Supported Employment	16	0	16	0%
Total approved active providers	2,255	426	2,681	19%

Table H.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	147	457	604	14	19	33
Assistance Animals	0	3	3	0	3	3
Assistance with daily life tasks in a group or shared living arrangement	47	374	421	10	223	233
Assistance with travel/transport arrangements	308	807	1,115	37	246	283
Daily Personal Activities	82	490	572	37	349	386
Group and Centre Based Activities	49	402	451	10	210	220
High Intensity Daily Personal Activities	38	370	408	19	209	228
Household tasks	569	1,030	1,599	199	384	583
Interpreting and translation	33	98	131	7	8	15
Participation in community, social and civic activities	81	522	603	47	359	406
Assistive Technology						
Assistive equipment for recreation	193	449	642	13	41	54
Assistive products for household tasks	195	500	695	4	33	37
Assistance products for personal care and safety	244	864	1,108	60	391	451
Communication and information equipment	139	329	468	8	48	56
Customised Prosthetics	82	225	307	15	77	92
Hearing Equipment	15	122	137	1	10	11
Hearing Services	0	5	5	0	2	2
Personal Mobility Equipment	183	593	776	24	152	176
Specialised Hearing Services	1	11	12	0	5	5
Vision Equipment	47	146	193	2	15	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	136	467	603	64	316	380
Behaviour Support	406	363	769	78	104	182
Community nursing care for high needs	57	309	366	9	52	61
Development of daily living and life skills	77	474	551	21	258	279
Early Intervention supports for early childhood	576	451	1,027	167	165	332
Exercise Physiology and Physical Wellbeing activities	250	491	741	57	130	187
Innovative Community Participation	380	621	1,001	30	42	72
Specialised Driving Training	24	90	114	8	16	24
Therapeutic Supports	1,110	881	1,991	538	576	1,114
Capital services						
Home modification design and construction	232	538	770	16	79	95
Specialised Disability Accommodation	29	249	278	0	17	17
Vehicle Modifications	13	100	113	2	30	32
Choice and control support services						
Management of funding for supports in participants plan	51	308	359	31	208	239

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	236	431	667	26	100	126
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	67	69	0	25	25
Specialised Supported Employment	2	26	28	0	16	16
Total	2,421	3,543	5,964	992	1,689	2,681

Table H.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	24%	76%	604	42%	58%	33
Assistance Animals	0%	100%	3	0%	100%	3
Assistance with daily life tasks in a group or shared living arrangement	11%	89%	421	4%	96%	233
Assistance with travel/transport arrangements	28%	72%	1,115	13%	87%	283
Daily Personal Activities	14%	86%	572	10%	90%	386
Group and Centre Based Activities	11%	89%	451	5%	95%	220
High Intensity Daily Personal Activities	9%	91%	408	8%	92%	228
Household tasks	36%	64%	1,599	34%	66%	583
Interpreting and translation	25%	75%	131	47%	53%	15
Participation in community, social and civic activities	13%	87%	603	12%	88%	406
Assistive Technology						
Assistive equipment for recreation	30%	70%	642	24%	76%	54
Assistive products for household tasks	28%	72%	695	11%	89%	37
Assistance products for personal care and safety	22%	78%	1,108	13%	87%	451
Communication and information equipment	30%	70%	468	14%	86%	56
Customised Prosthetics	27%	73%	307	16%	84%	92
Hearing Equipment	11%	89%	137	9%	91%	11
Hearing Services	0%	100%	5	0%	100%	2
Personal Mobility Equipment	24%	76%	776	14%	86%	176
Specialised Hearing Services	8%	92%	12	0%	100%	5
Vision Equipment	24%	76%	193	12%	88%	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	23%	77%	603	17%	83%	380
Behaviour Support	53%	47%	769	43%	57%	182
Community nursing care for high needs	16%	84%	366	15%	85%	61
Development of daily living and life skills	14%	86%	551	8%	92%	279
Early Intervention supports for early childhood	56%	44%	1,027	50%	50%	332

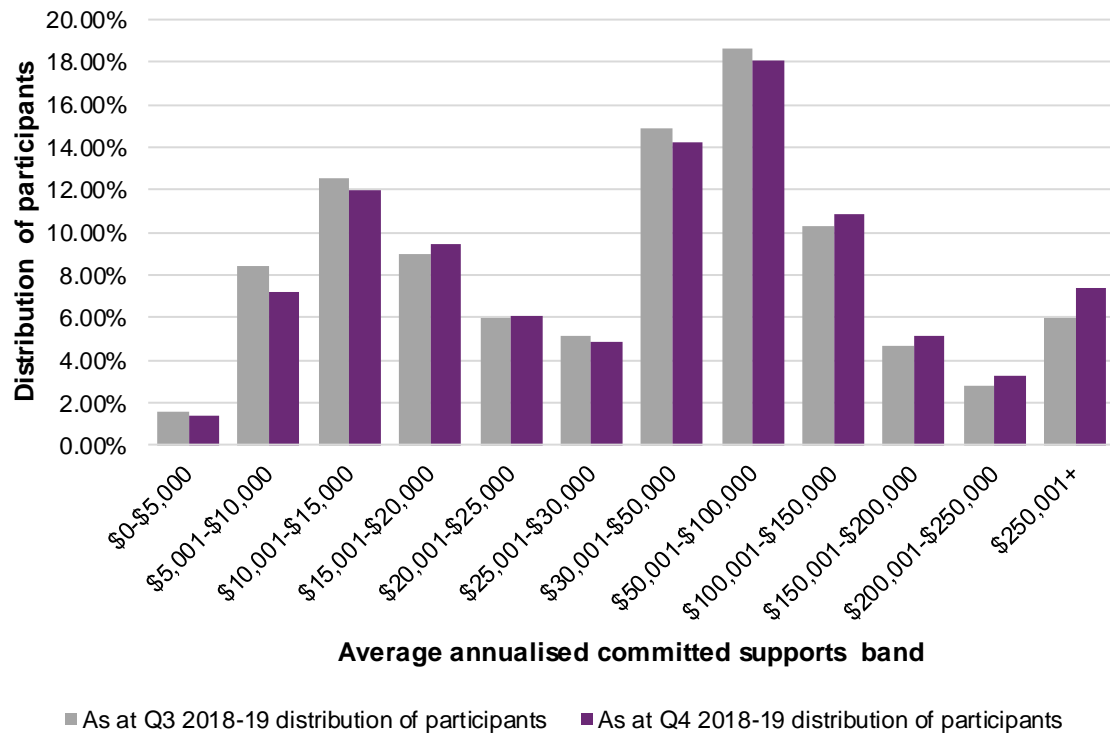
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	34%	66%	741	30%	70%	187
Innovative Community Participation	38%	62%	1,001	42%	58%	72
Specialised Driving Training	21%	79%	114	33%	67%	24
Therapeutic Supports	56%	44%	1,991	48%	52%	1,114
Capital services						
Home modification design and construction	30%	70%	770	17%	83%	95
Specialised Disability Accommodation	10%	90%	278	0%	100%	17
Vehicle Modifications	12%	88%	113	6%	94%	32
Choice and control support services						
Management of funding for supports in participants plan	14%	86%	359	13%	87%	239
Support Coordination	35%	65%	667	21%	79%	126
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3%	97%	69	0%	100%	25
Specialised Supported Employment	7%	93%	28	0%	100%	16
Total	41%	59%	5,964	37%	63%	2,681

Part Five: Financial sustainability

Table H.49 Committed supports by financial year (\$m) - QLD

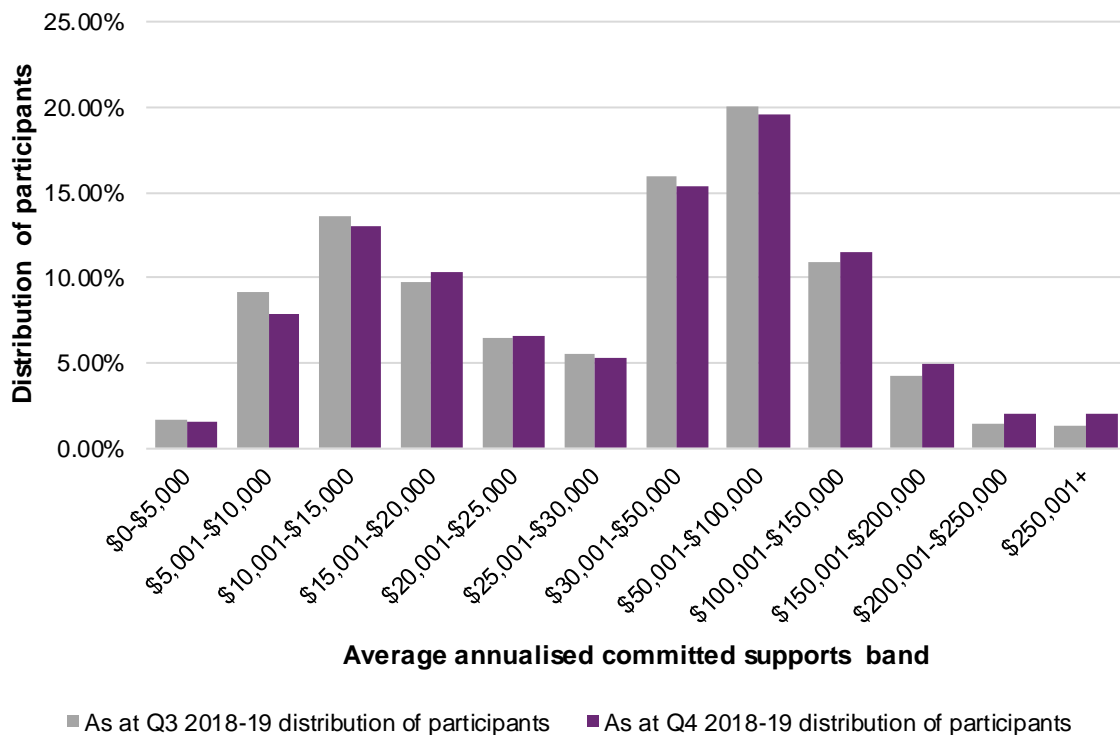
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	-	1.0	198.1	789.1	2,424.0	3,412.2

Figure H.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)²¹⁷



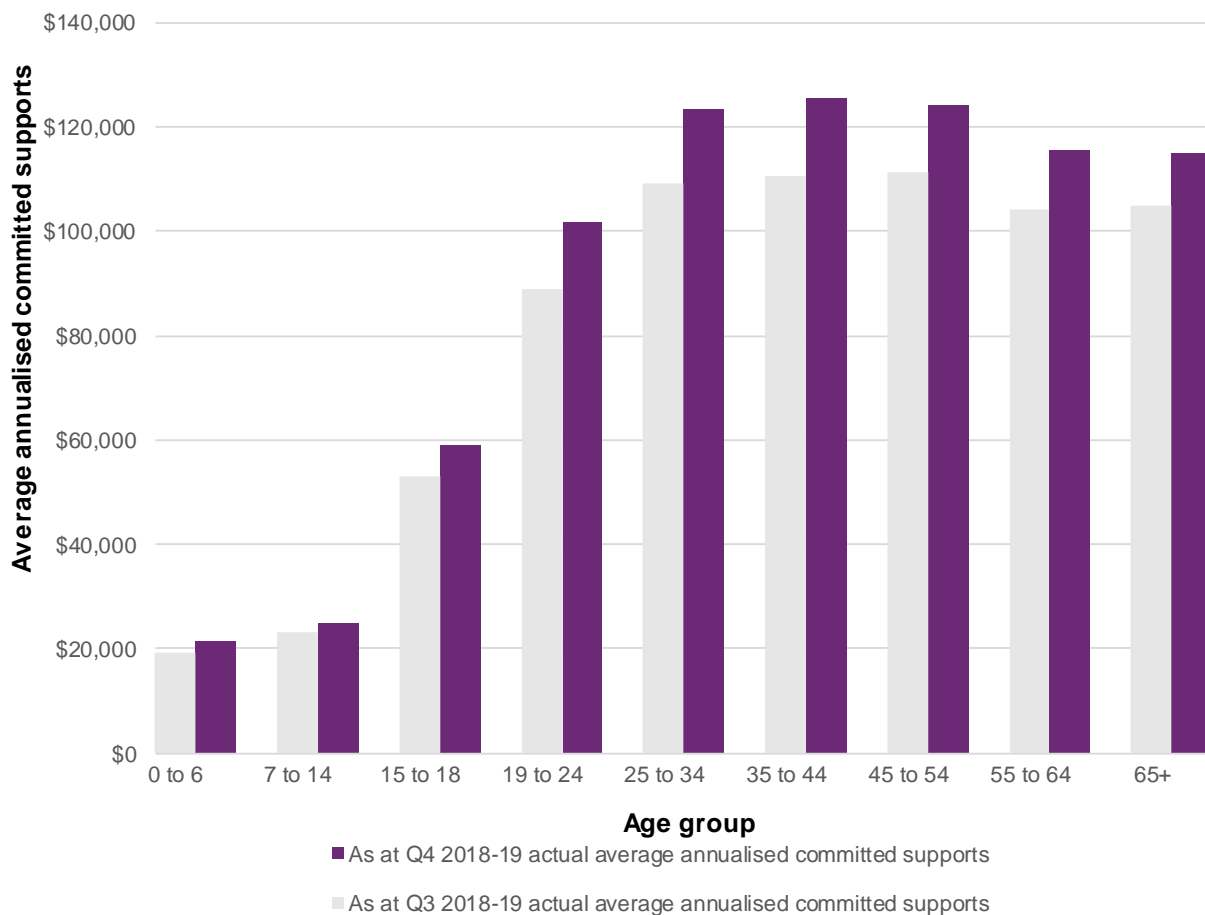
²¹⁷ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.
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Figure H.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)²¹⁸



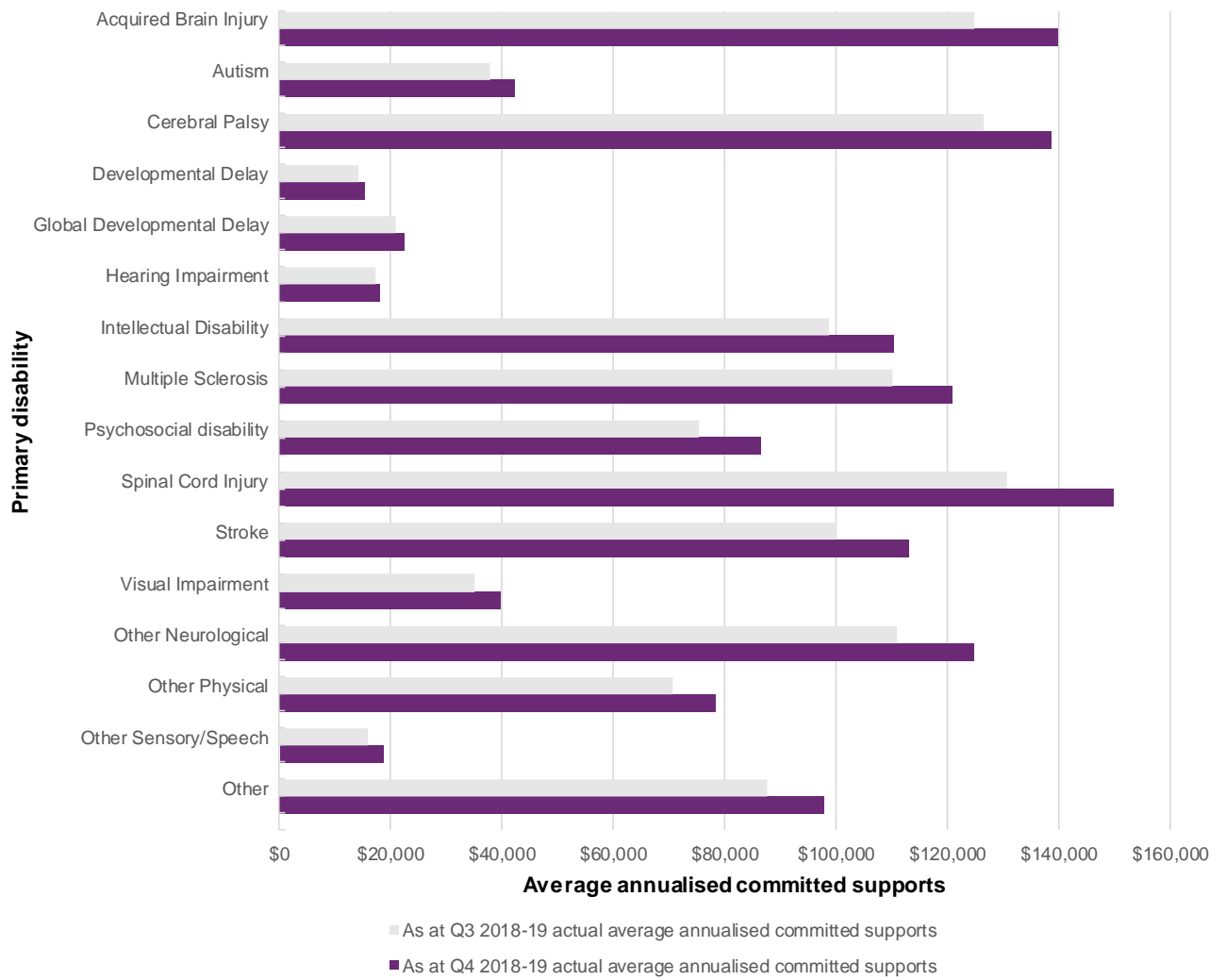
²¹⁸ Ibid.

Figure H.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)²¹⁹



²¹⁹ Ibid.
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Figure H.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q2 (QLD)²²⁰



²²⁰ Ibid.

Figure H.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)²²¹

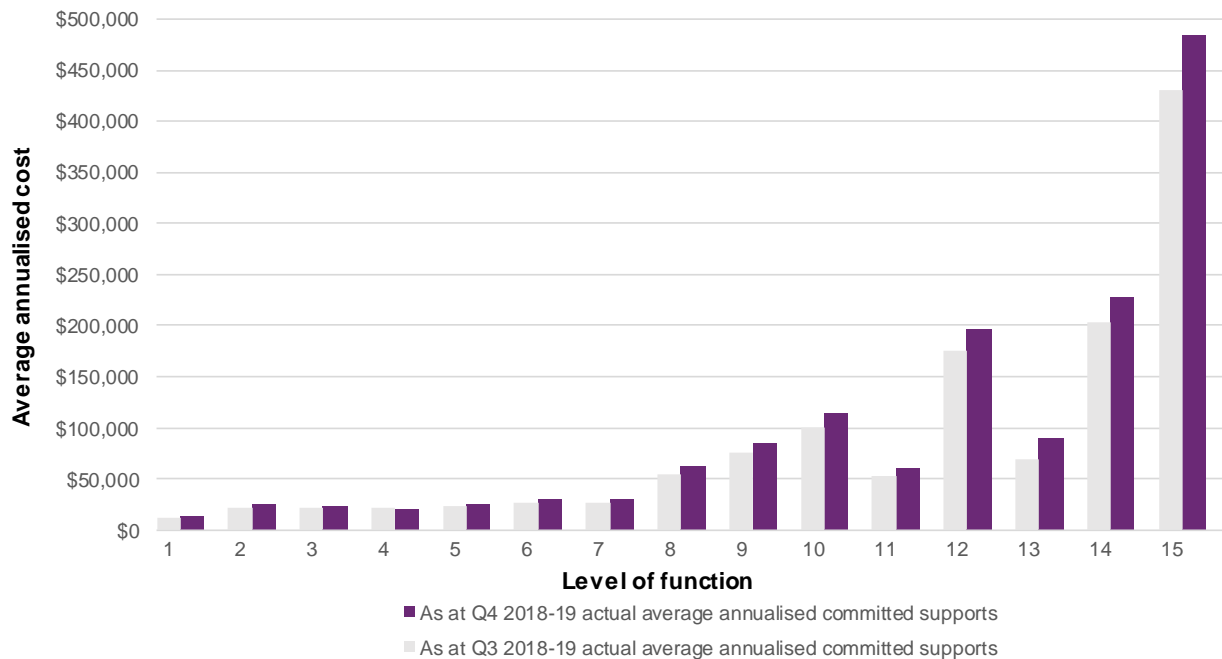


Table H.50 Payments by financial year, compared to committed supports (\$m) – QLD

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	-	-	1.0	198.1	789.1	2,424.0	3,412.2
Total paid	-	-	0.3	111.3	496.2	1,403.1	2,011.0
% utilised to date	-	-	32%	56%	63%	58%	59%

²²¹ Ibid.

Figure H.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (QLD)

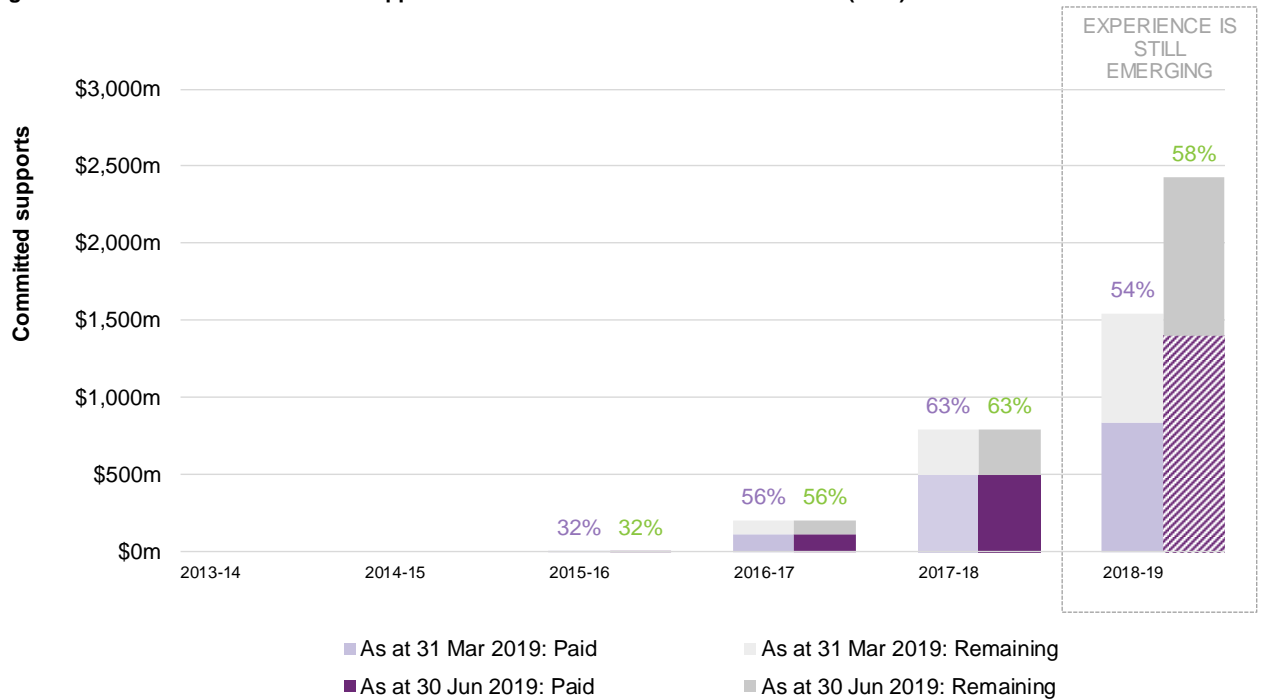
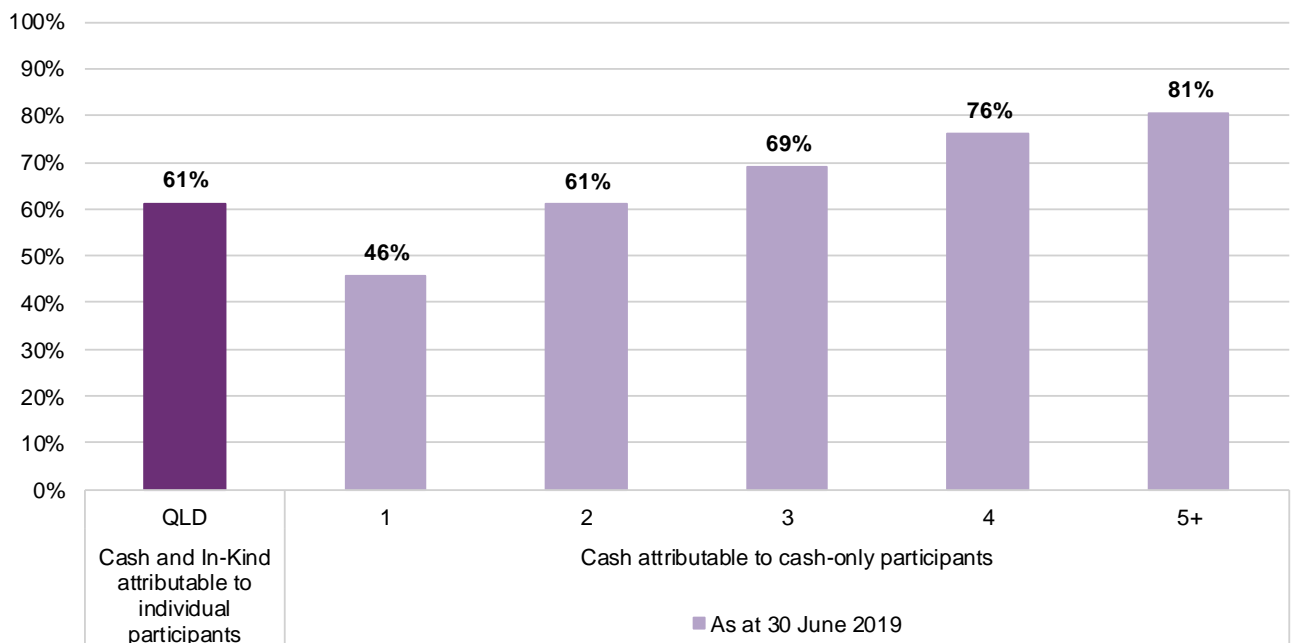


Figure H.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (QLD)²²²



²²² Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure H.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (QLD)²²³

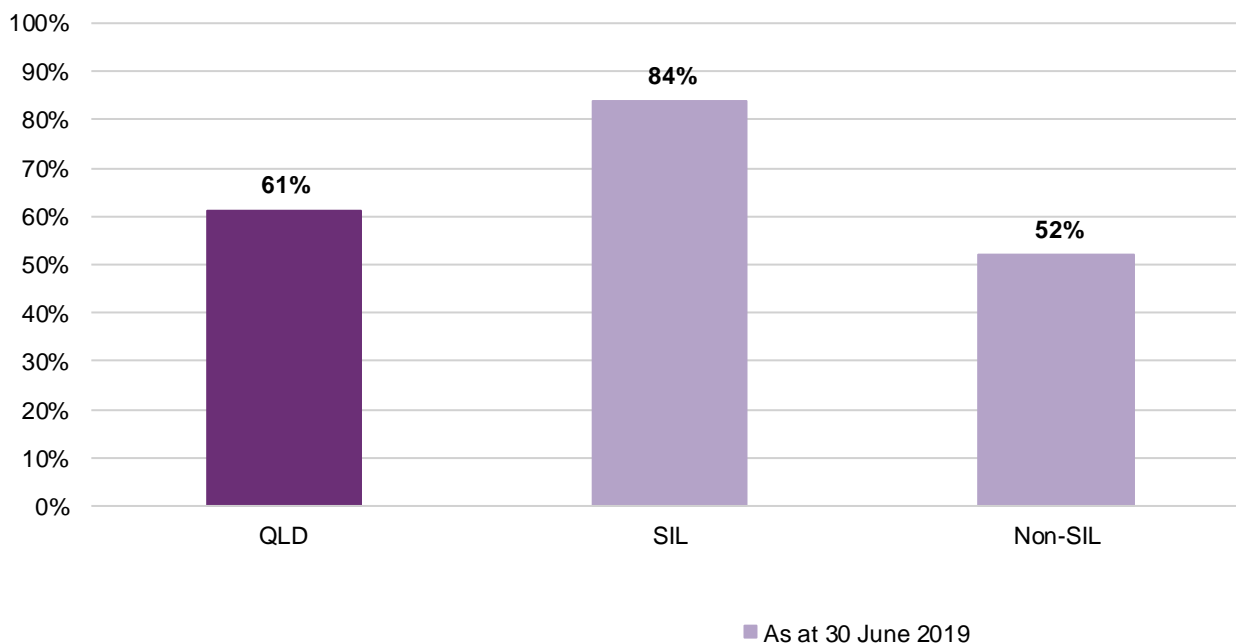
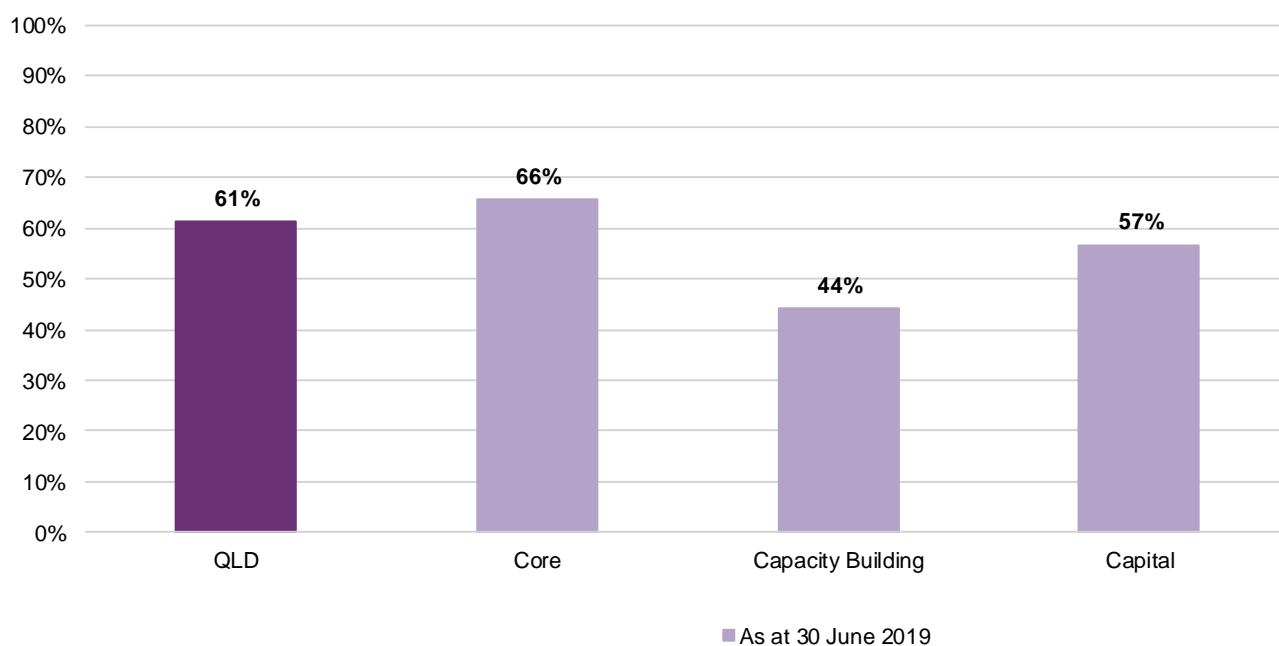


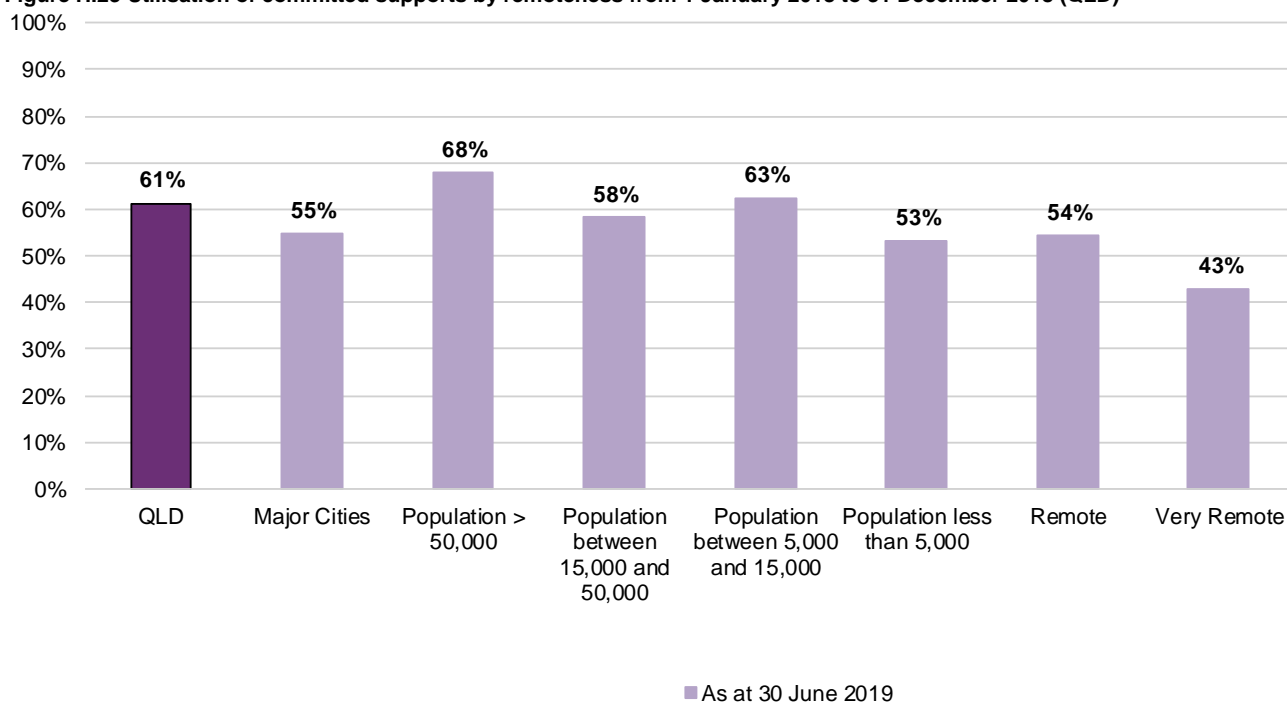
Figure H.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (QLD)²²⁴



²²³ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

²²⁴ Ibid.

Figure H.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (QLD)²²⁵



²²⁵ Ibid.

Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Plan approvals compared to estimates – WA²²⁶

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	13,627	2,836	16,463	16,520	14,535

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA²²⁷

	Prior Quarters	2018-19 Q4	Total
Access decisions	20,193	3,528	23,721
Access Met	18,502	3,038	21,540
State	9,613	1,932	11,545
Commonwealth	615	225	840
New	8,274	881	9,155
Total Participant Plans	13,633	2,893	16,520
State	6,830	1,541	8,371
Commonwealth	338	130	468
New	6,459	1,165	7,624
ECEI ²²⁸	6	57	57
Total Participant Plans	13,633	2,893	16,520
Early Intervention (s25)	1,448	208	1,656
Permanent Disability (s24)	12,179	2,628	14,807
ECEI ²²⁹	6	57	57

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – WA

Exits	
Total participant exits	194
Early Intervention participants	28
Permanent disability participants	166

²²⁶ In this table the 16,463 participants include the 7,335 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.

²²⁷ 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 Q4, 94% of people with a hearing impairment met the access criteria compared to 86% overall.

²²⁸ 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.

²²⁹ Ibid.

Table I.4 Cumulative position by services previously received – WA^{230,231}

	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	2,261	123	2,124	0	4,508	5,566	78%
End of 2018-19 Q1	2,716	165	2,743	2	5,626	6,080	77%
End of 2018-19 Q2	4,669	242	4,616	80	9,607	8,340	68%
End of 2018-19 Q3	6,830	338	6,459	6	13,633	10,600	70%
End of 2018-19 Q4	8,371	468	7,624	57	16,520	14,535	63%

Table I.5 Cumulative position by entry into the Scheme – WA^{232,233}

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ²³⁴	Permanent Disability ²³⁵	ECEI	Total		
Trial	363	2,131		2,494	2,493	100%
End of 2016-17	666	3,116	0	3,782	3,778	100%
End of 2017-18	852	3,656	0	4,508	5,566	78%
End of 2018-19 Q1	966	4,658	2	5,626	6,080	77%
End of 2018-19 Q2	1,208	8,319	80	9,607	8,340	68%
End of 2018-19 Q3	1,448	12,179	6	13,633	10,600	70%
End of 2018-19 Q4	1,656	14,807	57	16,520	14,535	63%

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

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

	Prior Quarters		2018-19 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	649	4.8%	395	13.9%	1,044	6.4%
Not Aboriginal and Torres Strait Islander	12,538	93.3%	2,334	82.4%	14,872	91.4%
Not Stated	249	1.9%	104	3.7%	353	2.2%
Total	13,436	100%	2,833	100%	16,269	100%

²³⁰ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

²³¹ 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.

²³² Ibid.

²³³ A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

²³⁴ Participants who met Section 25 of the NDIS Act for access

²³⁵ Participants who met Section 24 of the NDIS Act for access

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – WA^{236,237}

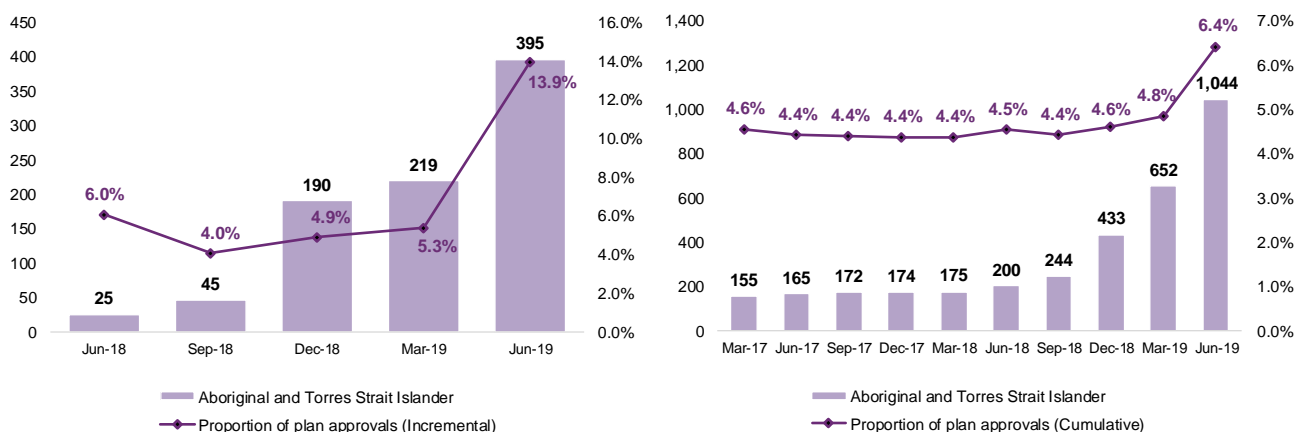


Table I.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	715	5.3%	236	8.3%	951	5.8%
Not CALD	7,655	57.0%	1,794	63.3%	9,449	58.1%
Not Stated	5,066	37.7%	803	28.3%	5,869	36.1%
Total	13,436	100%	2,833	100%	16,269	100%

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – WA^{238,239}

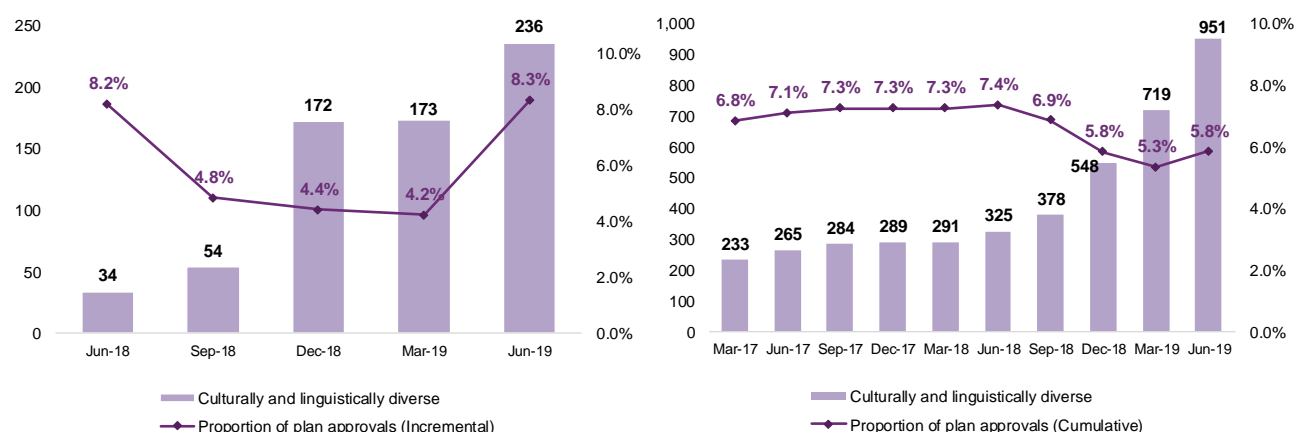


Table I.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC ²⁴⁰	37	0.3%	51	1.8%	88	0.5%
Not YPIRAC	13,399	99.7%	2,782	98.2%	16,181	99.5%
Total	13,436	100%	2,833	100%	16,269	100%

²³⁶ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²³⁷ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

²³⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²³⁹ There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

²⁴⁰ The age breakdown of YPIRAC participants in WA cannot be reported due to small numbers in some age groups.

Figure I.3 Number and proportion of YPIRAC participants over time and cumulatively– WA^{241,242}

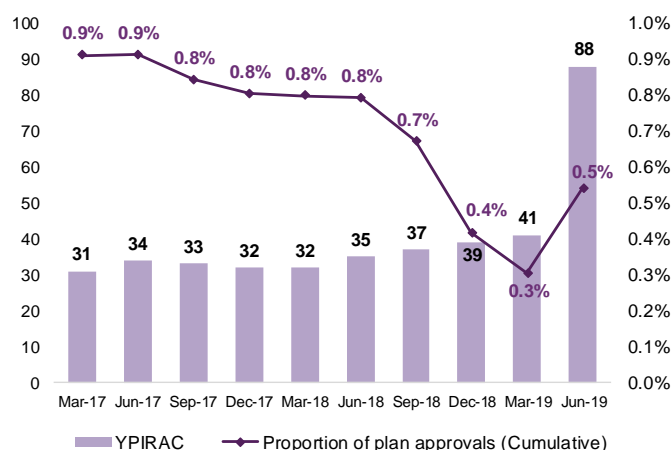
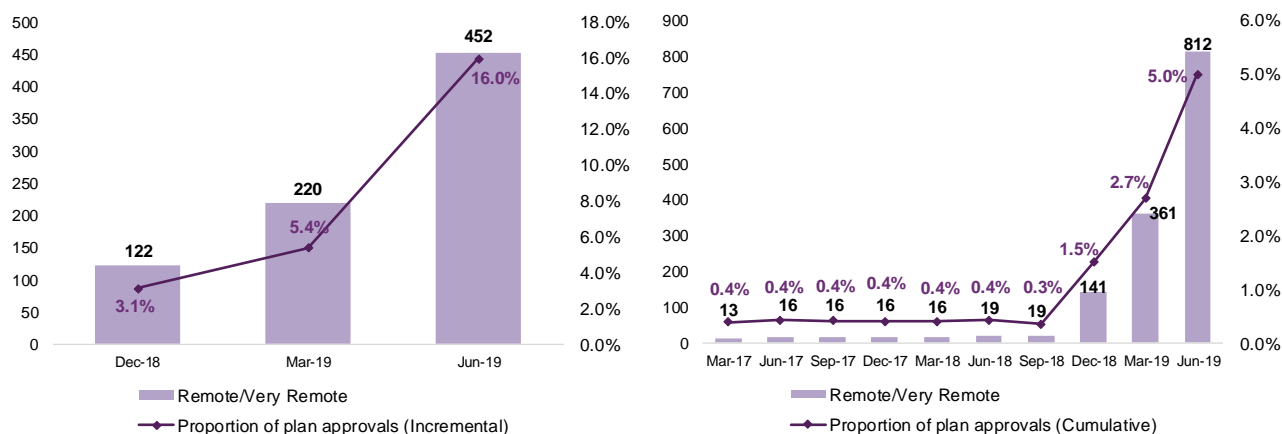


Table I.9 Participant profile per quarter by remoteness – WA^{243,244}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	10,885	81.1%	1,794	63.4%	12,679	78.0%
Population > 50,000	672	5.0%	227	8.0%	899	5.5%
Population between 15,000 and 50,000	640	4.8%	147	5.2%	787	4.8%
Population between 5,000 and 15,000	230	1.7%	51	1.8%	281	1.7%
Population less than 5,000	640	4.8%	159	5.6%	799	4.9%
Remote	307	2.3%	271	9.6%	578	3.6%
Very Remote	53	0.4%	181	6.4%	234	1.4%
Missing	<11		<11		12	
Total	13,436	100%	2,833	100%	16,269	100%

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – WA^{245,246}



²⁴¹ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁴² There are insufficient numbers to show the incremental count of YPIRAC participants in WA over time.

²⁴³ This table is based on the Modified Monash Model measure of remoteness.

²⁴⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

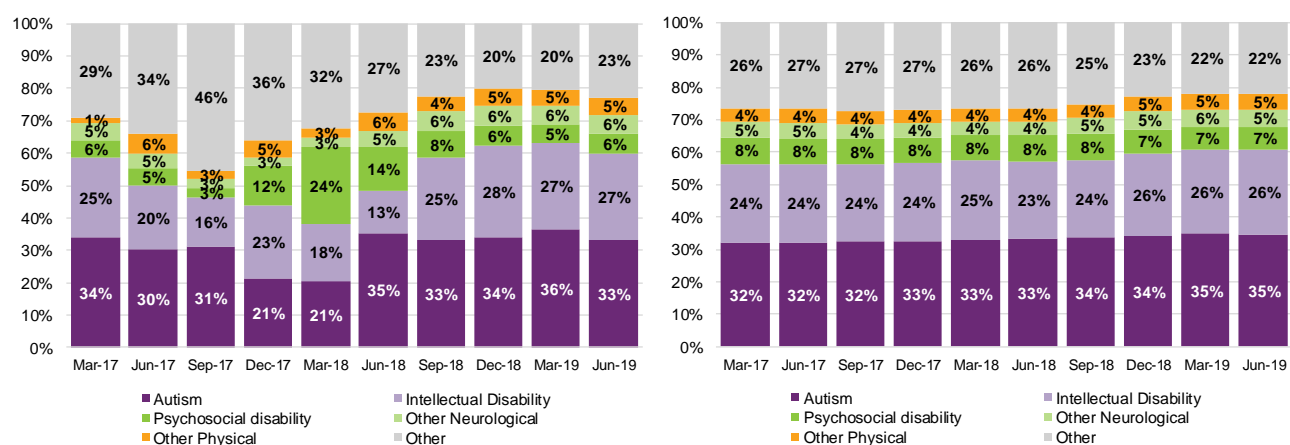
²⁴⁵ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁴⁶ There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

Table I.10 Participant profile per quarter by disability group - WA^{247,248}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	4,706	35%	945	33%	5,651	35%
Intellectual Disability ²⁴⁹	3,522	26%	751	27%	4,273	26%
Psychosocial disability	914	7%	172	6%	1,086	7%
Developmental Delay	265	2%	38	1%	303	2%
Other Neurological	727	5%	164	6%	891	5%
Cerebral Palsy	582	4%	130	5%	712	4%
Other Physical	623	5%	155	5%	778	5%
Hearing Impairment	310	2%	82	3%	392	2%
ABI	404	3%	95	3%	499	3%
Visual Impairment	256	2%	48	2%	304	2%
Multiple Sclerosis	313	2%	50	2%	363	2%
Global Developmental Delay	371	3%	104	4%	475	3%
Stroke	118	1%	33	1%	151	1%
Spinal Cord Injury	225	2%	56	2%	281	2%
Other Sensory/Speech	89	1%	<11		94	1%
Other	11	0%	<11		16	0%
Total	13,436	100%	2,833	100%	16,269	100%

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – WA²⁵⁰



²⁴⁷ Table order based on national proportions (highest to lowest)

²⁴⁸ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁴⁹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (519).

²⁵⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

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

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	967	7%	173	6%	1,140	7%
2 (High Function)	45	0%	<11		51	0%
3 (High Function)	980	7%	197	7%	1,177	7%
4 (High Function)	486	4%	86	3%	572	4%
5 (High Function)	1,082	8%	206	7%	1,288	8%
6 (Moderate Function)	1,995	15%	463	16%	2,458	15%
7 (Moderate Function)	1,031	8%	168	6%	1,199	7%
8 (Moderate Function)	1,058	8%	224	8%	1,282	8%
9 (Moderate Function)	52	0%	11	0%	63	0%
10 (Moderate Function)	1,488	11%	346	12%	1,834	11%
11 (Low Function)	816	6%	171	6%	987	6%
12 (Low Function)	2,321	17%	518	18%	2,839	18%
13 (Low Function)	823	6%	205	7%	1,028	6%
14 (Low Function)	217	2%	59	2%	276	2%
15 (Low Function)	<11		<11		<11	
Missing	72		<11		72	
Total	13,436	100%	2,833	100%	16,269	100%

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – WA²⁵¹

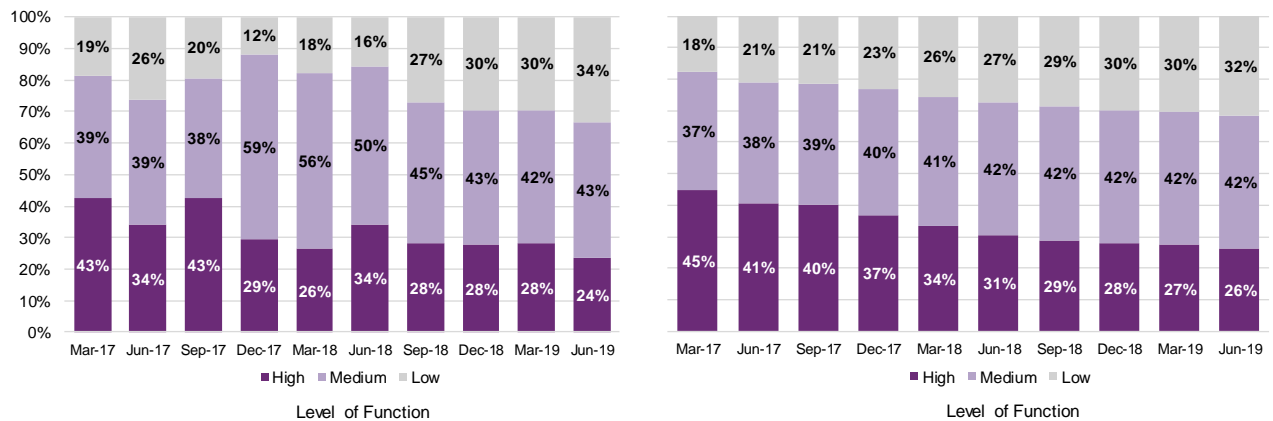


Table I.12 Participant profile per quarter by Age group – WA

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,349	10%	323	11%	1,672	10%
7 to 14	3,712	28%	763	27%	4,475	28%
15 to 18	1,278	10%	291	10%	1,569	10%
19 to 24	1,336	10%	282	10%	1,618	10%
25 to 34	1,436	11%	302	11%	1,738	11%
35 to 44	1,111	8%	230	8%	1,341	8%
45 to 54	1,383	10%	300	11%	1,683	10%
55 to 64	1,478	11%	293	10%	1,771	11%
65+	353	3%	49	2%	402	2%
Total	13,436	100%	2,833	100%	16,269	100%

²⁵¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.
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Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – WA²⁵²

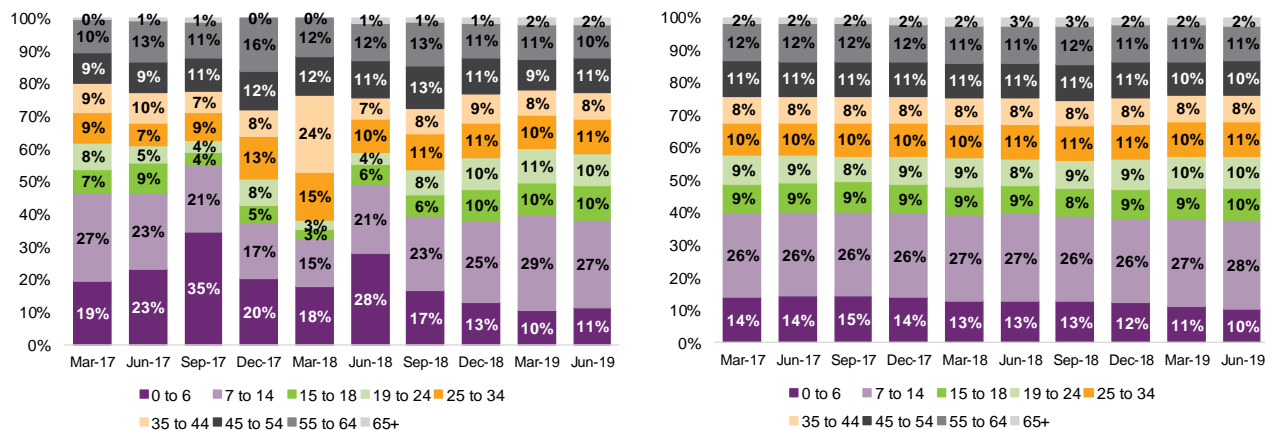
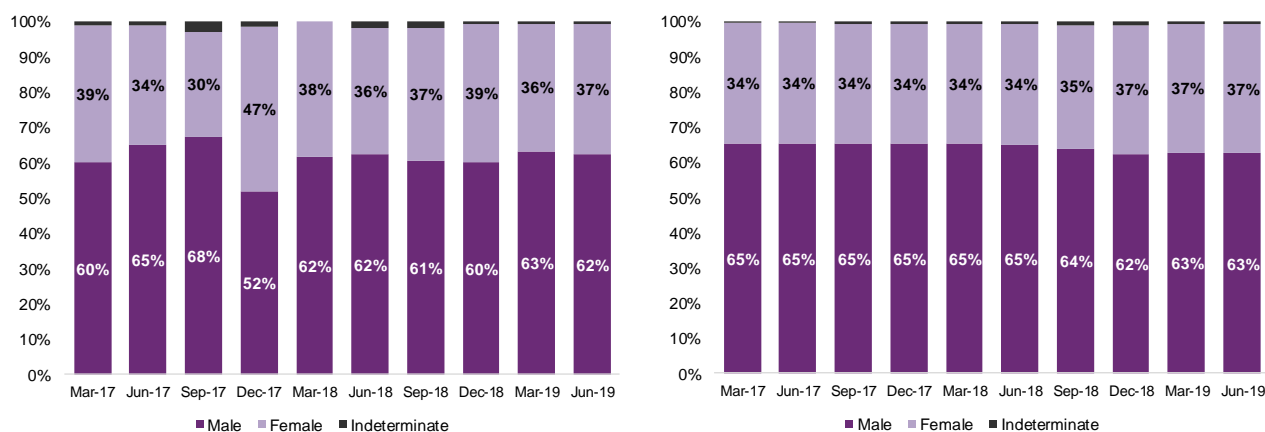


Table I.13 Participant profile per quarter by Gender – WA

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	8,419	63%	1,765	62%	10,184	63%
Female	4,925	37%	1,051	37%	5,976	37%
Indeterminate	92	1%	17	1%	109	1%
Total	13,436	100%	2,833	100%	16,269	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – WA²⁵³



²⁵² Ibid.

²⁵³ Ibid.

Part Two: Participant experience and outcomes

Table I.14 Number of questionnaires completed by SFOF version – WA²⁵⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	299	133	589	1,021
Participant school to 14	283	229	4,304	4,816
Participant 15 to 24	143	60	2,256	2,459
Participant 25 and over	501	295	4,955	5,751
Total Participant	1,226	717	12,104	14,047
Family 0 to 14	563	353	4,261	5,177
Family 15 to 24	38	41	1,519	1,598
Family 25 and over	23	83	1,671	1,777
Total Family	624	477	7,451	8,552
Total	1,850	1,194	19,555	22,599

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	69%			
CC % who say their child is able to tell them what he/she wants	62%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		35%		
DL % who say their child is becoming more independent		47%		
CC % of children who have a genuine say in decisions about themselves		70%		
CC % who are happy with the level of independence/control they have now			43%	
CC % who choose who supports them			37%	62%
CC % who choose what they do each day			48%	69%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			17%	23%
CC % who want more choice and control in their life			70%	61%

²⁵⁴ Baseline outcomes for participants and/or their families and carers were collected for 99.6% 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	53%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	45%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		39%		
REL	Of these, % who are welcomed or actively included	67%	83%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			33%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			40%	42%

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		66%		
HM	% who are happy with their home			86%	82%
HM	% who feel safe or very safe in their home			86%	76%
HW	% who rate their health as good, very good or excellent			74%	48%
HW	% who did not have any difficulties accessing health services			86%	81%
LL	% who currently attend or previously attended school in a mainstream class			39%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				68%
LL	% unable to do a course or training they wanted to do in the last 12 months				25%
WK	% who have a paid job			24%	25%
WK	% who volunteer			18%	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	17%	20%	20%
% receiving Carer Allowance	50%	49%	36%
% working in a paid job	47%	52%	34%
Of those in a paid job, % in permanent employment	76%	75%	85%
Of those in a paid job, % working 15 hours or more	77%	84%	85%
% who say they (and their partner) are able to work as much as they want	44%	54%	69%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	88%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	30%	20%	16%
% able to advocate for their child/family member	77%	72%	74%
% who have friends and family they see as often as they like	43%	48%	54%
% who feel very confident or somewhat confident in supporting their child's development	90%		
% who know what their family can do to enable their family member with disability to become as independent as possible		55%	
% who feel in control selecting services		61%	64%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			48%
% who rate their health as good, very good or excellent	75%	68%	64%

Table I.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=48) – WA²⁵⁵

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	96%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL	Has the NDIS improved how your child fits into family life?	64%
S/CP	Has the NDIS improved how your child fits into community life?	66%

²⁵⁵ Results in Tables I.19 to I.22 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables I.23 to I.26.

Table I.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=239) – 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?	48%
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?	45%

Table I.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=55) and ‘Participant 25 and over’ (n=217) – WA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	67%	78%
DL	Has the NDIS helped you with daily living activities?	68%	83%
REL	Has the NDIS helped you to meet more people?	64%	57%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	61%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	22%
S/CP	Has the NDIS helped you be more involved?	71%	63%

Table I.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=264); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=58) – 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?	65%	60%
Has the NDIS improved the level of support for your family?	68%	69%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	83%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	
Has the NDIS improved your health and wellbeing?	48%	36%

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 0 to school’ (n=20) – WA²⁵⁶

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	93%	85%	-8%
DL	Has the NDIS improved your child's access to specialist services?	96%	90%	-6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	55%	-24%
REL	Has the NDIS improved how your child fits into family life?	75%	60%	-15%
S/CP	Has the NDIS improved how your child fits into community life?	60%	45%	-15%

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 version ‘Participant school to 14’ (n=348) – WA

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	71%	76%	+5%
LL	Has the NDIS improved your child's access to education?	44%	48%	+5%
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?	54%	57%	+3%

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 versions ‘Participant 15 to 24’ (n=114) and ‘Participant 25 and over’ (n=362) – 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?	69%	72%	+3%	75%	78%	+3%
DL	Has the NDIS helped you with daily living activities?	72%	74%	+2%	82%	86%	+4%
REL	Has the NDIS helped you to meet more people?	52%	50%	-2%	58%	62%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	20%	+1%	31%	32%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	46%	-2%	53%	56%	+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?	37%	39%	+1%	35%	31%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	28%	+4%	25%	22%	-3%
S/CP	Has the NDIS helped you be more involved?	66%	67%	+2%	69%	72%	+3%

²⁵⁶ Results in Tables I.23 to I.27 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table I.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’ (n=259) and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=39) – WA

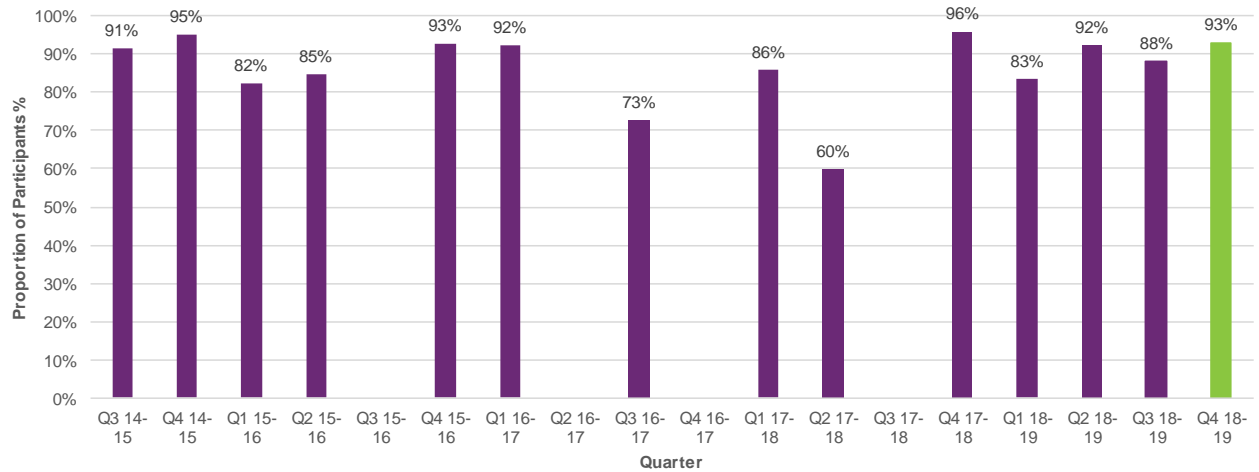
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	63%	+5%	52%	64%	+12%
Has the NDIS improved the level of support for your family?	75%	76%	+1%	67%	69%	+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?	79%	84%	+5%	75%	74%	-1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	78%	+3%			
Has the NDIS improved your health and wellbeing?	51%	53%	+2%	43%	49%	+6%

Table I.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=425) –WA²⁵⁷

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	15%	21%	
Aged 25+	29%	30%	26%
Aged 15+ (average)	27%	28%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	34%	49%	41%
Aged 25+	39%	45%	
Aged 15+ (average)	39%	46%	

²⁵⁷ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

Figure I.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (WA)*²⁵⁸



*The result for Q4 of 2018-19 is based on 57 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 93% gave a rating of good or very good, 0% gave a neutral rating and 7% gave a rating of poor or very poor.

Table I.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 (WA)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	89%	4%	7%
I had enough time to tell my story and say what support I need	88%	2%	11%
The planner knows what I can do well	84%	9%	7%
The planner had some good ideas for my plan	84%	4%	12%
I know what is in my plan	67%	16%	18%
The planner helped me think about my future	70%	16%	14%
I think my plan will make my life better	86%	5%	9%
The planning meeting went well	93%	0%	7%

²⁵⁸ Participant satisfaction results are not shown if there is insufficient data in the group.
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Table I.29 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (WA)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	n = 325	n = 118
Are you happy with how coming into the NDIS has gone?	73%	75%
Was the person from the NDIS respectful?	92%	91%
Do you understand what will happen next with your plan?	70%	70%
Pre-planning	n = 227	n = 141
Did the person from the NDIS understand how your disability affects your life?	82%	79%
Did you understand why you needed to give the information you did?	95%	93%
Were decisions about your plan clearly explained?	73%	72%
Are you clear on what happens next with your plan?	64%	62%
Do you know where to go for more help with your plan?	75%	68%
Planning	n = 298	n = 145
Did the person from the NDIS understand how your disability affects your life?	84%	84%
Did you understand why you needed to give the information you did?	98%	93%
Were decisions about your plan clearly explained?	80%	77%
Are you clear on what happens next with your plan?	72%	68%
Do you know where to go for more help with your plan?	77%	73%
Plan review	n = 143	n = 38
Did the person from the NDIS understand how your disability affects your life?	85%	87%
Did you feel prepared for your plan review?	80%	79%
Is your NDIS plan helping you to make progress towards your goals?	91%	82%

Table I.30 Plan reviews conducted per quarter – excluding plans less than 30 days – WA²⁵⁹

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	9,644	2,089	11,733
Early intervention plans	1,528	330	1,858
Permanent disability plans	8,116	1,759	9,875

²⁵⁹ 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.

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

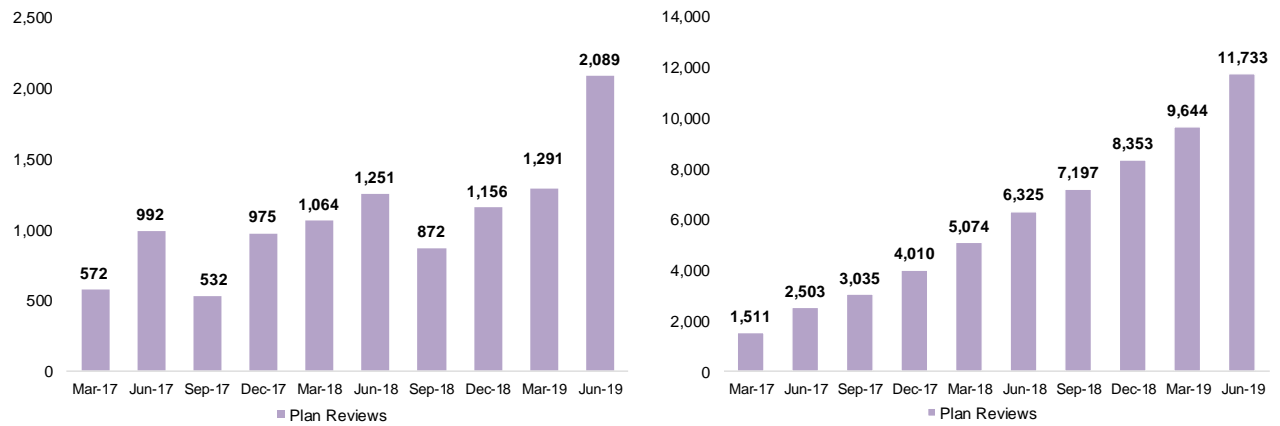


Table I.31 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	8,045	1,564	9,609
<i>Trial participants</i>	5,679	738	6,417
<i>Transition participants</i>	2,366	826	3,192

Figure I.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – WA²⁶⁰

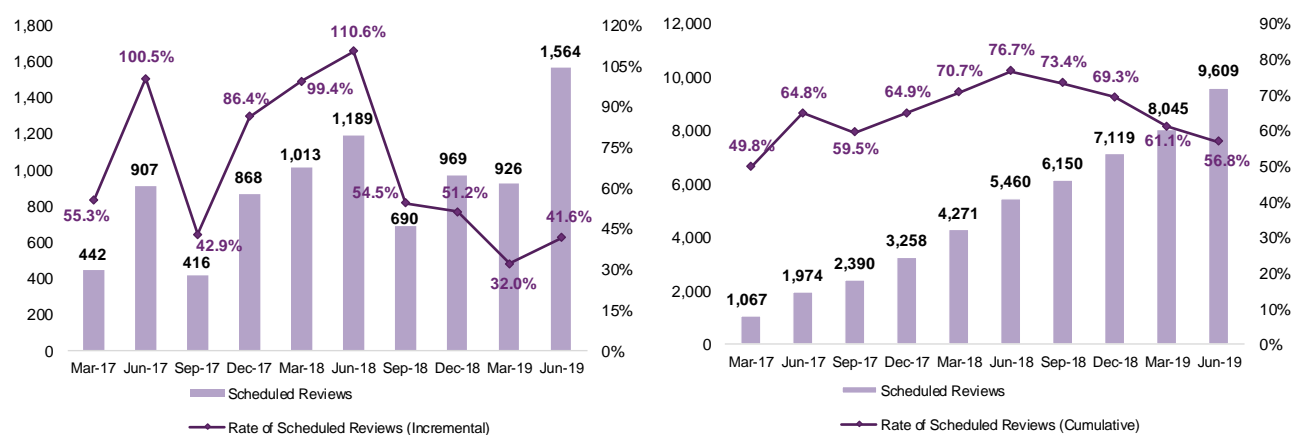


Table I.32 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	1,599	525	2,124
<i>Trial participants</i>	867	56	923
<i>Transition participants</i>	732	469	1,201

Table I.33 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA²⁶¹

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	12.1%	14.0%	12.5%

²⁶⁰ The rates in these charts are calculated as the number of 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.

²⁶¹ 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.

Figure I.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – WA²⁶²

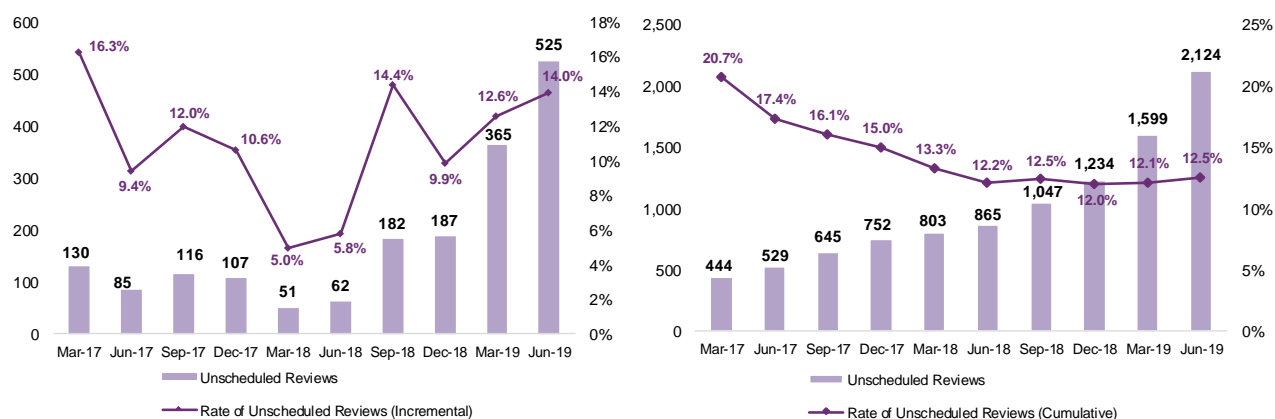


Table I.34 AAT cases by category – WA²⁶³

	Prior Quarters	2018-19 Q4	Total
	N	N	N
AAT cases	48	<11	57
% of all access decisions²⁶⁴	0.19%	0.16%	0.19%

Table I.35 AAT cases by open/closed and decision – WA

	N
AAT Cases	57
Open AAT Cases	14
Closed AAT Cases	43
<i>Resolved before hearing</i>	43
<i>Gone to hearing and received a substantive decision</i>	0

Table I.36 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	8%	12%	9%
Self-managed partly	23%	22%	23%
Plan managed	4%	9%	6%
Agency managed	64%	57%	62%
Total	100%	100%	100%

²⁶² The rates in these charts are calculated as the number of 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.

²⁶³ The counts of AAT cases for WA by category are not shown due to insufficient numbers.

²⁶⁴ 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.

Figure I.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – WA²⁶⁶

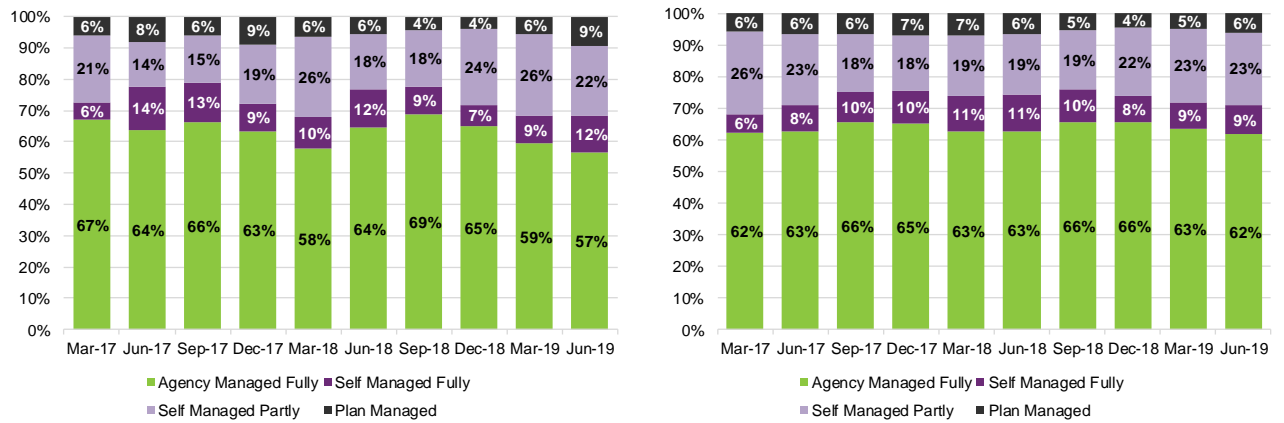


Table I.37 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	38%	45%	40%

Table I.38 Duration to plan activation by quarter of initial plan approval for active participants – WA^{267,268}

	Prior Quarters (Transition Only)		2018-19 Q2	
Plan activation	N	%	N	%
Less than 30 days	2,137	70%	3,016	78%
30 to 59 days	335	11%	289	7%
60 to 89 days	163	5%	159	4%
Activated within 90 days	2,635	86%	3,464	89%
90 to 119 days	103	3%	83	2%
120 days and over	204	7%	76	2%
Activated after 90 days	307	10%	159	4%
No payments	132	4%	260	7%
Total plans approved	3,074	100%	3,883	100%

²⁶⁶ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

²⁶⁷ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²⁶⁸ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table I.39 Proportion of active participants with plan activated within 12 months – WA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	184	196	94%
Not Aboriginal and Torres Strait Islander	3,892	4,074	96%
Not Stated	76	82	93%
Total	4,152	4,352	95%
by Culturally and Linguistically Diverse status			
CALD	305	317	96%
Not CALD	3,657	3,839	95%
Not Stated	190	196	97%
Total	4,152	4,352	95%
by Remoteness			
Major Cities	3,765	3,933	96%
Regional	368	395	93%
Remote	14	19	74%
Missing	<11	<11	
Total	4,152	4,352	95%
by Primary Disability type			
Autism	1,424	1,516	94%
Intellectual Disability (including Down Syndrome)	1,000	1,044	96%
Psychosocial Disability	352	362	97%
Developmental Delay (including Global Developmental Delay)	223	238	94%
Other	1,153	1,192	97%
Total	4,152	4,352	95%

Table I.40 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19– WA^{269,270}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	32%	53%	37%
50% to 75%	27%	26%	27%
> 75%	41%	21%	36%
Total	100%	100%	100%

²⁶⁹ 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.

²⁷⁰ This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table I.41 Proportion of active participants with approved plans accessing mainstream supports – WA

	Prior Quarters	2018-19 Q4	Total
Daily Activities	5%	7%	5%
Health & Wellbeing	47%	48%	47%
Lifelong Learning	21%	22%	22%
Other	14%	19%	16%
Non-categorised	28%	26%	27%
Any mainstream service	90%	90%	90%

Part Three: Providers and the growing market

Table I.42 Key provider indicators by quarter - WA²⁷¹

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	226	16	234
<i>Company/ organisation</i>	889	39	907
<i>Total</i>	1,115	55	1,141
b) Registration revoked	29		

²⁷¹ The total number of providers as at 30 June 2019 (1,141) is not the sum of the number of providers as at 31 March 2019 (1,115) and the providers registered in the fourth quarter of 2018-19 (55). This is due to 29 providers whose registration ended during the fourth quarter of 2018-19.

Table I.43 Number of approved providers by registration group - WA^{272,273}

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	109	5	114	5%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	112	10	122	9%
Assistance with travel/transport arrangements	189	17	206	9%
Daily Personal Activities	133	13	146	10%
Group and Centre Based Activities	109	10	119	9%
High Intensity Daily Personal Activities	123	13	136	11%
Household tasks	196	15	211	8%
Interpreting and translation	52	-1	51	-2%
Participation in community, social and civic activities	155	10	165	6%
Assistive Technology				
Assistive equipment for recreation	165	4	169	2%
Assistive products for household tasks	133	2	135	2%
Assistance products for personal care and safety	316	5	321	2%
Communication and information equipment	122	6	128	5%
Customised Prosthetics	87	-1	86	-1%
Hearing Equipment	48	1	49	2%
Hearing Services	9	-1	8	-11%
Personal Mobility Equipment	241	6	247	2%
Specialised Hearing Services	16	0	16	0%
Vision Equipment	53	0	53	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	128	11	139	9%
Behaviour Support	116	9	125	8%
Community nursing care for high needs	70	3	73	4%
Development of daily living and life skills	134	11	145	8%
Early Intervention supports for early childhood	123	4	127	3%
Exercise Physiology and Physical Wellbeing activities	91	1	92	1%
Innovative Community Participation	131	5	136	4%
Specialised Driving Training	56	0	56	0%
Therapeutic Supports	271	12	283	4%
Capital services				
Home modification design and construction	129	9	138	7%
Specialised Disability Accommodation	27	9	36	33%
Vehicle Modifications	31	2	33	6%
Choice and control support services				
Management of funding for supports in participants plan	65	13	78	20%
Support Coordination	105	9	114	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	65	4	69	6%
Specialised Supported Employment	23	2	25	9%
Total approved providers	1,086	55	1,141	5%

²⁷² The 29 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

²⁷³ 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 I.44 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.41	1.43
b) Number of providers delivering new supports	172	190
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	33%	37%
<i>Not yet active (%)</i>	59%	56%
<i>Inactive (%)</i>	7%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	81%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	76%	80%
<i>Early Childhood Supports (%)</i>	84%	89%
<i>Assist Personal Activities (%)</i>	83%	86%

Table I.45 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	11	0	11	0%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	57	8	65	14%
Assistance with travel/transport arrangements	66	6	72	9%
Daily Personal Activities	92	13	105	14%
Group and Centre Based Activities	48	4	52	8%
High Intensity Daily Personal Activities	78	5	83	6%
Household tasks	74	14	88	19%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	107	13	120	12%
Assistive Technology				
Assistive equipment for recreation	14	2	16	14%
Assistive products for household tasks	12	2	14	17%
Assistance products for personal care and safety	112	13	125	12%
Communication and information equipment	19	1	20	5%
Customised Prosthetics	33	3	36	9%
Hearing Equipment	3	0	3	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	57	7	64	12%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	8	1	9	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	78	12	90	15%
Behaviour Support	45	7	52	16%
Community nursing care for high needs	12	4	16	33%
Development of daily living and life skills	77	10	87	13%
Early Intervention supports for early childhood	59	10	69	17%
Exercise Physiology and Physical Wellbeing activities	11	2	13	18%
Innovative Community Participation	3	3	6	100%
Specialised Driving Training	10	0	10	0%
Therapeutic Supports	169	22	191	13%
Capital services				
Home modification design and construction	23	1	24	4%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	4	2	6	50%
Choice and control support services				
Management of funding for supports in participants plan	27	7	34	26%
Support Coordination	31	7	38	23%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	31	2	33	6%
Specialised Supported Employment	10	0	10	0%
Total approved active providers	448	56	504	13%

Table I.46 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – 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	105	114	0	11	11
Assistance Animals	0	2	2	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	3	119	122	1	64	65
Assistance with travel/transport arrangements	16	190	206	3	69	72
Daily Personal Activities	4	142	146	2	103	105
Group and Centre Based Activities	5	114	119	1	51	52
High Intensity Daily Personal Activities	4	132	136	2	81	83
Household tasks	26	185	211	10	78	88
Interpreting and translation	7	44	51	1	6	7
Participation in community, social and civic activities	6	159	165	5	115	120
Assistive Technology						
Assistive equipment for recreation	25	144	169	1	15	16
Assistive products for household tasks	13	122	135	0	14	14
Assistance products for personal care and safety	42	279	321	10	115	125
Communication and information equipment	22	106	128	2	18	20
Customised Prosthetics	10	76	86	4	32	36
Hearing Equipment	5	44	49	0	3	3
Hearing Services	1	7	8	0	2	2
Personal Mobility Equipment	30	217	247	7	57	64
Specialised Hearing Services	1	15	16	0	3	3
Vision Equipment	7	46	53	0	9	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	8	131	139	3	87	90
Behaviour Support	28	97	125	12	40	52
Community nursing care for high needs	2	71	73	1	15	16
Development of daily living and life skills	7	138	145	3	84	87
Early Intervention supports for early childhood	48	79	127	22	47	69
Exercise Physiology and Physical Wellbeing activities	16	76	92	1	12	13
Innovative Community Participation	22	114	136	3	3	6
Specialised Driving Training	9	47	56	2	8	10
Therapeutic Supports	101	182	283	64	127	191
Capital services						
Home modification design and construction	14	124	138	0	24	24
Specialised Disability Accommodation	1	35	36	0	0	0
Vehicle Modifications	2	31	33	0	6	6
Choice and control support services						
Management of funding for supports in participants plan	5	73	78	1	33	34

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	7	107	114	1	37	38
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	66	69	0	33	33
Specialised Supported Employment	0	25	25	0	10	10
Total	234	907	1,141	99	405	504

Table I.47 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – 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%	114	0%	100%	11
Assistance Animals	0%	100%	2	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	2%	98%	122	2%	98%	65
Assistance with travel/transport arrangements	8%	92%	206	4%	96%	72
Daily Personal Activities	3%	97%	146	2%	98%	105
Group and Centre Based Activities	4%	96%	119	2%	98%	52
High Intensity Daily Personal Activities	3%	97%	136	2%	98%	83
Household tasks	12%	88%	211	11%	89%	88
Interpreting and translation	14%	86%	51	14%	86%	7
Participation in community, social and civic activities	4%	96%	165	4%	96%	120
Assistive Technology						
Assistive equipment for recreation	15%	85%	169	6%	94%	16
Assistive products for household tasks	10%	90%	135	0%	100%	14
Assistance products for personal care and safety	13%	87%	321	8%	92%	125
Communication and information equipment	17%	83%	128	10%	90%	20
Customised Prosthetics	12%	88%	86	11%	89%	36
Hearing Equipment	10%	90%	49	0%	100%	3
Hearing Services	13%	88%	8	0%	100%	2
Personal Mobility Equipment	12%	88%	247	11%	89%	64
Specialised Hearing Services	6%	94%	16	0%	100%	3
Vision Equipment	13%	87%	53	0%	100%	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	6%	94%	139	3%	97%	90
Behaviour Support	22%	78%	125	23%	77%	52
Community nursing care for high needs	3%	97%	73	6%	94%	16
Development of daily living and life skills	5%	95%	145	3%	97%	87
Early Intervention supports for early childhood	38%	62%	127	32%	68%	69
Exercise Physiology and Physical Wellbeing activities	17%	83%	92	8%	92%	13

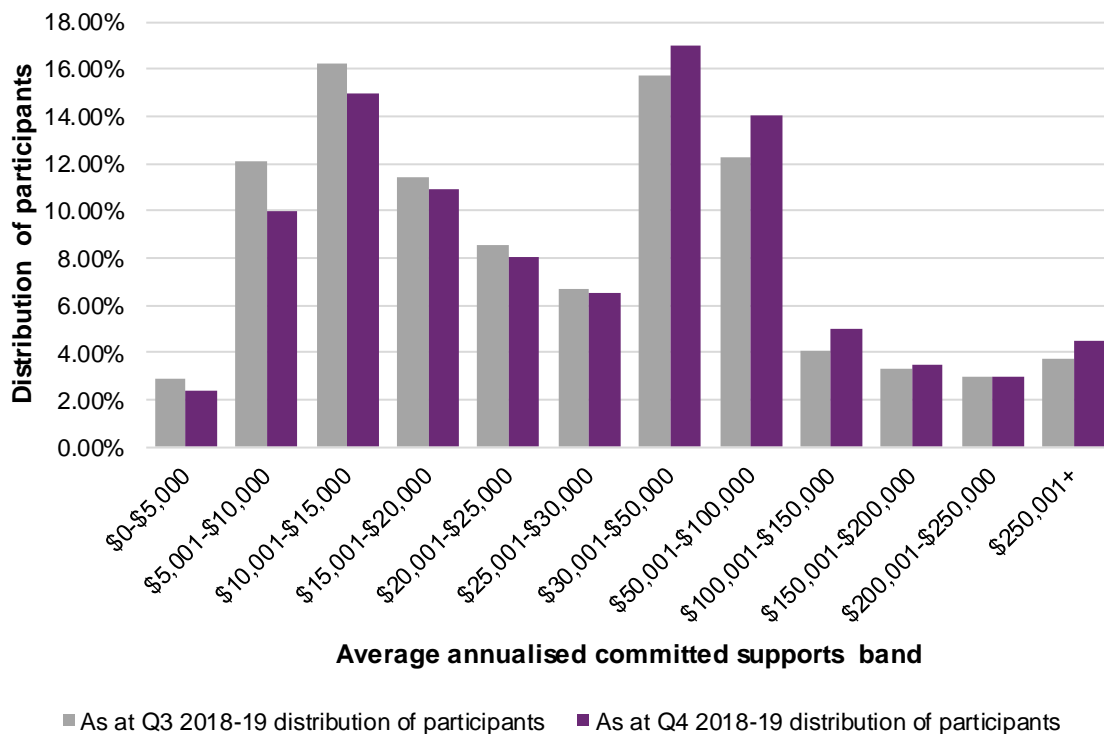
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	16%	84%	136	50%	50%	6
Specialised Driving Training	16%	84%	56	20%	80%	10
Therapeutic Supports	36%	64%	283	34%	66%	191
Capital services						
Home modification design and construction	10%	90%	138	0%	100%	24
Specialised Disability Accommodation	3%	97%	36	-	-	0
Vehicle Modifications	6%	94%	33	0%	100%	6
Choice and control support services						
Management of funding for supports in participants plan	6%	94%	78	3%	97%	34
Support Coordination	6%	94%	114	3%	97%	38
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4%	96%	69	0%	100%	33
Specialised Supported Employment	0%	100%	25	0%	100%	10
Total	21%	79%	1,141	20%	80%	504

Part Five: Financial sustainability

Table I.48 Committed supports by financial year (\$m) - WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	18.9	69.6	166.4	215.9	532.5	1,003.3

Figure I.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)²⁷⁴



²⁷⁴ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

Figure I.15 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)²⁷⁵

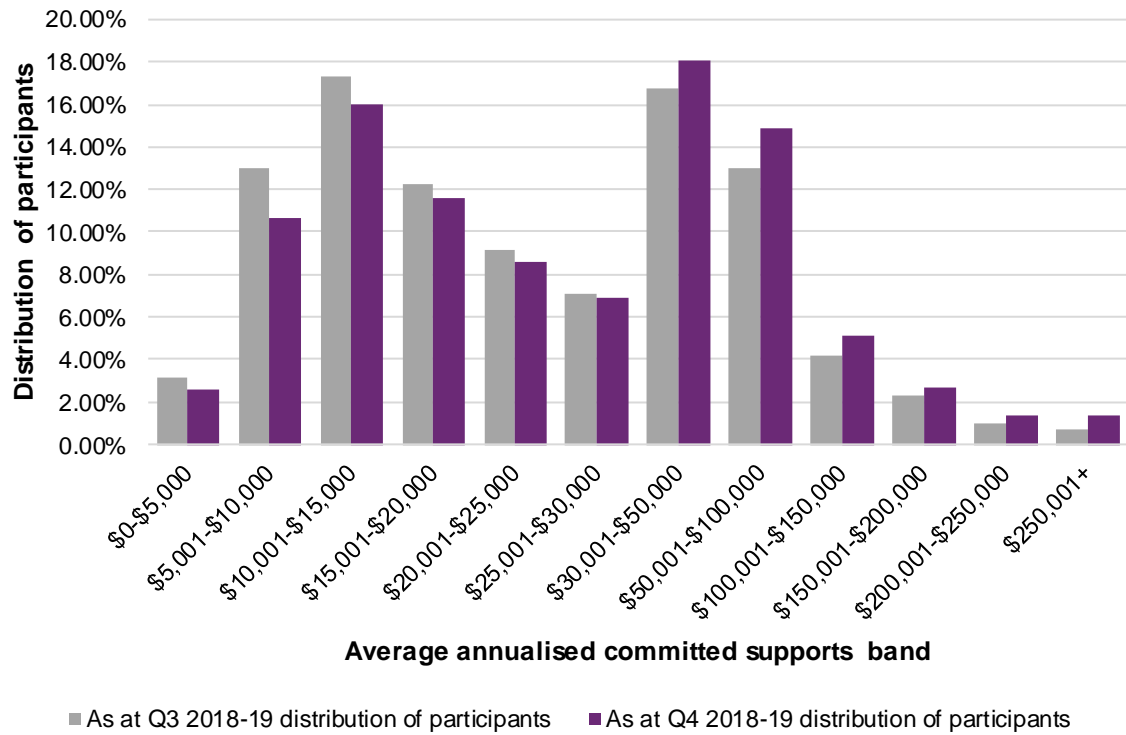
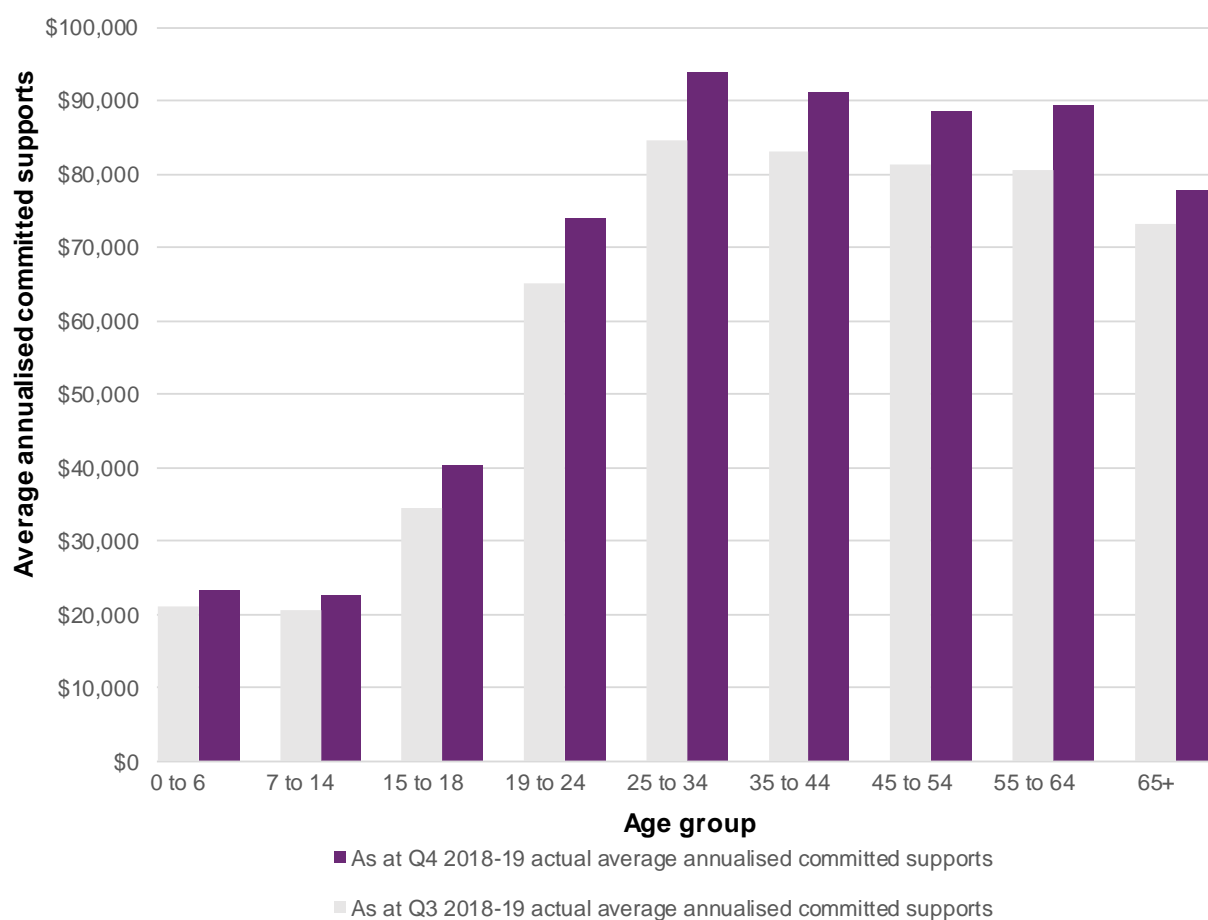
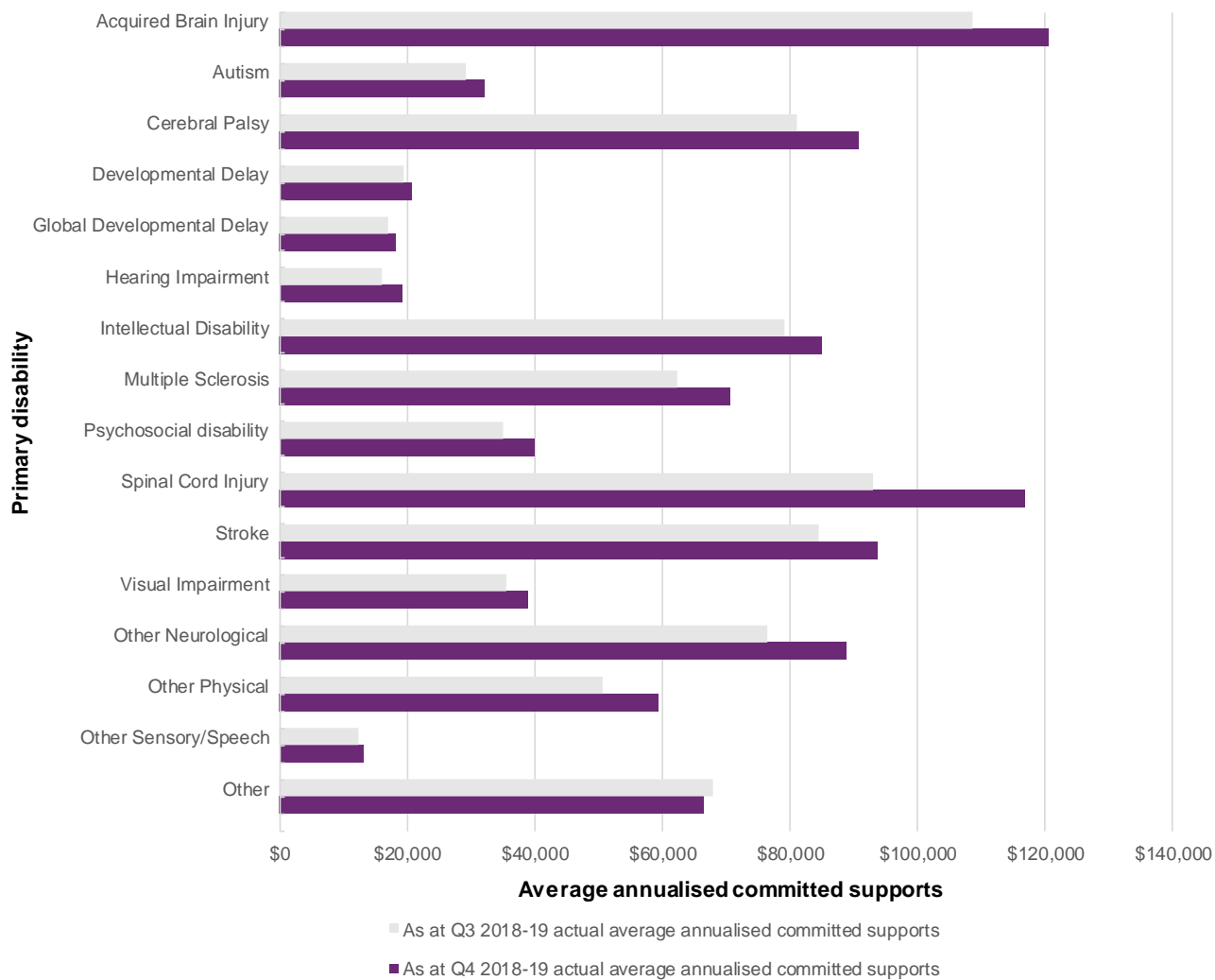


Figure I.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)²⁷⁶



²⁷⁶ Ibid.
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Figure I.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)²⁷⁷



²⁷⁷ Ibid.

Figure I.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)^{278,279}

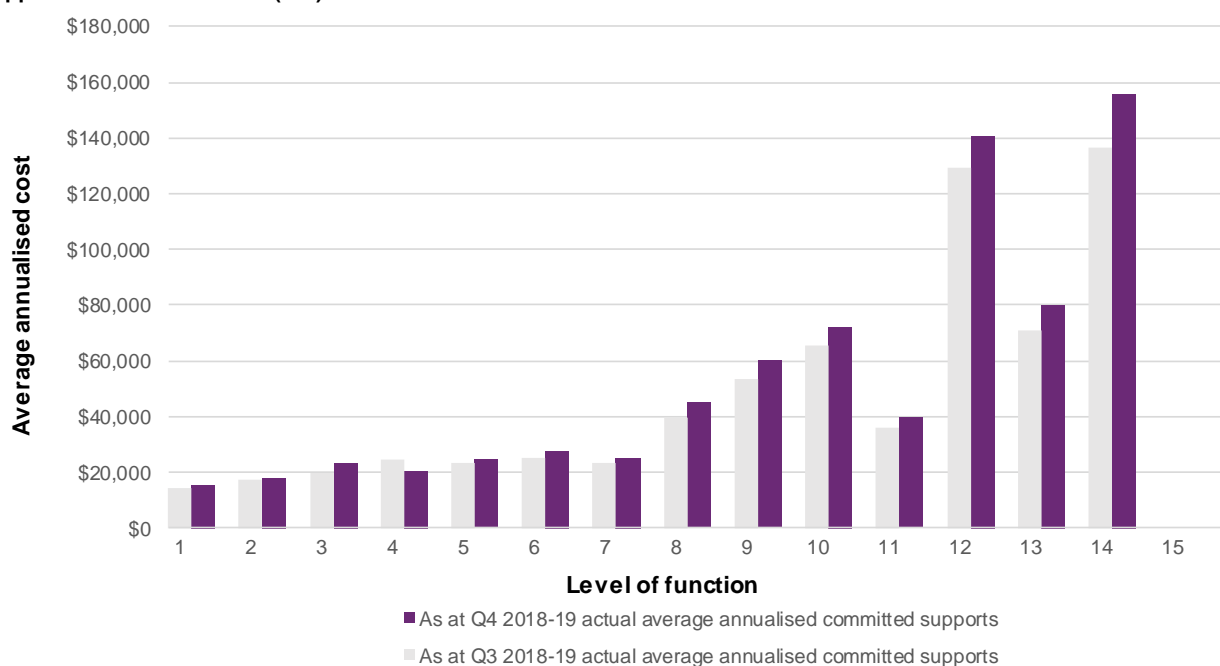


Table I.49 Payments by financial year, compared to committed supports (\$m) – WA

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	-	18.9	69.6	166.4	215.9	532.5	1,003.3
Total paid	-	10.9	51.1	131.9	161.8	336.8	692.5
% utilised to date	-	58%	73%	79%	75%	63%	69%

²⁷⁸ Ibid.

²⁷⁹ 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.

Figure I.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (WA)

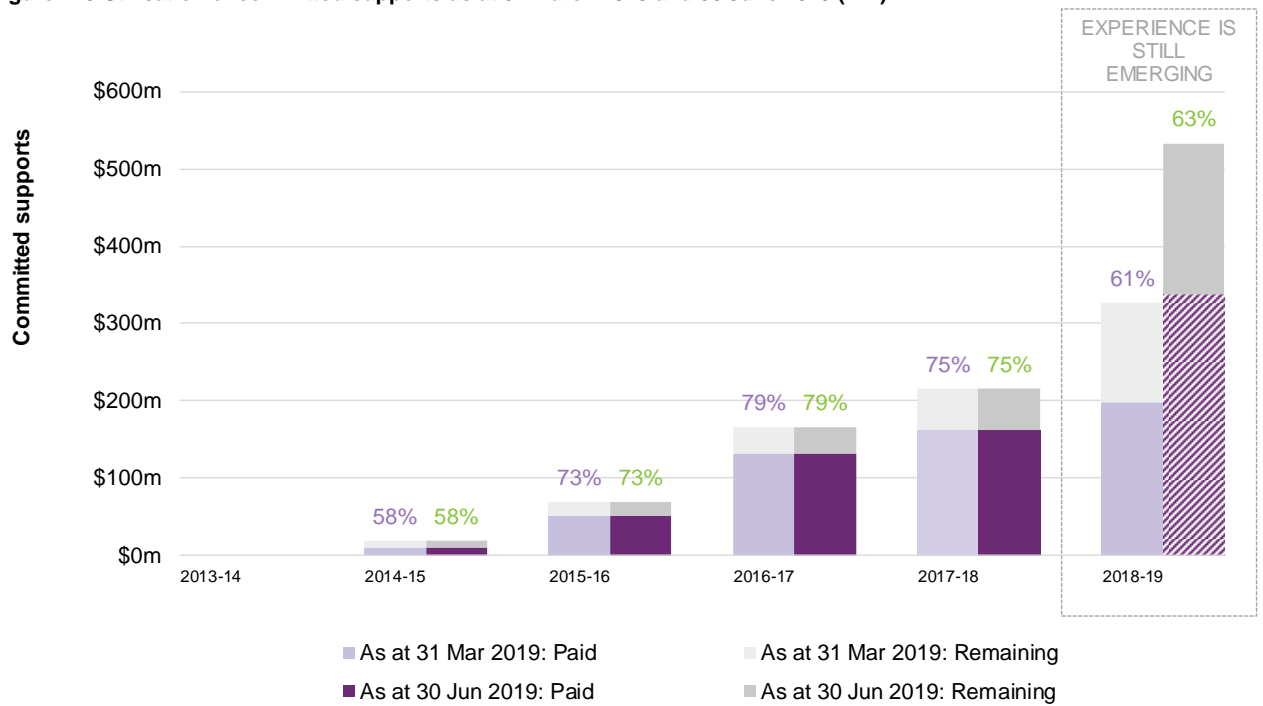
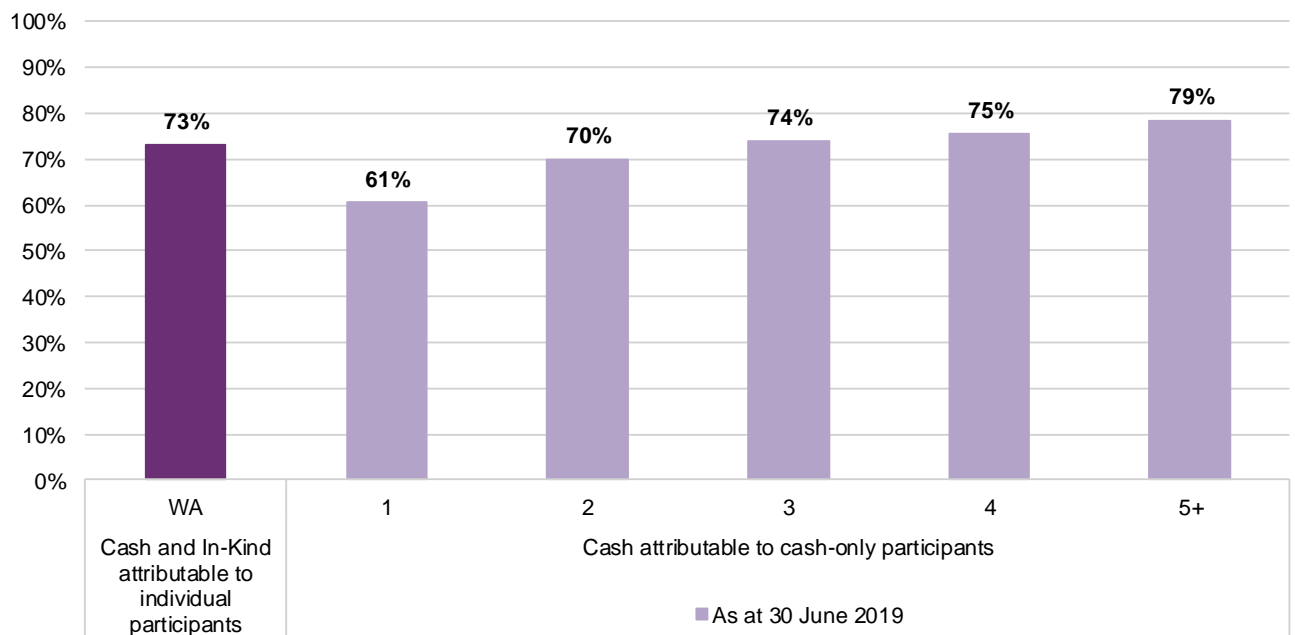


Figure I.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (WA)²⁸⁰



²⁸⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure I.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (WA)²⁸¹

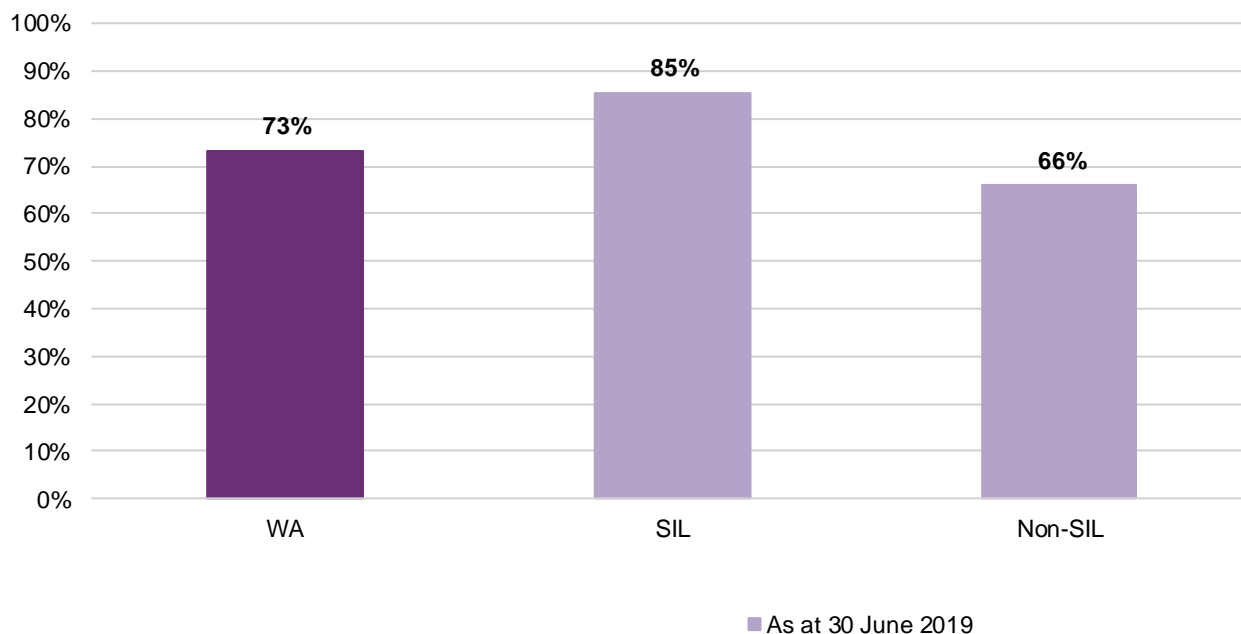
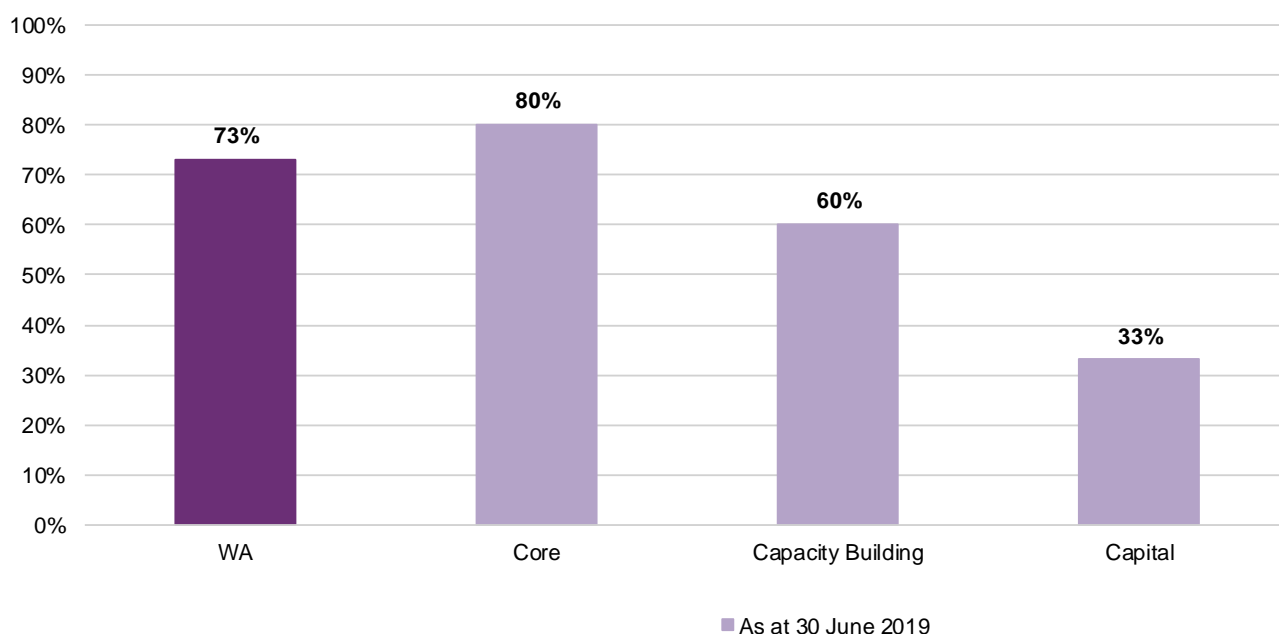


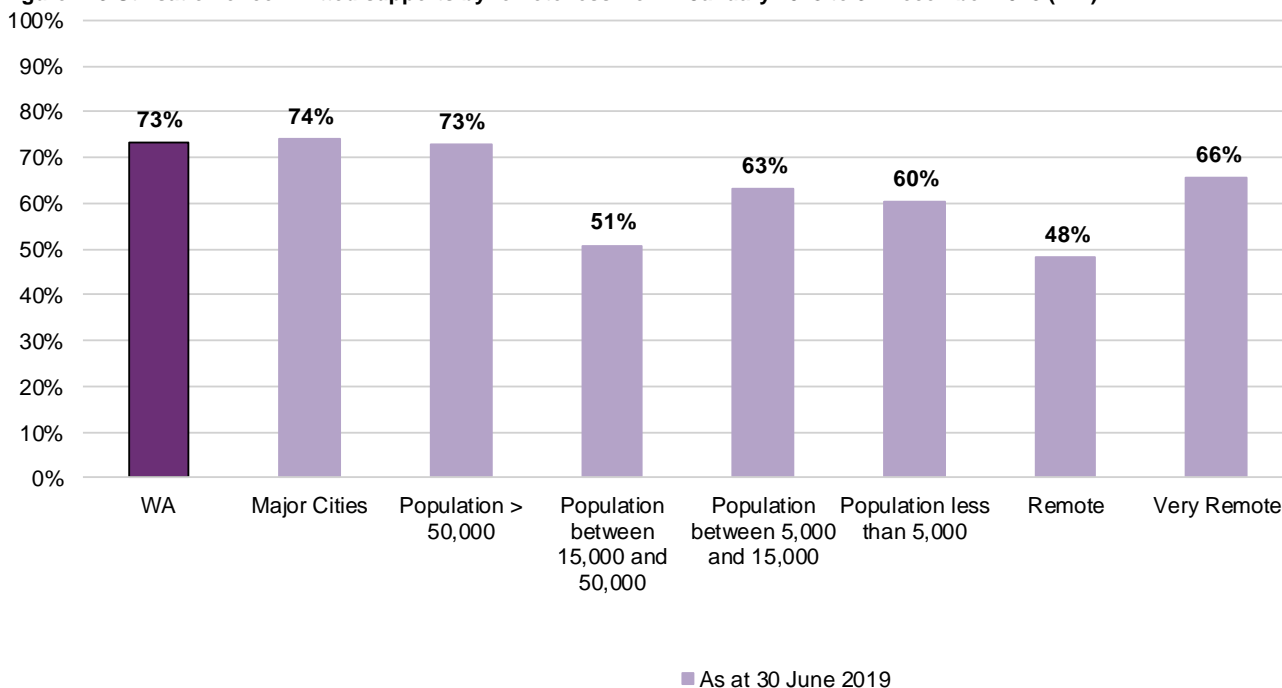
Figure I.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (WA)²⁸²



²⁸¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

²⁸² Ibid.

Figure I.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (WA)²⁸³



²⁸³ Ibid.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Plan approvals compared to estimates – SA

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	27,289	1,737	29,026	29,034	32,284

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA²⁸⁴

	Prior Quarters	2018-19 Q4	Total
Access decisions	35,114	1,460	36,574
Access Met	30,523	1,072	31,595
State	13,406	119	13,525
Commonwealth	2,337	72	2,409
New	14,780	881	15,661
Total Participant Plans	27,487	1,745	29,034
State	12,484	572	13,056
Commonwealth	2,055	143	2,198
New	12,750	1,022	13,772
ECEI ²⁸⁵	198	8	8
Total Participant Plans	27,487	1,745	29,034
Early Intervention (s25)	9,692	271	9,963
Permanent Disability (s24)	17,597	1,466	19,063
ECEI ²⁸⁶	198	8	8

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – SA

Exits	
Total participant exits	1,134
Early Intervention participants	837
Permanent disability participants	297

²⁸⁴ 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 Q4, 90% of people with a hearing impairment met the access criteria compared to 73% overall.

²⁸⁵ 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.

²⁸⁶ Ibid.

Table J.4 Cumulative position by services previously received – SA²⁸⁷

	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	1,277	9,406	105	18,565	25,957	72%
End of 2018-19 Q1	9,078	1,487	10,163	132	20,860	27,539	76%
End of 2018-19 Q2	11,278	1,870	11,478	200	24,826	29,120	85%
End of 2018-19 Q3	12,484	2,055	12,750	198	27,487	30,702	90%
End of 2018-19 Q4	13,056	2,198	13,772	8	29,034	32,284	90%

Table J.5 Cumulative position by entry into the Scheme – SA²⁸⁸

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ²⁸⁹	Permanent Disability ²⁹⁰	ECEI	Total		
Trial	5,109	2,008		7,117	8,500	84%
End of 2016-17	7,536	4,095	482	12,113	12,887	94%
End of 2017-18	8,726	9,734	105	18,565	25,957	72%
End of 2018-19 Q1	8,994	11,734	132	20,860	27,539	76%
End of 2018-19 Q2	9,338	15,288	200	24,826	29,120	85%
End of 2018-19 Q3	9,692	17,597	198	27,487	30,702	90%
End of 2018-19 Q4	9,963	19,063	8	29,034	32,284	90%

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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,178	4.5%	132	7.6%	1,310	4.7%
Not Aboriginal and Torres Strait Islander	23,576	90.1%	1,505	86.8%	25,081	89.9%
Not Stated	1,405	5.4%	96	5.5%	1,501	5.4%
Total	26,159	100%	1,733	100%	27,892	100%

²⁸⁷ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

²⁸⁸ A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

²⁸⁹ Participants who met Section 25 of the NDIS Act for access

²⁹⁰ Participants who met Section 24 of the NDIS Act for access

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – SA²⁹¹

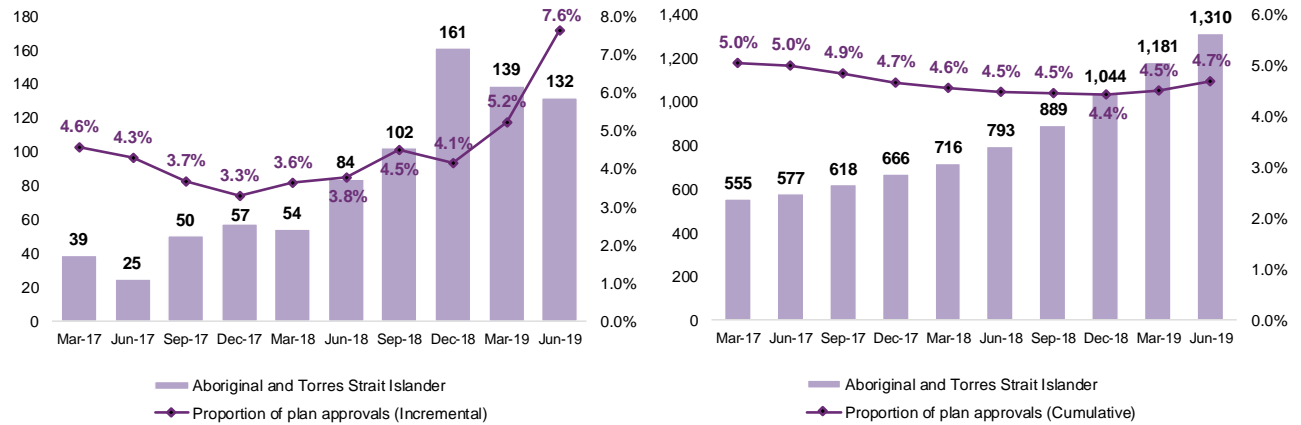


Table J.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	1,777	6.8%	143	8.3%	1,920	6.9%
Not CALD	24,185	92.5%	1,590	91.7%	25,775	92.4%
Not Stated	197	0.8%	0	0.0%	197	0.7%
Total	26,159	100%	1,733	100%	27,892	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – SA²⁹²

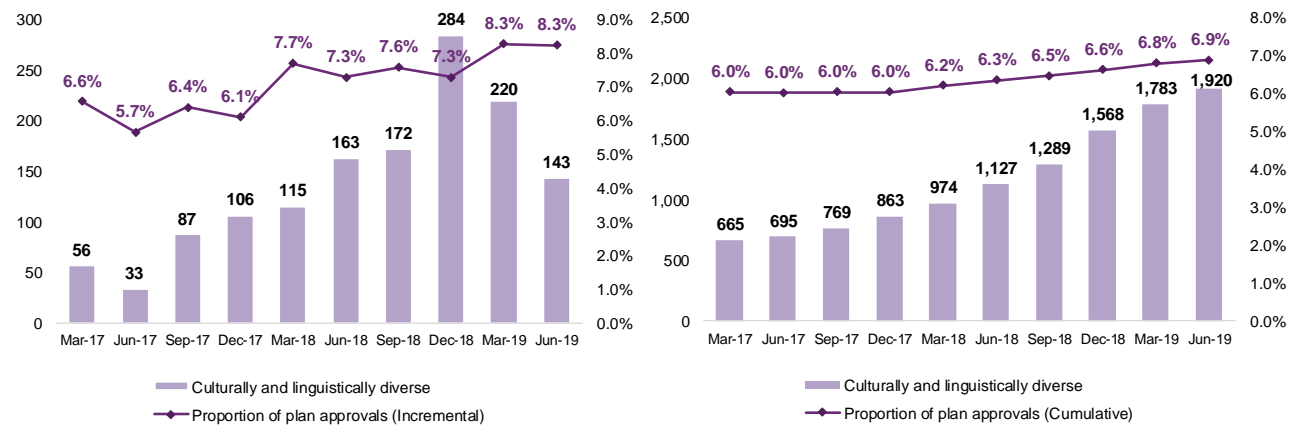


Table J.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	198	0.8%	86	5.0%	284	1.0%
Not YPIRAC	25,961	99.2%	1,647	95.0%	27,608	99.0%
Total	26,159	100%	1,733	100%	27,892	100%

²⁹¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁹² Ibid.

Figure J.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – SA^{293,294}

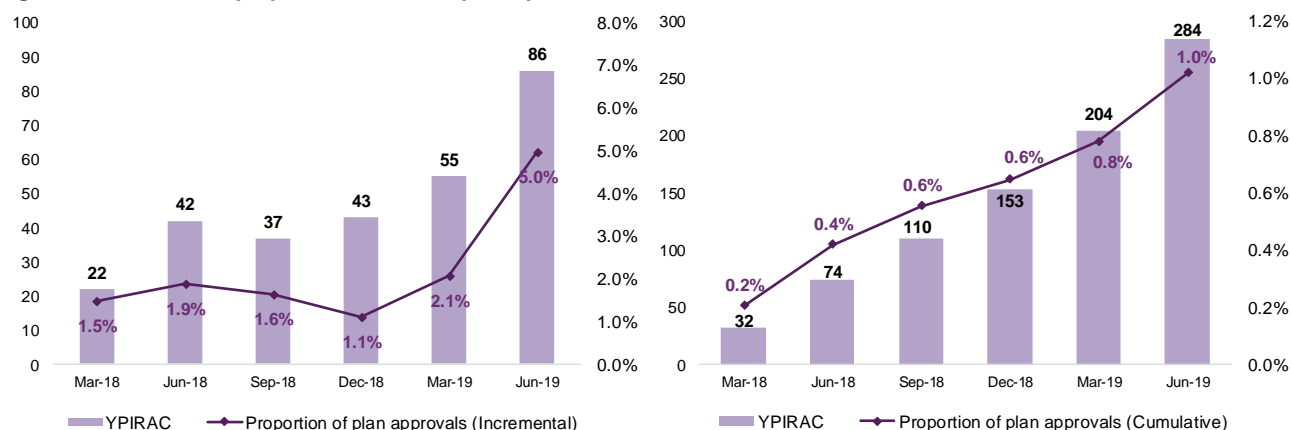


Table J.9 Participants who are YPIRAC by age group – SA

Age group	All Quarters	
	N	%
Under 45	12	4.2%
45 to 54	40	14.1%
55 to 64	183	64.4%
65 and above	49	17.3%
Total YPIRAC	284	100%

Table J.10 Participant profile per quarter by remoteness – SA^{295,296}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	19,635	75.2%	1,346	77.7%	20,981	75.3%
Population > 50,000	636	2.4%	46	2.7%	682	2.4%
Population between 15,000 and 50,000	2,158	8.3%	136	7.8%	2,294	8.2%
Population between 5,000 and 15,000	505	1.9%	27	1.6%	532	1.9%
Population less than 5,000	2,541	9.7%	146	8.4%	2,687	9.6%
Remote	487	1.9%	12	0.7%	499	1.8%
Very Remote	164	0.6%	20	1.2%	184	0.7%
Missing	33		0		33	
Total	26,159	100%	1,733	100%	27,892	100%

²⁹³ Ibid.

²⁹⁴ There are insufficient numbers to show the incremental and cumulative count of YPIRAC participants in SA prior to the March 2018 quarter.

²⁹⁵ This table is based on the Modified Monash Model measure of remoteness.

²⁹⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – SA²⁹⁷

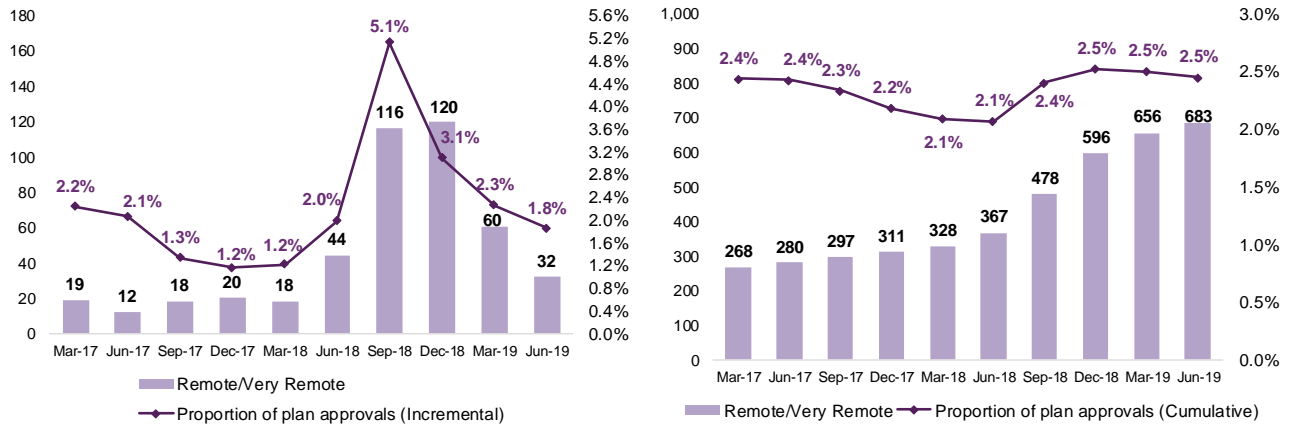


Table J.11 Participant profile per quarter by disability group - SA^{298,299}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	9,768	37%	465	27%	10,233	37%
Intellectual Disability ³⁰⁰	6,508	25%	323	19%	6,831	24%
Psychosocial disability	952	4%	231	13%	1,183	4%
Developmental Delay	979	4%	71	4%	1,050	4%
Other Neurological	1,017	4%	108	6%	1,125	4%
Cerebral Palsy	1,026	4%	38	2%	1,064	4%
Other Physical	1,182	5%	120	7%	1,302	5%
Hearing Impairment	834	3%	75	4%	909	3%
ABI	1,082	4%	124	7%	1,206	4%
Visual Impairment	539	2%	32	2%	571	2%
Multiple Sclerosis	496	2%	31	2%	527	2%
Global Developmental Delay	536	2%	41	2%	577	2%
Stroke	232	1%	33	2%	265	1%
Spinal Cord Injury	248	1%	27	2%	275	1%
Other Sensory/Speech	720	3%	12	1%	732	3%
Other	40	0%	<11		42	0%
Total	26,159	100%	1,733	100%	27,892	100%

²⁹⁷ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁹⁸ Table order based on national proportions (highest to lowest)

²⁹⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁰⁰ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in SA (766).

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – SA³⁰¹

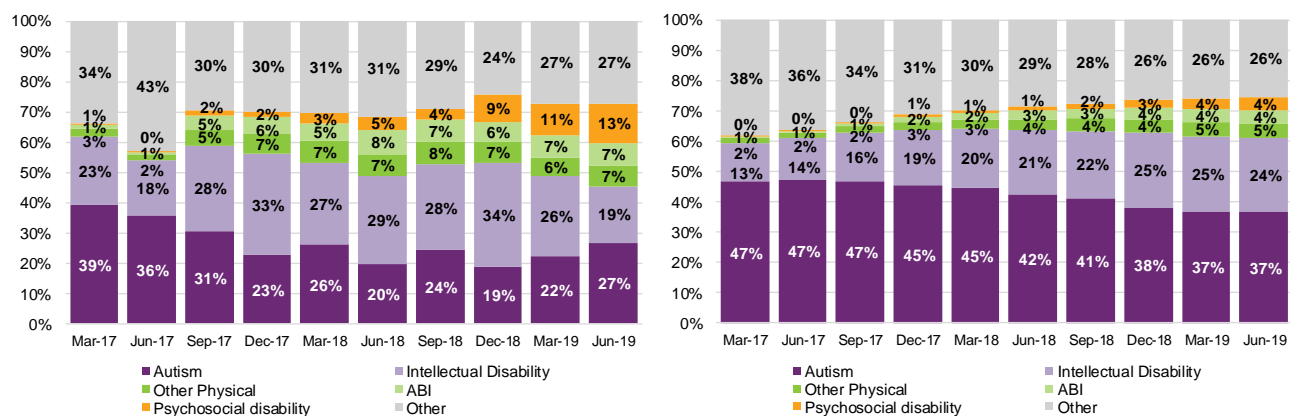
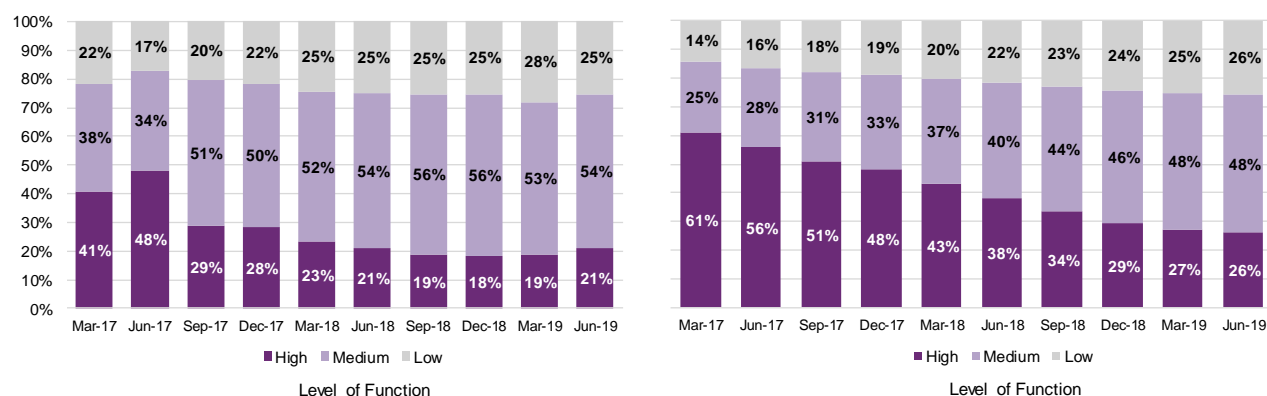


Table J.12 Participant profile per quarter by level of function – SA³⁰²

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	1,632	6%	91	5%	1,723	6%
2 (High Function)	18	0%	<11		23	0%
3 (High Function)	1,673	6%	106	6%	1,779	6%
4 (High Function)	1,416	5%	77	4%	1,493	5%
5 (High Function)	2,104	8%	89	5%	2,193	8%
6 (Moderate Function)	5,990	23%	442	26%	6,432	23%
7 (Moderate Function)	1,799	7%	50	3%	1,849	7%
8 (Moderate Function)	1,948	7%	168	10%	2,116	8%
9 (Moderate Function)	98	0%	11	1%	109	0%
10 (Moderate Function)	2,595	10%	257	15%	2,852	10%
11 (Low Function)	1,254	5%	14	1%	1,268	5%
12 (Low Function)	3,133	12%	332	19%	3,465	12%
13 (Low Function)	1,926	7%	75	4%	2,001	7%
14 (Low Function)	413	2%	15	1%	428	2%
15 (Low Function)	<11		<11		<11	
Missing	158		<11		158	
Total	26,159	100%	1,733	100%	27,892	100%

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – SA³⁰³



³⁰¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁰² The distributions are calculated excluding participants with a missing level of function.

³⁰³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table J.13 Participant profile per quarter by Age group – SA

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	2,807	11%	251	14%	3,058	11%
7 to 14	9,075	35%	288	17%	9,363	34%
15 to 18	2,422	9%	58	3%	2,480	9%
19 to 24	1,905	7%	91	5%	1,996	7%
25 to 34	1,982	8%	184	11%	2,166	8%
35 to 44	1,865	7%	199	11%	2,064	7%
45 to 54	2,599	10%	272	16%	2,871	10%
55 to 64	2,994	11%	340	20%	3,334	12%
65+	510	2%	50	3%	560	2%
Total	26,159	100%	1,733	100%	27,892	100%

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – SA³⁰⁴

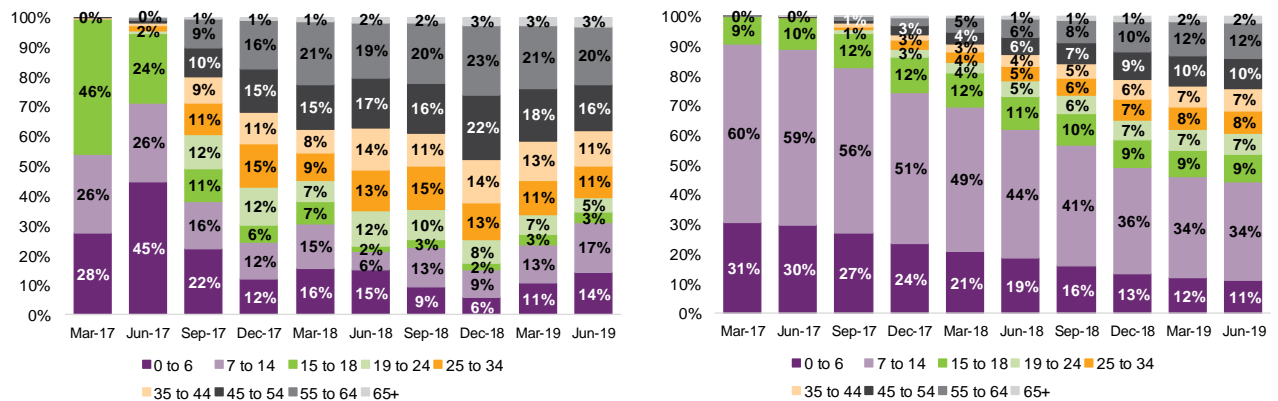
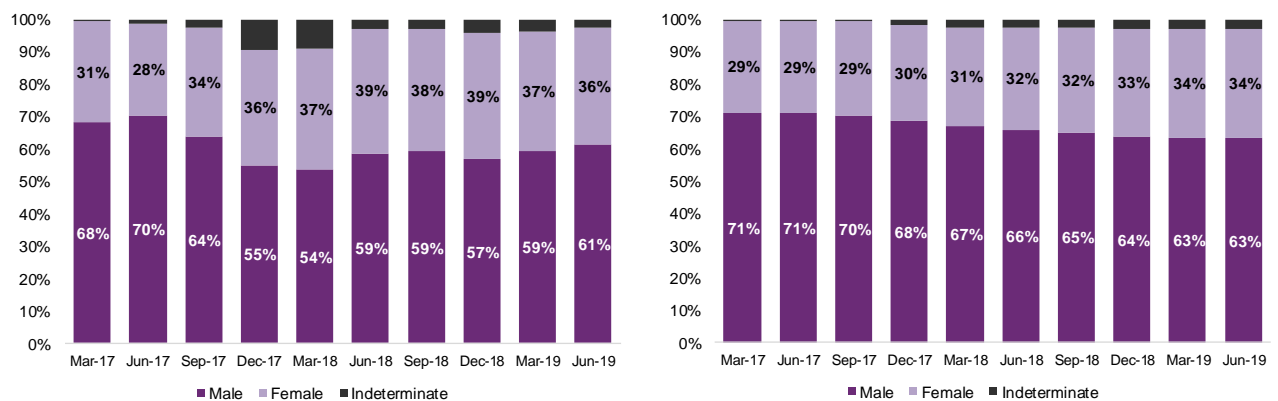


Table J.14 Participant profile per quarter by Gender – SA

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	16,590	63%	1,062	61%	17,652	63%
Female	8,839	34%	627	36%	9,466	34%
Indeterminate	730	3%	44	3%	774	3%
Total	26,159	100%	1,733	100%	27,892	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – SA³⁰⁵



³⁰⁴ Ibid.

³⁰⁵ Ibid.

Part Two: Participant experience and outcomes

Table J.15 Number of questionnaires completed by SFOF version – SA³⁰⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	1,466	852	684	3,002
Participant school to 14	2,079	1,079	1,651	4,809
Participant 15 to 24	524	1,106	1,179	2,809
Participant 25 and over	29	3,616	6,963	10,608
Total Participant	4,098	6,653	10,477	21,228
Family 0 to 14	3,400	1,840	2,267	7,507
Family 15 to 24	474	771	698	1,943
Family 25 and over	1	1,253	1,989	3,243
Total Family	3,875	3,864	4,954	12,693
Total	7,973	10,517	15,431	33,921

Table J.16 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	58%			
CC % who say their child is able to tell them what he/she wants	75%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		31%		
DL % who say their child is becoming more independent		49%		
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			43%	
CC % who choose who supports them			40%	57%
CC % who choose what they do each day			52%	67%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC % who want more choice and control in their life			80%	77%

³⁰⁶ Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants.
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Table J.17 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	60%	67%		
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		45%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			30%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	40%

Table J.18 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		77%		
HM	% who are happy with their home			83%	80%
HM	% who feel safe or very safe in their home			87%	79%
HW	% who rate their health as good, very good or excellent			72%	51%
HW	% who did not have any difficulties accessing health services			77%	75%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				62%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			23%	28%
WK	% who volunteer			11%	11%

Table J.19 Selected key indicators for families/carers of participants – SA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	29%	24%
% receiving Carer Allowance	48%	52%	38%
% working in a paid job	48%	47%	34%
Of those in a paid job, % in permanent employment	75%	73%	73%
Of those in a paid job, % working 15 hours or more	79%	86%	84%
% who say they (and their partner) are able to work as much as they want	46%	54%	66%
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%	86%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	26%	20%
% able to advocate for their child/family member	78%	78%	75%
% who have friends and family they see as often as they like	51%	51%	57%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		48%	
% who feel in control selecting services		45%	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%	63%

Table J.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=387)– SA³⁰⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
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?	83%
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?	59%

³⁰⁷ Results in Tables J.20 to J.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables J.24 to J.27.

Table J.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=1042) – SA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	66%
LL	Has the NDIS improved your child's access to education?	49%
REL	Has the NDIS improved your child's relationships with family and friends?	55%
S/CP	Has the NDIS improved your child's social and recreational life?	46%

Table J.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=866) and ‘Participant 25 and over’ (n=2,826) – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	65%
DL	Has the NDIS helped you with daily living activities?	54%	70%
REL	Has the NDIS helped you to meet more people?	44%	46%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	24%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	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?	31%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	21%
S/CP	Has the NDIS helped you be more involved?	47%	52%

Table J.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,297); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,151) – 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?	65%	46%
Has the NDIS improved the level of support for your family?	70%	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?	73%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	45%	35%

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 0 to school’ (n=102) – SA³⁰⁸

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	93%	+2%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	85%	-2%
REL	Has the NDIS improved how your child fits into family life?	81%	77%	-4%
S/CP	Has the NDIS improved how your child fits into community life?	67%	63%	-4%

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 school to 14’ (n=1,104) – SA

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	75%	+8%
LL	Has the NDIS improved your child's access to education?	48%	50%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	62%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	54%	+5%

³⁰⁸ Results in Tables J.24 to J.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

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 ‘Participant 15 to 24’ (n=606) – SA³⁰⁹

15 to 24				
	Question	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	57%	64%	+7%
DL	Has the NDIS helped you with daily living activities?	55%	63%	+8%
REL	Has the NDIS helped you to meet more people?	42%	46%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	22%	19%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	43%	0%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	33%	0%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	14%	15%	+1%
S/CP	Has the NDIS helped you be more involved?	47%	52%	+5%

Table J.27 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’ (n=995); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=369) – SA

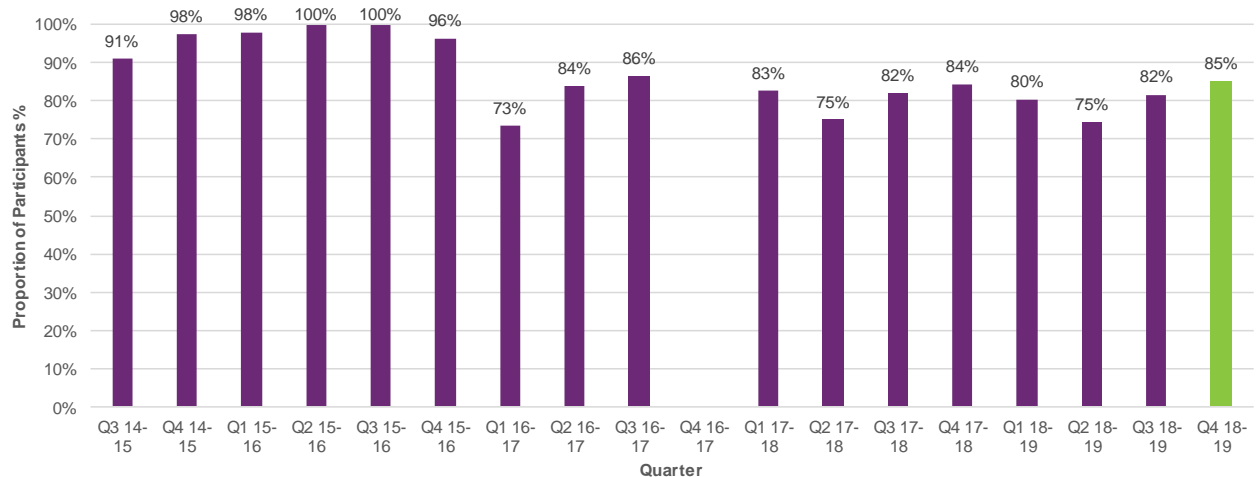
0 to 14				15 and over		
Question	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	66%	+3%	47%	50%	+3%
Has the NDIS improved the level of support for your family?	74%	77%	+3%	59%	63%	+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?	74%	75%	0%	62%	62%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	83%	+4%			
Has the NDIS improved your health and wellbeing?	51%	47%	-4%	42%	37%	-5%

³⁰⁹ There is insufficient data to show results for SFOF version ‘Participants 25 and over’.
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Table J.28 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities' (n=298) –SA³¹⁰

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	5%	20%	
Aged 25+	Numbers are too small	Numbers are too small	26%
Aged 15+ (average)	6%	20%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	33%	40%	41%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	32%	40%	

Figure J.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (SA)³¹¹



*The result for Q4 of 2018-19 is based on 60 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 85% gave a rating of good or very good, 12% gave a neutral rating and 3% gave a rating of poor or very poor.

³¹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

³¹¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table J.29 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%	5%	2%
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	83%	12%	5%
The planner had some good ideas for my plan	87%	7%	7%
I know what is in my plan	90%	8%	2%
The planner helped me think about my future	72%	18%	10%
I think my plan will make my life better	85%	7%	8%
The planning meeting went well	88%	5%	7%

Table J.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (SA)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N = 160	N = 88
Are you happy with how coming into the NDIS has gone?	73%	74%
Was the person from the NDIS respectful?	94%	85%
Do you understand what will happen next with your plan?	77%	63%
Pre-planning	N = 223	N = 59
Did the person from the NDIS understand how your disability affects your life?	89%	92%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	79%	88%
Are you clear on what happens next with your plan?	72%	73%
Do you know where to go for more help with your plan?	75%	85%
Planning	N = 222	N = 49
Did the person from the NDIS understand how your disability affects your life?	82%	88%
Did you understand why you needed to give the information you did?	93%	96%
Were decisions about your plan clearly explained?	75%	86%
Are you clear on what happens next with your plan?	64%	71%
Do you know where to go for more help with your plan?	75%	82%
Plan review	N = 247	N = 117
Did the person from the NDIS understand how your disability affects your life?	78%	84%
Did you feel prepared for your plan review?	82%	84%
Is your NDIS plan helping you to make progress towards your goals?	82%	84%

Table J.31 Plan reviews conducted per quarter – excluding plans less than 30 days – SA³¹²

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	34,023	6,414	40,437
<i>Early intervention plans</i>	18,968	2,623	21,591
<i>Permanent disability plans</i>	15,055	3,791	18,846

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

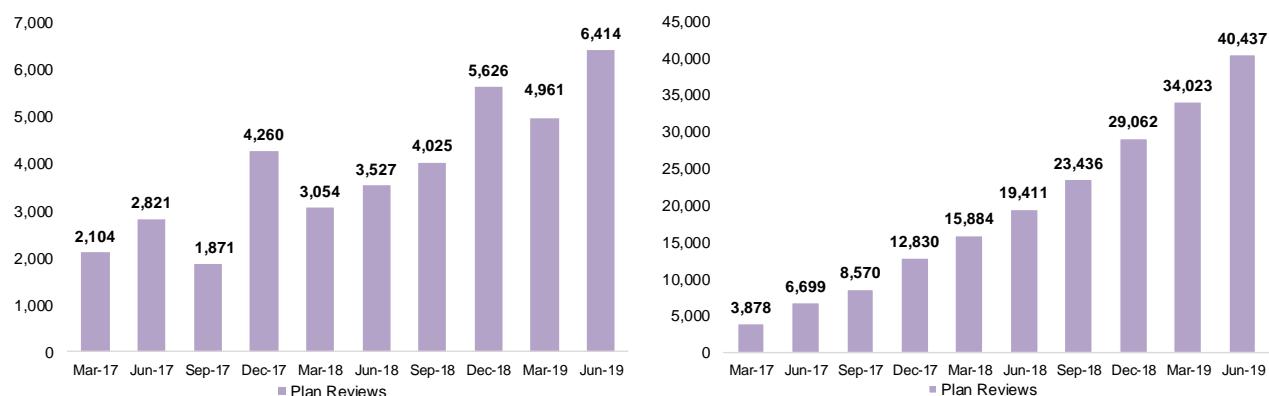
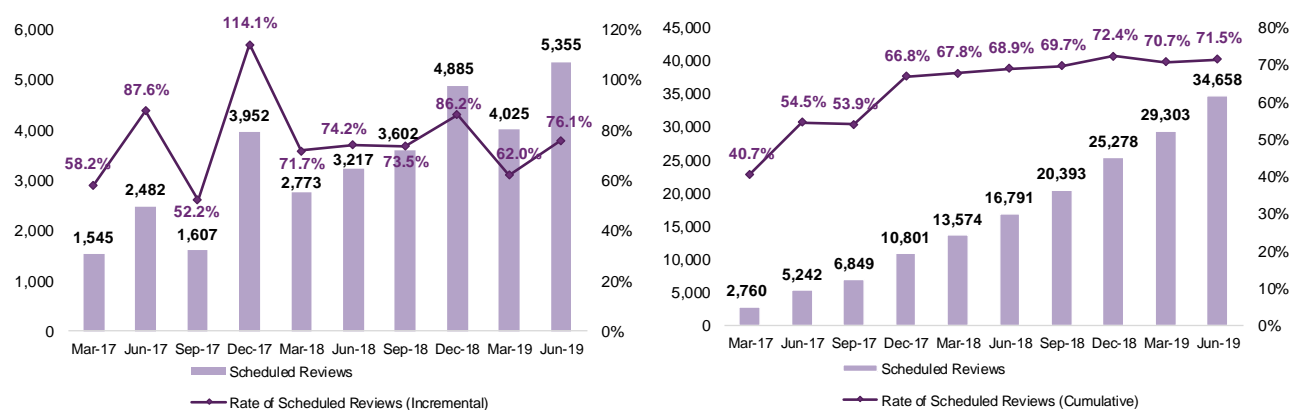


Table J.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	29,303	5,355	34,658
<i>Trial participants</i>	16,503	1,831	18,334
<i>Transition participants</i>	12,800	3,524	16,324

Figure J.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – SA³¹³



³¹² 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.

³¹³ The rates in these charts are calculated as the number of 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 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	4,720	1,059	5,779
<i>Trial participants</i>	1,913	186	2,099
<i>Transition participants</i>	2,807	873	3,680

Table J.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA³¹⁴

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	11.4%	15.0%	11.9%

Figure J.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – SA³¹⁵

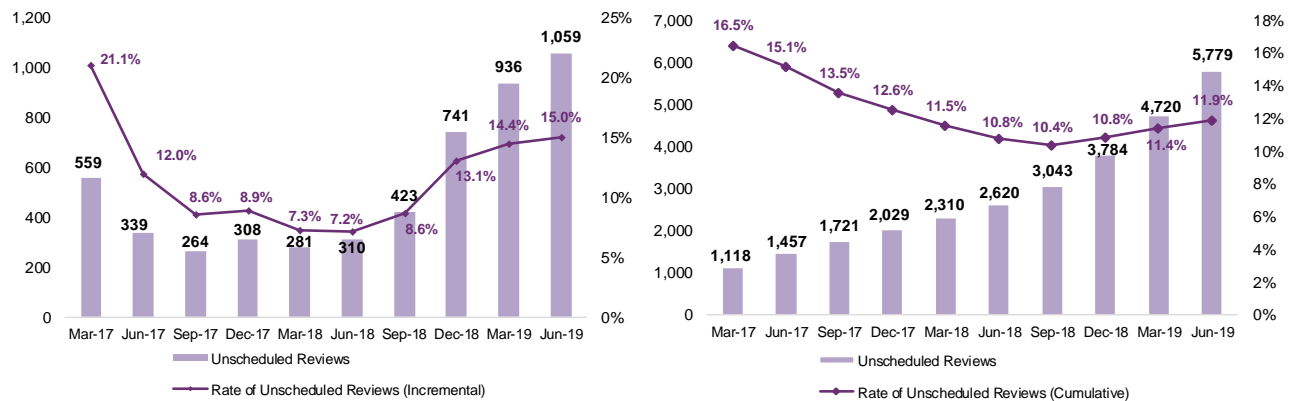


Table J.35 AAT cases by category – SA

	Prior Quarters		2018-19 Q4		Total	
Category	N	%	N	%	N	%
Access	50	22%	<11		58	22%
Plan	143	64%	26	62%	169	63%
Plan Review	18	8%	<11		21	8%
Other	14	6%	<11		19	7%
Total	225	100%	42	100%	267	100%
% of all access decisions³¹⁶	0.32%		0.46%		0.33%	

³¹⁴ 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.

³¹⁵ The rates in these charts are calculated as the number of 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.

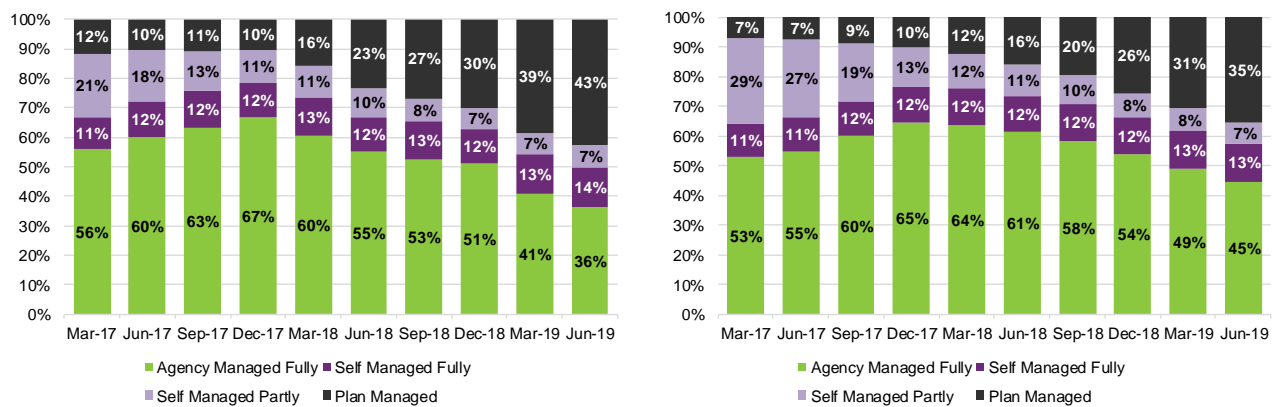
³¹⁶ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table J.36 AAT cases by open/closed and decision – SA

	N
AAT Cases	267
Open AAT Cases	85
Closed AAT Cases	182
<i>Resolved before hearing</i>	<i>180</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

Table J.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	13%	14%	13%
Self-managed partly	7%	7%	7%
Plan managed	32%	43%	35%
Agency managed	48%	36%	45%
Total	100%	100%	100%

Figure J.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – SA³¹⁸

³¹⁸ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table J.38 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	37%	42%	39%

Table J.39 Duration to plan activation by quarter of initial plan approval for active participants – SA^{319,320}

	Prior Quarters (Transition Only)		2018-19 Q2	
Plan activation	N	%	N	%
Less than 30 days	9,000	69%	2,785	72%
30 to 59 days	1,285	10%	310	8%
60 to 89 days	730	6%	174	5%
Activated within 90 days	11,015	84%	3,269	85%
90 to 119 days	400	3%	123	3%
120 days and over	1,203	9%	142	4%
Activated after 90 days	1,603	12%	265	7%
No payments	492	4%	332	9%
Total plans approved	13,110	100%	3,866	100%

³¹⁹ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

³²⁰ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table J.40 Proportion of active participants with plan activated within 12 months – SA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	705	780	90%
Not Aboriginal and Torres Strait Islander	15,137	15,691	96%
Not Stated	906	935	97%
Total	16,748	17,406	96%
by Culturally and Linguistically Diverse status			
CALD	1,069	1,105	97%
Not CALD	15,490	16,107	96%
Not Stated	189	194	97%
Total	16,748	17,406	96%
by Remoteness			
Major Cities	12,675	13,159	96%
Regional	3,719	3,864	96%
Remote	330	357	92%
Missing	24	26	92%
Total	16,748	17,406	96%
by Primary Disability type			
Autism	7,572	7,878	96%
Intellectual Disability (including Down Syndrome)	3,720	3,859	96%
Psychosocial Disability	225	228	99%
Developmental Delay (including Global Developmental Delay)	1,110	1,185	94%
Other	4,121	4,256	97%
Total	16,748	17,406	96%

Table J.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – SA^{321,322}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	42%	59%	43%
50% to 75%	26%	19%	26%
> 75%	32%	22%	31%
Total	100%	100%	100%

³²¹ 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.

³²² This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table J.42 Proportion of active participants with approved plans accessing mainstream supports – SA

	Prior Quarters	2018-19 Q4	Total
Daily Activities	7%	9%	8%
Health & Wellbeing	40%	40%	40%
Lifelong Learning	18%	17%	18%
Other	11%	13%	12%
Non-categorised	34%	35%	34%
Any mainstream service	91%	92%	92%

Part Three: Providers and the growing market

Table J.43 Key provider indicators by quarter - SA³²³

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,719	843	2,560
<i>Company/ organisation</i>	2,746	819	3,555
<i>Total</i>	4,465	1,662	6,115
b) Registration revoked	12		

³²³ The total number of providers as at 30 June 2019 (6,115) is not the sum of the number of providers as at 31 March 2019 (4,465) and the providers registered in the fourth quarter of 2018-19 (1,662). This is due to 12 providers whose registration ended during the fourth quarter of 2018-19.

Table J.44 Number of approved providers by registration group - SA^{324,325}

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	481	177	658	37%
Assistance Animals	8	1	9	13%
Assistance with daily life tasks in a group or shared living arrangement	448	94	542	21%
Assistance with travel/transport arrangements	864	474	1,338	55%
Daily Personal Activities	628	140	768	22%
Group and Centre Based Activities	540	101	641	19%
High Intensity Daily Personal Activities	505	68	573	13%
Household tasks	1,106	750	1,856	68%
Interpreting and translation	198	74	272	37%
Participation in community, social and civic activities	733	158	891	22%
Assistive Technology				
Assistive equipment for recreation	506	126	632	25%
Assistive products for household tasks	532	186	718	35%
Assistance products for personal care and safety	839	228	1,067	27%
Communication and information equipment	426	75	501	18%
Customised Prosthetics	331	56	387	17%
Hearing Equipment	157	29	186	18%
Hearing Services	10	1	11	10%
Personal Mobility Equipment	667	198	865	30%
Specialised Hearing Services	30	4	34	13%
Vision Equipment	172	46	218	27%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	631	129	760	20%
Behaviour Support	470	53	523	11%
Community nursing care for high needs	368	105	473	29%
Development of daily living and life skills	675	138	813	20%
Early Intervention supports for early childhood	925	84	1,009	9%
Exercise Physiology and Physical Wellbeing activities	455	103	558	23%
Innovative Community Participation	723	290	1,013	40%
Specialised Driving Training	130	47	177	36%
Therapeutic Supports	2,169	360	2,529	17%
Capital services				
Home modification design and construction	540	113	653	21%
Specialised Disability Accommodation	225	42	267	19%
Vehicle Modifications	91	30	121	33%
Choice and control support services				
Management of funding for supports in participants plan	537	110	647	20%
Support Coordination	570	74	644	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	320	59	379	18%
Specialised Supported Employment	91	13	104	14%
Total approved providers	4,453	1,662	6,115	37%

³²⁴ The 12 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

³²⁵ 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 J.45 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.17	1.23
b) Number of providers delivering new supports	292	262
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	18%	14%
<i>Not yet active (%)</i>	76%	81%
<i>Inactive (%)</i>	6%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	89%
<i>Therapeutic Supports (%)</i>	93%	94%
<i>Participate Community (%)</i>	82%	83%
<i>Early Childhood Supports (%)</i>	84%	85%
<i>Assist Personal Activities (%)</i>	88%	89%

Table J.46 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	16	1	17	6%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	64	7	71	11%
Assistance with travel/transport arrangements	96	9	105	9%
Daily Personal Activities	133	12	145	9%
Group and Centre Based Activities	87	4	91	5%
High Intensity Daily Personal Activities	106	3	109	3%
Household tasks	141	14	155	10%
Interpreting and translation	11	0	11	0%
Participation in community, social and civic activities	143	18	161	13%
Assistive Technology				
Assistive equipment for recreation	25	2	27	8%
Assistive products for household tasks	14	4	18	29%
Assistance products for personal care and safety	170	15	185	9%
Communication and information equipment	34	2	36	6%
Customised Prosthetics	55	2	57	4%
Hearing Equipment	23	1	24	4%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	77	9	86	12%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	8	2	10	25%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	145	16	161	11%
Behaviour Support	84	6	90	7%
Community nursing care for high needs	19	2	21	11%
Development of daily living and life skills	103	13	116	13%
Early Intervention supports for early childhood	346	12	358	3%
Exercise Physiology and Physical Wellbeing activities	21	4	25	19%
Innovative Community Participation	14	1	15	7%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	528	34	562	6%
Capital services				
Home modification design and construction	8	1	9	13%
Specialised Disability Accommodation	5	1	6	20%
Vehicle Modifications	15	0	15	0%
Choice and control support services				
Management of funding for supports in participants plan	75	15	90	20%
Support Coordination	77	2	79	3%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	19	5	24	26%
Specialised Supported Employment	12	1	13	8%
Total approved active providers	1,065	94	1,159	9%

Table J.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	112	546	658	2	15	17
Assistance Animals	0	9	9	0	3	3
Assistance with daily life tasks in a group or shared living arrangement	39	503	542	6	65	71
Assistance with travel/transport arrangements	357	981	1,338	18	87	105
Daily Personal Activities	56	712	768	12	133	145
Group and Centre Based Activities	44	597	641	7	84	91
High Intensity Daily Personal Activities	36	537	573	12	97	109
Household tasks	674	1,182	1,856	39	116	155
Interpreting and translation	54	218	272	2	9	11
Participation in community, social and civic activities	76	815	891	16	145	161
Assistive Technology						
Assistive equipment for recreation	166	466	632	0	27	27
Assistive products for household tasks	185	533	718	2	16	18
Assistance products for personal care and safety	254	813	1,067	28	157	185
Communication and information equipment	143	358	501	7	29	36
Customised Prosthetics	107	280	387	14	43	57
Hearing Equipment	23	163	186	3	21	24
Hearing Services	0	11	11	0	2	2
Personal Mobility Equipment	238	627	865	18	68	86
Specialised Hearing Services	9	25	34	0	5	5
Vision Equipment	39	179	218	1	9	10
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	98	662	760	27	134	161
Behaviour Support	175	348	523	34	56	90
Community nursing care for high needs	50	423	473	1	20	21
Development of daily living and life skills	86	727	813	15	101	116
Early Intervention supports for early childhood	473	536	1,009	190	168	358
Exercise Physiology and Physical Wellbeing activities	177	381	558	8	17	25
Innovative Community Participation	321	692	1,013	8	7	15
Specialised Driving Training	43	134	177	0	3	3
Therapeutic Supports	1,235	1,294	2,529	273	289	562
Capital services						
Home modification design and construction	171	482	653	0	9	9
Specialised Disability Accommodation	17	250	267	1	5	6
Vehicle Modifications	12	109	121	1	14	15
Choice and control support services						
Management of funding for supports in participants plan	97	550	647	20	70	90

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	102	542	644	25	54	79
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	36	343	379	1	23	24
Specialised Supported Employment	1	103	104	0	13	13
Total	2,560	3,555	6,115	419	740	1,159

Table J.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	17%	83%	658	12%	88%	17
Assistance Animals	0%	100%	9	0%	100%	3
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	542	8%	92%	71
Assistance with travel/transport arrangements	27%	73%	1,338	17%	83%	105
Daily Personal Activities	7%	93%	768	8%	92%	145
Group and Centre Based Activities	7%	93%	641	8%	92%	91
High Intensity Daily Personal Activities	6%	94%	573	11%	89%	109
Household tasks	36%	64%	1,856	25%	75%	155
Interpreting and translation	20%	80%	272	18%	82%	11
Participation in community, social and civic activities	9%	91%	891	10%	90%	161
Assistive Technology						
Assistive equipment for recreation	26%	74%	632	0%	100%	27
Assistive products for household tasks	26%	74%	718	11%	89%	18
Assistance products for personal care and safety	24%	76%	1,067	15%	85%	185
Communication and information equipment	29%	71%	501	19%	81%	36
Customised Prosthetics	28%	72%	387	25%	75%	57
Hearing Equipment	12%	88%	186	13%	88%	24
Hearing Services	0%	100%	11	0%	100%	2
Personal Mobility Equipment	28%	72%	865	21%	79%	86
Specialised Hearing Services	26%	74%	34	0%	100%	5
Vision Equipment	18%	82%	218	10%	90%	10
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	13%	87%	760	17%	83%	161
Behaviour Support	33%	67%	523	38%	62%	90
Community nursing care for high needs	11%	89%	473	5%	95%	21
Development of daily living and life skills	11%	89%	813	13%	87%	116
Early Intervention supports for early childhood	47%	53%	1,009	53%	47%	358
Exercise Physiology and Physical Wellbeing activities	32%	68%	558	32%	68%	25

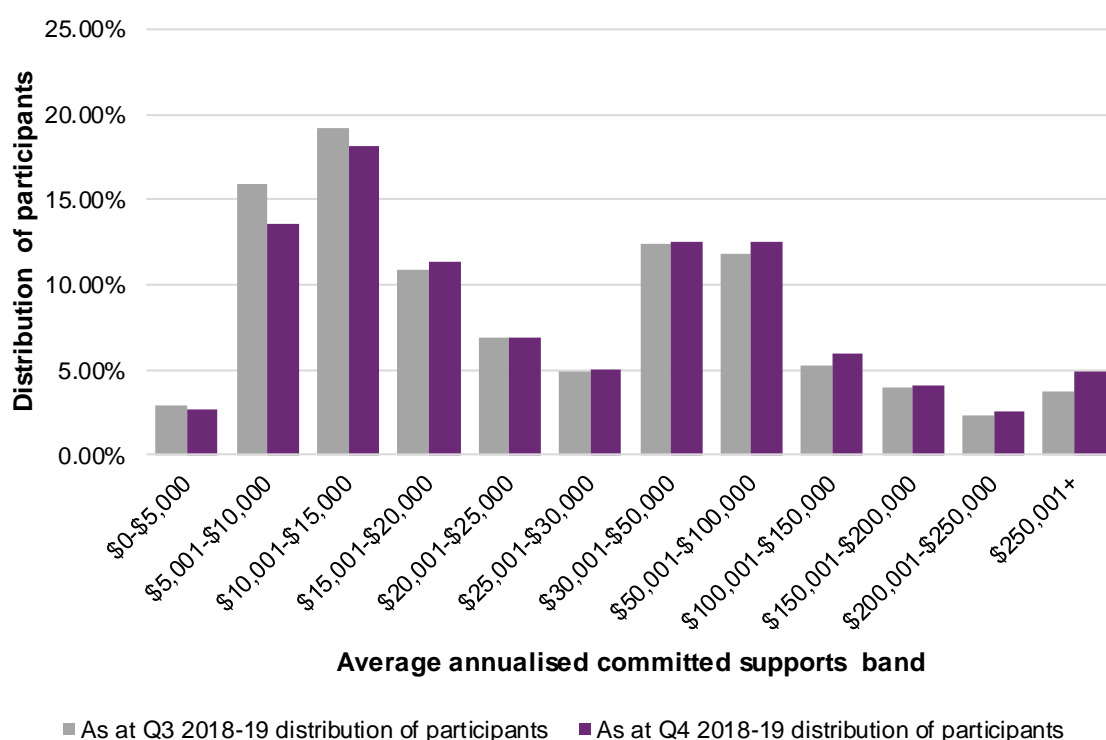
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	32%	68%	1,013	53%	47%	15
Specialised Driving Training	24%	76%	177	0%	100%	3
Therapeutic Supports	49%	51%	2,529	49%	51%	562
Capital services						
Home modification design and construction	26%	74%	653	0%	100%	9
Specialised Disability Accommodation	6%	94%	267	17%	83%	6
Vehicle Modifications	10%	90%	121	7%	93%	15
Choice and control support services						
Management of funding for supports in participants plan	15%	85%	647	22%	78%	90
Support Coordination	16%	84%	644	32%	68%	79
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	9%	91%	379	4%	96%	24
Specialised Supported Employment	1%	99%	104	0%	100%	13
Total	42%	58%	6,115	36%	64%	1,159

Part Five: Financial sustainability

Table J.49 Committed supports by financial year (\$m) - SA

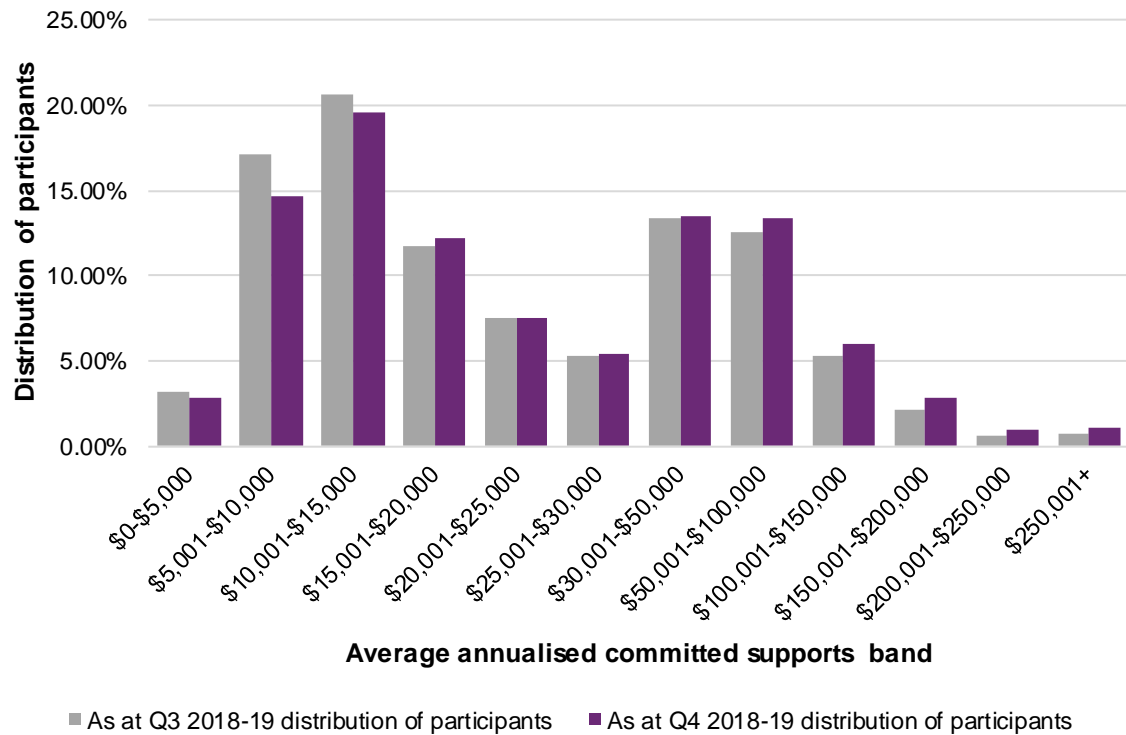
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	11.0	50.6	106.1	190.5	368.4	1,153.5	1,880.2

Figure J.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)³²⁶



³²⁶ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

Figure J.15 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)³²⁷



³²⁷ Ibid.

Figure J.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)³²⁸

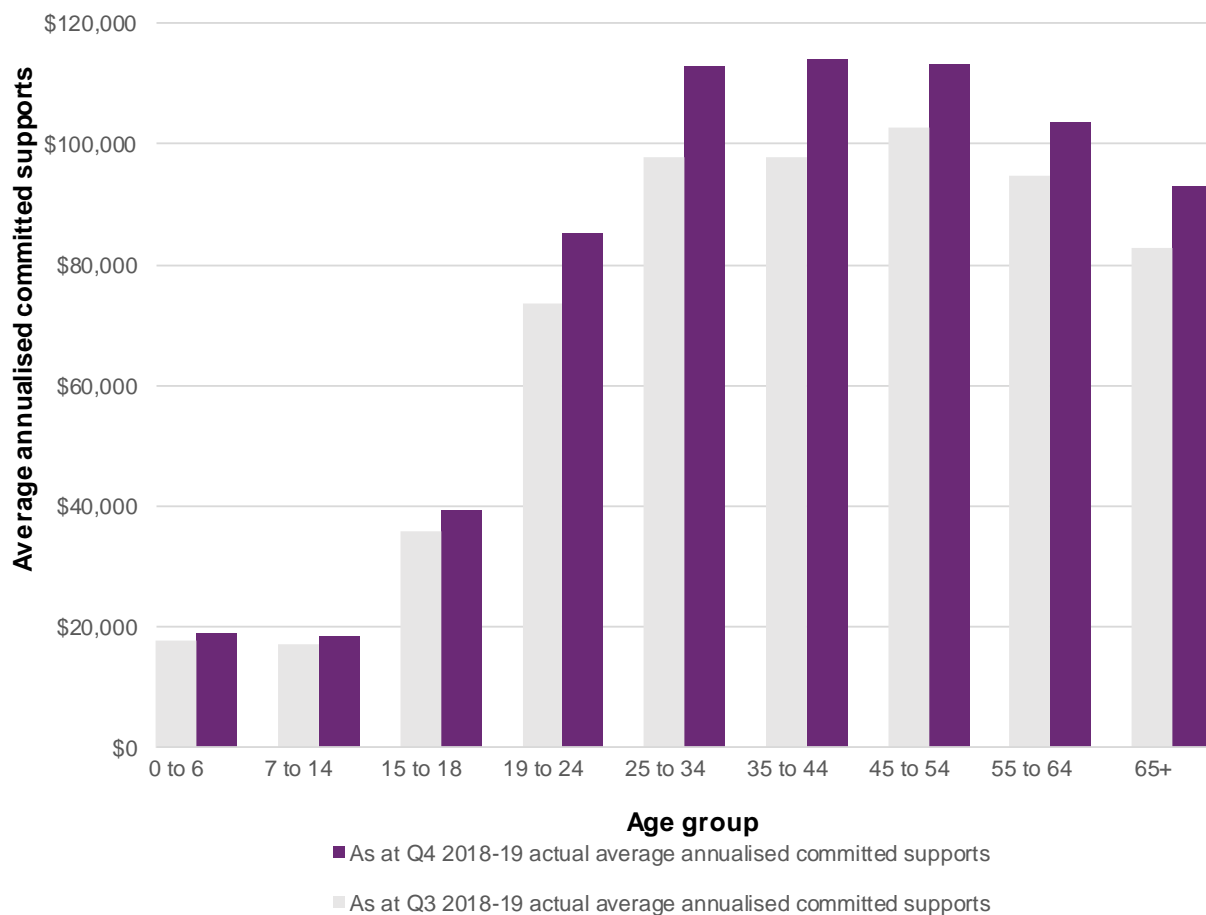
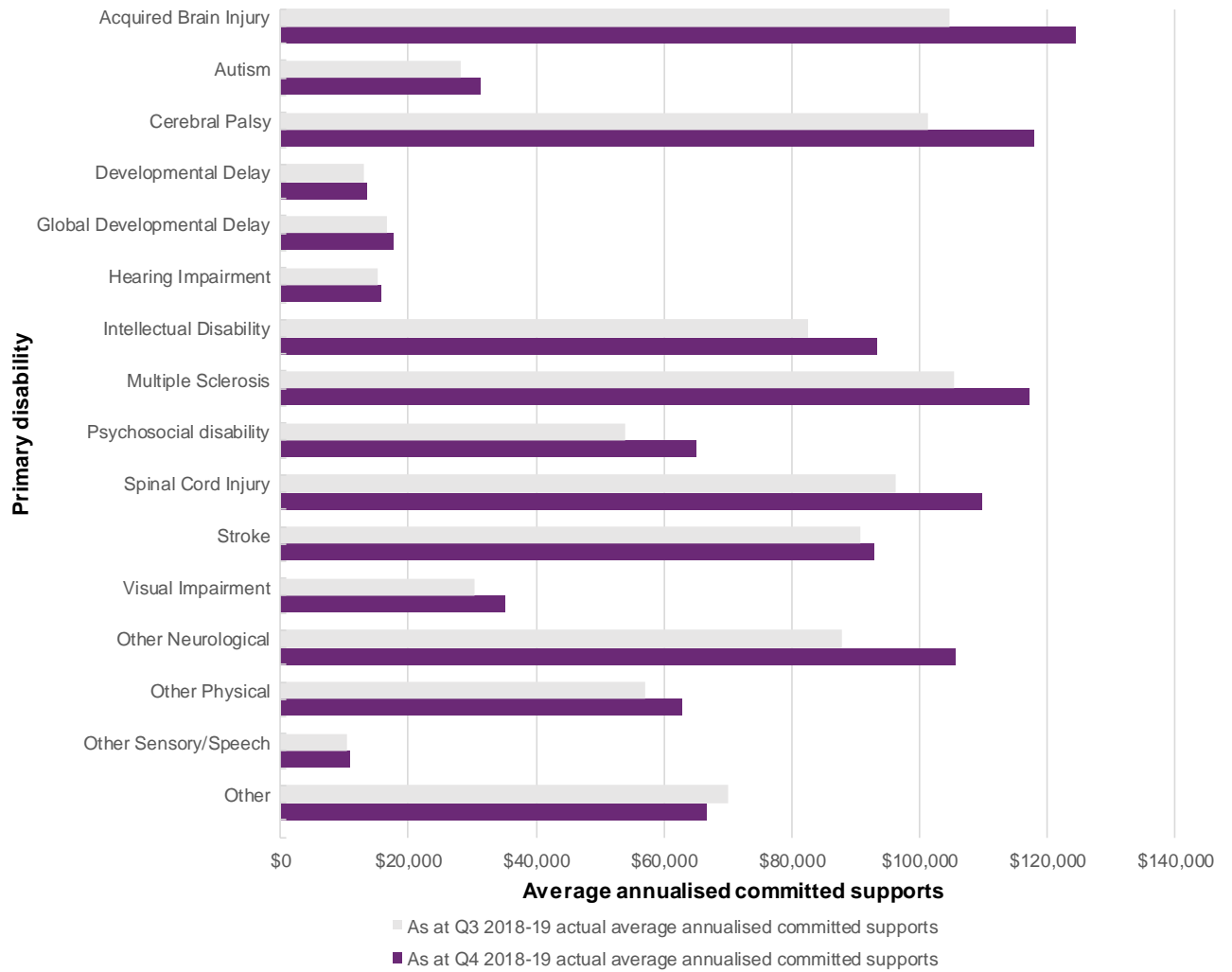


Figure J.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)³²⁹



³²⁹ Ibid.

Figure J.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA) ^{330,331}

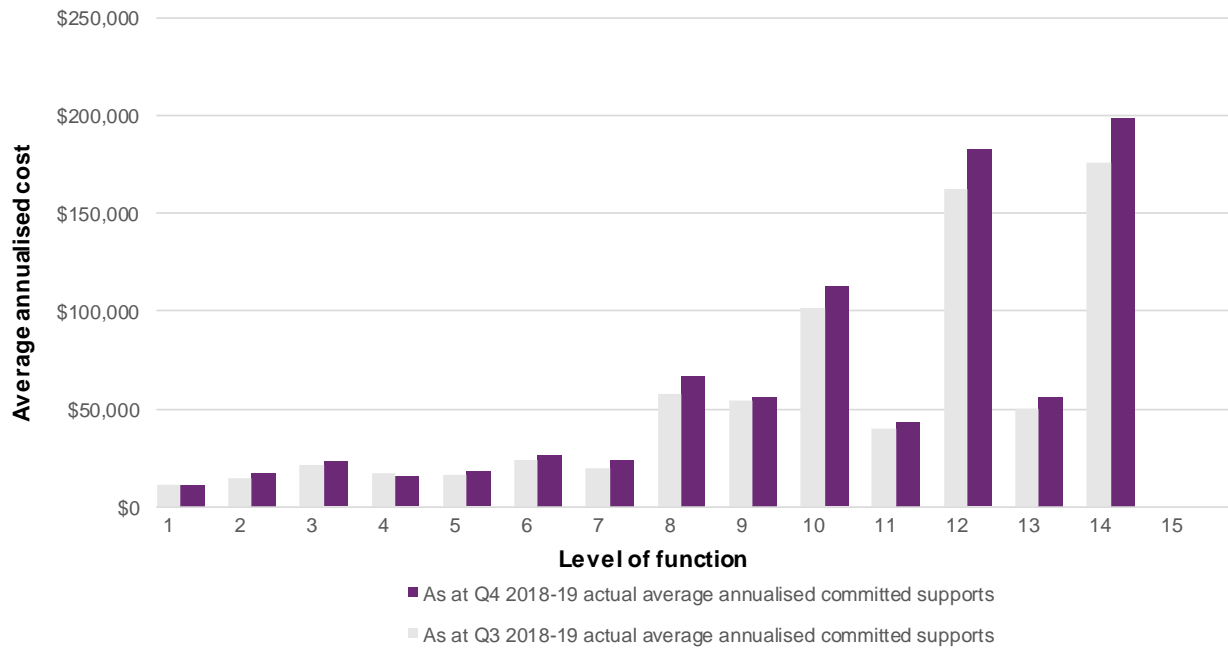


Table J.50 Payments by financial year, compared to committed supports (\$m) – SA

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total committed	11.0	50.6	106.1	190.5	368.4	1,153.5	1,880.2
Total paid	5.9	30.9	65.2	106.4	217.5	687.4	1,113.3
% utilised to date	54%	61%	61%	56%	59%	60%	59%

³³⁰ Ibid.

³³¹ 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.

Figure J.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (SA)

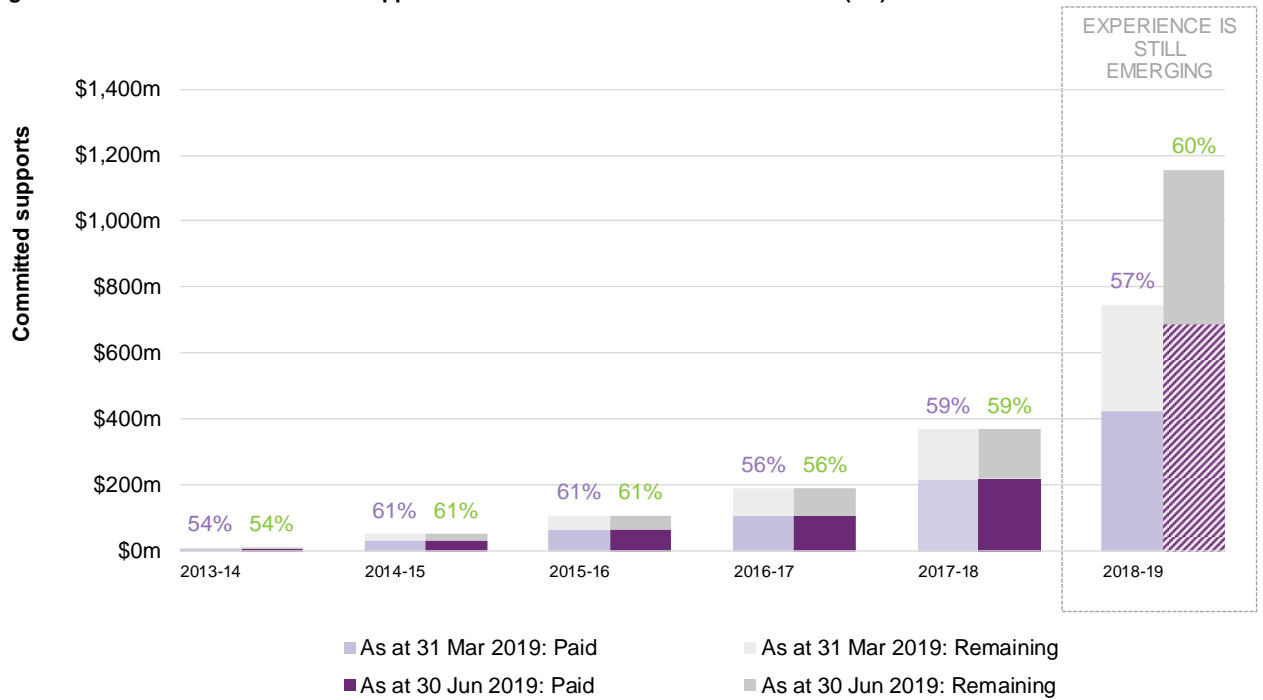
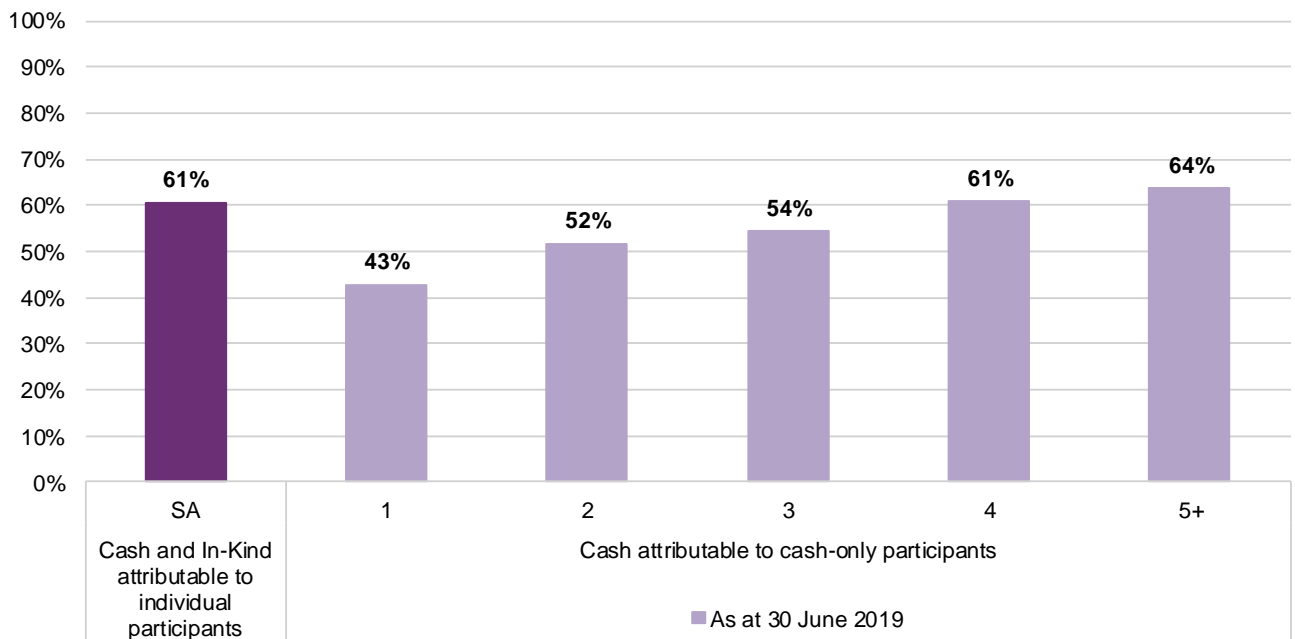


Figure J.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (SA)³³²



³³² Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure J.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (SA)³³³

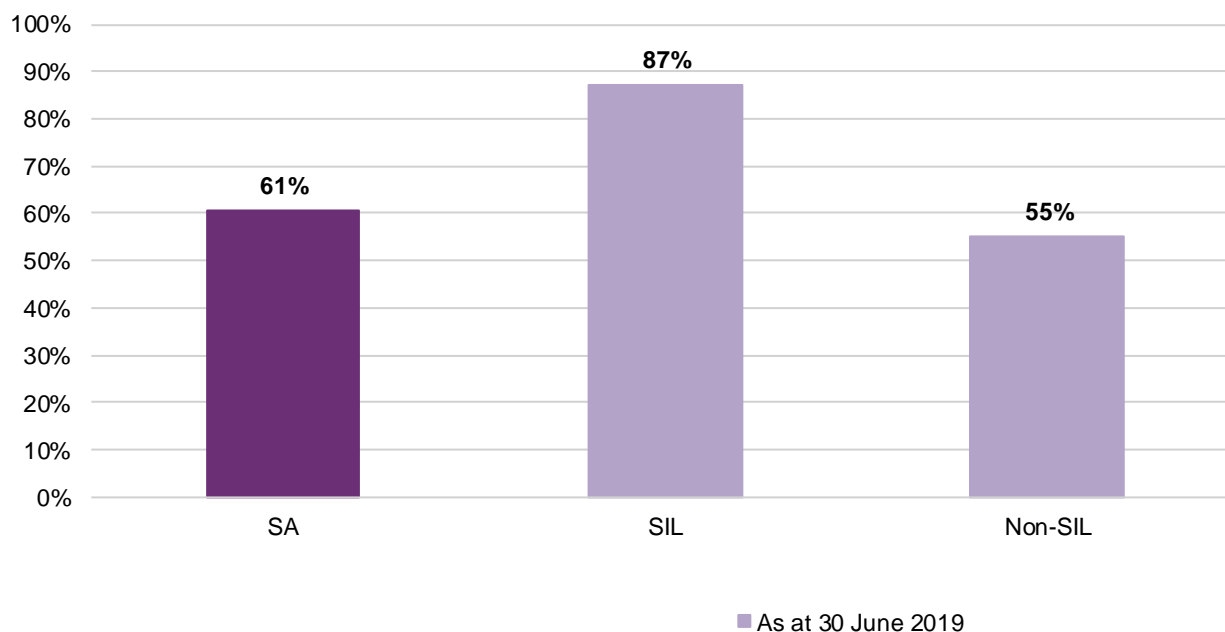
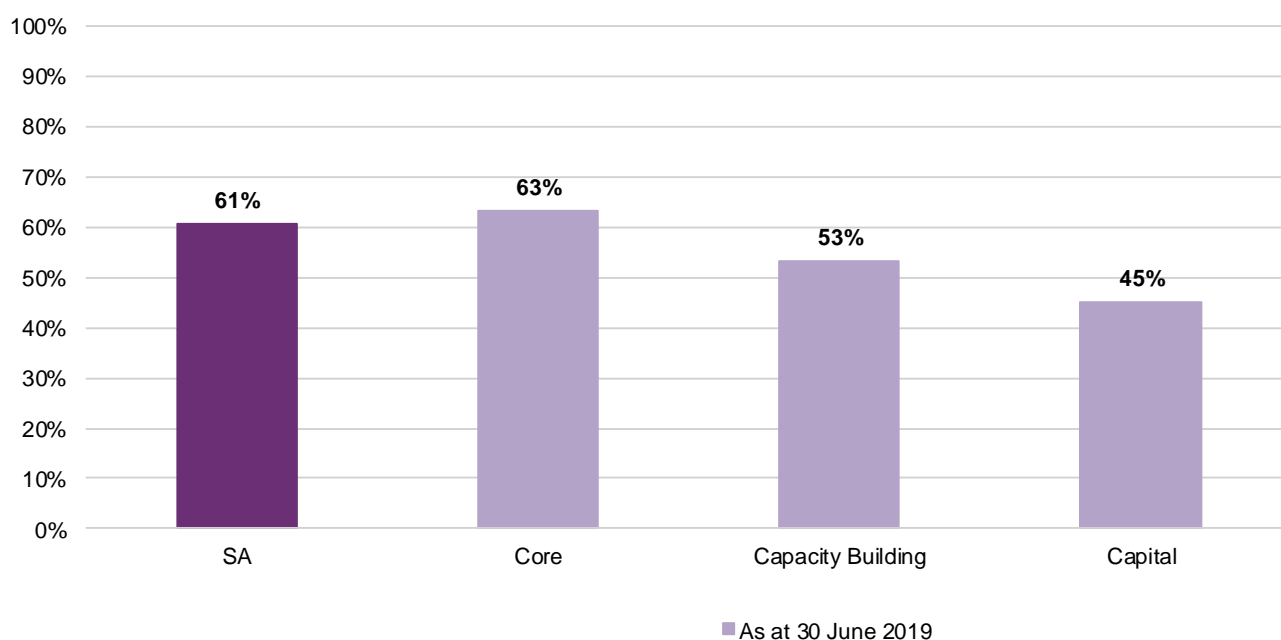


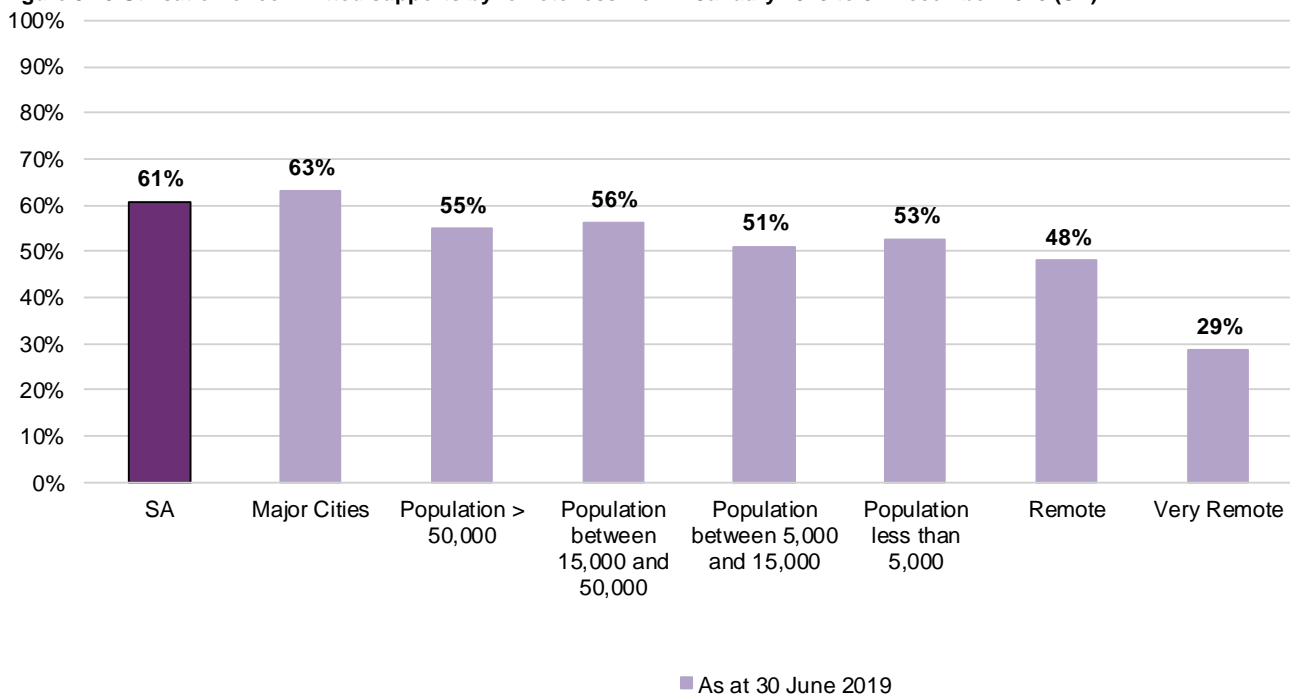
Figure J.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (SA)³³⁴



³³³ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

³³⁴ Ibid.

Figure J.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (SA)³³⁵



³³⁵ Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	5,724	875	6,599	6,831	10,587

Table K.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS³³⁶

	Prior Quarters	2018-19 Q4	Total
Access decisions	7,076	888	7,964
Access Met	6,339	639	6,978
State	2,846	106	2,952
Commonwealth	949	111	1,060
New	2,544	422	2,966
Total Participant Plans	6,314	1,107	6,831
State	2,653	224	2,877
Commonwealth	816	172	988
New	2,255	479	2,734
ECEI ³³⁷	590	232	232
Total Participant Plans	6,314	1,107	6,831
Early Intervention (s25)	802	182	984
Permanent Disability (s24)	4,922	693	5,615
ECEI ³³⁸	590	232	232

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – TAS

Exits	
Total participant exits	90
Early Intervention participants	<11
Permanent disability participants	82

³³⁶ 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 Q4, 85% of people with a hearing impairment met the access criteria compared to 72% overall.

³³⁷ 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.

³³⁸ Ibid.

Table K.4 Cumulative position by services previously received – TAS³³⁹

	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	2,006	383	1,489	537	4,415	4,874	91%
End of 2018-19 Q1	2,221	545	1,721	535	5,022	6,072	83%
End of 2018-19 Q2	2,375	648	1,961	544	5,528	7,270	76%
End of 2018-19 Q3	2,653	816	2,255	590	6,314	8,929	71%
End of 2018-19 Q4	2,877	988	2,734	232	6,831	10,587	65%

Table K.5 Cumulative position by entry into the Scheme – TAS

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ³⁴⁰	Permanent Disability ³⁴¹	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%
End of 2018-19 Q3	802	4,922	590	6,314	8,929	71%
End of 2018-19 Q4	984	5,615	232	6,831	10,587	65%

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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	407	7.2%	72	8.2%	479	7.4%
Not Aboriginal and Torres Strait Islander	4,819	85.5%	683	78.1%	5,502	84.5%
Not Stated	408	7.2%	120	13.7%	528	8.1%
Total	5,634	100%	875	100%	6,509	100%

³³⁹ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

³⁴⁰ Participants who met Section 25 of the NDIS Act for access

³⁴¹ Participants who met Section 24 of the NDIS Act for access

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – TAS³⁴²

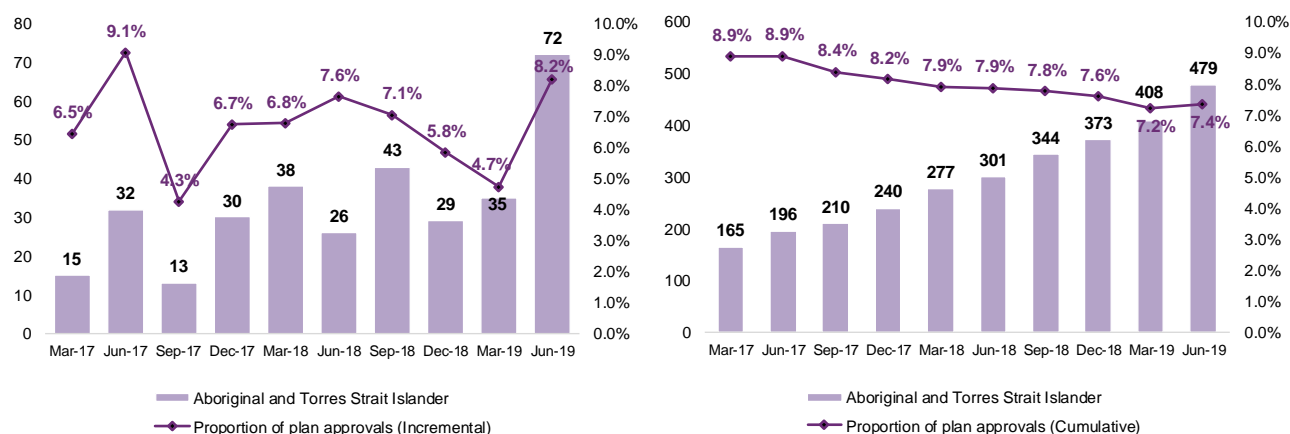


Table K.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	157	2.8%	35	4.0%	192	2.9%
Not CALD	5,465	97.0%	840	96.0%	6,305	96.9%
Not Stated	12	0.2%	0	0.0%	12	0.2%
Total	5,634	100%	875	100%	6,509	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – TAS^{343,344}

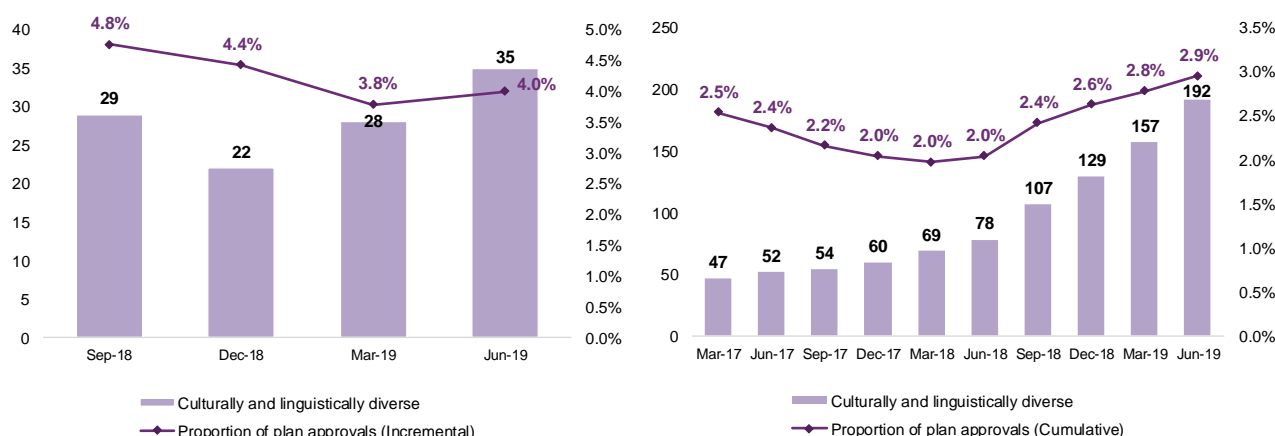


Table K.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC ³⁴⁵	30	0.5%	18	2.1%	48	0.7%
Not YPIRAC	5,604	99.5%	857	97.9%	6,461	99.3%
Total	5,634	100%	875	100%	6,509	100%

³⁴² The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁴³ Ibid.

³⁴⁴ There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

³⁴⁵ The age breakdown of YPIRAC participants in TAS cannot be reported due to small numbers in some age groups.

Figure K.3 Number and proportion of YPIRAC participants over time cumulatively – TAS^{346,347}

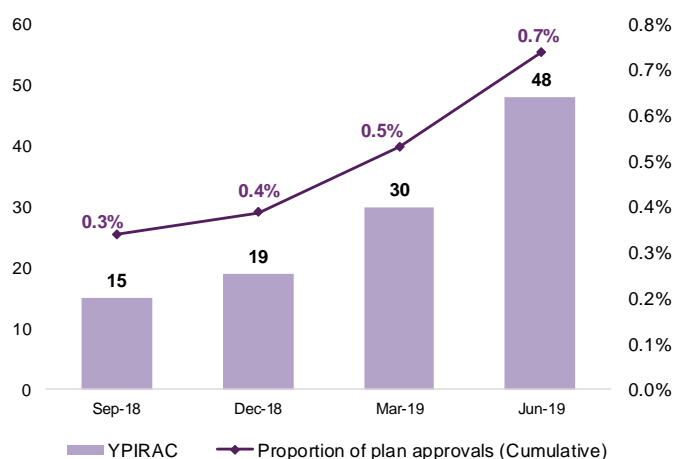
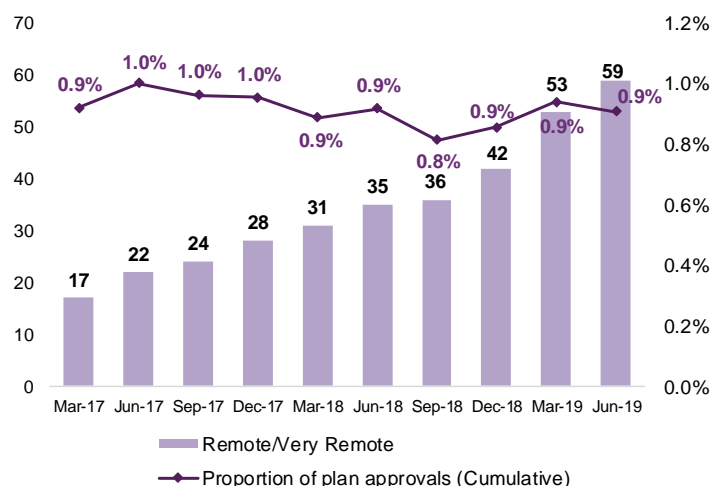


Table K.9 Participant profile per quarter by remoteness – TAS^{348,349}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	79	1.4%	<11		80	1.2%
Population > 50,000	3,562	63.3%	535	61.2%	4,097	63.0%
Population between 15,000 and 50,000	1,189	21.1%	191	21.9%	1,380	21.2%
Population between 5,000 and 15,000	15	0.3%	<11		17	0.3%
Population less than 5,000	733	13.0%	139	15.9%	872	13.4%
Remote	42	0.7%	<11		47	0.7%
Very Remote	11	0.2%	<11		12	0.2%
Missing	<11		<11		<11	
Total	5,634	100%	875	100%	6,509	100%

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively– TAS^{350,351}



³⁴⁶ The cumulative chart shows the number of active participants as at each quarter over time.

³⁴⁷ There are insufficient numbers to show the incremental count of YPIRAC participants in Tasmania over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the September 2018 quarter.

³⁴⁸ This table is based on the Modified Monash Model measure of remoteness.

³⁴⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

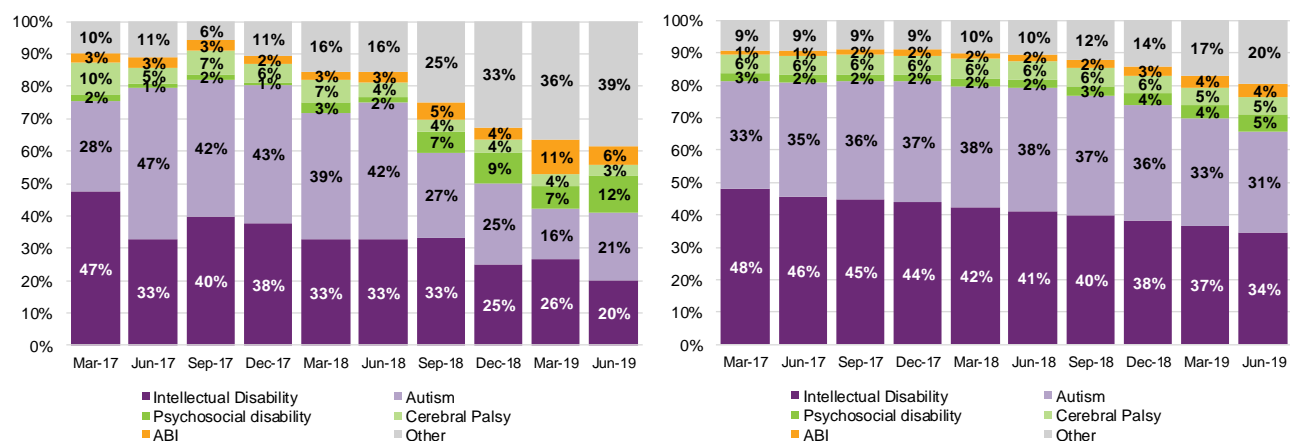
³⁵⁰ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁵¹ There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

Table K.10 Participant profile per quarter by disability group – TAS^{352,353}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	1,865	33%	181	21%	2,046	31%
Intellectual Disability ³⁵⁴	2,065	37%	176	20%	2,241	34%
Psychosocial disability	241	4%	102	12%	343	5%
Developmental Delay	77	1%	66	8%	143	2%
Other Neurological	194	3%	49	6%	243	4%
Cerebral Palsy	305	5%	30	3%	335	5%
Other Physical	168	3%	52	6%	220	3%
Hearing Impairment	130	2%	60	7%	190	3%
ABI	213	4%	49	6%	262	4%
Visual Impairment	100	2%	18	2%	118	2%
Multiple Sclerosis	90	2%	46	5%	136	2%
Global Developmental Delay	66	1%	11	1%	77	1%
Stroke	29	1%	19	2%	48	1%
Spinal Cord Injury	57	1%	11	1%	68	1%
Other Sensory/Speech	23	0%	<11		27	0%
Other	11	0%	<11		12	0%
Total	5,634	100%	875	100%	6,509	100%

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – TAS³⁵⁵



³⁵² Table order based on national proportions (highest to lowest)

³⁵³ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁵⁴ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in TAS (260).

³⁵⁵ The incremental chart shows the distribution of active participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table K.11 Participant profile per quarter by level of function – TAS

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	174	3%	79	9%	253	4%
2 (High Function)	<11		<11		14	0%
3 (High Function)	327	6%	62	7%	389	6%
4 (High Function)	285	5%	49	6%	334	5%
5 (High Function)	390	7%	64	7%	454	7%
6 (Moderate Function)	1,115	20%	155	18%	1,270	20%
7 (Moderate Function)	579	10%	37	4%	616	9%
8 (Moderate Function)	398	7%	68	8%	466	7%
9 (Moderate Function)	16	0%	<11		20	0%
10 (Moderate Function)	546	10%	110	13%	656	10%
11 (Low Function)	306	5%	12	1%	318	5%
12 (Low Function)	864	15%	193	22%	1,057	16%
13 (Low Function)	455	8%	26	3%	481	7%
14 (Low Function)	149	3%	12	1%	161	2%
15 (Low Function)	<11		<11		<11	
Missing	19		<11		19	
Total	5,634	100%	875	100%	6,509	100%

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – TAS³⁵⁶

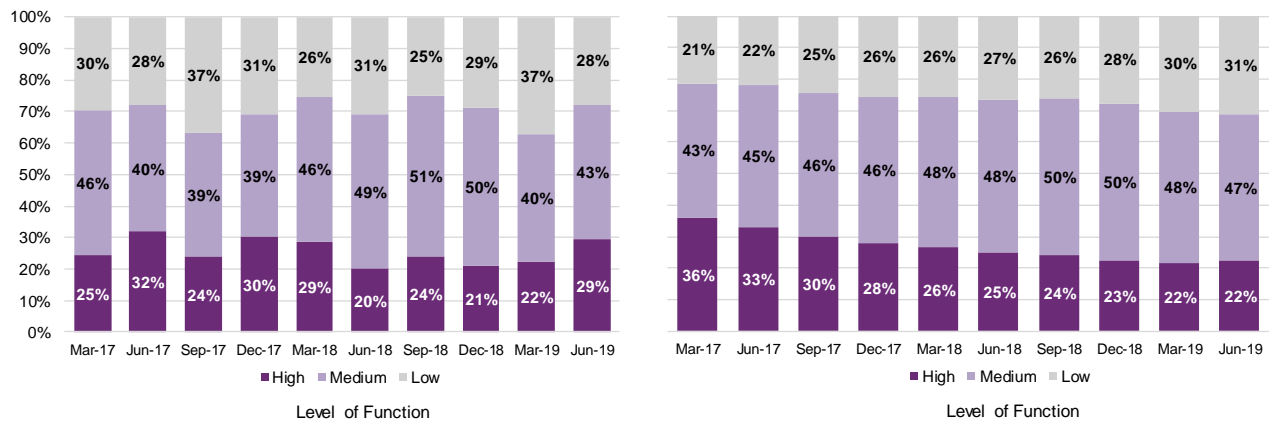


Table K.12 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	360	6%	194	22%	554	9%
7 to 14	1,343	24%	131	15%	1,474	23%
15 to 18	629	11%	30	3%	659	10%
19 to 24	1,006	18%	16	2%	1,022	16%
25 to 34	759	13%	38	4%	797	12%
35 to 44	453	8%	90	10%	543	8%
45 to 54	573	10%	150	17%	723	11%
55 to 64	475	8%	215	25%	690	11%
65+	36	1%	11	1%	47	1%
Total	5,634	100%	875	100%	6,509	100%

³⁵⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.
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Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – TAS³⁵⁷

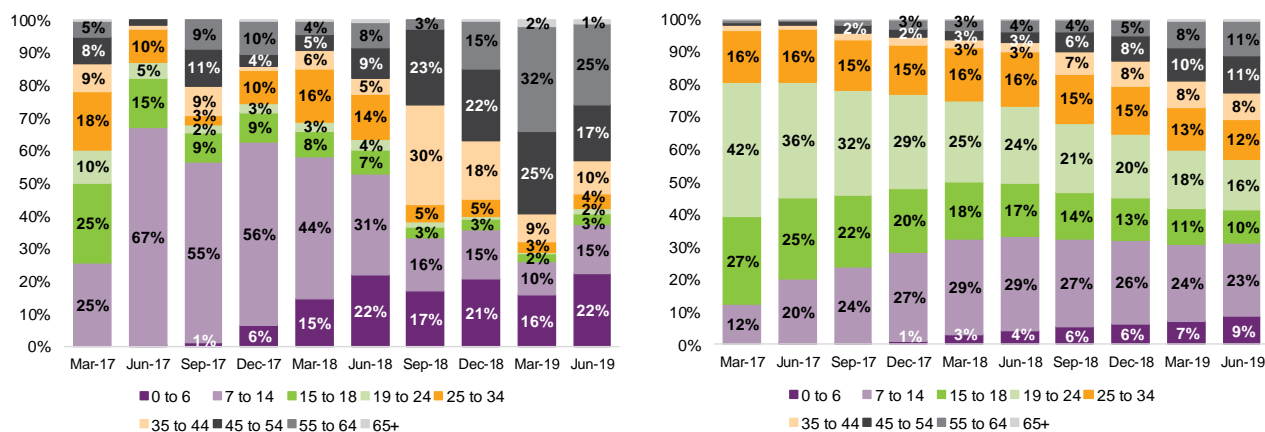
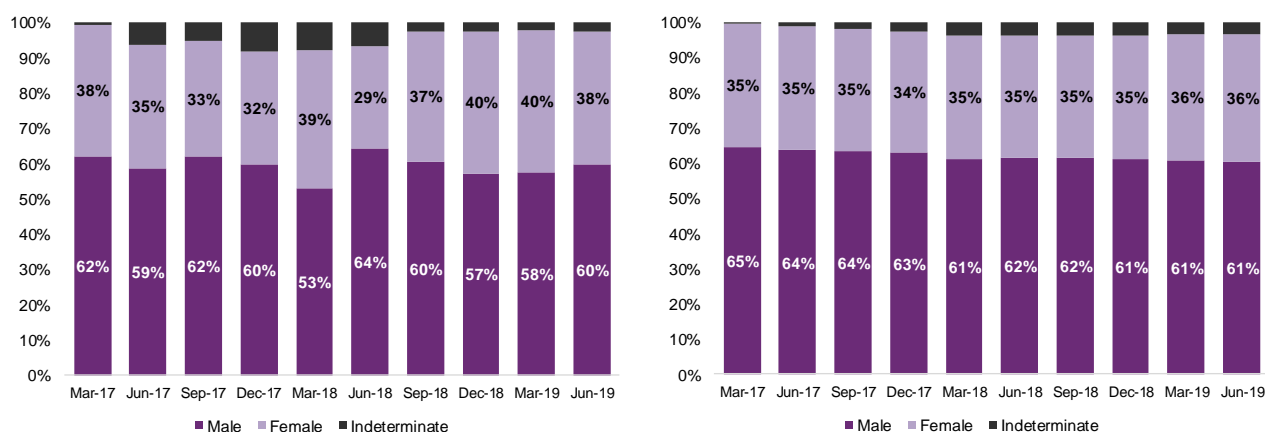


Table K.13 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	3,416	61%	522	60%	3,938	61%
Female	2,034	36%	333	38%	2,367	36%
Indeterminate	184	3%	20	2%	204	3%
Total	5,634	100%	875	100%	6,509	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – TAS³⁵⁸



³⁵⁷ Ibid.

³⁵⁸ Ibid.

Part Two: Participant experience and outcomes

Table K.14 Number of questionnaires completed by SFOF version – TAS³⁵⁹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	6	81	356	443
Participant school to 14	562	894	551	2,007
Participant 15 to 24	307	158	108	573
Participant 25 and over	154	495	1,693	2,342
Total Participant	1,029	1,628	2,708	5,365
Family 0 to 14	517	965	880	2,362
Family 15 to 24	161	133	76	370
Family 25 and over	5	195	630	830
Total Family	683	1,293	1,586	3,562
Total	1,712	2,921	4,294	8,927

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	65%			
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		34%		
DL % who say their child is becoming more independent		43%		
CC % of children who have a genuine say in decisions about themselves		73%		
CC % who are happy with the level of independence/control they have now			44%	
CC % who choose who supports them			46%	53%
CC % who choose what they do each day			56%	64%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	39%
CC % who want more choice and control in their life			80%	78%

³⁵⁹ Baseline outcomes for participants and/or their families and carers were collected for 99.9% of participants.
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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	60%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		29%		
REL	Of these, % who are welcomed or actively included	66%	80%		
REL	% of children who spend time with friends without an adult present		12%		
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%	32%

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		81%		
HM	% who are happy with their home			76%	79%
HM	% who feel safe or very safe in their home			84%	81%
HW	% who rate their health as good, very good or excellent			72%	50%
HW	% who did not have any difficulties accessing health services			75%	73%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				60%
LL	% unable to do a course or training they wanted to do in the last 12 months				24%
WK	% who have a paid job			8%	22%
WK	% who volunteer			10%	11%

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	39%	31%	29%
% receiving Carer Allowance	63%	41%	40%
% working in a paid job	40%	42%	29%
Of those in a paid job, % in permanent employment	74%	72%	78%
Of those in a paid job, % working 15 hours or more	73%	80%	83%
% who say they (and their partner) are able to work as much as they want	42%	44%	65%
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	90%	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%	31%	20%
% able to advocate for their child/family member	78%	73%	66%
% who have friends and family they see as often as they like	42%	47%	53%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		38%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			51%
% who rate their health as good, very good or excellent	70%	63%	64%

Table K.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=6) – TAS³⁶⁰

	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

³⁶⁰ Results in Tables K.19 to K.22 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables K.23 to K.25.

Table K.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=738) – TAS

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	48%
LL	Has the NDIS improved your child's access to education?	22%
REL	Has the NDIS improved your child's relationships with family and friends?	37%
S/CP	Has the NDIS improved your child's social and recreational life?	35%

Table K.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=160) and ‘Participant 25 and over’ (n=372) – TAS

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	51%	79%
DL	Has the NDIS helped you with daily living activities?	47%	81%
REL	Has the NDIS helped you to meet more people?	40%	64%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	44%
HW	Has your involvement with the NDIS improved your health and wellbeing?	30%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	14%
S/CP	Has the NDIS helped you be more involved?	38%	70%

Table K.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=721); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=189) – 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?	43%	50%
Has the NDIS improved the level of support for your family?	52%	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?	56%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	54%	
Has the NDIS improved your health and wellbeing?	28%	31%

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’ (n=156) – TAS^{361,362}

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	40%	45%	+5%
LL	Has the NDIS improved your child's access to education?	16%	12%	-5%
REL	Has the NDIS improved your child's relationships with family and friends?	23%	25%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	33%	33%	+1%

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’ (n=338) and ‘Participant 25 and over’ (n=89) – TAS

		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?	51%	57%	+6%	76%	67%	-9%
DL	Has the NDIS helped you with daily living activities?	47%	56%	+10%	73%	70%	-3%
REL	Has the NDIS helped you to meet more people?	43%	48%	+5%	57%	45%	-12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	10%	0%	24%	18%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	31%	33%	+2%	48%	41%	-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?	25%	26%	0%	25%	26%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	7%	0%	21%	19%	-2%
S/CP	Has the NDIS helped you be more involved?	45%	50%	+5%	57%	57%	0%

³⁶¹ Results in Tables K.23 to K.26 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

³⁶² There is insufficient data to show results for SFOF version ‘Participant 0 to school’.

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’ (n=110); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=153) – TAS

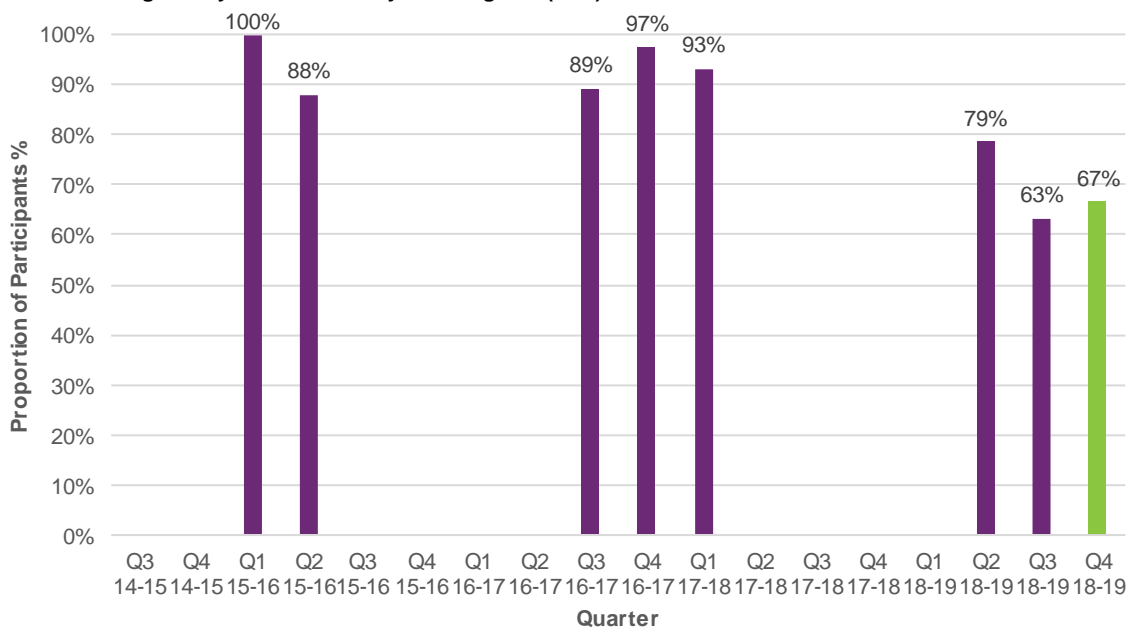
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	25%	29%	+4%	50%	52%	+2%
Has the NDIS improved the level of support for your family?	41%	45%	+4%	52%	61%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	46%	54%	+8%	53%	66%	+13%
Has the NDIS improved your ability/capacity to help your child develop and learn?	37%	43%	+6%			
Has the NDIS improved your health and wellbeing?	22%	24%	+2%	28%	23%	-5%

Table K.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=258) – TAS³⁶³

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	8%	14%	
Aged 25+	27%	29%	26%
Aged 15+ (average)	14%	18%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	23%	26%	41%
Aged 25+	33%	34%	
Aged 15+ (average)	25%	27%	

³⁶³ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

Figure K.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (TAS)³⁶⁴



*The result for Q4 of 2018-19 is based on 21 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 67% gave a rating of good or very good, 19% 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	62%	33%	5%
I had enough time to tell my story and say what support I need	90%	5%	5%
The planner knows what I can do well	62%	24%	14%
The planner had some good ideas for my plan	71%	10%	19%
I know what is in my plan	71%	19%	10%
The planner helped me think about my future	67%	24%	10%
I think my plan will make my life better	67%	24%	10%
The planning meeting went well	76%	24%	0%

³⁶⁴ Participant satisfaction results are not shown if there is insufficient data in the group.
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Table K.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (TAS)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N = 44	N = 33
Are you happy with how coming into the NDIS has gone?	84%	76%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	59%	73%
Pre-planning	N = 48	N = 40
Did the person from the NDIS understand how your disability affects your life?	88%	95%
Did you understand why you needed to give the information you did?	96%	100%
Were decisions about your plan clearly explained?	85%	85%
Are you clear on what happens next with your plan?	85%	78%
Do you know where to go for more help with your plan?	83%	98%
Planning	N = 39	N = 27
Did the person from the NDIS understand how your disability affects your life?	82%	74%
Did you understand why you needed to give the information you did?	95%	89%
Were decisions about your plan clearly explained?	77%	63%
Are you clear on what happens next with your plan?	74%	56%
Do you know where to go for more help with your plan?	79%	81%
Plan review	N = 39	N = 27
Did the person from the NDIS understand how your disability affects your life?	82%	93%
Did you feel prepared for your plan review?	85%	85%
Is your NDIS plan helping you to make progress towards your goals?	77%	89%

Table K.29 Plan reviews conducted per quarter – excluding plans less than 30 days – TAS³⁶⁵

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	7,631	1,356	8,987
<i>Early intervention plans</i>	728	179	907
<i>Permanent disability plans</i>	6,903	1,177	8,080

³⁶⁵ 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.

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

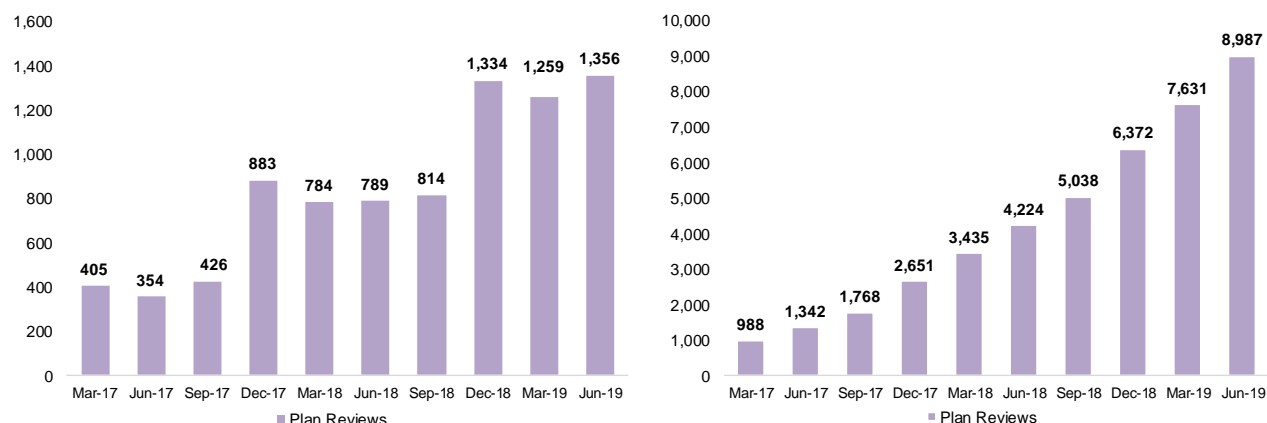


Table K.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	5,860	1,110	6,970
<i>Trial participants</i>	2,877	239	3,116
<i>Transition participants</i>	2,983	871	3,854

Figure K.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS³⁶⁶

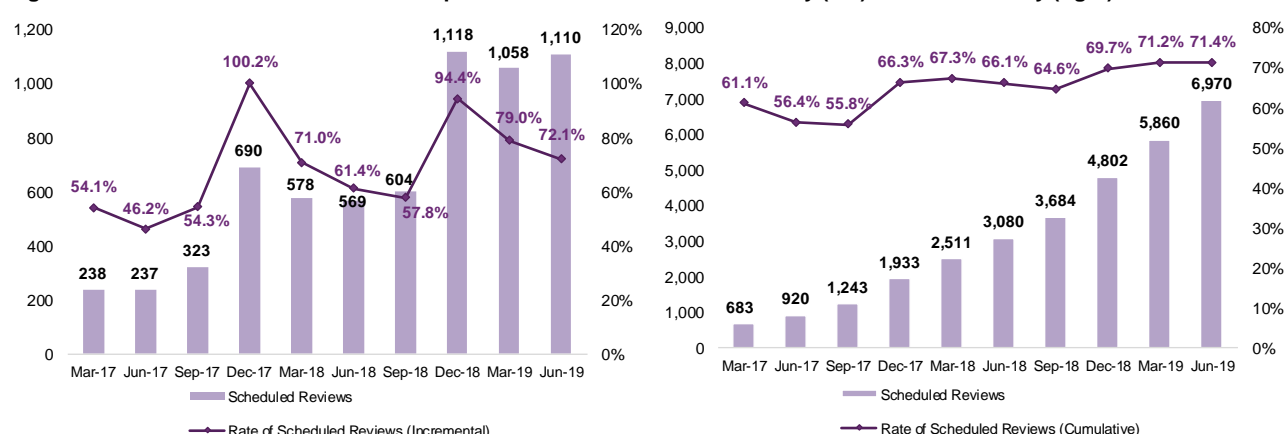


Table K.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	1,771	246	2,017
<i>Trial participants</i>	693	52	745
<i>Transition participants</i>	1,078	194	1,272

Table K.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS³⁶⁷

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	21.5%	16.0%	20.7%

³⁶⁶ The rates in these charts are calculated as the number of 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.

³⁶⁷ 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.

Figure K.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS³⁶⁸

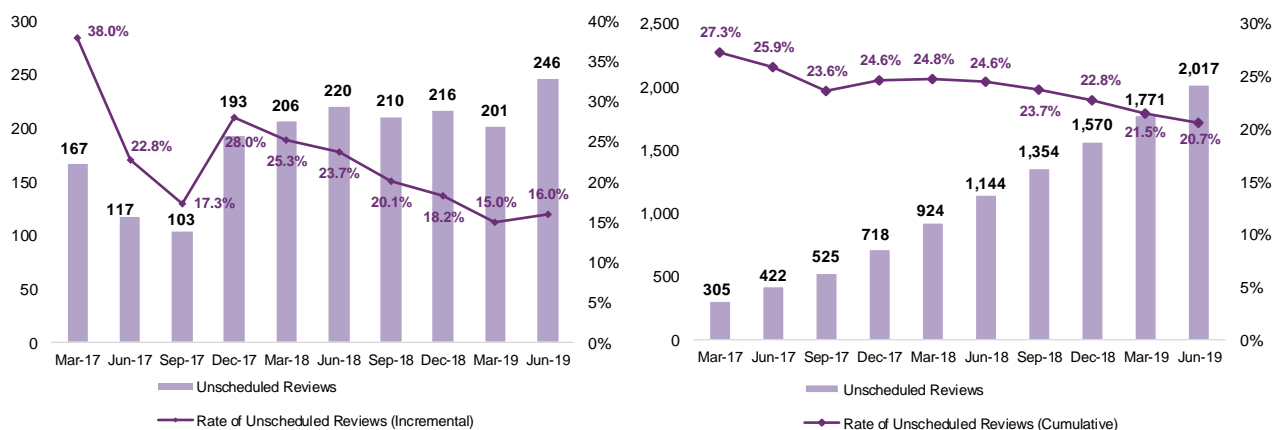


Table K.33 AAT cases – TAS³⁶⁹

	Prior Quarters	2018-19 Q4	Total
	N	N	N
AAT cases	26	<11	31
% of all access decisions³⁷⁰	0.20%	0.25%	0.21%

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 Q4	Total
Self-managed fully	11%	11%	11%
Self-managed partly	11%	12%	12%
Plan managed	6%	13%	9%
Agency managed	71%	64%	69%
Total	100%	100%	100%

³⁶⁸ The rates in these charts are calculated as the number of 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.

³⁶⁹ The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

³⁷⁰ 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.

Figure K.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – TAS³⁷¹

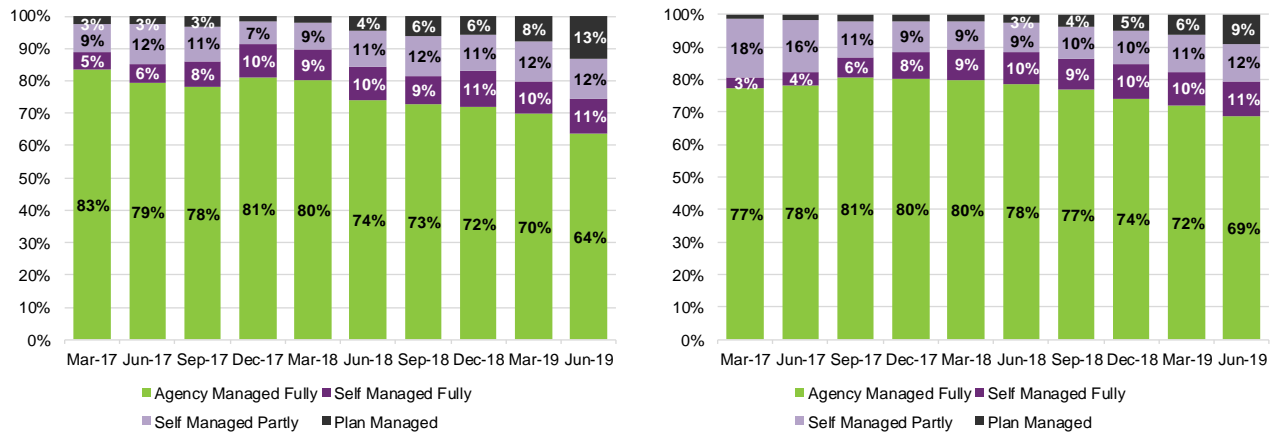


Table K.35 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	40%	43%	41%

Table K.36 Duration to plan activation by quarter of initial plan approval for active participants – TAS^{372,373}

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	2,265	69%	338	68%
30 to 59 days	284	9%	52	10%
60 to 89 days	164	5%	30	6%
Activated within 90 days	2,713	83%	420	85%
90 to 119 days	120	4%	18	4%
120 days and over	318	10%	25	5%
Activated after 90 days	438	13%	43	9%
No payments	126	4%	33	7%
Total plans approved	3,277	100%	496	100%

³⁷¹ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

³⁷² Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

³⁷³ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table K.37 Proportion of active participants with plan activated within 12 months – TAS

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	272	301	90%
Not Aboriginal and Torres Strait Islander	3,138	3,325	94%
Not Stated	159	168	95%
Total	3,569	3,794	94%
by Culturally and Linguistically Diverse status			
CALD	74	78	95%
Not CALD	3,485	3,704	94%
Not Stated	<11	12	
Total	3,569	3,794	94%
by Remoteness			
Major Cities	60	64	94%
Regional	3,476	3,692	94%
Remote	31	35	89%
Missing	<11	<11	
Total	3,569	3,794	94%
by Primary Disability type			
Autism	1,361	1,462	93%
Intellectual Disability (including Down Syndrome)	1,449	1,545	94%
Psychosocial Disability	94	100	94%
Developmental Delay (including Global Developmental Delay)	39	42	93%
Other	626	645	97%
Total	3,569	3,794	94%

Table K.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – TAS^{374,375}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	35%	74%	37%
50% to 75%	17%	16%	17%
> 75%	48%	10%	46%
Total	100%	100%	100%

Table K.39 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2018-19 Q4	Total
Daily Activities	8%	10%	9%
Health & Wellbeing	58%	53%	56%
Lifelong Learning	21%	17%	20%
Other	16%	14%	15%
Non-categorised	27%	27%	27%
Any mainstream service	94%	93%	93%

³⁷⁴ 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.

³⁷⁵ This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Part Three: Providers and the growing market

Table K.40 Key provider indicators by quarter - TAS³⁷⁶

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	391	33	418
<i>Company/ organisation</i>	1,068	57	1,107
<i>Total</i>	1,459	90	1,525
b) Registration revoked	24		

³⁷⁶ The total number of providers as at 30 June 2019 (1,525) is not the sum of the number of providers as at 31 March 2019 (1,459) and the providers registered in the fourth quarter of 2018-19 (90). This is due to 24 providers whose registration ended during the fourth quarter of 2018-19.

Table K.41 Number of approved providers by registration group - TAS³⁷⁷

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	128	9	137	7%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	81	5	86	6%
Assistance with travel/transport arrangements	201	14	215	7%
Daily Personal Activities	101	6	107	6%
Group and Centre Based Activities	87	7	94	8%
High Intensity Daily Personal Activities	98	6	104	6%
Household tasks	220	22	242	10%
Interpreting and translation	60	2	62	3%
Participation in community, social and civic activities	133	7	140	5%
Assistive Technology				
Assistive equipment for recreation	250	15	265	6%
Assistive products for household tasks	195	12	207	6%
Assistance products for personal care and safety	447	27	474	6%
Communication and information equipment	177	13	190	7%
Customised Prosthetics	86	3	89	3%
Hearing Equipment	72	3	75	4%
Hearing Services	4	0	4	0%
Personal Mobility Equipment	296	18	314	6%
Specialised Hearing Services	8	-1	7	-13%
Vision Equipment	74	6	80	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	135	8	143	6%
Behaviour Support	83	7	90	8%
Community nursing care for high needs	76	8	84	11%
Development of daily living and life skills	120	8	128	7%
Early Intervention supports for early childhood	86	4	90	5%
Exercise Physiology and Physical Wellbeing activities	126	7	133	6%
Innovative Community Participation	183	18	201	10%
Specialised Driving Training	52	2	54	4%
Therapeutic Supports	322	14	336	4%
Capital services				
Home modification design and construction	154	7	161	5%
Specialised Disability Accommodation	91	9	100	10%
Vehicle Modifications	57	2	59	4%
Choice and control support services				
Management of funding for supports in participants plan	48	1	49	2%
Support Coordination	80	7	87	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	50	0	50	0%
Specialised Supported Employment	29	0	29	0%
Total approved providers	1,435	90	1,525	6%

³⁷⁷ The 24 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

Table K.42 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.73	1.88
b) Number of providers delivering new supports	127	173
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	22%	25%
<i>Not yet active (%)</i>	70%	68%
<i>Inactive (%)</i>	8%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	83%	85%
<i>Therapeutic Supports (%)</i>	84%	85%
<i>Participate Community (%)</i>	84%	82%
<i>Early Childhood Supports (%)</i>	80%	80%
<i>Assist Personal Activities (%)</i>	79%	85%

Table K.43 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	10	2	12	20%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	49	3	52	6%
Assistance with travel/transport arrangements	55	4	59	7%
Daily Personal Activities	69	4	73	6%
Group and Centre Based Activities	49	2	51	4%
High Intensity Daily Personal Activities	64	2	66	3%
Household tasks	43	9	52	21%
Interpreting and translation	4	1	5	25%
Participation in community, social and civic activities	85	3	88	4%
Assistive Technology				
Assistive equipment for recreation	8	2	10	25%
Assistive products for household tasks	4	3	7	75%
Assistance products for personal care and safety	83	21	104	25%
Communication and information equipment	16	3	19	19%
Customised Prosthetics	16	4	20	25%
Hearing Equipment	8	0	8	0%
Hearing Services	0	0	0	-
Personal Mobility Equipment	28	4	32	14%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	10	0	10	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	91	8	99	9%
Behaviour Support	34	2	36	6%
Community nursing care for high needs	5	2	7	40%
Development of daily living and life skills	69	9	78	13%
Early Intervention supports for early childhood	33	3	36	9%
Exercise Physiology and Physical Wellbeing activities	22	0	22	0%
Innovative Community Participation	11	0	11	0%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	168	23	191	14%
Capital services				
Home modification design and construction	11	1	12	9%
Specialised Disability Accommodation	8	0	8	0%
Vehicle Modifications	8	0	8	0%
Choice and control support services				
Management of funding for supports in participants plan	20	3	23	15%
Support Coordination	21	0	21	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	28	1	29	4%
Specialised Supported Employment	18	0	18	0%
Total approved active providers	427	61	488	14%

Table K.44 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – TAS

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	19	118	137	4	8	12
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	16	70	86	8	44	52
Assistance with travel/transport arrangements	33	182	215	5	54	59
Daily Personal Activities	14	93	107	6	67	73
Group and Centre Based Activities	14	80	94	4	47	51
High Intensity Daily Personal Activities	14	90	104	6	60	66
Household tasks	49	193	242	9	43	52
Interpreting and translation	11	51	62	0	5	5
Participation in community, social and civic activities	23	117	140	13	75	88
Assistive Technology						
Assistive equipment for recreation	49	216	265	0	10	10
Assistive products for household tasks	40	167	207	0	7	7
Assistance products for personal care and safety	64	410	474	10	94	104
Communication and information equipment	46	144	190	2	17	19
Customised Prosthetics	17	72	89	2	18	20
Hearing Equipment	12	63	75	2	6	8
Hearing Services	1	3	4	0	0	0
Personal Mobility Equipment	45	269	314	4	28	32
Specialised Hearing Services	2	5	7	0	1	1
Vision Equipment	16	64	80	0	10	10
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	31	112	143	27	72	99
Behaviour Support	39	51	90	17	19	36
Community nursing care for high needs	7	77	84	0	7	7
Development of daily living and life skills	21	107	128	9	69	78
Early Intervention supports for early childhood	46	44	90	20	16	36
Exercise Physiology and Physical Wellbeing activities	34	99	133	5	17	22
Innovative Community Participation	61	140	201	6	5	11
Specialised Driving Training	10	44	54	2	1	3
Therapeutic Supports	187	149	336	102	89	191
Capital services						
Home modification design and construction	35	126	161	3	9	12
Specialised Disability Accommodation	6	94	100	1	7	8
Vehicle Modifications	7	52	59	1	7	8
Choice and control support services						
Management of funding for supports in participants plan	5	44	49	3	20	23
Support Coordination	25	62	87	4	17	21

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	7	43	50	3	26	29
Specialised Supported Employment	2	27	29	2	16	18
Total	418	1,107	1,525	149	339	488

Table K.45 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – TAS

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%	137	33%	67%	12
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	19%	81%	86	15%	85%	52
Assistance with travel/transport arrangements	15%	85%	215	8%	92%	59
Daily Personal Activities	13%	87%	107	8%	92%	73
Group and Centre Based Activities	15%	85%	94	8%	92%	51
High Intensity Daily Personal Activities	13%	87%	104	9%	91%	66
Household tasks	20%	80%	242	17%	83%	52
Interpreting and translation	18%	82%	62	0%	100%	5
Participation in community, social and civic activities	16%	84%	140	15%	85%	88
Assistive Technology						
Assistive equipment for recreation	18%	82%	265	0%	100%	10
Assistive products for household tasks	19%	81%	207	0%	100%	7
Assistance products for personal care and safety	14%	86%	474	10%	90%	104
Communication and information equipment	24%	76%	190	11%	89%	19
Customised Prosthetics	19%	81%	89	10%	90%	20
Hearing Equipment	16%	84%	75	25%	75%	8
Hearing Services	25%	75%	4	-	-	0
Personal Mobility Equipment	14%	86%	314	13%	88%	32
Specialised Hearing Services	29%	71%	7	0%	100%	1
Vision Equipment	20%	80%	80	0%	100%	10
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	22%	78%	143	27%	73%	99
Behaviour Support	43%	57%	90	47%	53%	36
Community nursing care for high needs	8%	92%	84	0%	100%	7
Development of daily living and life skills	16%	84%	128	12%	88%	78
Early Intervention supports for early childhood	51%	49%	90	56%	44%	36
Exercise Physiology and Physical Wellbeing activities	26%	74%	133	23%	77%	22

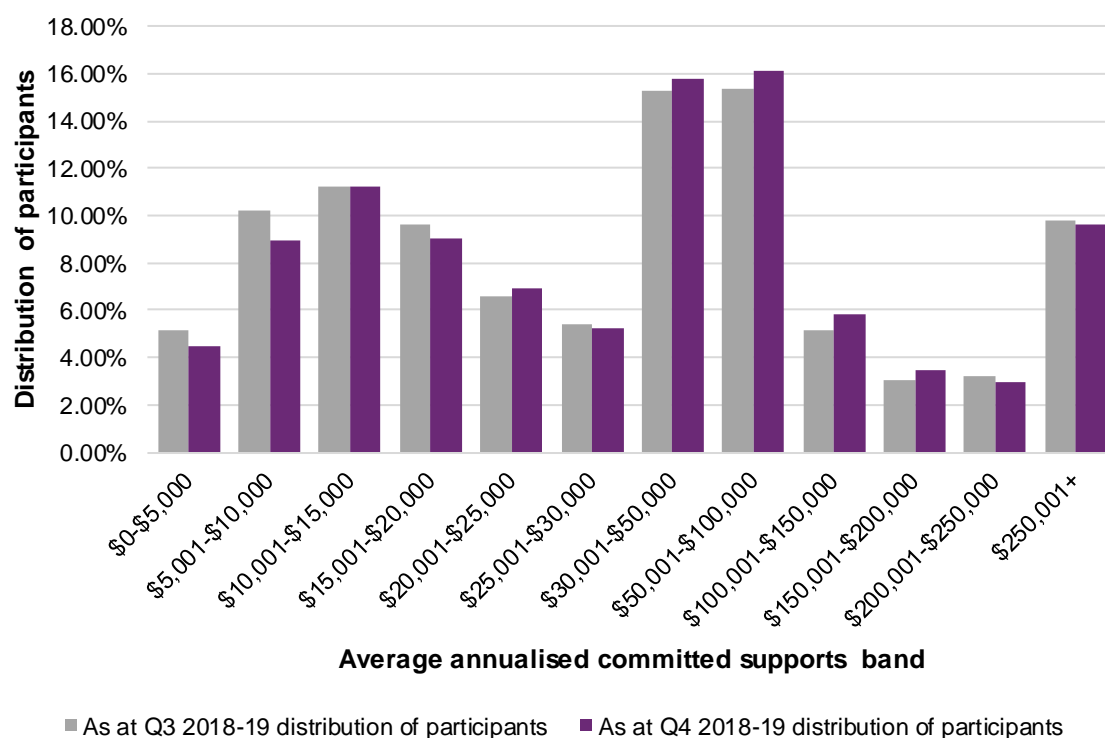
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	30%	70%	201	55%	45%	11
Specialised Driving Training	19%	81%	54	67%	33%	3
Therapeutic Supports	56%	44%	336	53%	47%	191
Capital services						
Home modification design and construction	22%	78%	161	25%	75%	12
Specialised Disability Accommodation	6%	94%	100	13%	88%	8
Vehicle Modifications	12%	88%	59	13%	88%	8
Choice and control support services						
Management of funding for supports in participants plan	10%	90%	49	13%	87%	23
Support Coordination	29%	71%	87	19%	81%	21
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	14%	86%	50	10%	90%	29
Specialised Supported Employment	7%	93%	29	11%	89%	18
Total	27%	73%	1,525	31%	69%	488

Part Five: Financial sustainability

Table K.46 Committed supports by financial year (\$m) - TAS

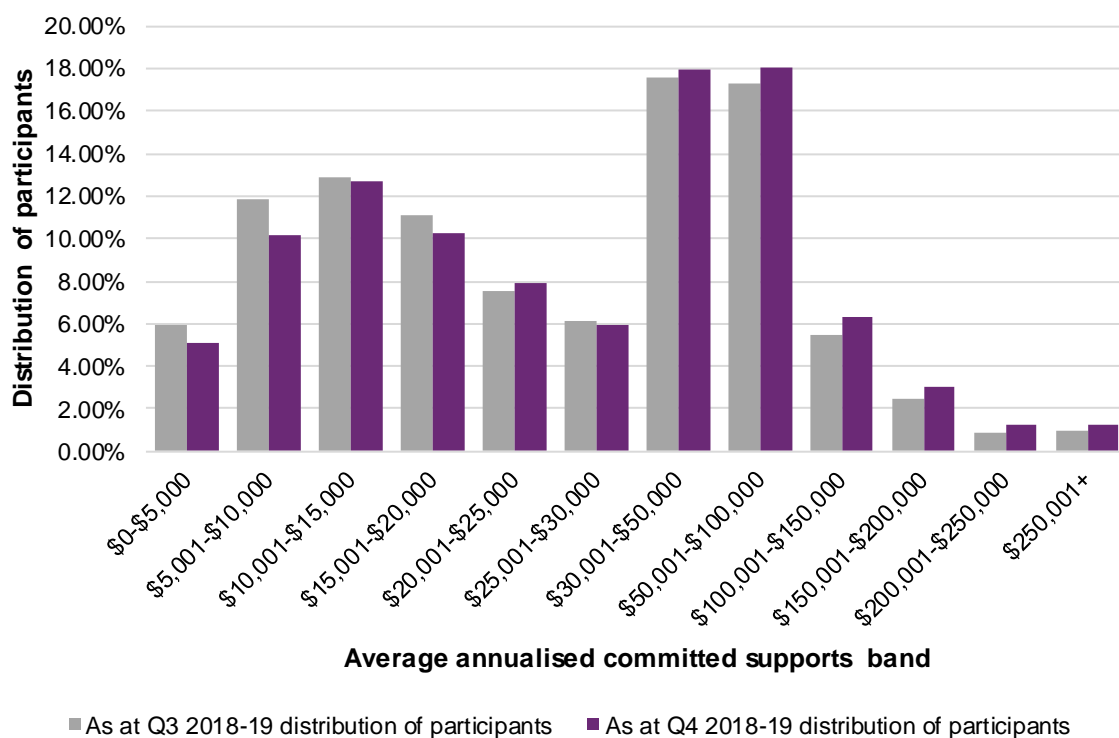
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	18.0	51.6	65.9	99.7	188.2	388.7	812.2

Figure K.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)³⁷⁸



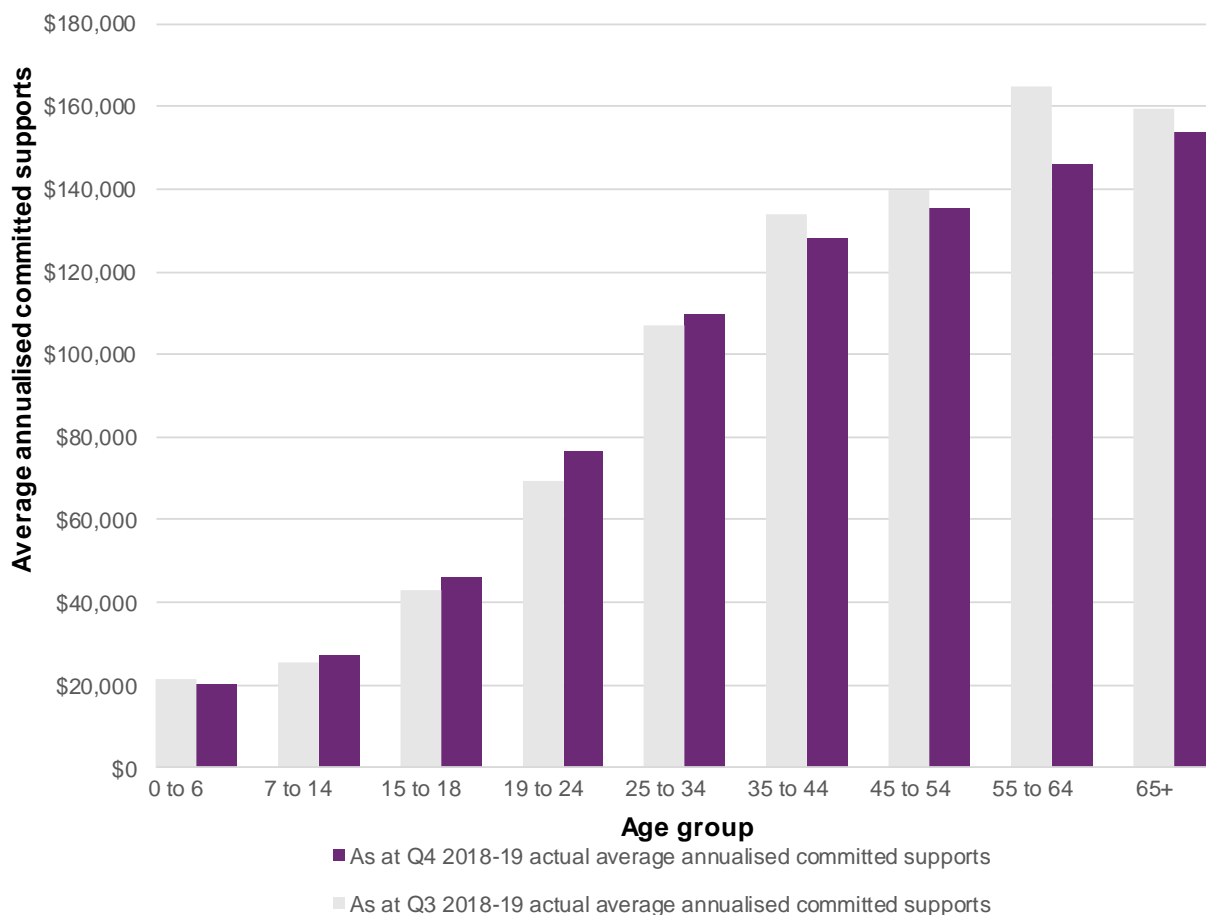
³⁷⁸ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.
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Figure K.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)³⁷⁹



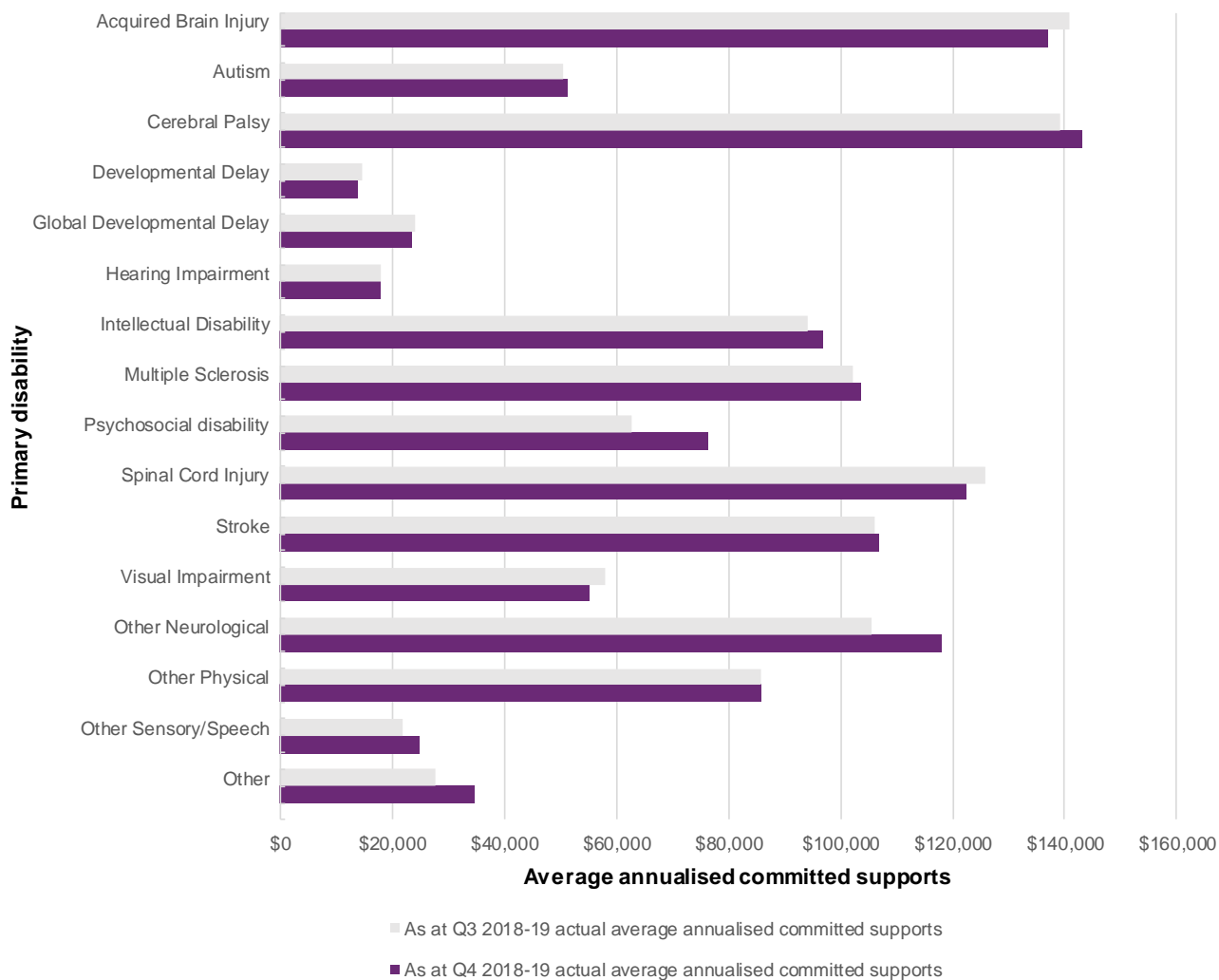
³⁷⁹ Ibid.

Figure K.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)³⁸⁰



³⁸⁰ This quarter there has been an increase in annualised committed supports compared with prior quarters for children and young adults. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019. However, annualised committed supports for participants aged 35 and over have reduced in the quarter. This reflects the phasing schedules outlined in the bilateral agreements where clients of Supported Accommodation services were prioritised and transitioned earlier.

Figure K.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS) ³⁸¹



³⁸¹ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

Figure K.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)^{382,383}

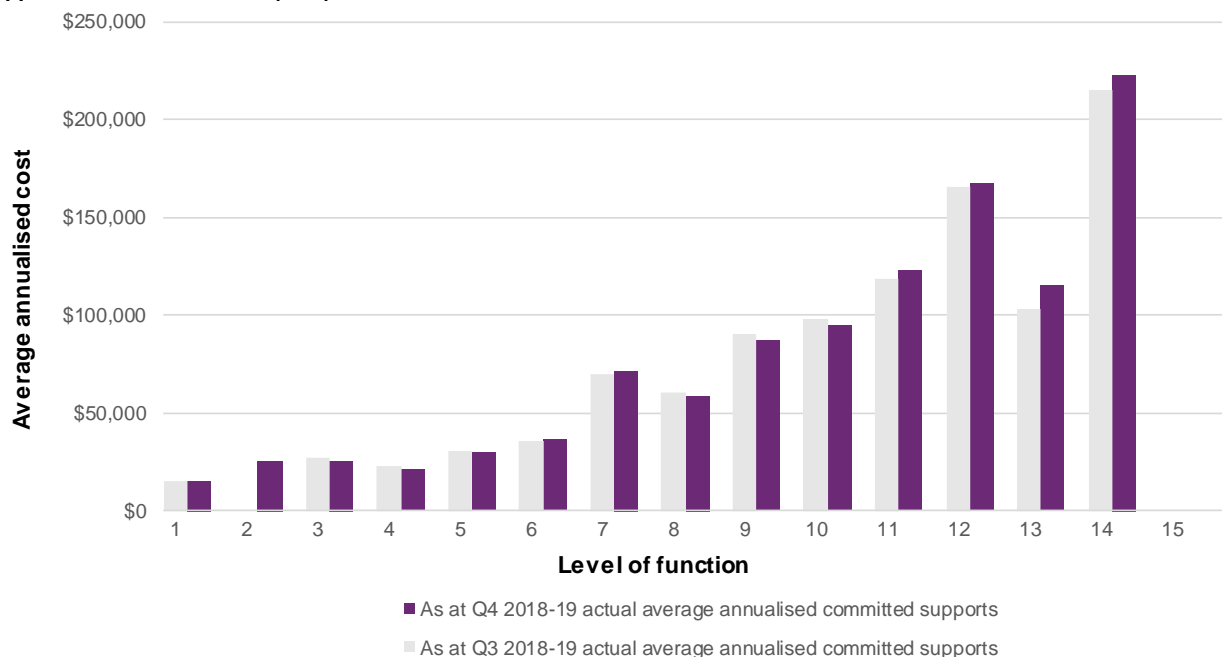


Table K.47 Payments by financial year, compared to committed supports (\$m) – TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total Committed	18.0	51.6	65.9	99.7	188.2	388.7	812.2
Total Paid	10.0	36.6	48.6	78.3	152.7	268.3	594.6
% utilised to date	55%	71%	74%	79%	81%	69%	73%

³⁸² Ibid.

³⁸³ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost for Q3 and Q4 2018-19, and level of function 2 has insufficient data to show an average cost for Q3 2018-19.

Figure K.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (TAS)

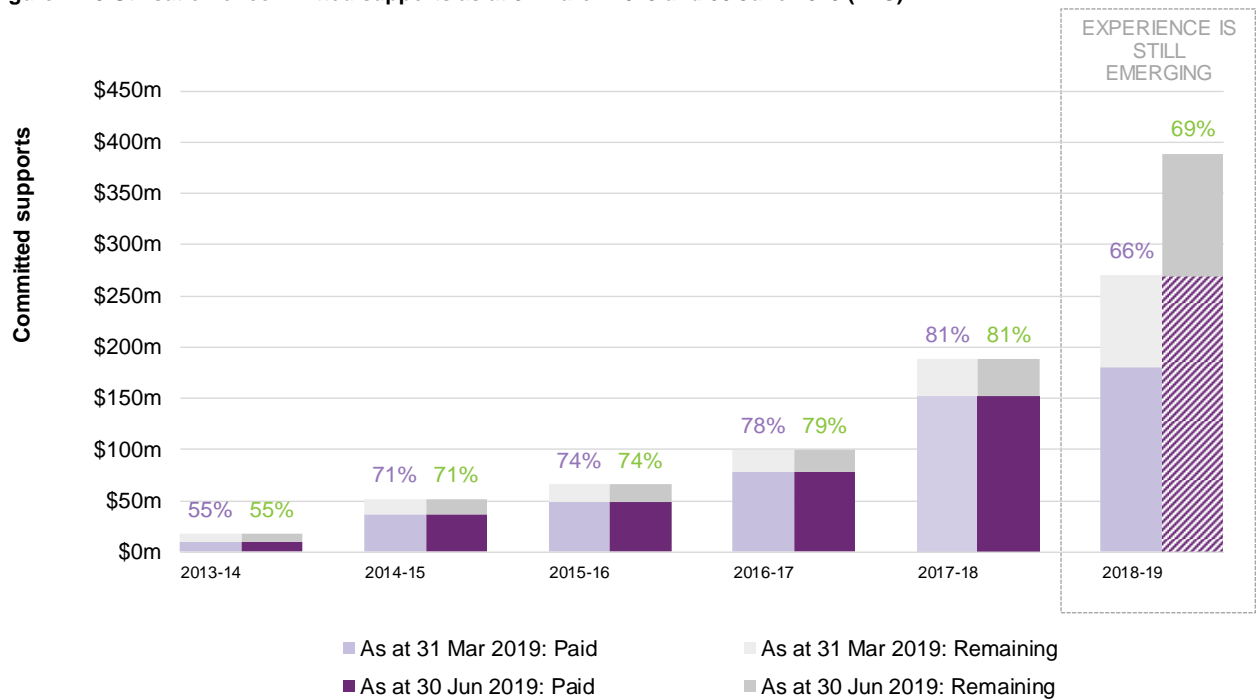
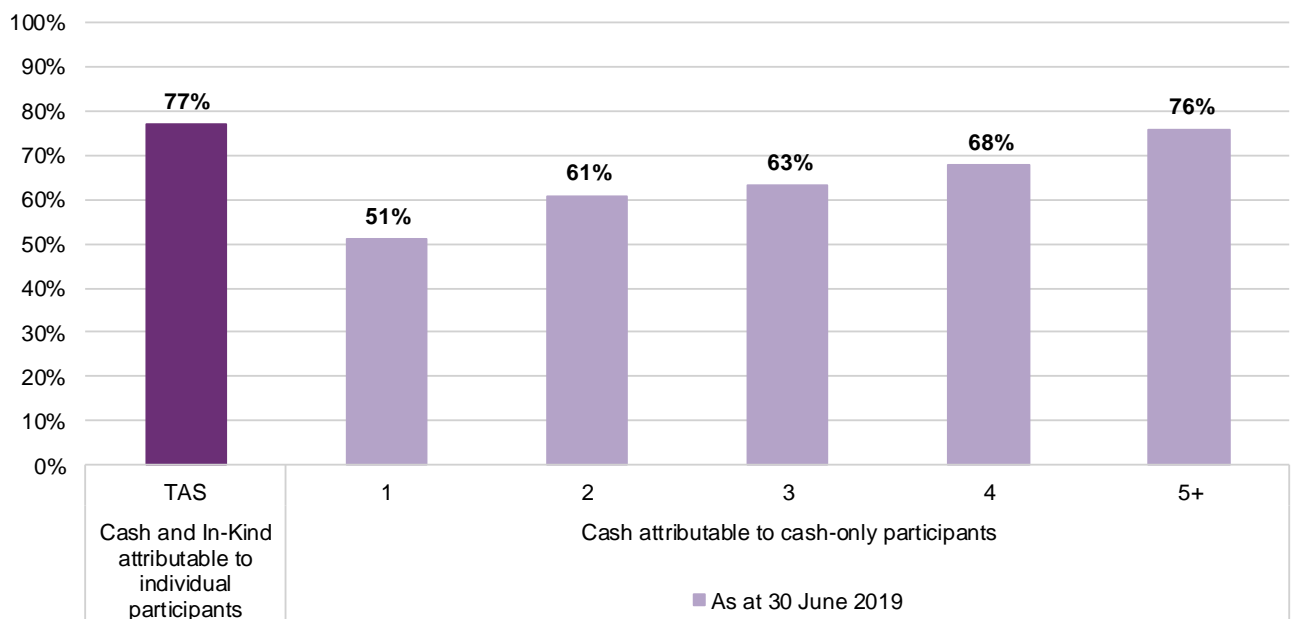


Figure K.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (TAS)³⁸⁴



³⁸⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure K.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (TAS)³⁸⁵

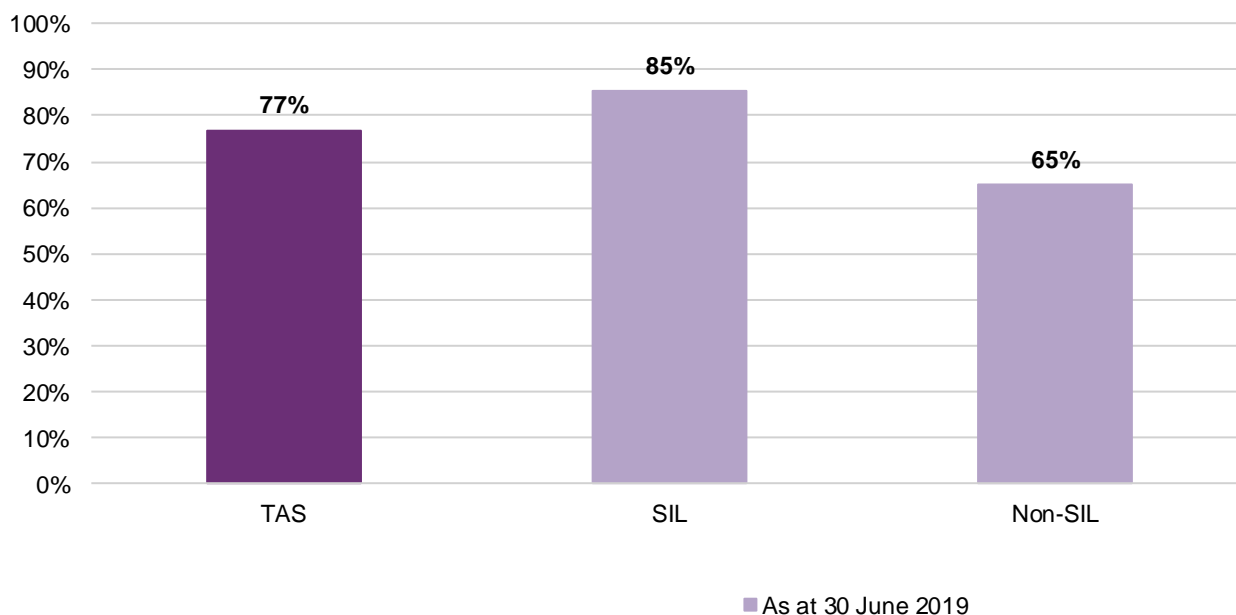
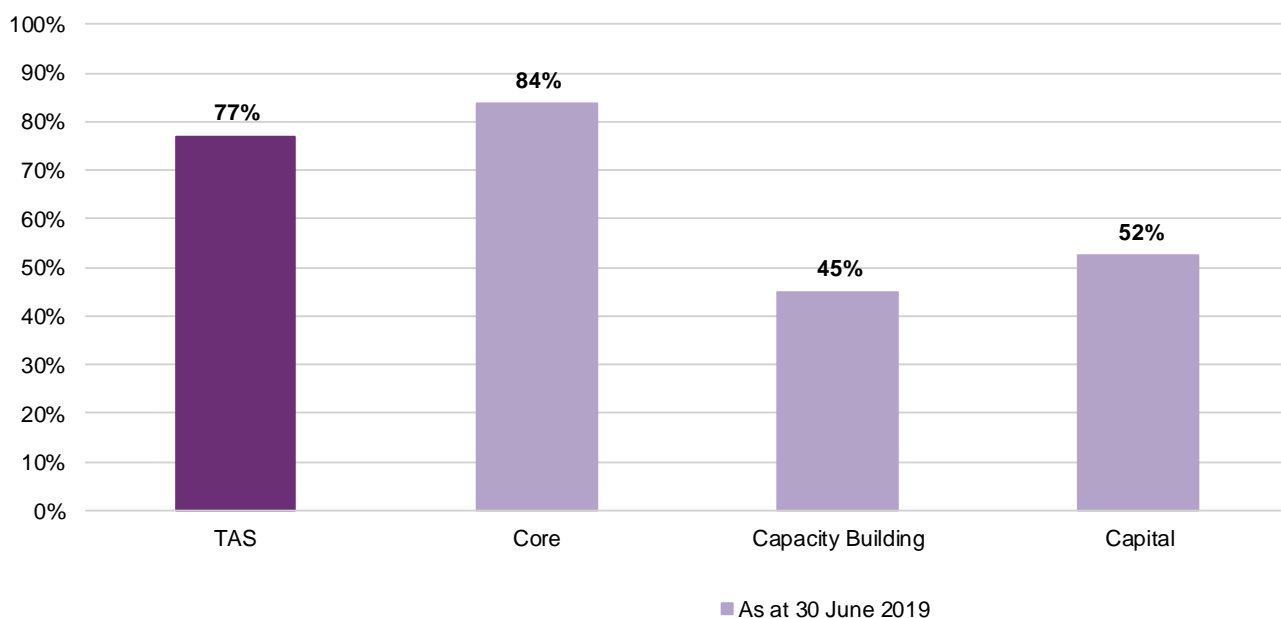


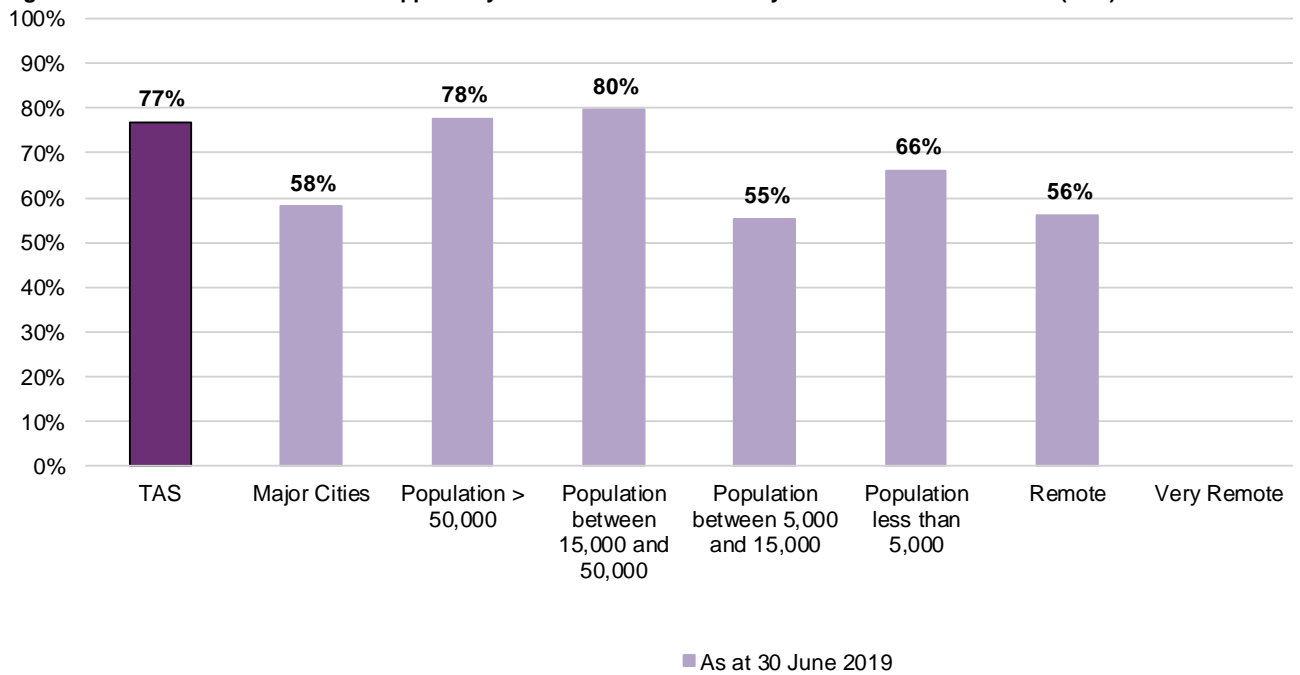
Figure K.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (TAS)³⁸⁶



³⁸⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

³⁸⁶ Ibid.

Figure K.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (TAS)^{387,388}



³⁸⁷ Ibid.

³⁸⁸ Utilisation is not shown if there is insufficient data in the group.

Appendix L:

Australian Capital Territory

Part One: Participants and their plans

Table L.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	7,620	166	7,786	7,786	5,075

Table L.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT³⁸⁹

	Prior Quarters	2018-19 Q4	Total
Access decisions	9,519	217	9,736
Access Met	7,898	150	8,048
State	2,913	3	2,916
Commonwealth	295	4	299
New	4,690	143	4,833
Total Participant Plans	7,661	166	7,786
State	2,885	2	2,887
Commonwealth	284	5	289
New	4,451	159	4,610
ECEI ³⁹⁰	41	0	0
Total Participant Plans	7,661	166	7,786
Early Intervention (s25)	2,907	76	2,983
Permanent Disability (s24)	4,713	90	4,803
ECEI ³⁹¹	41	0	0

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – ACT

Exits	
Total participant exits	809
Early Intervention participants	513
Permanent disability participants	296

³⁸⁹ 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 Q4, 80% of people with a hearing impairment met the access criteria compared to 69% overall.

³⁹⁰ 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.

³⁹¹ Ibid.

Table L.4 Cumulative position by services previously received – ACT³⁹²

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,712	52	1,334		4,098	4,278	96%
End of 2016-17	2,857	183	3,008	0	6,048	5,075	119%
End of 2017-18	2,874	249	3,636	49	6,808	5,075	134%
End of 2018-19 Q1	2,877	259	3,941	30	7,107	5,075	140%
End of 2018-19 Q2	2,883	272	4,260	36	7,451	5,075	147%
End of 2018-19 Q3	2,885	284	4,451	41	7,661	5,075	151%
End of 2018-19 Q4	2,887	289	4,610	0	7,786	5,075	153%

Table L.5 Cumulative position by entry into the Scheme – ACT³⁹³

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ³⁹⁴	Permanent Disability ³⁹⁵	ECEI	Total		
Trial	1,559	2,539		4,098	4,278	96%
End of 2016-17	2,118	3,930	0	6,048	5,075	119%
End of 2017-18	2,444	4,315	49	6,808	5,075	134%
End of 2018-19 Q1	2,606	4,471	30	7,107	5,075	140%
End of 2018-19 Q2	2,793	4,622	36	7,451	5,075	147%
End of 2018-19 Q3	2,907	4,713	41	7,661	5,075	151%
End of 2018-19 Q4	2,983	4,803	0	7,786	5,075	153%

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

Table L.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	281	4.1%	12	7.3%	293	4.2%
Not Aboriginal and Torres Strait Islander	6,281	92.2%	144	87.3%	6,425	92.1%
Not Stated	250	3.7%	<11		259	3.7%
Total	6,812	100%	165	100%	6,977	100%

³⁹² Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

³⁹³ A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

³⁹⁴ Participants who met Section 25 of the NDIS Act for access

³⁹⁵ Participants who met Section 24 of the NDIS Act for access

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively– ACT^{396,397}

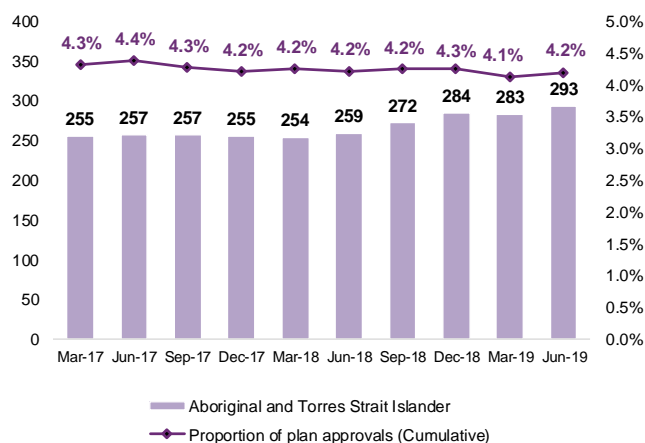


Table L.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	717	10.5%	12	7.3%	729	10.4%
Not CALD	5,972	87.7%	153	92.7%	6,125	87.8%
Not Stated	123	1.8%	0	0.0%	123	1.8%
Total	6,812	100%	165	100%	6,977	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – ACT³⁹⁸

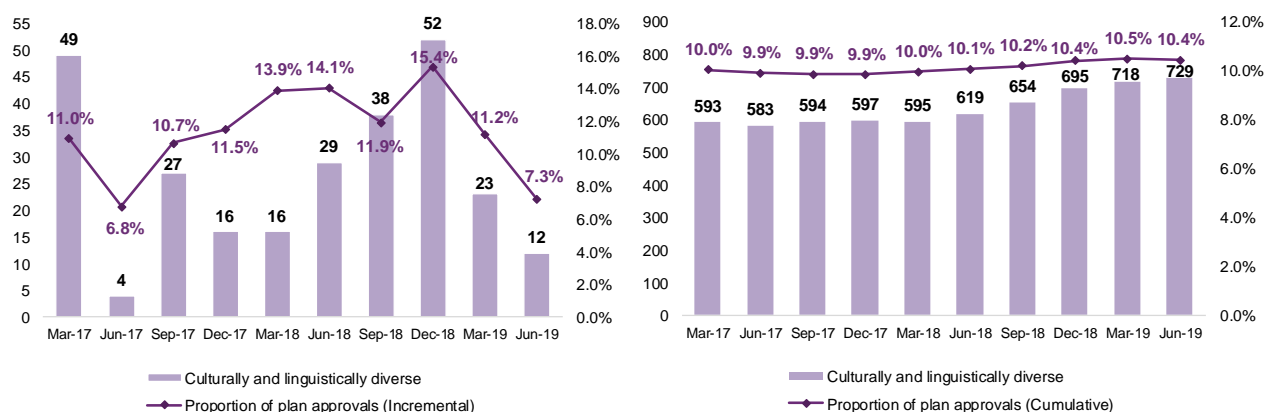


Table L.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC ³⁹⁹	47	0.7%	<11		49	0.7%
Not YPIRAC	6,765	99.3%	163	98.8%	6,928	99.3%
Total	6,812	100%	165	100%	6,977	100%

³⁹⁶ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁹⁷ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT over time.

³⁹⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁹⁹ The age breakdown of YPIRAC participants is ACT cannot be reported due to small numbers in some age groups.

Figure L.3 Number and proportion of YPIRAC participants over time cumulatively – ACT^{400,401}

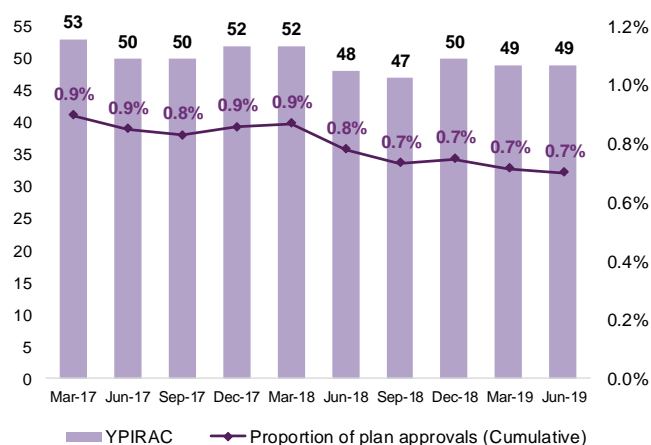


Table L.9 Participant profile per quarter by remoteness – ACT^{402,403}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	6,556	96.4%	163	98.8%	6,719	96.4%
Population > 50,000	134	2.0%	<11		136	2.0%
Population between 15,000 and 50,000	21	0.3%	<11		21	0.3%
Population between 5,000 and 15,000	27	0.4%	<11		27	0.4%
Population less than 5,000	63	0.9%	<11		63	0.9%
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	6,812	100%	165	100%	6,977	100%

There is insufficient data to show the numbers and distribution of remote participants for the ACT over time.

⁴⁰⁰ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁴⁰¹ There are insufficient numbers to show the incremental count of YPIRAC participants in ACT over time.

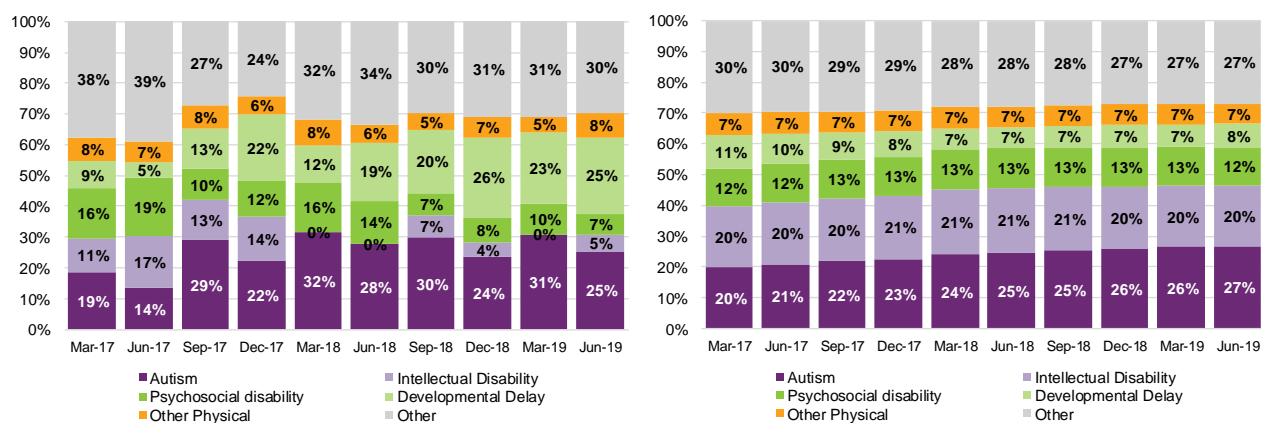
⁴⁰² This table is based on the Modified Monash Model measure of remoteness.

⁴⁰³ The distributions are calculated excluding active participants with a missing remoteness classification.

Table L.10 Participant profile per quarter by disability group – ACT^{404,405}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	1,827	27%	42	25%	1,869	27%
Intellectual Disability ⁴⁰⁶	1,359	20%	<11		1,368	20%
Psychosocial disability	856	13%	11	7%	867	12%
Developmental Delay	490	7%	41	25%	531	8%
Other Neurological	289	4%	12	7%	301	4%
Cerebral Palsy	271	4%	<11		273	4%
Other Physical	446	7%	13	8%	459	7%
Hearing Impairment	307	5%	<11		317	5%
ABI	174	3%	<11		175	3%
Visual Impairment	162	2%	<11		166	2%
Multiple Sclerosis	173	3%	<11		173	2%
Global Developmental Delay	130	2%	<11		140	2%
Stroke	98	1%	<11		99	1%
Spinal Cord Injury	62	1%	<11		66	1%
Other Sensory/Speech	149	2%	<11		153	2%
Other	19	0%	<11		20	0%
Total	6,812	100%	165	100%	6,977	100%

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – ACT⁴⁰⁷



⁴⁰⁴ Table order based on national proportions (highest to lowest)

⁴⁰⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁰⁶ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (228).

⁴⁰⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table L.11 Participant profile per quarter by level of function – ACT⁴⁰⁸

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	589	9%	43	26%	632	9%
2 (High Function)	11	0%	<11		11	0%
3 (High Function)	430	6%	13	8%	443	6%
4 (High Function)	703	10%	<11		712	10%
5 (High Function)	520	8%	20	12%	540	8%
6 (Moderate Function)	1,070	16%	33	20%	1,103	16%
7 (Moderate Function)	447	7%	<11		449	6%
8 (Moderate Function)	525	8%	<11		534	8%
9 (Moderate Function)	48	1%	<11		48	1%
10 (Moderate Function)	779	11%	13	8%	792	11%
11 (Low Function)	352	5%	<11		357	5%
12 (Low Function)	760	11%	14	8%	774	11%
13 (Low Function)	397	6%	<11		401	6%
14 (Low Function)	146	2%	<11		146	2%
15 (Low Function)	<11		<11		<11	
Missing	35		<11		35	
Total	6,812	100%	165	100%	6,977	100%

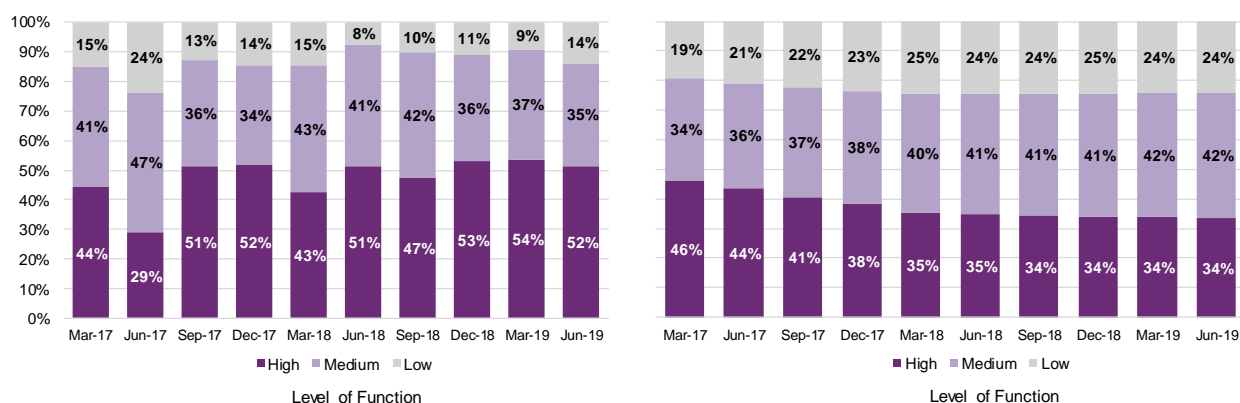
Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – ACT⁴⁰⁹

Table L.12 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	931	14%	79	48%	1,010	14%
7 to 14	1,726	25%	21	13%	1,747	25%
15 to 18	565	8%	<11		569	8%
19 to 24	602	9%	<11		607	9%
25 to 34	537	8%	<11		547	8%
35 to 44	629	9%	14	8%	643	9%
45 to 54	720	11%	14	8%	734	11%
55 to 64	788	12%	16	10%	804	12%
65+	314	5%	<11		316	5%
Total	6,812	100%	165	100%	6,977	100%

⁴⁰⁸ The distributions are calculated excluding participants with a missing level of function.

⁴⁰⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – ACT⁴¹⁰

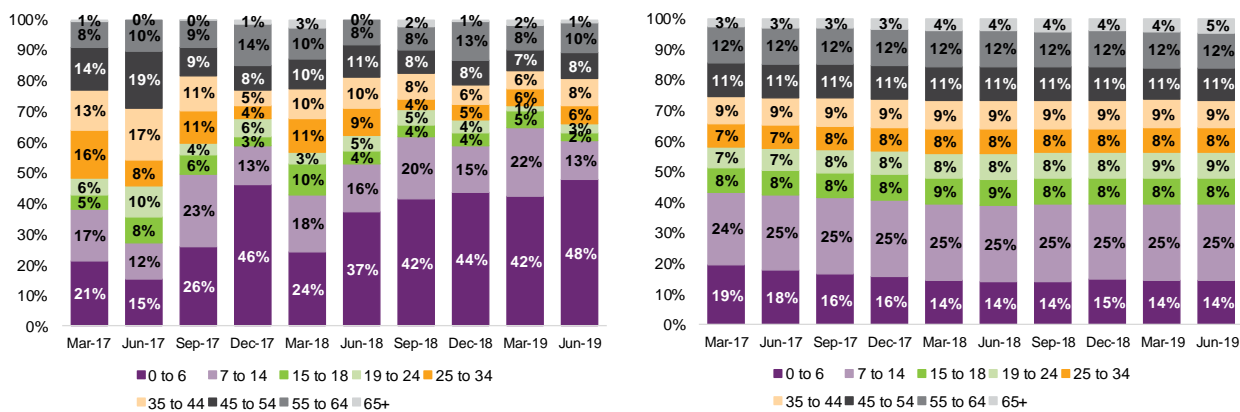
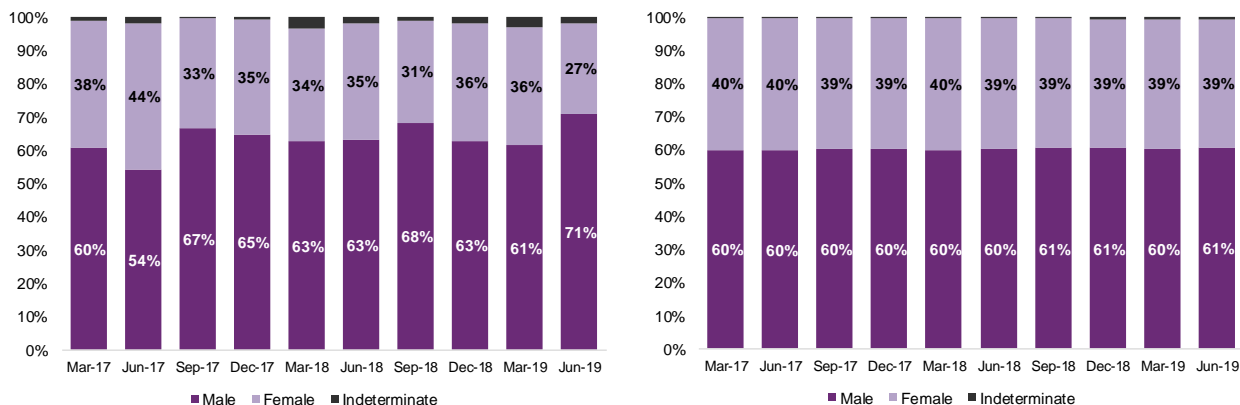


Table L.13 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	4,119	60%	117	71%	4,236	61%
Female	2,653	39%	45	27%	2,698	39%
Indeterminate	40	1%	<11		43	1%
Total	6,812	100%	165	100%	6,977	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – ACT⁴¹¹



⁴¹⁰ Ibid.

⁴¹¹ Ibid.

Part Two: Participant experience and outcomes

Table L.14 Number of questionnaires completed by SFOF version – ACT⁴¹²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	235	170	336	741
Participant school to 14	206	190	277	673
Participant 15 to 24	162	67	75	304
Participant 25 and over	849	257	315	1,421
Total Participant	1,452	684	1,003	3,139
Family 0 to 14	377	337	604	1,318
Family 15 to 24	36	39	61	136
Family 25 and over	24	53	97	174
Total Family	437	429	762	1,628
Total	1,889	1,113	1,765	4,767

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	55%			
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		28%		
DL % who say their child is becoming more independent		50%		
CC % of children who have a genuine say in decisions about themselves		81%		
CC % who are happy with the level of independence/control they have now			38%	
CC % who choose who supports them			48%	68%
CC % who choose what they do each day			58%	78%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			23%	29%
CC % who want more choice and control in their life			77%	72%

⁴¹² Baseline outcomes for participants and/or their families and carers were collected for 91% 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	61%	69%		
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	63%	74%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			26%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	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		81%		
HM	% who are happy with their home			77%	69%
HM	% who feel safe or very safe in their home			84%	66%
HW	% who rate their health as good, very good or excellent			61%	43%
HW	% who did not have any difficulties accessing health services			75%	62%
LL	% who currently attend or previously attended school in a mainstream class			63%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				80%
LL	% unable to do a course or training they wanted to do in the last 12 months				43%
WK	% who have a paid job			26%	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	10%	13%	13%
% receiving Carer Allowance	21%	27%	22%
% working in a paid job	59%	69%	47%
Of those in a paid job, % in permanent employment	88%	86%	86%
Of those in a paid job, % working 15 hours or more	87%	91%	90%
% who say they (and their partner) are able to work as much as they want	53%	60%	54%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	98%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	24%	13%
% able to advocate for their child/family member	84%	74%	68%
% who have friends and family they see as often as they like	52%	49%	46%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		44%	
% who feel in control selecting services		45%	32%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	79%	66%	63%

Table L.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=113) – ACT⁴¹³

	Question	% Yes
DL	Has the NDIS improved your child's development?	88%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	73%
REL	Has the NDIS improved how your child fits into family life?	69%
S/CP	Has the NDIS improved how your child fits into community life?	63%

⁴¹³ Results in Tables L.19 to L.22 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables L.23 to L.26.

Table L.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=176) – ACT

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	71%
LL	Has the NDIS improved your child's access to education?	48%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	53%

Table L.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=53) and ‘Participant 25 and over’ (n=211) – ACT

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	57%	63%
DL	Has the NDIS helped you with daily living activities?	66%	72%
REL	Has the NDIS helped you to meet more people?	42%	44%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	22%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	49%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	18%
S/CP	Has the NDIS helped you be more involved?	48%	49%

Table L.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=273); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=58) – 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?	73%	48%
Has the NDIS improved the level of support for your family?	76%	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?	77%	54%
Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	
Has the NDIS improved your health and wellbeing?	47%	32%

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’ (n=64) – ACT⁴¹⁴

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	95%	100%	+5%
DL	Has the NDIS improved your child's access to specialist services?	92%	97%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	92%	+11%
REL	Has the NDIS improved how your child fits into family life?	70%	75%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	62%	68%	+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’ (n=185) – ACT

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	71%	+10%
LL	Has the NDIS improved your child's access to education?	41%	41%	0%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	55%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	56%	+9%

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’ (n=107) and ‘Participant 25 and over’ (n=573) – 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?	64%	68%	+4%	75%	79%	+3%
DL	Has the NDIS helped you with daily living activities?	57%	61%	+5%	77%	82%	+5%
REL	Has the NDIS helped you to meet more people?	44%	55%	+10%	49%	53%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	15%	+4%	23%	21%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	54%	+2%	60%	66%	+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?	26%	27%	+1%	28%	28%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%	+2%	15%	16%	0%
S/CP	Has the NDIS helped you be more involved?	45%	53%	+8%	59%	63%	+4%

⁴¹⁴ Results in Tables L.23 to L.27 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to 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’ (n=190) and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=33) – ACT

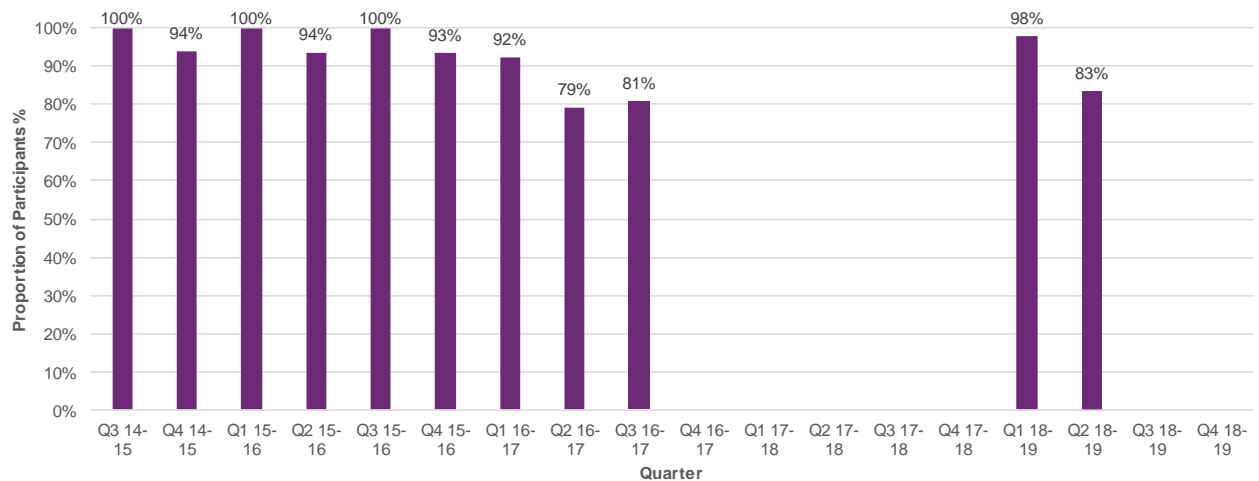
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	64%	+6%	40%	47%	+7%
Has the NDIS improved the level of support for your family?	70%	79%	+10%	50%	55%	+5%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	80%	+7%	57%	55%	-2%
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?	44%	46%	+2%	48%	33%	-14%

Table L.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=655) – ACT⁴¹⁵

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	23%	34%	
Aged 25+	30%	31%	26%
Aged 15+ (average)	29%	32%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	30%	39%	41%
Aged 25+	36%	45%	
Aged 15+ (average)	35%	44%	

⁴¹⁵ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

Figure L.8 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (ACT)⁴¹⁷



*There is insufficient data to report on satisfaction in ACT for 2018-19 Q4.

Table L.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (ACT)*

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N = 28	N/A
Are you happy with how coming into the NDIS has gone?	64%	N/A
Was the person from the NDIS respectful?	89%	N/A
Do you understand what will happen next with your plan?	64%	N/A
Pre-planning	N = 26	N/A
Did the person from the NDIS understand how your disability affects your life?	100%	N/A
Did you understand why you needed to give the information you did?	88%	N/A
Were decisions about your plan clearly explained?	92%	N/A
Are you clear on what happens next with your plan?	77%	N/A
Do you know where to go for more help with your plan?	77%	N/A
Planning	N = 26	N/A
Did the person from the NDIS understand how your disability affects your life?	85%	N/A
Did you understand why you needed to give the information you did?	100%	N/A
Were decisions about your plan clearly explained?	81%	N/A
Are you clear on what happens next with your plan?	81%	N/A
Do you know where to go for more help with your plan?	81%	N/A
Plan review	N = 62	N/A
Did the person from the NDIS understand how your disability affects your life?	81%	N/A
Did you feel prepared for your plan review?	85%	N/A
Is your NDIS plan helping you to make progress towards your goals?	84%	N/A

⁴¹⁷ Participant satisfaction results are not shown if there is insufficient data in the group.
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*There is insufficient data to report on satisfaction in ACT for 2018-19 Q4.

Table L.29 Plan reviews conducted per quarter – excluding plans less than 30 days – ACT⁴¹⁸

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	14,971	1,570	16,541
<i>Early intervention plans</i>	4,674	565	5,239
<i>Permanent disability plans</i>	10,297	1,005	11,302

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

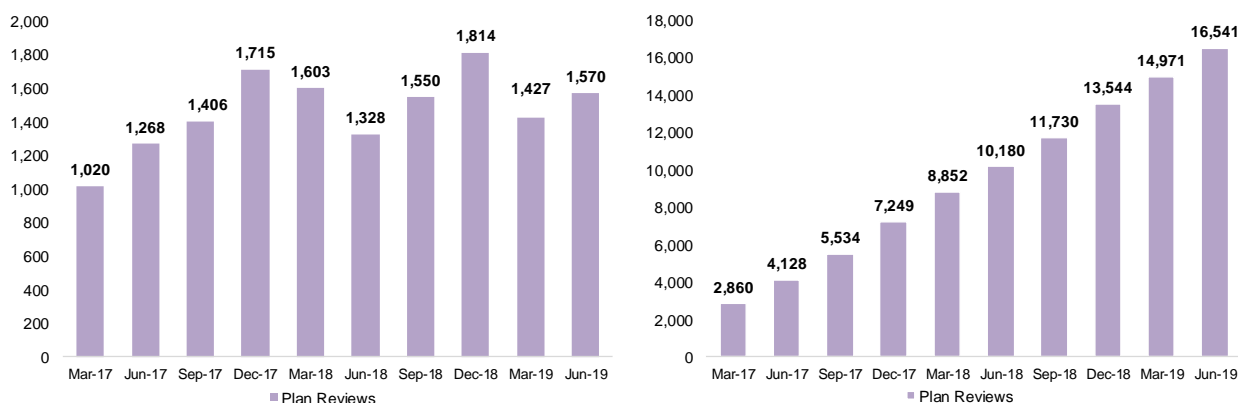
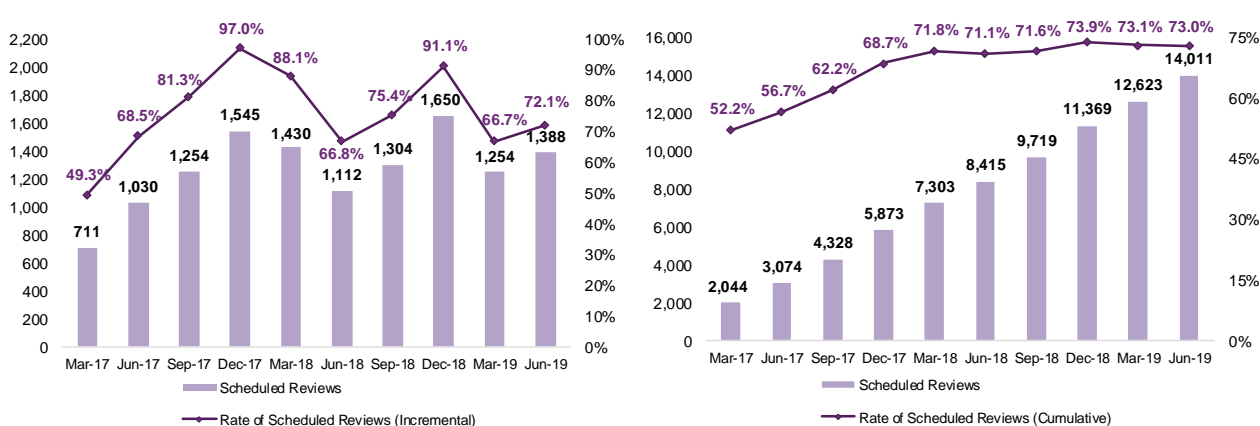


Table L.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	12,623	1,388	14,011
<i>Trial participants</i>	8,837	913	9,750
<i>Transition participants</i>	3,786	475	4,261

Figure L.10 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT⁴¹⁹



⁴¹⁸ 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.

⁴¹⁹ The rates in these charts are calculated as the number of 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.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	2,348	182	2,530
<i>Trial participants</i>	1,623	106	1,729
<i>Transition participants</i>	725	76	801

Table L.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT⁴²⁰

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	13.6%	9.5%	13.2%

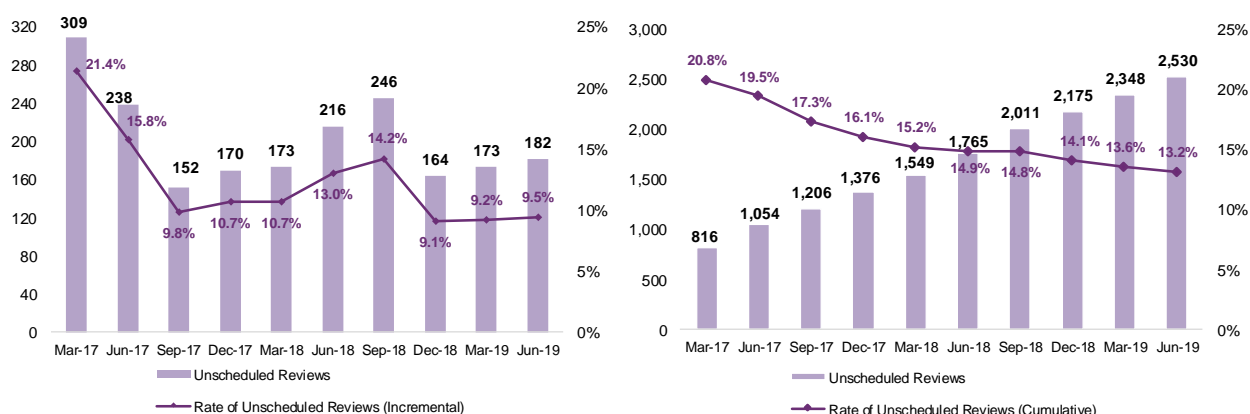
Figure L.11 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT⁴²¹

Table L.33 AAT cases by category – ACT

	Prior Quarters		2018-19 Q4		Total	
Category	N	%	N	%	N	%
Access	95	50%	<11		102	48%
Plan	74	39%	<11		81	38%
Plan Review	16	8%	<11		18	9%
Other	<11		<11		<11	
Total	191	100%	20	100%	211	100%
% of all access decisions⁴²²	0.73%		0.83%		0.74%	

⁴²⁰ 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.

⁴²¹ The rates in these charts are calculated as the number of 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.

⁴²² 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	211
Open AAT Cases	53
Closed AAT Cases	158
<i>Resolved before hearing</i>	<i>153</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

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 Q4	Total
Self-managed fully	33%	29%	32%
Self-managed partly	9%	10%	9%
Plan managed	31%	39%	33%
Agency managed	27%	21%	26%
Total	100%	100%	100%

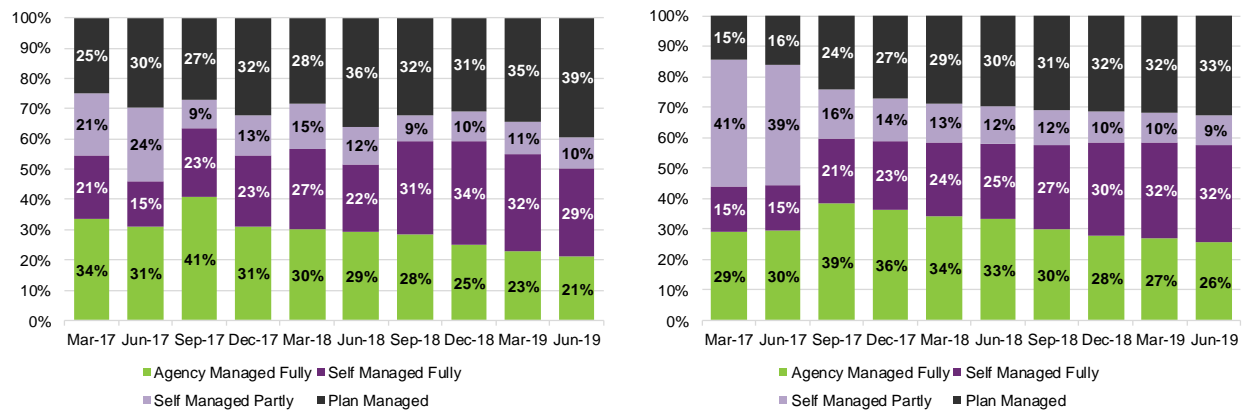
Figure L.12 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – ACT⁴²³

Table L.36 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	31%	36%	32%

⁴²³ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table L.37 Duration to plan activation by quarter of initial plan approval for active participants – ACT^{424,425}

	Prior Quarters (Transition Only)		2018-19 Q2	
Plan activation	N	%	N	%
Less than 30 days	1,610	58%	155	46%
30 to 59 days	393	14%	60	18%
60 to 89 days	168	6%	38	11%
Activated within 90 days	2,171	78%	253	75%
90 to 119 days	101	4%	23	7%
120 days and over	385	14%	20	6%
Activated after 90 days	486	17%	43	13%
No payments	126	5%	40	12%
Total plans approved	2,783	100%	336	100%

Table L.38 Proportion of active participants with plan activated within 12 months – ACT

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	228	249	92%
Not Aboriginal and Torres Strait Islander	5,240	5,485	96%
Not Stated	204	221	92%
Total	5,672	5,955	95%
by Culturally and Linguistically Diverse status			
CALD	581	604	96%
Not CALD	4,969	5,229	95%
Not Stated	122	122	100%
Total	5,672	5,955	95%
by Remoteness			
Major Cities	5,455	5,722	95%
Regional	208	223	93%
Remote	<11	<11	
Missing	<11	<11	
Total	5,672	5,955	95%
by Primary Disability type			
Autism	1,500	1,586	95%
Intellectual Disability (including Down Syndrome)	1,252	1,310	96%
Psychosocial Disability	754	786	96%
Developmental Delay (including Global Developmental Delay)	347	363	96%
Other	1,819	1,910	95%
Total	5,672	5,955	95%

⁴²⁴ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁴²⁵ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table L.39 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – ACT^{426,427}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	40%	74%	41%
50% to 75%	21%	17%	21%
> 75%	39%	9%	38%
Total	100%	100%	100%

Table L.40 Proportion of active participants with approved plans accessing mainstream supports – ACT

	Prior Quarters	2018-19 Q4	Total
Daily Activities	7%	6%	7%
Health & Wellbeing	47%	54%	49%
Lifelong Learning	19%	17%	19%
Other	15%	15%	15%
Non-categorised	25%	25%	25%
Any mainstream service	89%	92%	90%

Part Three: Providers and the growing market

Table L.41 Key provider indicators by quarter – ACT⁴²⁸

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	387	23	404
<i>Company/ organisation</i>	1,202	52	1,239
<i>Total</i>	1,589	75	1,643
b) Registration revoked	21		

⁴²⁶ 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.

⁴²⁷ This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴²⁸ The total number of providers as at 30 June 2019 (1,643) is not the sum of the number of providers as at 31 March 2019 (1,589) and the providers registered in the fourth quarter of 2018-19 (75). This is due to 21 providers whose registration ended during the fourth quarter of 2018-19.

Table L.42 Number of approved providers by registration group - ACT^{429,430}

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	56	2	58	4%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	81	4	85	5%
Assistance with travel/transport arrangements	250	10	260	4%
Daily Personal Activities	101	8	109	8%
Group and Centre Based Activities	78	8	86	10%
High Intensity Daily Personal Activities	84	3	87	4%
Household tasks	331	11	342	3%
Interpreting and translation	76	0	76	0%
Participation in community, social and civic activities	119	7	126	6%
Assistive Technology				
Assistive equipment for recreation	273	14	287	5%
Assistive products for household tasks	236	10	246	4%
Assistance products for personal care and safety	497	16	513	3%
Communication and information equipment	195	8	203	4%
Customised Prosthetics	115	1	116	1%
Hearing Equipment	71	4	75	6%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	354	12	366	3%
Specialised Hearing Services	14	-1	13	-7%
Vision Equipment	80	5	85	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	120	10	130	8%
Behaviour Support	85	2	87	2%
Community nursing care for high needs	128	3	131	2%
Development of daily living and life skills	115	8	123	7%
Early Intervention supports for early childhood	139	7	146	5%
Exercise Physiology and Physical Wellbeing activities	163	9	172	6%
Innovative Community Participation	212	10	222	5%
Specialised Driving Training	62	4	66	6%
Therapeutic Supports	306	15	321	5%
Capital services				
Home modification design and construction	195	7	202	4%
Specialised Disability Accommodation	89	7	96	8%
Vehicle Modifications	60	1	61	2%
Choice and control support services				
Management of funding for supports in participants plan	54	8	62	15%
Support Coordination	78	6	84	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	60	-1	59	-2%
Specialised Supported Employment	19	1	20	5%
Total approved providers	1,568	75	1,643	5%

⁴²⁹ The 21 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

⁴³⁰ 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 L.43 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.05	1.07
b) Number of providers delivering new supports	122	105
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	23%	21%
<i>Not yet active (%)</i>	67%	67%
<i>Inactive (%)</i>	11%	12%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	78%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	90%	91%
<i>Early Childhood Supports (%)</i>	80%	79%
<i>Assist Personal Activities (%)</i>	92%	95%

Table L.44 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	6	0	6	0%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	42	2	44	5%
Assistance with travel/transport arrangements	43	1	44	2%
Daily Personal Activities	71	1	72	1%
Group and Centre Based Activities	37	0	37	0%
High Intensity Daily Personal Activities	48	1	49	2%
Household tasks	112	6	118	5%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	77	3	80	4%
Assistive Technology				
Assistive equipment for recreation	14	1	15	7%
Assistive products for household tasks	9	0	9	0%
Assistance products for personal care and safety	98	8	106	8%
Communication and information equipment	19	0	19	0%
Customised Prosthetics	33	2	35	6%
Hearing Equipment	16	1	17	6%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	51	1	52	2%
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	82	3	85	4%
Behaviour Support	38	2	40	5%
Community nursing care for high needs	7	0	7	0%
Development of daily living and life skills	67	0	67	0%
Early Intervention supports for early childhood	69	3	72	4%
Exercise Physiology and Physical Wellbeing activities	41	2	43	5%
Innovative Community Participation	14	1	15	7%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	205	5	210	2%
Capital services				
Home modification design and construction	18	2	20	11%
Specialised Disability Accommodation	1	0	1	0%
Vehicle Modifications	6	0	6	0%
Choice and control support services				
Management of funding for supports in participants plan	33	2	35	6%
Support Coordination	23	0	23	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	23	0	23	0%
Specialised Supported Employment	8	0	8	0%
Total approved active providers	525	24	549	5%

Table L.45 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	4	54	58	1	5	6
Assistance Animals	0	4	4	0	1	1
Assistance with daily life tasks in a group or shared living arrangement	5	80	85	4	40	44
Assistance with travel/transport arrangements	44	216	260	2	42	44
Daily Personal Activities	12	97	109	7	65	72
Group and Centre Based Activities	7	79	86	2	35	37
High Intensity Daily Personal Activities	4	83	87	3	46	49
Household tasks	76	266	342	26	92	118
Interpreting and translation	15	61	76	0	7	7
Participation in community, social and civic activities	14	112	126	11	69	80
Assistive Technology						
Assistive equipment for recreation	54	233	287	4	11	15
Assistive products for household tasks	39	207	246	1	8	9
Assistance products for personal care and safety	58	455	513	8	98	106
Communication and information equipment	38	165	203	1	18	19
Customised Prosthetics	18	98	116	4	31	35
Hearing Equipment	10	65	75	1	16	17
Hearing Services	0	9	9	0	5	5
Personal Mobility Equipment	51	315	366	11	41	52
Specialised Hearing Services	2	11	13	0	5	5
Vision Equipment	15	70	85	1	8	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	20	110	130	15	70	85
Behaviour Support	29	58	87	12	28	40
Community nursing care for high needs	16	115	131	0	7	7
Development of daily living and life skills	11	112	123	5	62	67
Early Intervention supports for early childhood	72	74	146	33	39	72
Exercise Physiology and Physical Wellbeing activities	45	127	172	11	32	43
Innovative Community Participation	63	159	222	7	8	15
Specialised Driving Training	4	62	66	0	4	4
Therapeutic Supports	140	181	321	89	121	210
Capital services						
Home modification design and construction	37	165	202	3	17	20
Specialised Disability Accommodation	9	87	96	0	1	1
Vehicle Modifications	7	54	61	0	6	6
Choice and control support services						
Management of funding for supports in participants plan	6	56	62	3	32	35

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	18	66	84	7	16	23
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	54	59	0	23	23
Specialised Supported Employment	0	20	20	0	8	8
Total	404	1,239	1,643	153	396	549

Table L.46 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	7%	93%	58	17%	83%	6
Assistance Animals	0%	100%	4	0%	100%	1
Assistance with daily life tasks in a group or shared living arrangement	6%	94%	85	9%	91%	44
Assistance with travel/transport arrangements	17%	83%	260	5%	95%	44
Daily Personal Activities	11%	89%	109	10%	90%	72
Group and Centre Based Activities	8%	92%	86	5%	95%	37
High Intensity Daily Personal Activities	5%	95%	87	6%	94%	49
Household tasks	22%	78%	342	22%	78%	118
Interpreting and translation	20%	80%	76	0%	100%	7
Participation in community, social and civic activities	11%	89%	126	14%	86%	80
Assistive Technology						
Assistive equipment for recreation	19%	81%	287	27%	73%	15
Assistive products for household tasks	16%	84%	246	11%	89%	9
Assistance products for personal care and safety	11%	89%	513	8%	92%	106
Communication and information equipment	19%	81%	203	5%	95%	19
Customised Prosthetics	16%	84%	116	11%	89%	35
Hearing Equipment	13%	87%	75	6%	94%	17
Hearing Services	0%	100%	9	0%	100%	5
Personal Mobility Equipment	14%	86%	366	21%	79%	52
Specialised Hearing Services	15%	85%	13	0%	100%	5
Vision Equipment	18%	82%	85	11%	89%	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	15%	85%	130	18%	82%	85
Behaviour Support	33%	67%	87	30%	70%	40
Community nursing care for high needs	12%	88%	131	0%	100%	7
Development of daily living and life skills	9%	91%	123	7%	93%	67
Early Intervention supports for early childhood	49%	51%	146	46%	54%	72
Exercise Physiology and Physical Wellbeing activities	26%	74%	172	26%	74%	43

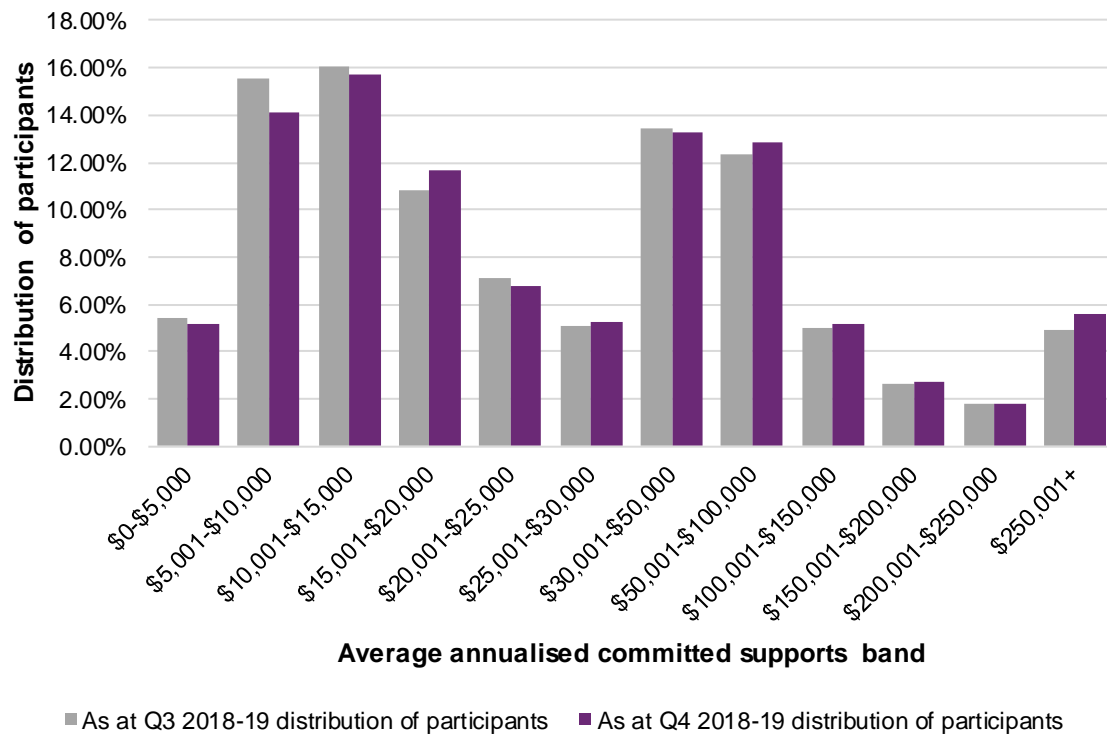
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	28%	72%	222	47%	53%	15
Specialised Driving Training	6%	94%	66	0%	100%	4
Therapeutic Supports	44%	56%	321	42%	58%	210
Capital services						
Home modification design and construction	18%	82%	202	15%	85%	20
Specialised Disability Accommodation	9%	91%	96	0%	100%	1
Vehicle Modifications	11%	89%	61	0%	100%	6
Choice and control support services						
Management of funding for supports in participants plan	10%	90%	62	9%	91%	35
Support Coordination	21%	79%	84	30%	70%	23
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	8%	92%	59	0%	100%	23
Specialised Supported Employment	0%	100%	20	0%	100%	8
Total	25%	75%	1,643	28%	72%	549

Part Five: Financial sustainability

Table L.47 Committed supports by financial year (\$m) – ACT

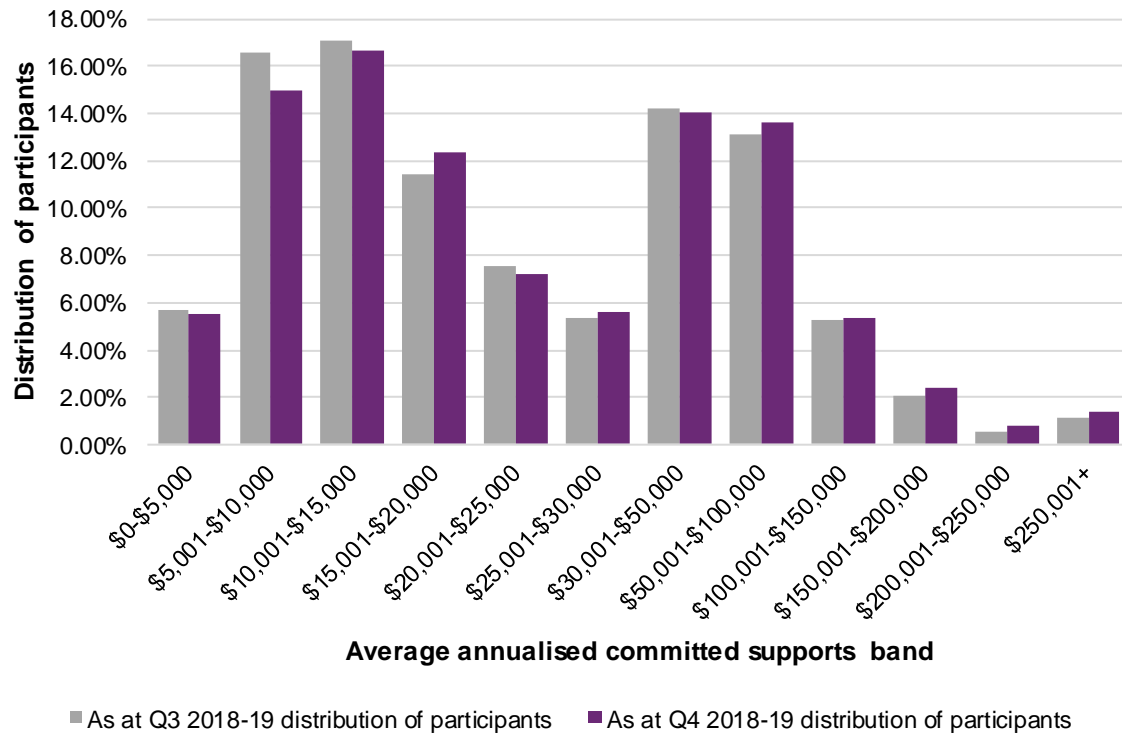
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	26.6	138.6	282.5	320.6	377.6	1,145.9

Figure L.13 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)⁴³¹



⁴³¹ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

Figure L.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)⁴³²



⁴³² Ibid.

Figure L.15 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)⁴³³

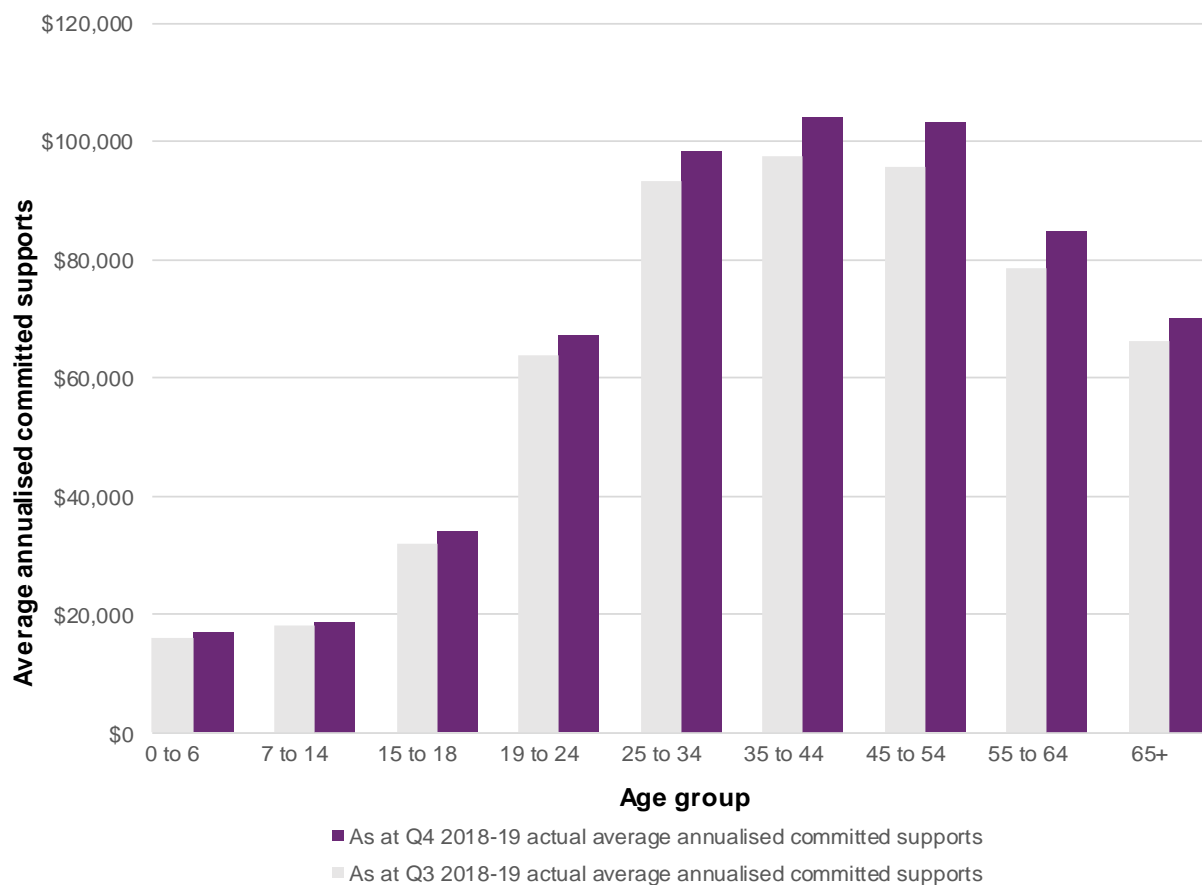
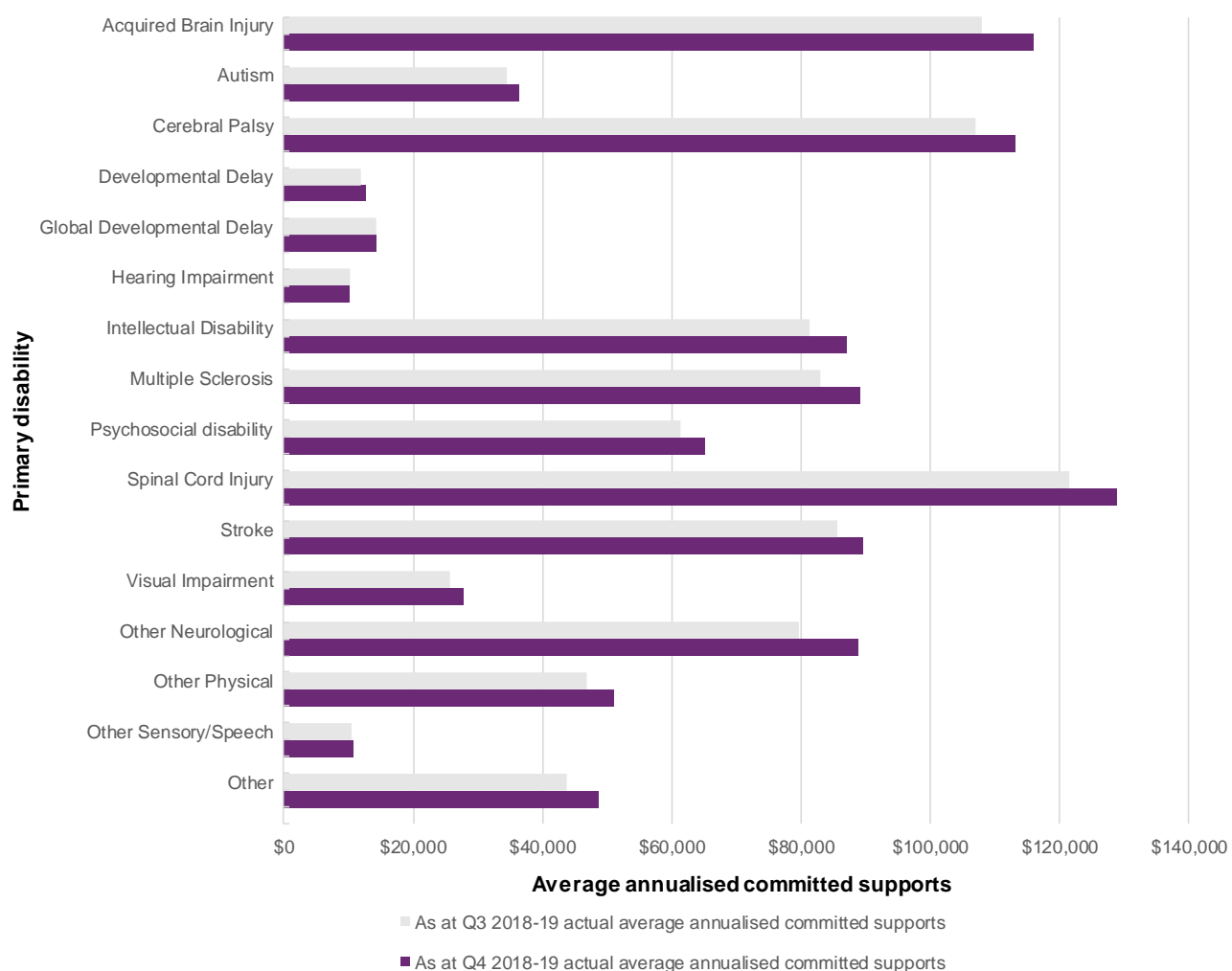


Figure L.16 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)⁴³⁴



⁴³⁴ Ibid.

Figure L.17 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)^{435,436}

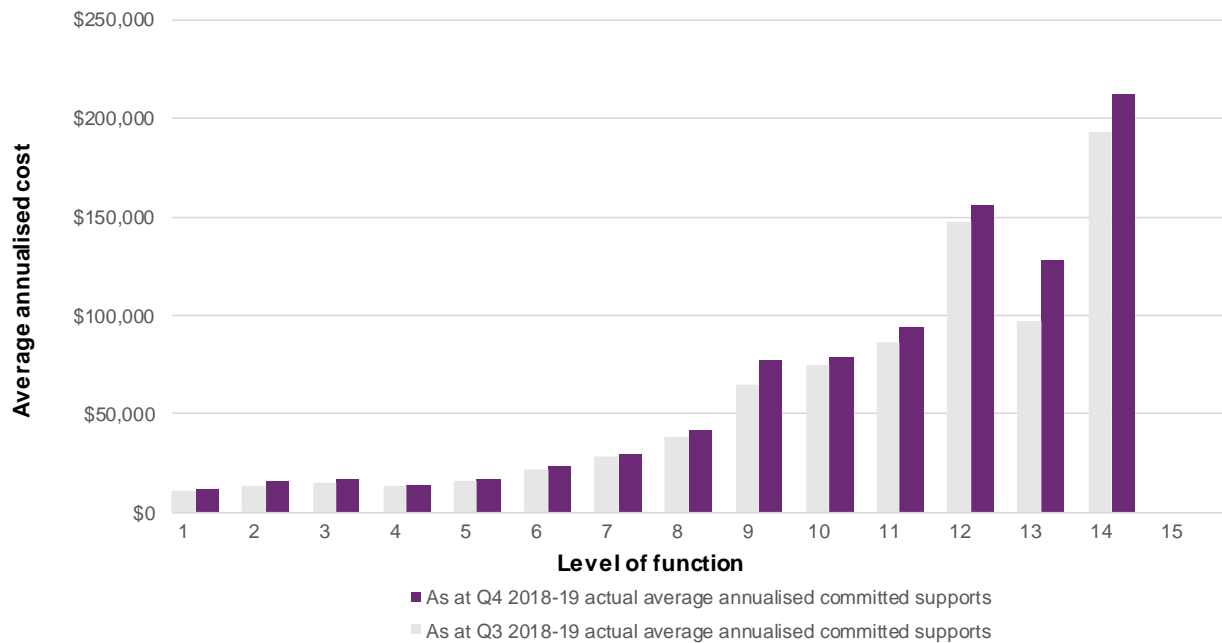


Table L.48 Payments by financial year, compared to committed supports (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	26.6	138.6	282.5	320.6	377.6	1,145.9
Total Paid	-	21.3	116.4	192.5	231.1	266.4	827.7
% utilised to date	-	80%	84%	68%	72%	71%	72%

⁴³⁵ Ibid.

⁴³⁶ 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.

Figure L.18 Utilisation of committed supports as at 30 December 2018 and 30 June 2019 (ACT)

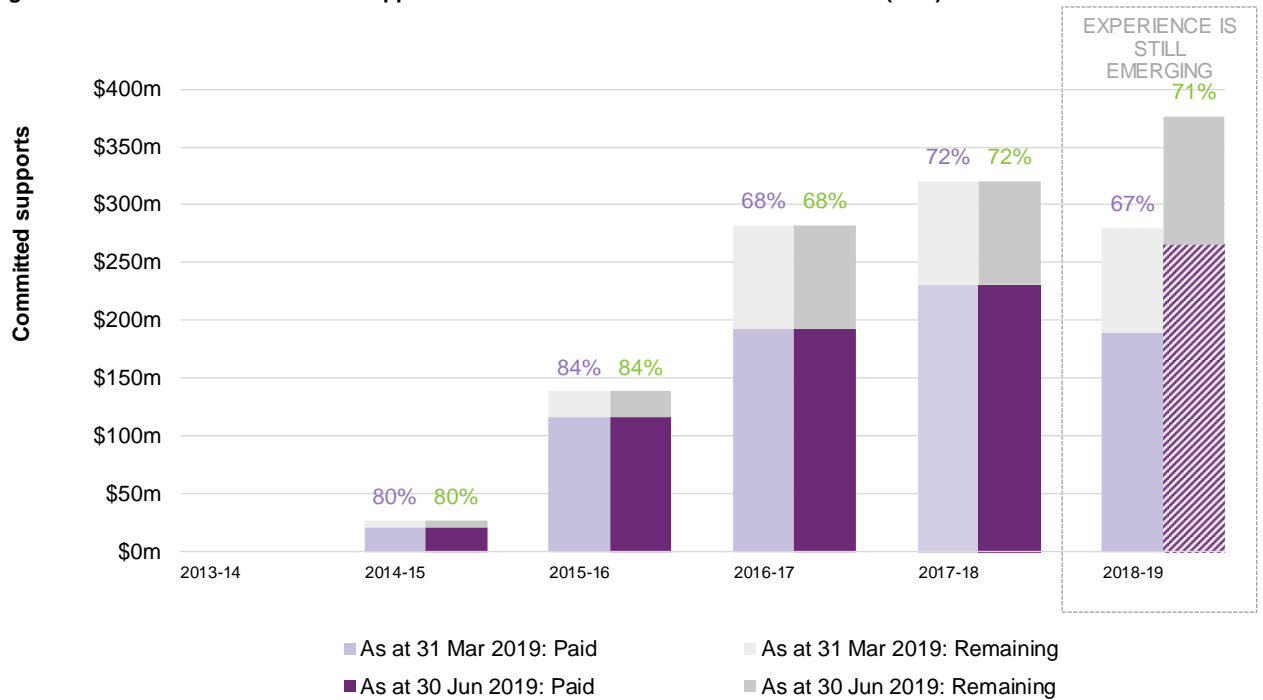
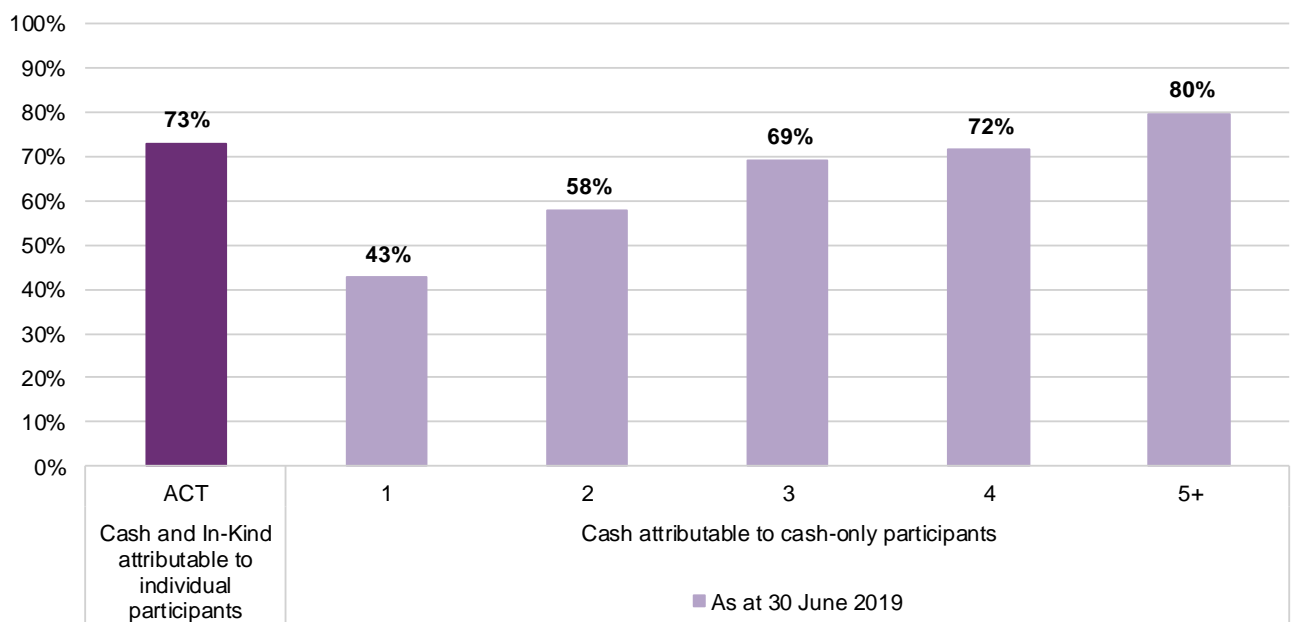


Figure L.19 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (ACT)⁴³⁷



⁴³⁷ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure L.20 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (ACT)⁴³⁸

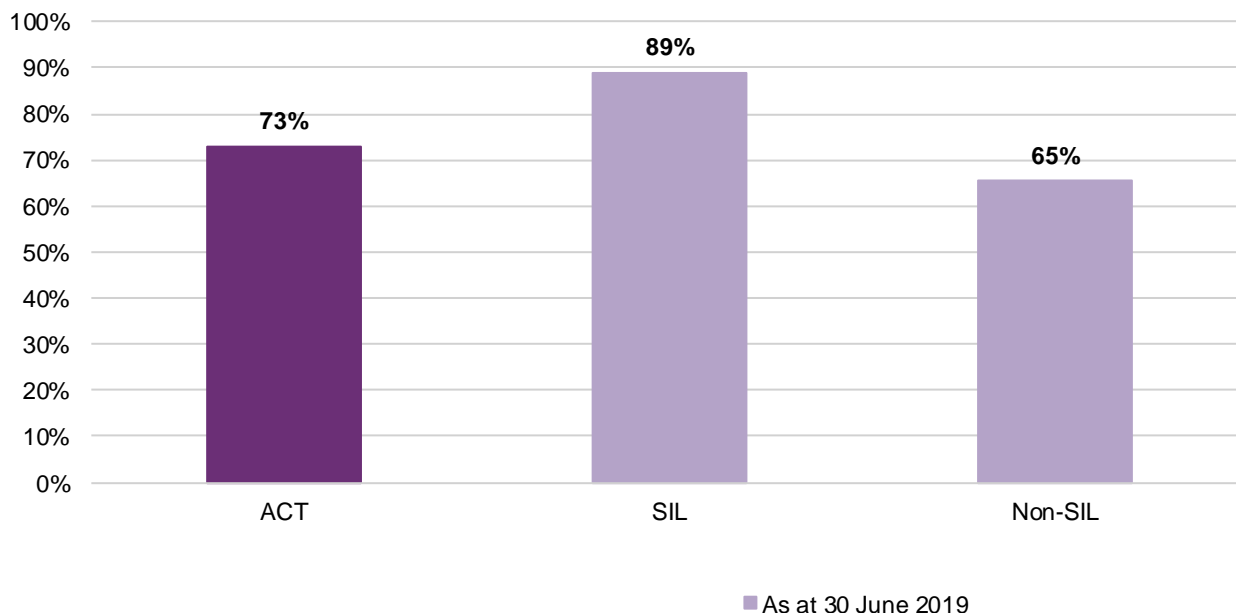
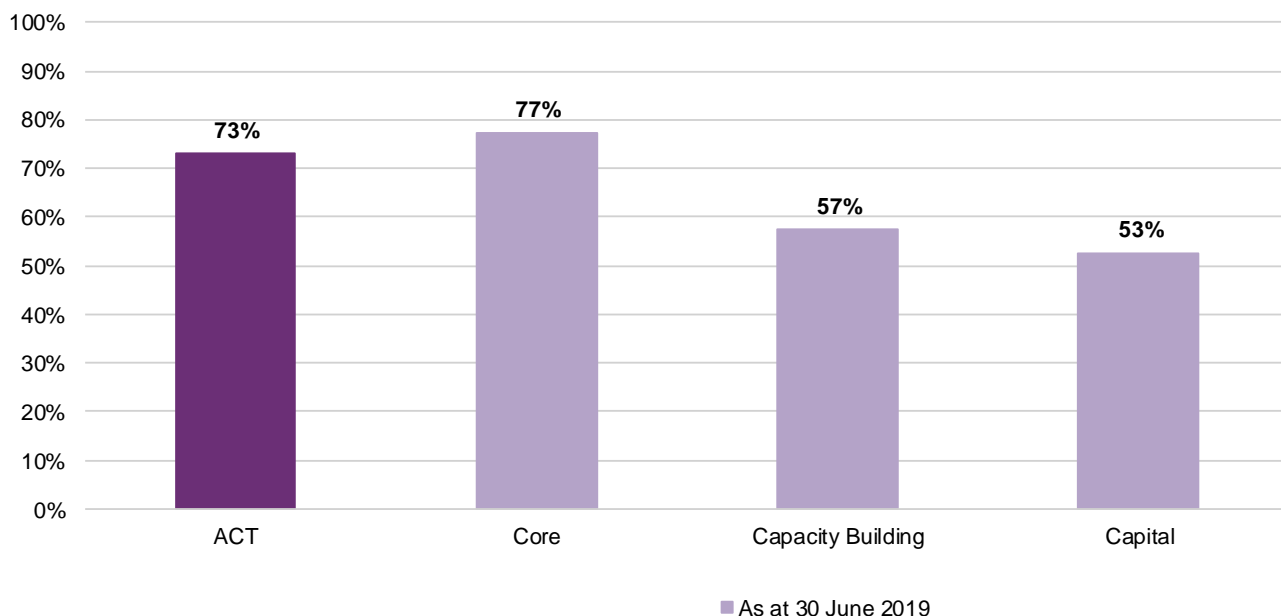


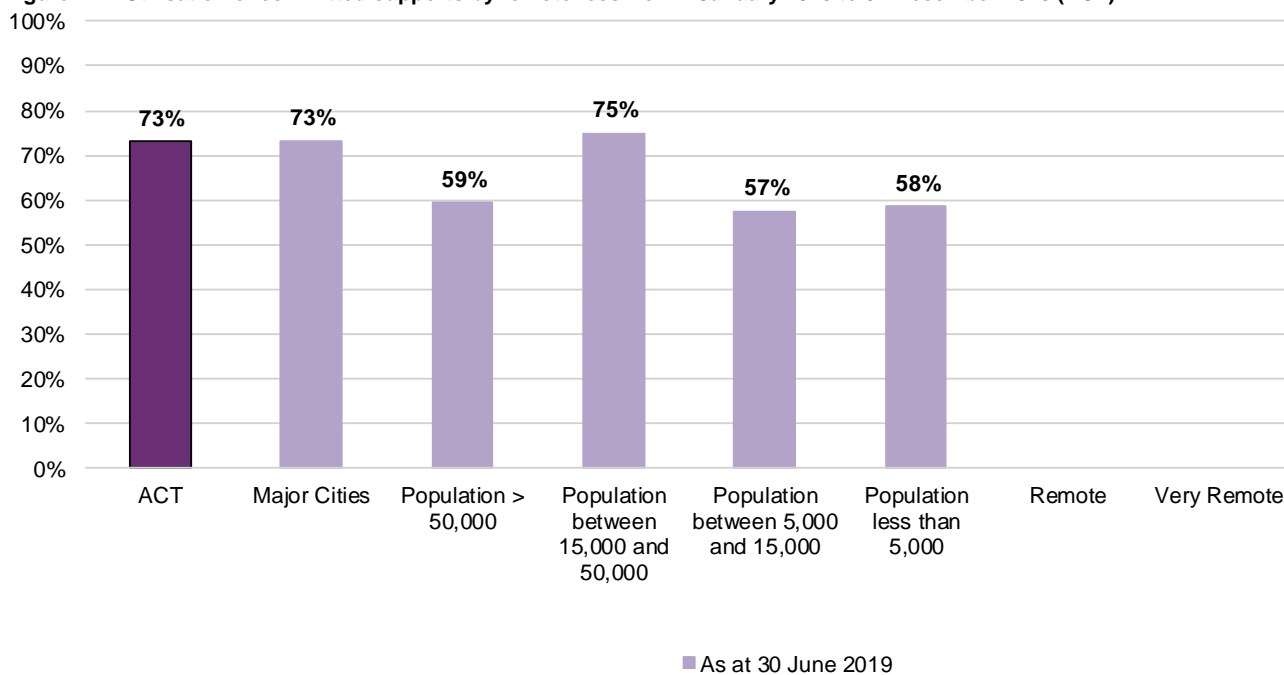
Figure L.21 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (ACT)⁴³⁹



⁴³⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

⁴³⁹ Ibid.

Figure L.22 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (ACT)^{440,441}



⁴⁴⁰ Ibid.

⁴⁴¹ Utilisation is not shown if there is insufficient data in the group.

Appendix M:

Northern Territory

Part One: Participants and their plans

Table M.1 Plan approvals compared to estimates – NT

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	1,912	419	2,331	2,453	4,933

Table M.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT⁴⁴²

	Prior Quarters	2018-19 Q4	Total
Access decisions	2,615	420	3,035
Access Met	2,252	332	2,584
State	1,410	148	1,558
Commonwealth	235	30	265
New	607	154	761
Total Participant Plans	2,291	541	2,453
State	1,241	192	1,433
Commonwealth	176	55	231
New	495	172	667
ECEI	379	122	122
Total Participant Plans	2,291	541	2,453
Early Intervention (s25)	269	115	384
Permanent Disability (s24)	1,643	304	1,947
ECEI	379	122	122

Table M.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – NT

Exits	
Total participant exits	53
Early Intervention participants	<11
Permanent disability participants	47

⁴⁴² 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 Q4, 66% of people with a hearing impairment met the access criteria compared to 79% overall.

Table M.4 Cumulative position by services previously received – NT⁴⁴³

	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	572	41	230	0	843	1,623	52%
End of 2018-19 Q1	735	61	264	506	1,566	2,504	63%
End of 2018-19 Q2	1,062	133	380	592	2,167	3,386	64%
End of 2018-19 Q3	1,241	176	495	379	2,291	4,160	55%
End of 2018-19 Q4	1,433	231	667	122	2,453	4,933	50%

Table M.5 Cumulative position by entry into the Scheme – NT⁴⁴⁴

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ⁴⁴⁵	Permanent Disability ⁴⁴⁶	ECEI	Total		
Trial	37	118		155	149	104%
End of 2016-17	68	320	0	388	546	71%
End of 2017-18	119	724	0	843	1,623	52%
End of 2018-19 Q1	128	932	506	1,566	2,504	63%
End of 2018-19 Q2	194	1,381	592	2,167	3,386	64%
End of 2018-19 Q3	269	1,643	379	2,291	4,160	55%
End of 2018-19 Q4	384	1,947	122	2,453	4,933	50%

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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	993	53.3%	194	46.6%	1,187	52.1%
Not Aboriginal and Torres Strait Islander	823	44.2%	212	51.0%	1,035	45.4%
Not Stated	46	2.5%	<11		56	2.5%
Total	1,862	100%	416	100%	2,278	100%

⁴⁴³ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

⁴⁴⁴ A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

⁴⁴⁵ Participants who met Section 25 of the NDIS Act for access

⁴⁴⁶ Participants who met Section 24 of the NDIS Act for access

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NT⁴⁴⁷

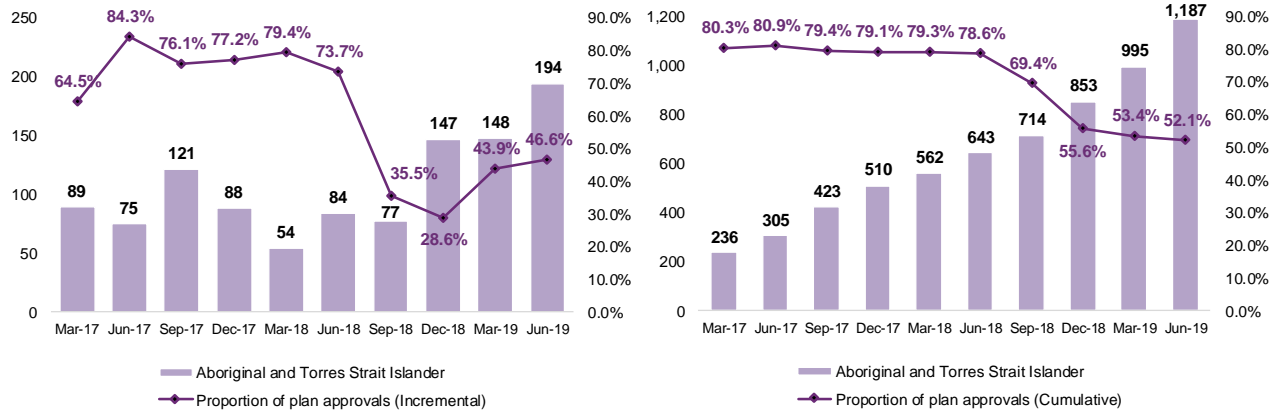


Table M.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	532	28.6%	105	25.2%	637	28.0%
Not CALD	1,329	71.4%	311	74.8%	1,640	72.0%
Not Stated	<11		<11		<11	
Total	1,862	100%	416	100%	2,278	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NT⁴⁴⁸

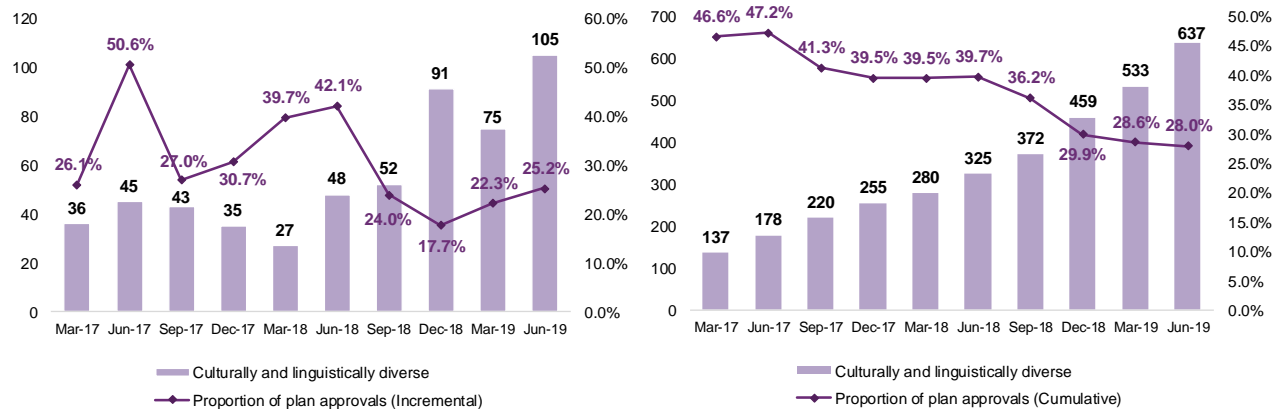


Table M.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC ⁴⁴⁹	30	1.6%	16	3.8%	46	2.0%
Not YPIRAC	1,832	98.4%	400	96.2%	2,232	98.0%
Total	1,862	100%	416	100%	2,278	100%

⁴⁴⁷ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁴⁴⁸ Ibid.

⁴⁴⁹ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

Figure M.3 Number and proportion of YPIRAC participants over time cumulatively – NT^{450,451}

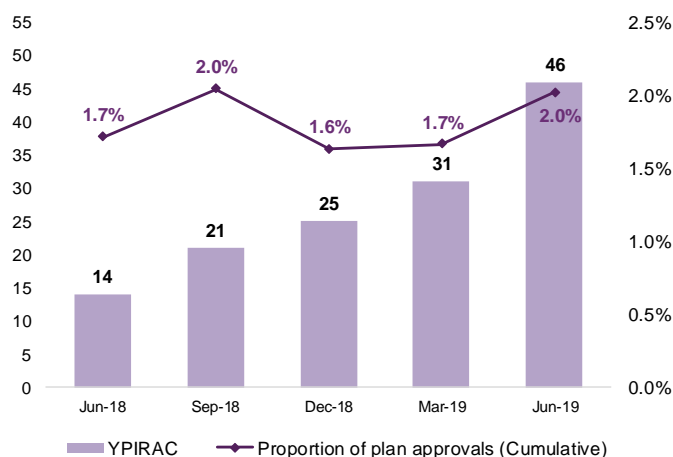
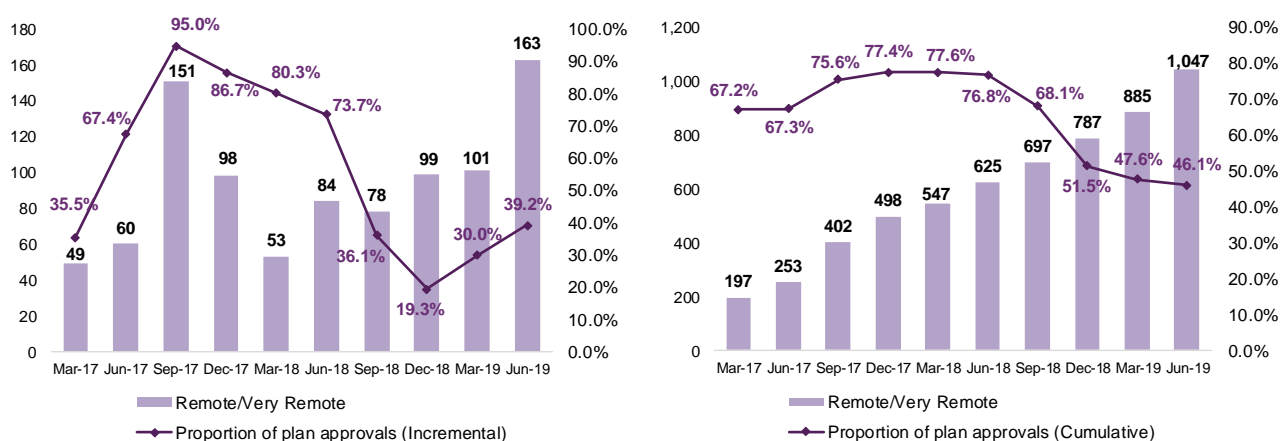


Table M.9 Participant profile per quarter by remoteness – NT^{452,453}

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	27	1.5%	<11	0.2%	28	1.2%
Population > 50,000	915	49.3%	238	57.2%	1,153	50.7%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	24	1.3%	14	3.4%	38	1.7%
Remote	375	20.2%	86	20.7%	461	20.3%
Very Remote	509	27.4%	77	18.5%	586	25.8%
Missing	<11		<11		<11	
Total	1,862	100%	416	100%	2,278	100%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NT⁴⁵⁴



⁴⁵⁰ The cumulative chart shows the number of active participants as at each quarter over time.

⁴⁵¹ There are insufficient numbers to show the incremental count of YPIRAC participants in NT over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the June 2018 quarter.

⁴⁵² This table is based on the Modified Monash Model measure of remoteness.

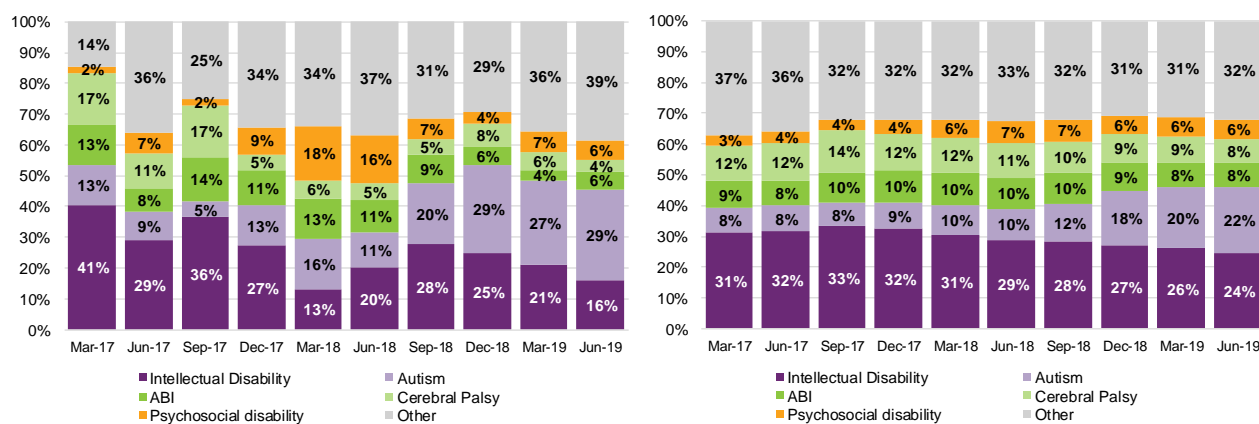
⁴⁵³ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁵⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

Table M.10 Participant profile per quarter by disability group - NT^{455,456}

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	372	20%	122	29%	494	22%
Intellectual Disability ⁴⁵⁷	490	26%	67	16%	557	24%
Psychosocial disability	116	6%	26	6%	142	6%
Developmental Delay	64	3%	52	13%	116	5%
Other Neurological	114	6%	25	6%	139	6%
Cerebral Palsy	159	9%	15	4%	174	8%
Other Physical	102	5%	19	5%	121	5%
Hearing Impairment	80	4%	19	5%	99	4%
ABI	152	8%	25	6%	177	8%
Visual Impairment	38	2%	<11		41	2%
Multiple Sclerosis	12	1%	<11		13	1%
Global Developmental Delay	31	2%	17	4%	48	2%
Stroke	59	3%	13	3%	72	3%
Spinal Cord Injury	52	3%	<11		59	3%
Other Sensory/Speech	17	1%	<11		21	1%
Other	<11		<11		<11	
Total	1,862	100%	416	100%	2,278	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NT⁴⁵⁸



⁴⁵⁵ Table order based on national proportions (highest to lowest)

⁴⁵⁶ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁵⁷ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NT (95).

⁴⁵⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table M.11 Participant profile per quarter by level of function – NT

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	140	8%	65	16%	205	9%
2 (High Function)	<11		<11		<11	
3 (High Function)	115	6%	39	9%	154	7%
4 (High Function)	76	4%	22	5%	98	4%
5 (High Function)	139	7%	41	10%	180	8%
6 (Moderate Function)	257	14%	77	19%	334	15%
7 (Moderate Function)	125	7%	18	4%	143	6%
8 (Moderate Function)	134	7%	23	6%	157	7%
9 (Moderate Function)	<11		<11		<11	
10 (Moderate Function)	261	14%	47	11%	308	14%
11 (Low Function)	68	4%	<11		78	3%
12 (Low Function)	316	17%	37	9%	353	15%
13 (Low Function)	114	6%	32	8%	146	6%
14 (Low Function)	107	6%	<11		111	5%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	1,862	100%	416	100%	2,278	100%

Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NT⁴⁵⁹

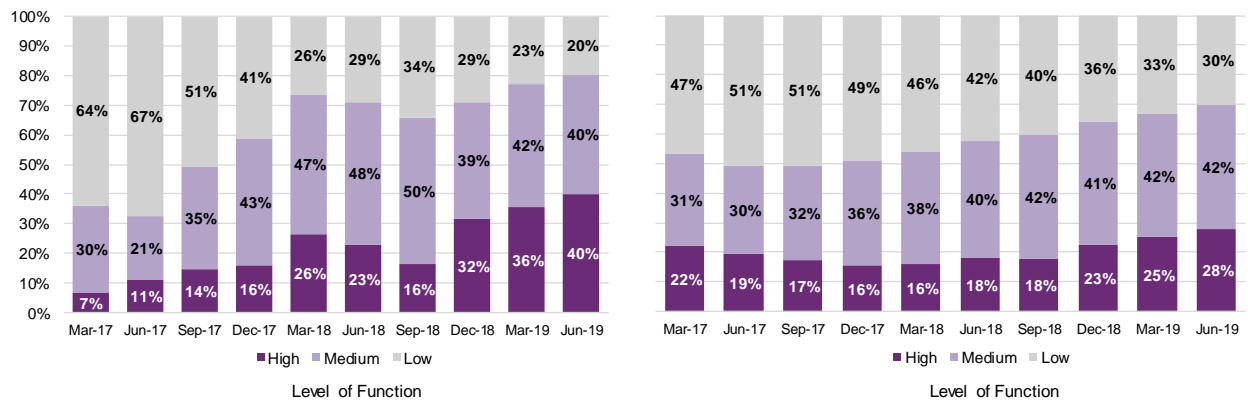


Table M.12 Participant profile per quarter by Age group – NT

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	238	13%	138	33%	376	17%
7 to 14	409	22%	98	24%	507	22%
15 to 18	134	7%	21	5%	155	7%
19 to 24	160	9%	11	3%	171	8%
25 to 34	221	12%	28	7%	249	11%
35 to 44	220	12%	24	6%	244	11%
45 to 54	252	14%	47	11%	299	13%
55 to 64	205	11%	45	11%	250	11%
65+	23	1%	<11		27	1%
Total	1,862	100%	416	100%	2,278	100%

⁴⁵⁹ Ibid.

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NT⁴⁶⁰

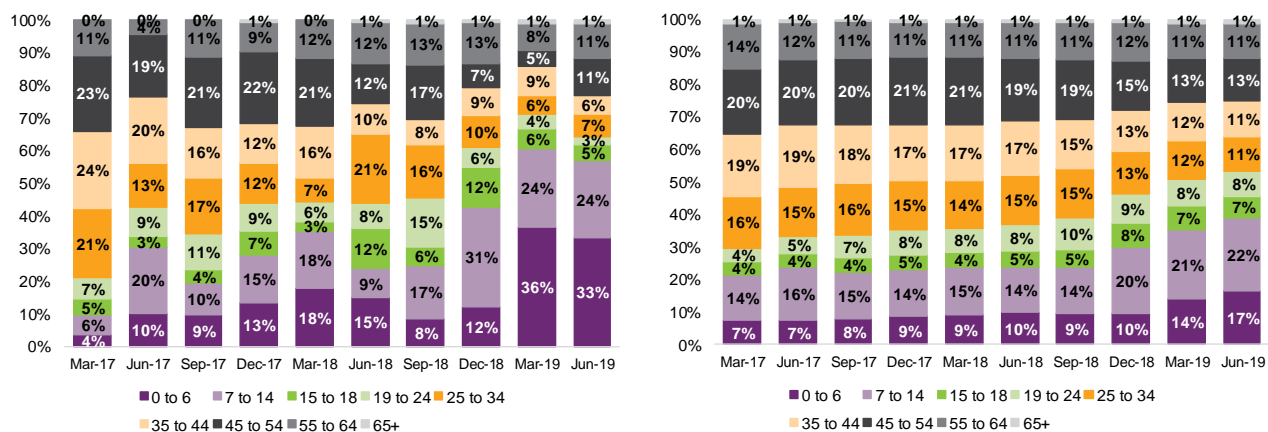
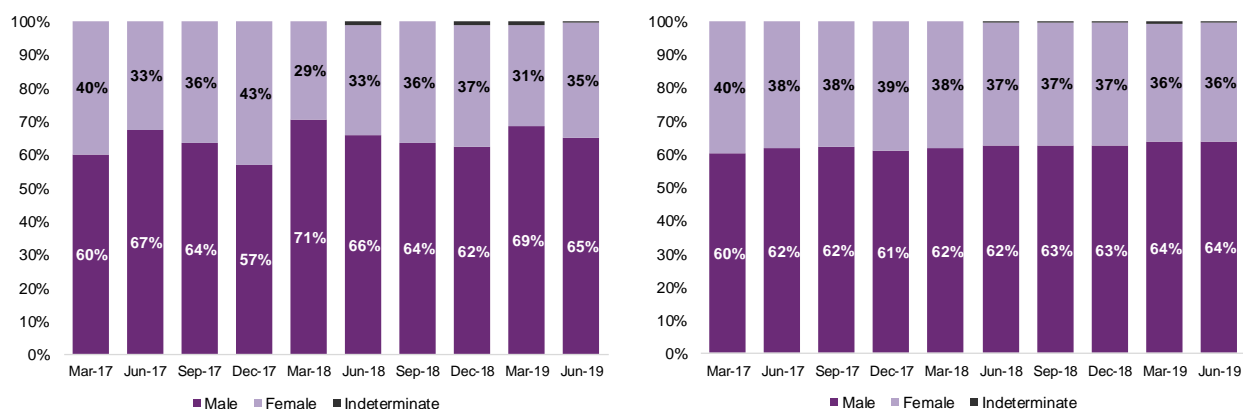


Table M.13 Participant profile per quarter by Gender – NT

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	1,187	64%	270	65%	1,457	64%
Female	666	36%	145	35%	811	36%
Indeterminate	<11		<11		<11	
Total	1,862	100%	416	100%	2,278	100%

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NT⁴⁶¹



⁴⁶⁰ Ibid.

⁴⁶¹ Ibid.

Part Two: Participant experience and outcomes

Table M.14 Number of questionnaires completed by SFOF version – NT⁴⁶²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	17	38	198	253
Participant school to 14	27	76	533	636
Participant 15 to 24	24	68	192	284
Participant 25 and over	154	250	556	960
Total Participant	222	432	1,479	2,133
Family 0 to 14	41	100	699	840
Family 15 to 24	3	35	138	176
Family 25 and over	16	55	262	333
Total Family	60	190	1,099	1,349
Total	282	622	2,578	3,482

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	66%			
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		24%		
DL % who say their child is becoming more independent		29%		
CC % of children who have a genuine say in decisions about themselves		66%		
CC % who are happy with the level of independence/control they have now			27%	
CC % who choose who supports them			26%	41%
CC % who choose what they do each day			33%	51%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			16%	18%
CC % who want more choice and control in their life			87%	82%

⁴⁶² Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants.
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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	50%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	68%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	56%	76%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			28%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			46%	42%

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		46%		
HM	% who are happy with their home			77%	60%
HM	% who feel safe or very safe in their home			82%	64%
HW	% who rate their health as good, very good or excellent			73%	42%
HW	% who did not have any difficulties accessing health services			66%	51%
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				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			13%	17%
WK	% who volunteer			12%	9%

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	14%	16%	15%
% receiving Carer Allowance	35%	22%	18%
% working in a paid job	47%	57%	39%
Of those in a paid job, % in permanent employment	81%	80%	83%
Of those in a paid job, % working 15 hours or more	87%	96%	87%
% who say they (and their partner) are able to work as much as they want	52%	60%	51%
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%	92%	75%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	38%	36%
% able to advocate for their child/family member	62%	61%	47%
% who have friends and family they see as often as they like	50%	49%	50%
% who feel very confident or somewhat confident in supporting their child's development	83%		
% who know what their family can do to enable their family member with disability to become as independent as possible		35%	
% who feel in control selecting services		37%	26%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			29%
% who rate their health as good, very good or excellent	88%	81%	67%

Table M.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=20) – NT⁴⁶³

	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

⁴⁶³ Results in Tables M.19 to M.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017.

Table M.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=58) – NT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	35%
LL	Has the NDIS improved your child's access to education?	25%
REL	Has the NDIS improved your child's relationships with family and friends?	24%
S/CP	Has the NDIS improved your child's social and recreational life?	20%

Table M.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=49) and ‘Participant 25 and over’ (n=190) – NT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	51%	50%
DL	Has the NDIS helped you with daily living activities?	45%	53%
REL	Has the NDIS helped you to meet more people?	39%	41%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	40%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	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?	24%	18%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	9%
S/CP	Has the NDIS helped you be more involved?	44%	42%

Table M.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=61); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=48) – 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?	48%	43%
Has the NDIS improved the level of support for your family?	47%	51%
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%	52%
Has the NDIS improved your ability/capacity to help your child develop and learn?	58%	
Has the NDIS improved your health and wellbeing?	36%	38%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at end of participant’s first and second year in the Scheme, except for the SFOF version ‘Participant 25 and over’.

Table M.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 25 and over’ (n=93) – NT^{464,465}

25 and over				
	Question	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	42%	62%	+20%
DL	Has the NDIS helped you with daily living activities?	64%	89%	+25%
REL	Has the NDIS helped you to meet more people?	44%	54%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	46%	+19%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	43%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	17%	22%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	12%	+1%
S/CP	Has the NDIS helped you be more involved?	48%	65%	+17%

Table M.24 Progress against the NDIA's corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=113) –NT^{466,467}

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	N/A	N/A	
Aged 25+	6%	6%	26%
Aged 15+ (average)	6%	7%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	N/A	N/A	41%
Aged 25+	52%	59%	
Aged 15+ (average)	56%	62%	

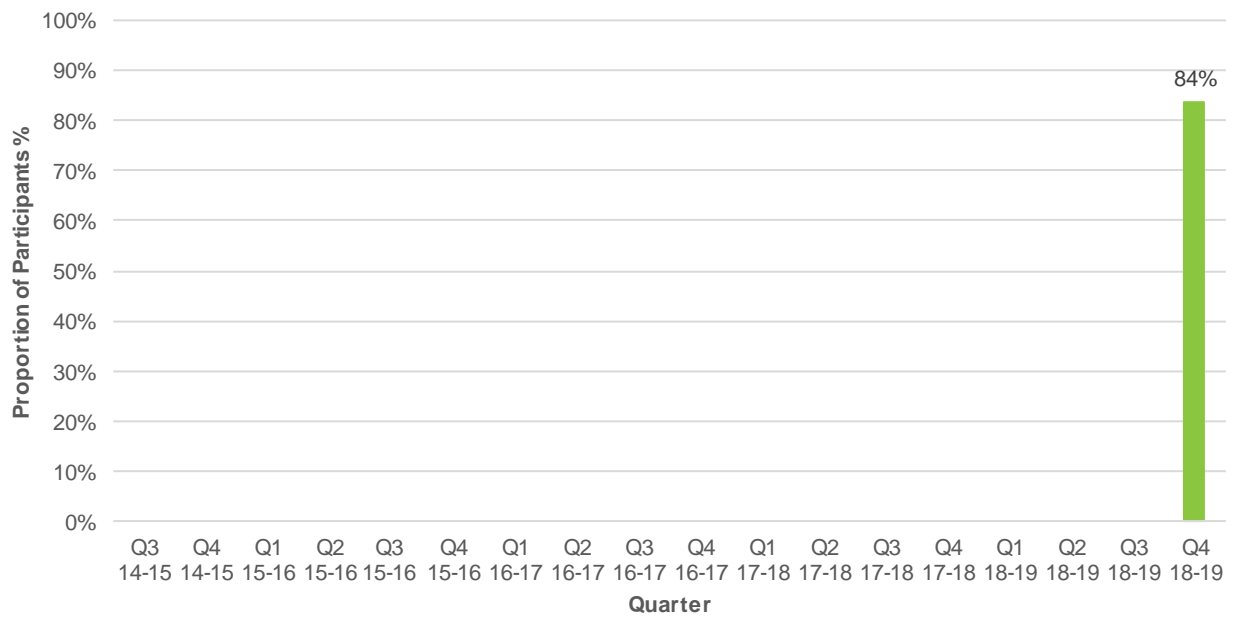
⁴⁶⁴ Results in Tables M.23 includes participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

⁴⁶⁵ There is insufficient data to show results for SFOF version ‘Participants 15 to 24’.

⁴⁶⁶ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017.

⁴⁶⁷ There is insufficient data to show results for participants aged 15 to 24 years.

Figure M.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (NT)^{*468}



*The result for Q4 of 2018-19 is based on 43 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 84% gave a rating of good or very good, 12% gave a neutral rating and 5% gave a rating of poor or very poor.

Table M.25 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 (NT)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	89%	5%	7%
I had enough time to tell my story and say what support I need	86%	5%	9%
The planner knows what I can do well	61%	20%	18%
The planner had some good ideas for my plan	66%	20%	14%
I know what is in my plan	81%	12%	7%
The planner helped me think about my future	49%	40%	12%
I think my plan will make my life better	67%	21%	12%
The planning meeting went well	91%	7%	2%

⁴⁶⁸ Participant satisfaction results are not shown if there is insufficient data in the group.
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Table M.26 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (NT)⁴⁶⁹

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
Access	N/A	N/A
Are you happy with how coming into the NDIS has gone?	N/A	N/A
Was the person from the NDIS respectful?	N/A	N/A
Do you understand what will happen next with your plan?	N/A	N/A
Pre-planning	N = 22	N/A
Did the person from the NDIS understand how your disability affects your life?	68%	N/A
Did you understand why you needed to give the information you did?	95%	N/A
Were decisions about your plan clearly explained?	68%	N/A
Are you clear on what happens next with your plan?	64%	N/A
Do you know where to go for more help with your plan?	82%	N/A
Planning	N/A	N/A
Did the person from the NDIS understand how your disability affects your life?	N/A	N/A
Did you understand why you needed to give the information you did?	N/A	N/A
Were decisions about your plan clearly explained?	N/A	N/A
Are you clear on what happens next with your plan?	N/A	N/A
Do you know where to go for more help with your plan?	N/A	N/A
Plan review	N/A	N/A
Did the person from the NDIS understand how your disability affects your life?	N/A	N/A
Did you feel prepared for your plan review?	N/A	N/A
Is your NDIS plan helping you to make progress towards your goals?	N/A	N/A

Table M.27 Plan reviews conducted per quarter – excluding plans less than 30 days – NT⁴⁷⁰

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total plan reviews	2,041	462	2,503
<i>Early intervention plans</i>	232	51	283
<i>Permanent disability plans</i>	1,809	411	2,220

⁴⁶⁹ Results for the new satisfaction survey are not shown if there is insufficient data in the group.

⁴⁷⁰ 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.

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

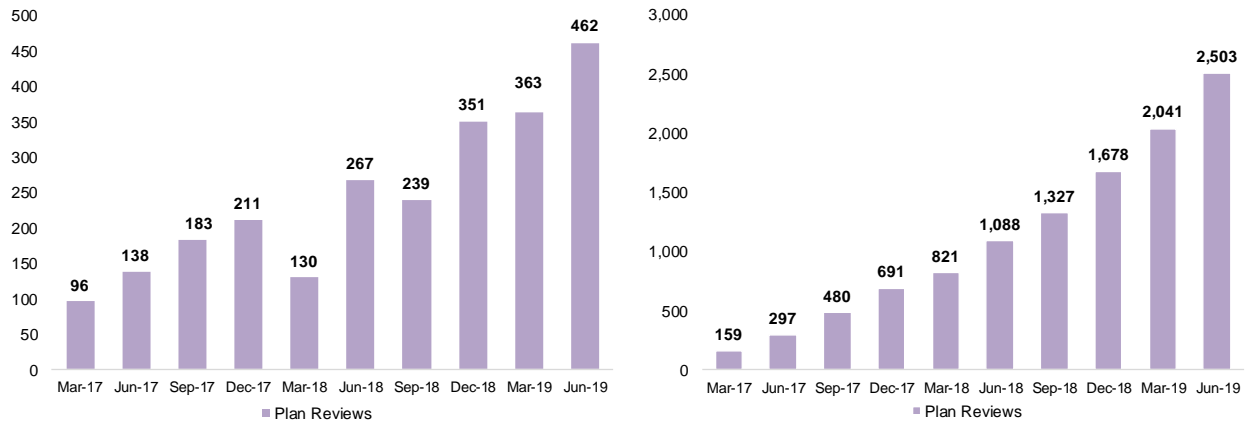


Table M.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total scheduled plan reviews	1,058	318	1,376
<i>Trial participants</i>	369	30	399
<i>Transition participants</i>	689	288	977

Figure M.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NT⁴⁷¹

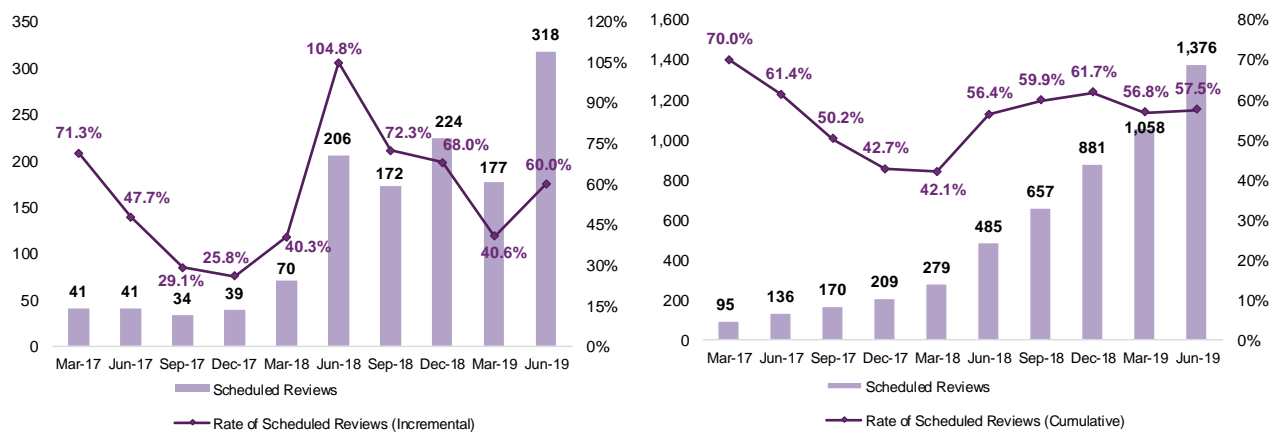


Table M.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
Total unscheduled plan reviews	983	144	1,127
<i>Trial participants</i>	99	<11	105
<i>Transition participants</i>	884	138	1,022

⁴⁷¹ The rates in these charts are calculated as the number of 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.
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Table M.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT⁴⁷²

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	52.8%	27.2%	47.1%

Figure M.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NT⁴⁷³

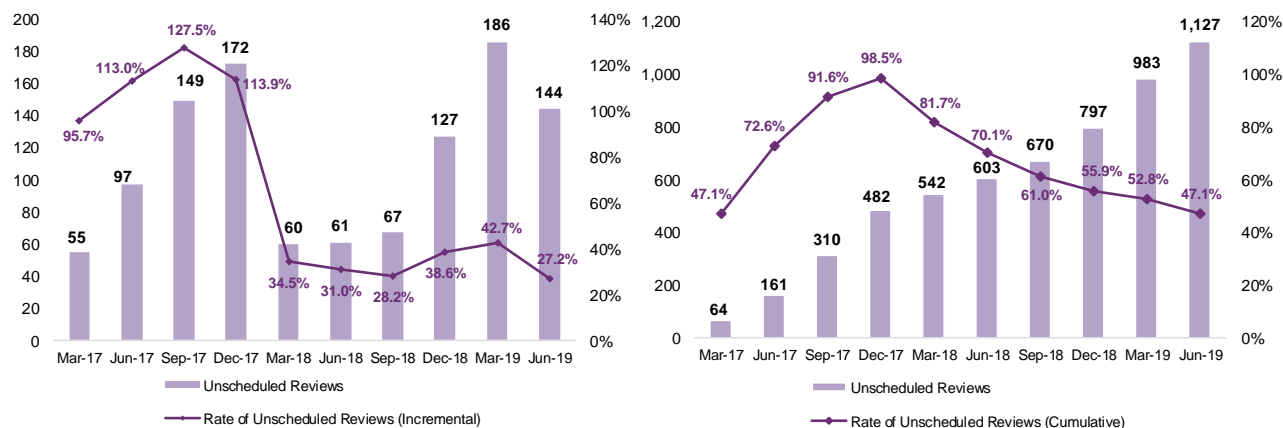


Table M.31 AAT cases by category – NT⁴⁷⁴

	Prior Quarters	2018-19 Q4	Total
	N	N	N
AAT cases	<11	<11	<11
% of all access decisions ⁴⁷⁵	0.17%	0.16%	0.17%

Table M.32 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	14%	11%	13%
Self-managed partly	6%	6%	6%
Plan managed	22%	26%	24%
Agency managed	58%	57%	57%
Total	100%	100%	100%

⁴⁷² 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.

⁴⁷³ The rates in these charts are calculated as the number of 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.

⁴⁷⁴ The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

⁴⁷⁵ 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.

Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NT⁴⁷⁷

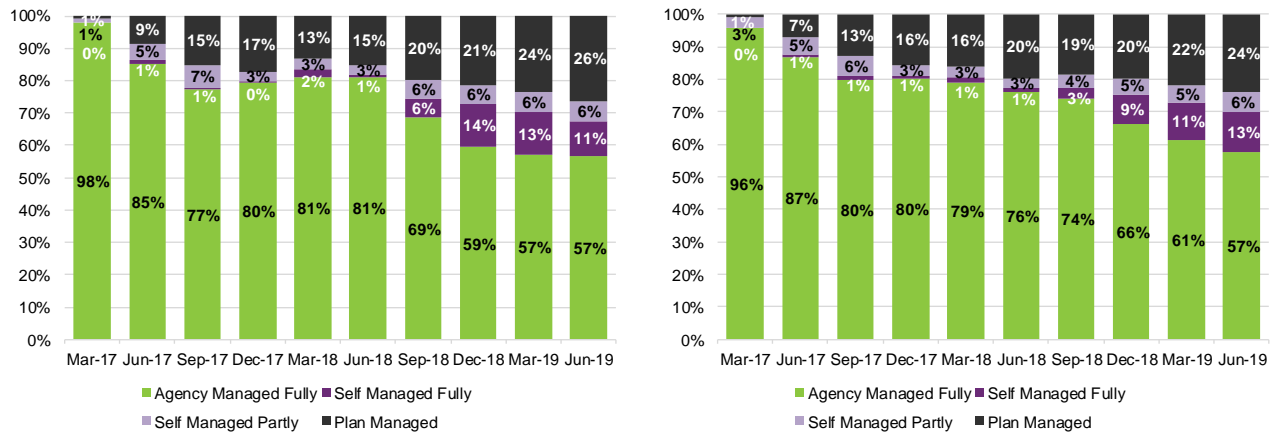


Table M.33 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	68%	78%	72%

Table M.34 Duration to plan activation by quarter of initial plan approval for active participants – NT^{478,479}

	Prior Quarters (Transition Only)		2018-19 Q2	
Plan activation	N	%	N	%
Less than 30 days	572	65%	326	64%
30 to 59 days	103	12%	52	10%
60 to 89 days	53	6%	46	9%
Activated within 90 days	728	83%	424	83%
90 to 119 days	57	6%	17	3%
120 days and over	78	9%	19	4%
Activated after 90 days	135	15%	36	7%
No payments	18	2%	50	10%
Total plans approved	881	100%	510	100%

⁴⁷⁷ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

⁴⁷⁸ Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁴⁷⁹ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table M.35 Proportion of active participants with plan activated within 12 months – NT

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	594	625	95%
Not Aboriginal and Torres Strait Islander	157	160	98%
Not Stated	14	14	100%
Total	765	799	96%
by Culturally and Linguistically Diverse status			
CALD	293	315	93%
Not CALD	472	484	98%
Not Stated	0	0	
Total	765	799	96%
by Remoteness			
Major Cities	14	15	93%
Regional	169	172	98%
Remote	578	608	95%
Missing	<11	<11	
Total	765	799	96%
by Primary Disability type			
Autism	85	87	98%
Intellectual Disability (including Down Syndrome)	219	231	95%
Psychosocial Disability	56	58	97%
Developmental Delay (including Global Developmental Delay)	22	25	88%
Other	383	398	96%
Total	765	799	96%

Table M.36 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – NT^{480,481}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	54%	78%	58%
50% to 75%	19%	15%	19%
> 75%	26%	7%	23%
Total	100%	100%	100%

⁴⁸⁰ This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴⁸¹ 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.

Table M.37 Proportion of active participants with approved plans accessing mainstream supports – NT

	Prior Quarters	2018-19 Q4	Total
Daily Activities	13%	13%	13%
Health & Wellbeing	42%	36%	39%
Lifelong Learning	8%	7%	8%
Other	16%	15%	15%
Non-categorised	28%	34%	30%
Any mainstream service	95%	96%	95%

Part Three: Providers and the growing market

Table M.38 Key provider indicators by quarter – NT⁴⁸²

	Prior Quarters	2018-19 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	159	29	187
<i>Company/ organisation</i>	624	48	661
<i>Total</i>	783	77	848
b) Registration revoked	12		

⁴⁸² The total number of providers as at 30 June 2019 (848) is not the sum of the number of providers as at 31 March 2019 (7483) and the providers registered in the fourth quarter of 2018-19 (77). This is due to 12 providers whose registration ended during the fourth quarter of 2018-19.

Table M.39 Number of approved providers by registration group – NT^{483,484}

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	132	9	141	7%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	43	2	45	5%
Assistance with travel/transport arrangements	86	14	100	16%
Daily Personal Activities	57	6	63	11%
Group and Centre Based Activities	52	6	58	12%
High Intensity Daily Personal Activities	43	6	49	14%
Household tasks	74	20	94	27%
Interpreting and translation	74	3	77	4%
Participation in community, social and civic activities	71	7	78	10%
Assistive Technology				
Assistive equipment for recreation	67	9	76	13%
Assistive products for household tasks	61	8	69	13%
Assistance products for personal care and safety	113	12	125	11%
Communication and information equipment	169	13	182	8%
Customised Prosthetics	32	2	34	6%
Hearing Equipment	56	3	59	5%
Hearing Services	4	0	4	0%
Personal Mobility Equipment	86	11	97	13%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	70	5	75	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	82	20	102	24%
Behaviour Support	36	10	46	28%
Community nursing care for high needs	28	11	39	39%
Development of daily living and life skills	58	5	63	9%
Early Intervention supports for early childhood	50	10	60	20%
Exercise Physiology and Physical Wellbeing activities	38	2	40	5%
Innovative Community Participation	216	22	238	10%
Specialised Driving Training	30	4	34	13%
Therapeutic Supports	94	24	118	26%
Capital services				
Home modification design and construction	61	12	73	20%
Specialised Disability Accommodation	87	7	94	8%
Vehicle Modifications	66	2	68	3%
Choice and control support services				
Management of funding for supports in participants plan	37	10	47	27%
Support Coordination	65	21	86	32%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	21	0	21	0%
Specialised Supported Employment	8	0	8	0%
Total approved providers	771	77	848	10%

⁴⁸³ The 12 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

⁴⁸⁴ 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 M.40 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant	1.82	1.85
b) Number of providers delivering new supports	77	99
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	15%	17%
<i>Not yet active (%)</i>	82%	80%
<i>Inactive (%)</i>	3%	3%
e) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	86%
<i>Therapeutic Supports (%)</i>	71%	76%
<i>Participate Community (%)</i>	78%	78%
<i>Early Childhood Supports (%)</i>	67%	83%
<i>Assist Personal Activities (%)</i>	78%	70%

Table M.41 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	4	0	4	0%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	27	5	32	19%
Assistance with travel/transport arrangements	25	1	26	4%
Daily Personal Activities	34	3	37	9%
Group and Centre Based Activities	22	0	22	0%
High Intensity Daily Personal Activities	22	1	23	5%
Household tasks	25	4	29	16%
Interpreting and translation	2	0	2	0%
Participation in community, social and civic activities	40	4	44	10%
Assistive Technology				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	3	1	4	33%
Assistance products for personal care and safety	24	4	28	17%
Communication and information equipment	3	4	7	133%
Customised Prosthetics	5	1	6	20%
Hearing Equipment	0	0	0	-
Hearing Services	0	0	0	-
Personal Mobility Equipment	10	0	10	0%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	2	0	2	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	43	6	49	14%
Behaviour Support	14	3	17	21%
Community nursing care for high needs	4	0	4	0%
Development of daily living and life skills	21	6	27	29%
Early Intervention supports for early childhood	16	2	18	13%
Exercise Physiology and Physical Wellbeing activities	3	2	5	67%
Innovative Community Participation	2	1	3	50%
Specialised Driving Training	0	0	0	-
Therapeutic Supports	52	10	62	19%
Capital services				
Home modification design and construction	3	0	3	0%
Specialised Disability Accommodation	2	1	3	50%
Vehicle Modifications	2	0	2	0%
Choice and control support services				
Management of funding for supports in participants plan	15	2	17	13%
Support Coordination	9	4	13	44%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	4	0	4	0%
Specialised Supported Employment	2	0	2	0%
Total approved active providers	144	26	170	18%

Table M.42 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	23	118	141	1	3	4
Assistance Animals	0	2	2	0	0	0
Assistance with daily life tasks in a group or shared living arrangement	3	42	45	2	30	32
Assistance with travel/transport arrangements	11	89	100	2	24	26
Daily Personal Activities	7	56	63	2	35	37
Group and Centre Based Activities	3	55	58	1	21	22
High Intensity Daily Personal Activities	5	44	49	1	22	23
Household tasks	17	77	94	6	23	29
Interpreting and translation	11	66	77	0	2	2
Participation in community, social and civic activities	7	71	78	4	40	44
Assistive Technology						
Assistive equipment for recreation	15	61	76	0	2	2
Assistive products for household tasks	16	53	69	0	4	4
Assistance products for personal care and safety	19	106	125	4	24	28
Communication and information equipment	39	143	182	2	5	7
Customised Prosthetics	8	26	34	1	5	6
Hearing Equipment	6	53	59	0	0	0
Hearing Services	0	4	4	0	0	0
Personal Mobility Equipment	17	80	97	2	8	10
Specialised Hearing Services	1	4	5	0	1	1
Vision Equipment	14	61	75	0	2	2
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	16	86	102	6	43	49
Behaviour Support	16	30	46	4	13	17
Community nursing care for high needs	5	34	39	0	4	4
Development of daily living and life skills	7	56	63	1	26	27
Early Intervention supports for early childhood	25	35	60	6	12	18
Exercise Physiology and Physical Wellbeing activities	8	32	40	0	5	5
Innovative Community Participation	60	178	238	0	3	3
Specialised Driving Training	6	28	34	0	0	0
Therapeutic Supports	43	75	118	23	39	62
Capital services						
Home modification design and construction	15	58	73	0	3	3
Specialised Disability Accommodation	11	83	94	0	3	3
Vehicle Modifications	8	60	68	0	2	2
Choice and control support services						
Management of funding for supports in participants plan	3	44	47	0	17	17

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	19	67	86	3	10	13
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	20	21	0	4	4
Specialised Supported Employment	1	7	8	0	2	2
Total	187	661	848	34	136	170

Table M.43 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – 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%	84%	141	25%	75%	4
Assistance Animals	0%	100%	2	-	-	0
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	45	6%	94%	32
Assistance with travel/transport arrangements	11%	89%	100	8%	92%	26
Daily Personal Activities	11%	89%	63	5%	95%	37
Group and Centre Based Activities	5%	95%	58	5%	95%	22
High Intensity Daily Personal Activities	10%	90%	49	4%	96%	23
Household tasks	18%	82%	94	21%	79%	29
Interpreting and translation	14%	86%	77	0%	100%	2
Participation in community, social and civic activities	9%	91%	78	9%	91%	44
Assistive Technology						
Assistive equipment for recreation	20%	80%	76	0%	100%	2
Assistive products for household tasks	23%	77%	69	0%	100%	4
Assistance products for personal care and safety	15%	85%	125	14%	86%	28
Communication and information equipment	21%	79%	182	29%	71%	7
Customised Prosthetics	24%	76%	34	17%	83%	6
Hearing Equipment	10%	90%	59	-	-	0
Hearing Services	0%	100%	4	-	-	0
Personal Mobility Equipment	18%	82%	97	20%	80%	10
Specialised Hearing Services	20%	80%	5	0%	100%	1
Vision Equipment	19%	81%	75	0%	100%	2
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	16%	84%	102	12%	88%	49
Behaviour Support	35%	65%	46	24%	76%	17
Community nursing care for high needs	13%	87%	39	0%	100%	4
Development of daily living and life skills	11%	89%	63	4%	96%	27
Early Intervention supports for early childhood	42%	58%	60	33%	67%	18
Exercise Physiology and Physical Wellbeing activities	20%	80%	40	0%	100%	5

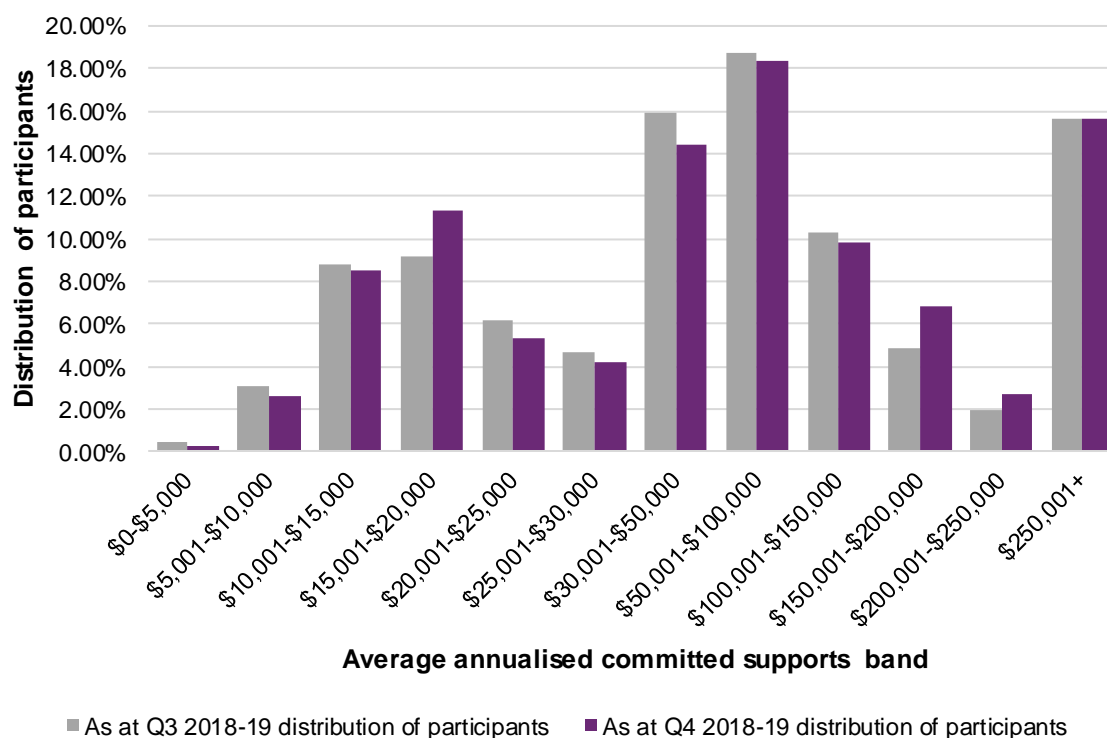
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	25%	75%	238	0%	100%	3
Specialised Driving Training	18%	82%	34	-	-	0
Therapeutic Supports	36%	64%	118	37%	63%	62
Capital services						
Home modification design and construction	21%	79%	73	0%	100%	3
Specialised Disability Accommodation	12%	88%	94	0%	100%	3
Vehicle Modifications	12%	88%	68	0%	100%	2
Choice and control support services						
Management of funding for supports in participants plan	6%	94%	47	0%	100%	17
Support Coordination	22%	78%	86	23%	77%	13
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5%	95%	21	0%	100%	4
Specialised Supported Employment	13%	88%	8	0%	100%	2
Total	22%	78%	848	20%	80%	170

Part Five: Financial sustainability

Table M.44 Committed supports by financial year (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	1.9	5.6	19.9	100.4	205.4	333.2

Figure M.14 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT) ⁴⁸⁵



⁴⁸⁵ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.
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Figure M.15 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 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT)⁴⁸⁶

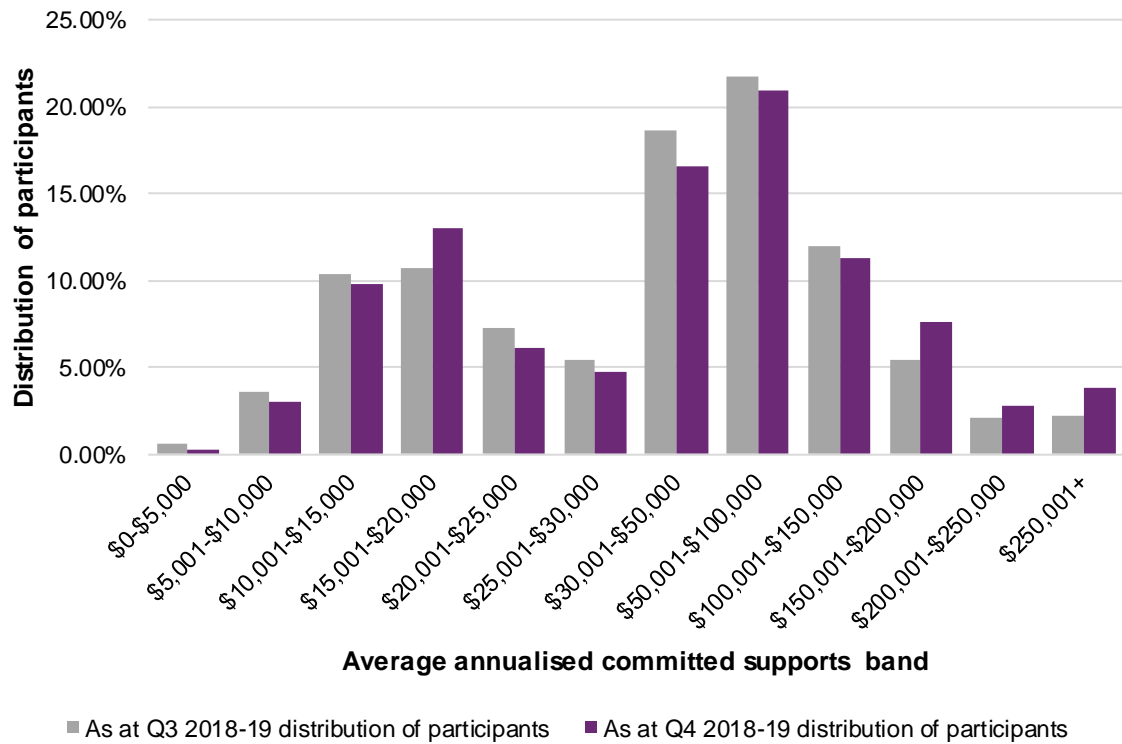


Figure M.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT) ⁴⁸⁷

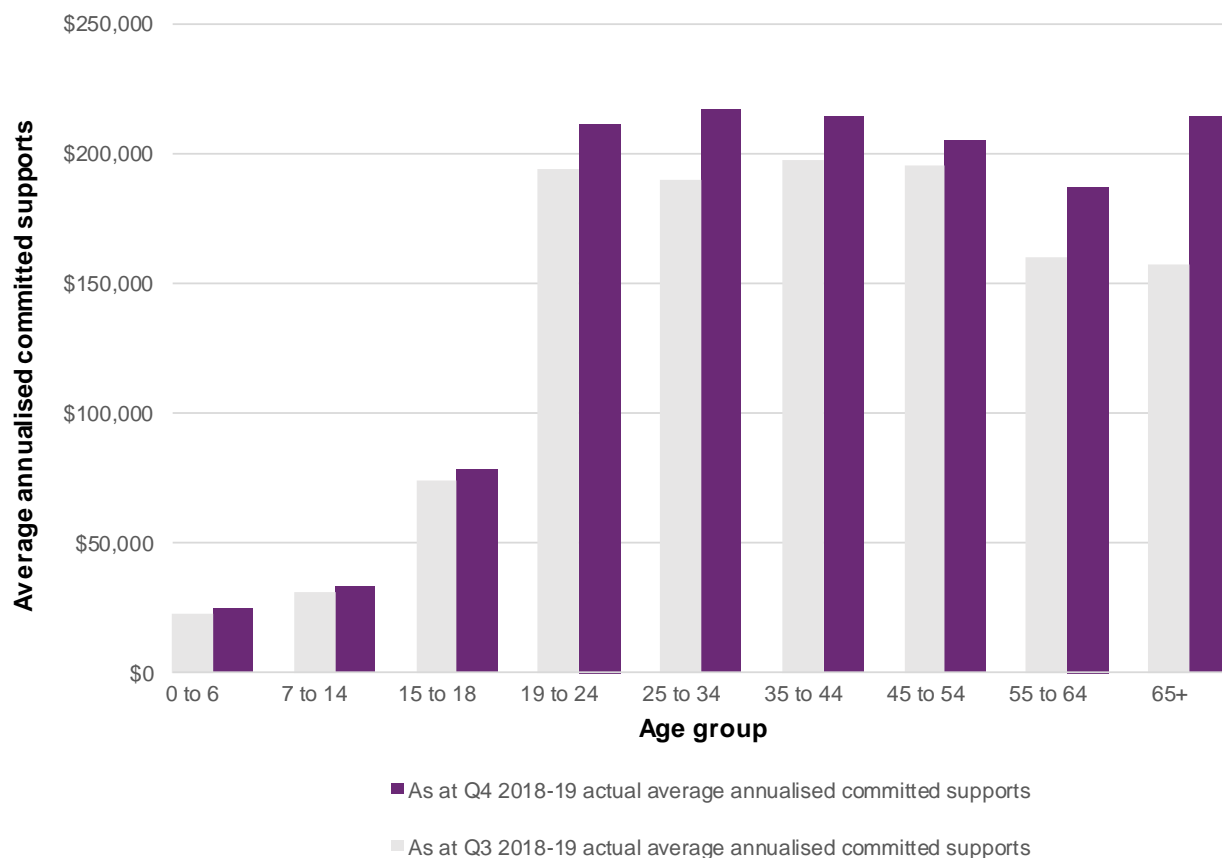
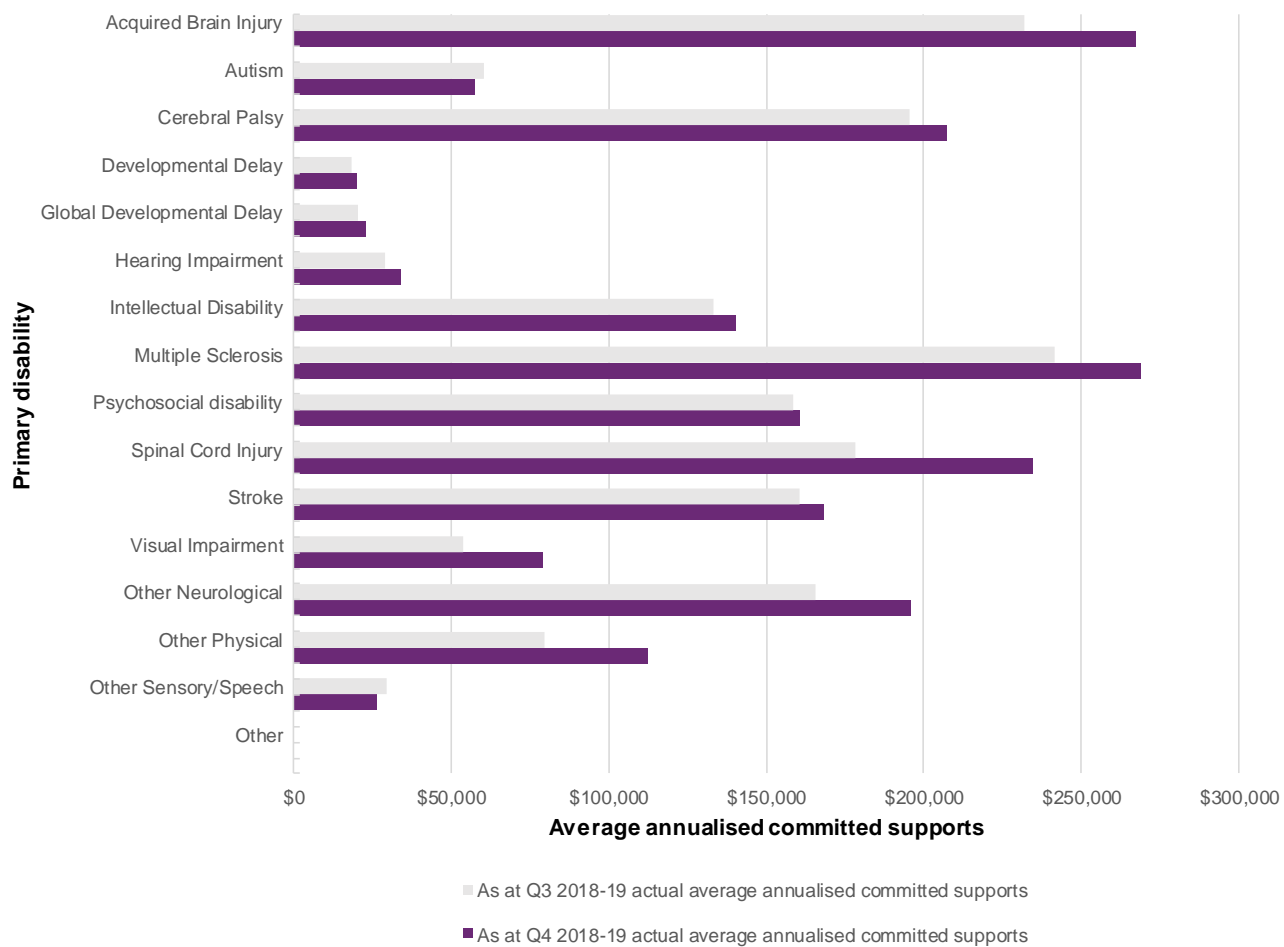


Figure M.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT) ^{488,489}



⁴⁸⁸ Ibid.

⁴⁸⁹ Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for Other.

Figure M.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT)^{490,491}

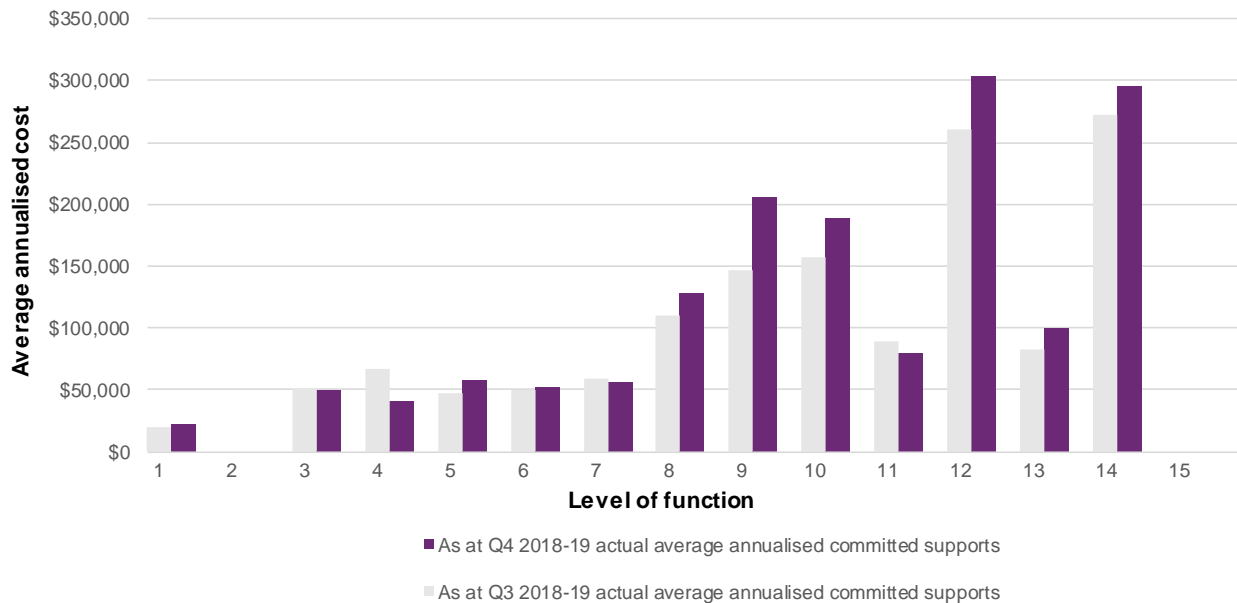
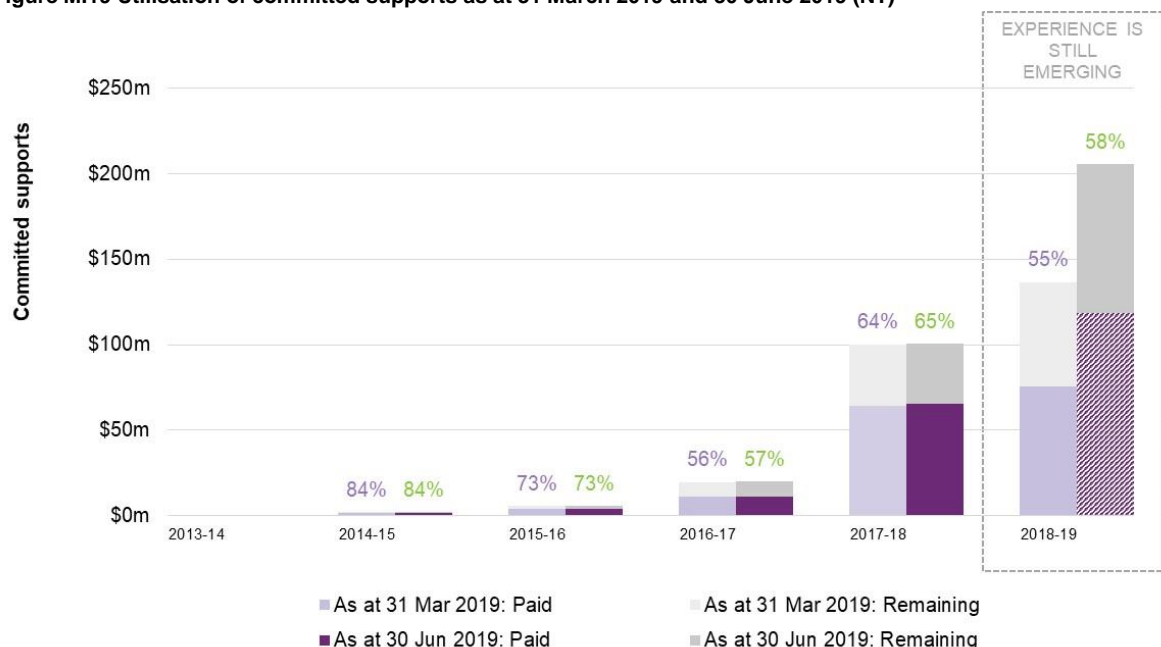


Table M.45 Payments by financial year, compared to committed supports (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	1.9	5.6	19.9	100.4	205.4	333.2
Total Paid	-	1.6	4.1	11.2	65.4	118.4	200.8
% utilised to date	-	84%	73%	57%	65%	58%	60%

Figure M.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (NT)



⁴⁹⁰ This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

⁴⁹¹ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

Figure M.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (NT)⁴⁹²

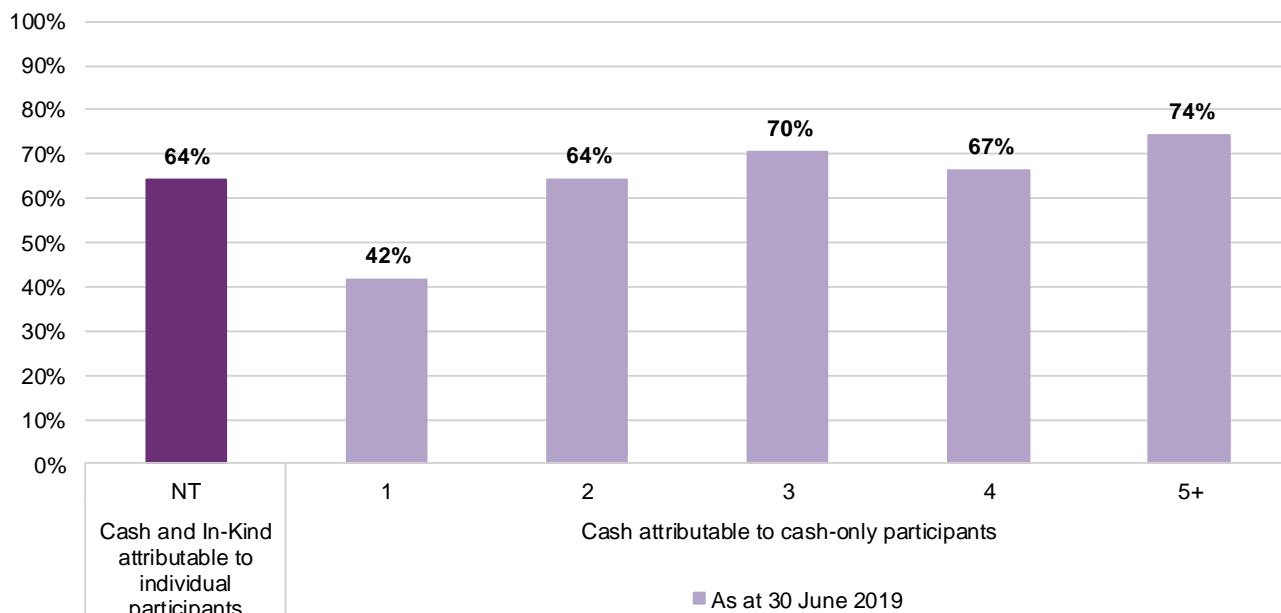
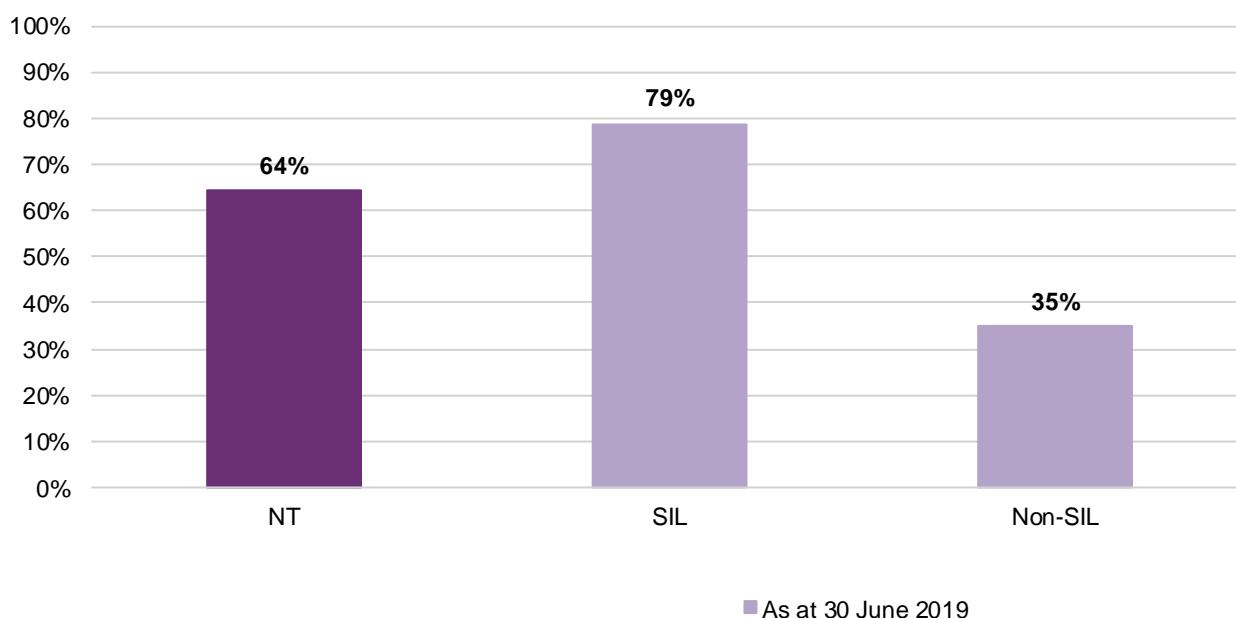


Figure M.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (NT)⁴⁹³



⁴⁹² Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

⁴⁹³ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure M.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (NT)⁴⁹⁴

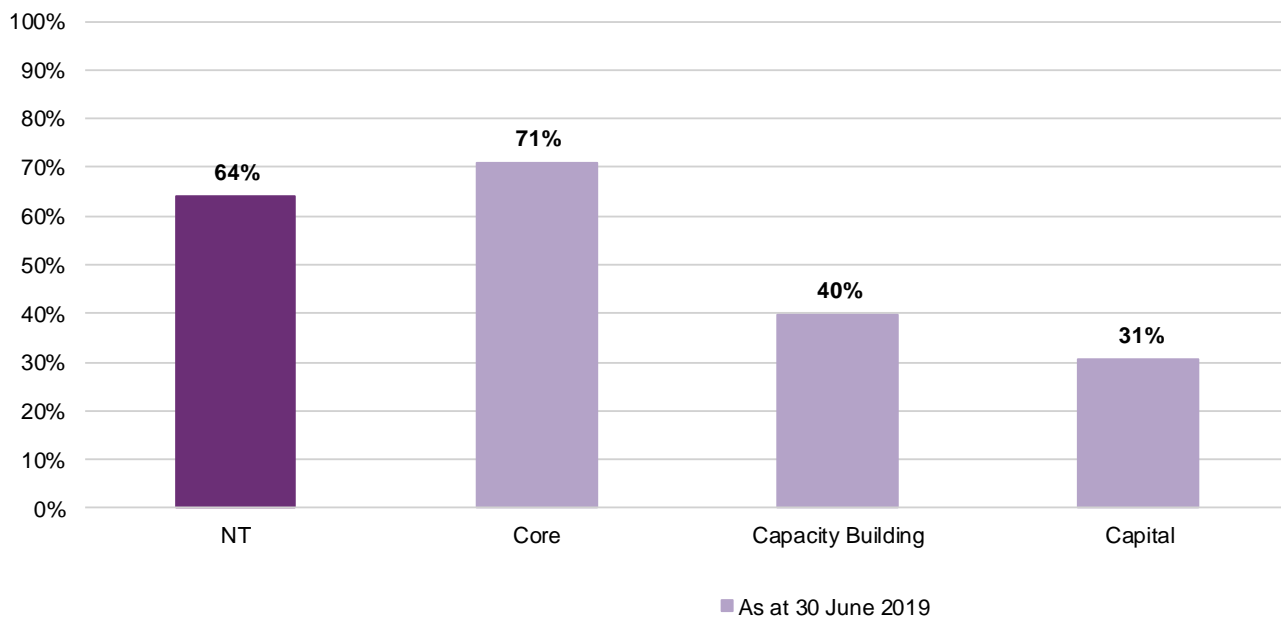
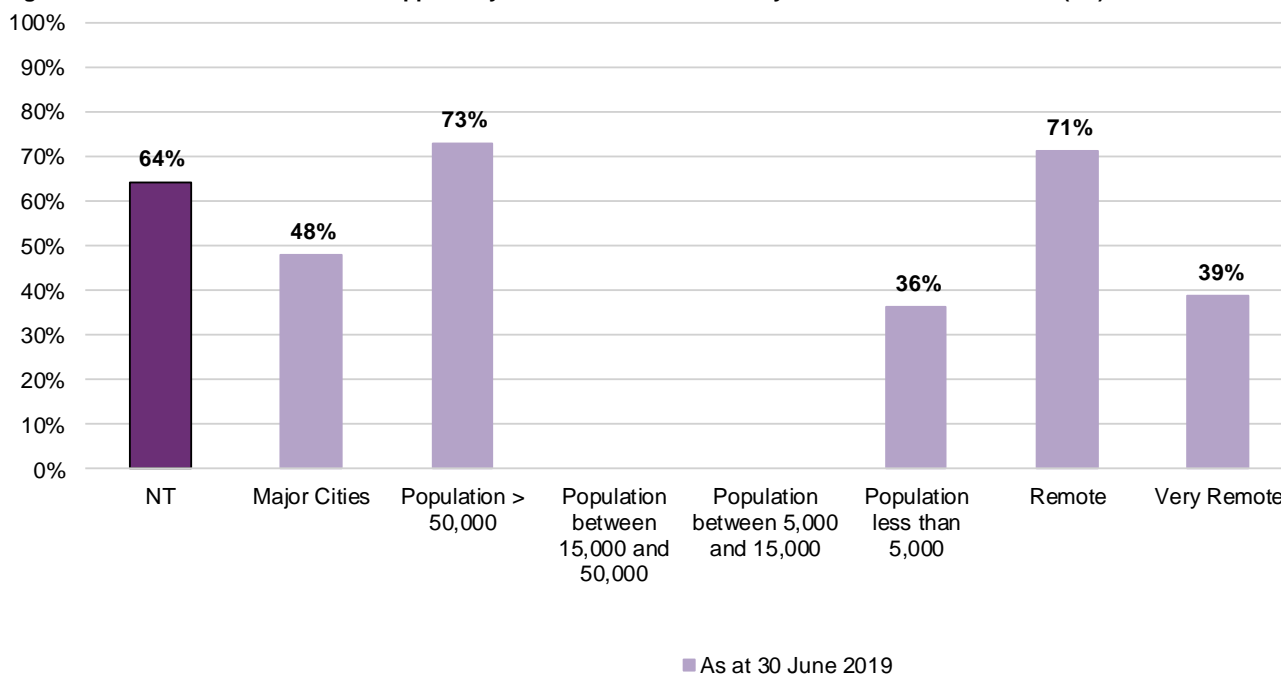


Figure M.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (NT)^{495,496}



⁴⁹⁴ Ibid.

⁴⁹⁵ Ibid.

⁴⁹⁶ Utilisation is not shown if there is insufficient data in the group.

Appendix N:

Participants by region and support type

Table N.46 Active participants by region and support type included in plan as at 30 June 2019⁴⁹⁷

Bilateral region	Date phasing began	Core supports ⁴⁹⁸		Capacity Building supports ⁴⁹⁹		Capital supports ⁵⁰⁰		Total active participants
		#	%	#	%	#	%	
NSW		80,293	79%	99,323	98%	28,133	28%	101,252
Hunter Trial Site	Jul-13	7,887	74%	10,208	96%	2,747	26%	10,664
Hunter New England (excl. Trial Site)	Jul-16	5,994	76%	7,615	96%	1,919	24%	7,926
Central Coast	Jul-16	4,403	75%	5,682	97%	1,429	24%	5,833
Far West	Jul-17	348	86%	400	99%	126	31%	405
Illawarra Shoalhaven	Jul-17	5,205	89%	5,768	99%	1,771	30%	5,844
Mid North Coast	Jul-17	3,009	80%	3,746	99%	918	24%	3,772
Murrumbidgee	Jul-17	3,594	86%	4,142	99%	1,186	28%	4,165
Nepean Blue Mountains	Jul-15	4,221	70%	5,983	99%	1,402	23%	6,063
North Sydney	Jul-16	5,939	81%	7,209	99%	2,666	37%	7,296
Northern NSW	Jul-17	3,852	84%	4,555	99%	1,213	26%	4,586
South Eastern Sydney	Jul-17	5,593	85%	6,488	99%	2,118	32%	6,584
South Western Sydney	Jul-16	9,865	76%	12,736	98%	3,086	24%	12,982
Southern NSW	Jul-16	2,488	86%	2,844	98%	943	33%	2,888
Sydney	Jul-17	4,748	86%	5,434	99%	1,781	32%	5,500
Western NSW	Jul-17	3,225	79%	3,997	98%	1,118	27%	4,072
Western Sydney	Jul-16	8,709	78%	11,064	99%	3,342	30%	11,201
NSW - Other		1,213	82%	1,452	99%	368	25%	1,471
VIC		65,983	87%	74,610	98%	18,422	24%	75,825
Barwon	Jul-13	6,114	85%	7,009	98%	1,541	22%	7,155

⁴⁹⁷ 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 30 June 2019 are shown in this table.

⁴⁹⁸ 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).

⁴⁹⁹ 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.

⁵⁰⁰ 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 ⁴⁹⁸		Capacity Building supports ⁴⁹⁹		Capital supports ⁵⁰⁰		Total active participants
		#	%	#	%	#	%	
Central Highlands	Jan-17	3,120	86%	3,549	98%	820	23%	3,630
Loddon	May-17	3,472	85%	4,031	98%	835	20%	4,107
North East Melbourne	Jul-16	6,394	75%	8,342	98%	2,016	24%	8,544
Inner Gippsland	Oct-17	2,865	91%	3,059	97%	829	26%	3,157
Ovens Murray	Oct-17	1,787	85%	2,069	98%	427	20%	2,101
Western District	Oct-17	2,408	89%	2,657	99%	575	21%	2,691
Inner East Melbourne	Nov-17	5,747	91%	6,244	98%	2,221	35%	6,343
Outer East Melbourne	Nov-17	5,442	88%	6,106	99%	1,837	30%	6,171
Hume Moreland	Mar-18	3,938	84%	4,644	98%	995	21%	4,715
Bayside Peninsula	Apr-18	8,196	95%	8,462	98%	2,573	30%	8,604
Southern Melbourne	Sep-18	5,080	86%	5,875	99%	1,373	23%	5,924
Brimbank Melton	Oct-18	3,127	88%	3,538	99%	552	15%	3,568
Western Melbourne	Oct-18	4,308	91%	4,680	99%	920	19%	4,723
Goulburn	Jan-19	1,616	90%	1,775	99%	322	18%	1,792
Mallee	Jan-19	780	89%	868	99%	193	22%	875
Outer Gippsland	Jan-19	1,126	97%	1,140	99%	275	24%	1,157
VIC - other		463	82%	562	99%	118	21%	568
QLD		44,640	91%	48,749	99%	16,533	34%	49,013
Bundaberg	Sep-17	1,463	80%	1,818	100%	558	31%	1,820
Ipswich	Jul-17	3,898	85%	4,587	100%	1,362	30%	4,604
Mackay	Nov-16	1,507	75%	1,982	99%	575	29%	2,006
Toowoomba	Jan-17	3,751	90%	4,152	100%	1,373	33%	4,172
Townsville	Apr-16	3,291	81%	4,012	99%	1,181	29%	4,068
Rockhampton	Nov-17	2,568	89%	2,873	99%	966	33%	2,894
Beenleigh	Jul-18	4,164	96%	4,335	100%	1,394	32%	4,340
Brisbane	Jul-18	8,957	96%	9,236	99%	3,326	36%	9,296
Cairns	Jul-18	2,201	94%	2,325	99%	744	32%	2,345
Maryborough	Jul-18	1,826	96%	1,895	100%	752	40%	1,899
Robina	Jul-18	3,835	95%	4,038	100%	1,293	32%	4,057
Caboolture/Strathpine	Jan-19	3,703	96%	3,869	100%	1,524	39%	3,877
Maroochydore	Jan-19	3,181	97%	3,268	100%	1,401	43%	3,274

Bilateral region	Date phasing began	Core supports ⁴⁹⁸		Capacity Building supports ⁴⁹⁹		Capital supports ⁵⁰⁰		Total active participants
		#	%	#	%	#	%	
QLD - Other		295	82%	359	99%	84	23%	361
WA		12,713	78%	15,624	96%	5,719	35%	16,269
North East Metro	Jul-14	3,522	77%	4,495	99%	1,770	39%	4,554
Wheat Belt	Jan-17	324	80%	397	98%	142	35%	406
South Metro	Jul-18	2,765	74%	3,531	95%	1,229	33%	3,714
Central South Metro	Jul-18	2,180	80%	2,557	94%	977	36%	2,719
South West	Sep-18	1,403	81%	1,548	90%	490	28%	1,725
Goldfields-Esperance	Oct-18	206	84%	240	98%	70	28%	246
North Metro	Oct-18	1,362	78%	1,744	99%	640	36%	1,754
Kimberley-Pilbara	Oct-18	562	83%	647	96%	227	34%	674
WA - Other		389	82%	465	97%	174	36%	477
SA⁵⁰¹		24,331	87%	27,741	99%	7,740	28%	27,892
Adelaide Hills	Jul-13	880	87%	1,003	100%	250	25%	1,006
Barossa, Light and Lower North	Jul-13	1,221	88%	1,381	100%	319	23%	1,386
Eastern Adelaide	Jul-13	1,987	87%	2,269	100%	686	30%	2,279
Eyre and Western	Jul-13	737	87%	845	100%	230	27%	848
Far North (SA)	Jul-13	268	90%	298	100%	95	32%	298
Fleurieu and Kangaroo Island	Jul-13	693	91%	758	100%	221	29%	761
Limestone Coast	Jul-13	816	89%	908	100%	230	25%	912
Murray and Mallee	Jul-13	1,008	86%	1,162	100%	324	28%	1,166
Northern Adelaide	Jul-13	7,907	86%	9,125	99%	2,506	27%	9,182
Southern Adelaide	Jul-13	5,362	89%	5,998	99%	1,863	31%	6,033
Western Adelaide	Jul-13	2,100	86%	2,414	99%	680	28%	2,429
Yorke and Mid North	Jul-13	1,008	88%	1,132	99%	266	23%	1,142
SA - Other		344	76%	448	100%	70	16%	450
TAS⁵⁰²		5,835	90%	6,215	95%	1,583	24%	6,509
TAS North	Jul-13	1,599	92%	1,686	97%	465	27%	1,731
TAS North West	Jul-13	1,420	87%	1,554	95%	323	20%	1,632

⁵⁰¹ Since the phasing schedule for South Australia is by age, each region has the phasing date Jul-13.

⁵⁰² Since the phasing schedule for Tasmania is by age, each region has the phasing date Jul-13.

Bilateral region	Date phasing began	Core supports ⁴⁹⁸		Capacity Building supports ⁴⁹⁹		Capital supports ⁵⁰⁰		Total active participants
		#	%	#	%	#	%	
TAS South East	Jul-13	1,097	87%	1,179	93%	285	23%	1,264
TAS South West	Jul-13	1,621	91%	1,693	95%	487	27%	1,774
TAS - Other		98	91%	103	95%	23	21%	108
ACT		5,369	77%	6,851	98%	1,537	22%	6,977
ACT	Jul-14	5,067	77%	6,457	98%	1,448	22%	6,576
ACT - Other		302	75%	394	98%	89	22%	401
NT		2,080	91%	2,271	100%	826	36%	2,278
Barkly	Jul-14	122	91%	133	99%	58	43%	134
Central Australia ⁵⁰³	Jul-17	313	98%	321	100%	179	56%	321
Darwin Remote	Jul-17	145	90%	161	100%	64	40%	161
Darwin Urban ⁵⁰⁴	Jan-17	1,077	90%	1,198	100%	379	32%	1,203
East Arnhem	Jan-17	188	95%	197	99%	60	30%	198
Katherine	Jul-17	188	92%	204	100%	69	34%	204
NT - Other		47	82%	57	100%	17	30%	57
Total		241,244	84%	281,384	98%	80,493	28%	286,015

⁵⁰³ 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.

⁵⁰⁴ 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)

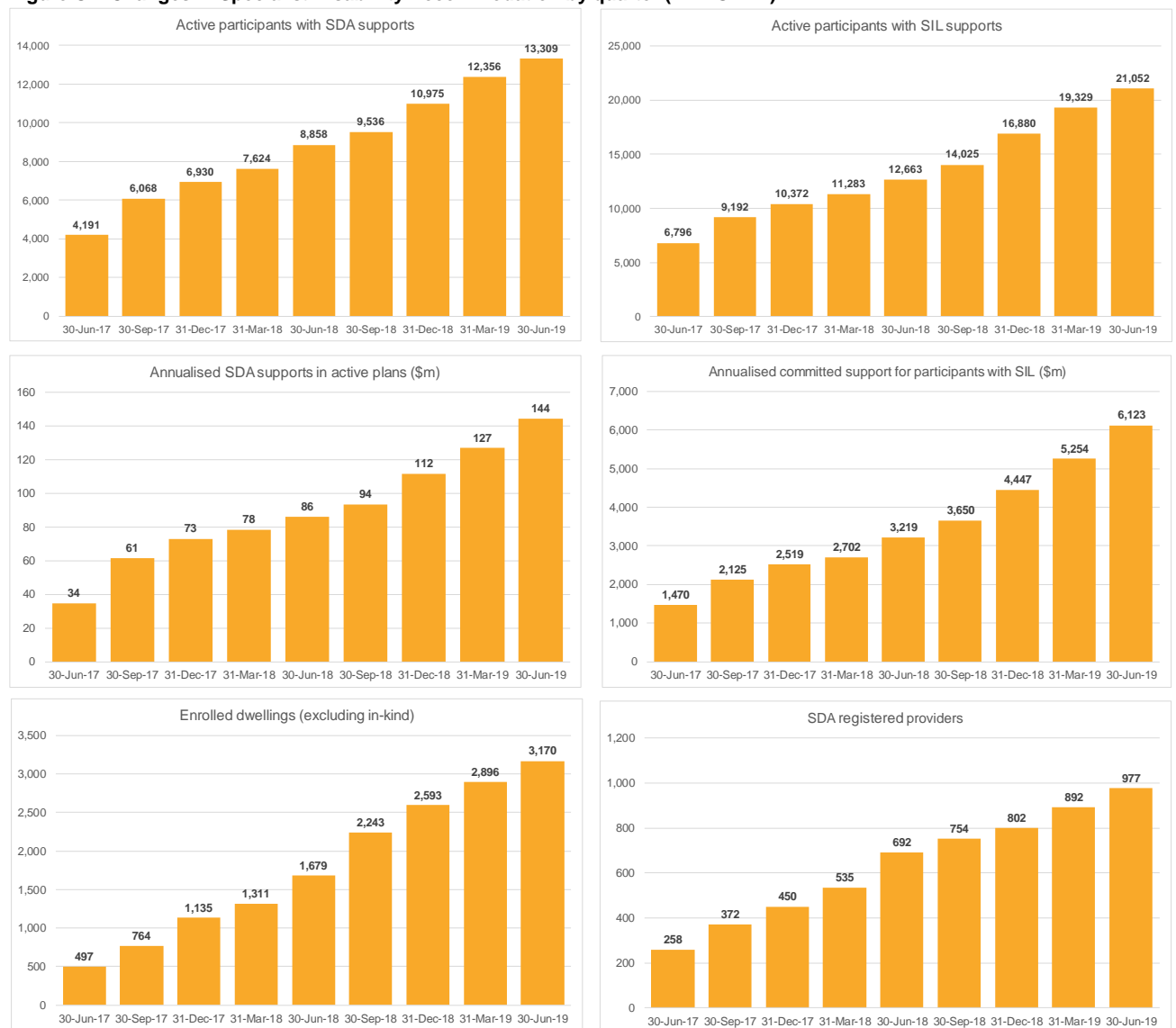


Table O.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2019⁵⁰⁵

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	4,784	4.7%	7,708	7.6%	101,252
Hunter Trial Site	505	4.7%	1,089	10.2%	10,664
Hunter New England (excl. Trial Site)	254	3.2%	496	6.3%	7,926
Central Coast	150	2.6%	398	6.8%	5,833
Far West	15	3.7%	19	4.7%	405
Illawarra Shoalhaven	295	5.0%	410	7.0%	5,844
Mid North Coast	129	3.4%	195	5.2%	3,772
Murrumbidgee	235	5.6%	297	7.1%	4,165
Nepean Blue Mountains	324	5.3%	478	7.9%	6,063
North Sydney	634	8.7%	836	11.5%	7,296
Northern NSW	156	3.4%	249	5.4%	4,586
South Eastern Sydney	358	5.4%	506	7.7%	6,584
South Western Sydney	394	3.0%	771	5.9%	12,982
Southern NSW	133	4.6%	189	6.5%	2,888
Sydney	286	5.2%	388	7.1%	5,500
Western NSW	305	7.5%	439	10.8%	4,072
Western Sydney	595	5.3%	903	8.1%	11,201
NSW - Other	16	1.1%	45	3.1%	1,471
VIC	4,108	5.4%	4,711	6.2%	75,825
Barwon	194	2.7%	349	4.9%	7,155
Central Highlands	194	5.3%	219	6.0%	3,630
Loddon	212	5.2%	218	5.3%	4,107
North East Melbourne	593	6.9%	665	7.8%	8,544
Inner Gippsland	124	3.9%	131	4.1%	3,157
Ovens Murray	117	5.6%	138	6.6%	2,101
Western District	247	9.2%	249	9.3%	2,691
Inner East Melbourne	661	10.4%	699	11.0%	6,343
Outer East Melbourne	356	5.8%	409	6.6%	6,171
Hume Moreland	149	3.2%	183	3.9%	4,715
Bayside Peninsula	625	7.3%	712	8.3%	8,604
Southern Melbourne	184	3.1%	209	3.5%	5,924
Brimbank Melton	121	3.4%	140	3.9%	3,568
Western Melbourne	124	2.6%	149	3.2%	4,723
Goulburn	65	3.6%	78	4.4%	1,792
Mallee	77	8.8%	80	9.1%	875
Outer Gippsland	59	5.1%	68	5.9%	1,157
VIC - Other	<11		15	2.6%	568
QLD	1,438	2.9%	3,959	8.1%	49,013
Bundaberg	47	2.6%	144	7.9%	1,820
Ipswich	201	4.4%	300	6.5%	4,604
Mackay	19	0.9%	105	5.2%	2,006
Toowoomba	214	5.1%	379	9.1%	4,172

⁵⁰⁵ 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 30 June 2019 are shown separately 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
Townsville	69	1.7%	252	6.2%	4,068
Rockhampton	143	4.9%	208	7.2%	2,894
Beenleigh	298	6.9%	346	8.0%	4,340
Brisbane	187	2.0%	879	9.5%	9,296
Cairns	34	1.4%	231	9.9%	2,345
Maryborough	61	3.2%	171	9.0%	1,899
Robina	23	0.6%	322	7.9%	4,057
Caboolture/Strathpine	70	1.8%	344	8.9%	3,877
Maroochydore	68	2.1%	270	8.2%	3,274
QLD – Other	<11		<11		361
WA	475	2.9%	1,062	6.5%	16,269
North East Metro	316	6.9%	451	9.9%	4,554
Wheat Belt	<11		<11		406
South Metro	53	1.4%	231	6.2%	3,714
Central South Metro	45	1.7%	150	5.5%	2,719
South West	<11		80	4.6%	1,725
Goldfields-Esperance	<11		<11		246
North Metro	20	1.1%	51	2.9%	1,754
Kimberley-Pilbara	<11		31	4.6%	674
WA - Other	30	6.3%	58	12.2%	477
SA	1,849	6.6%	2,131	7.6%	27,892
Adelaide Hills	43	4.3%	57	5.7%	1,006
Barossa, Light and Lower North	33	2.4%	38	2.7%	1,386
Eastern Adelaide	166	7.3%	209	9.2%	2,279
Eyre and Western	28	3.3%	33	3.9%	848
Far North (SA)	20	6.7%	21	7.0%	298
Fleurieu and Kangaroo Island	38	5.0%	45	5.9%	761
Limestone Coast	47	5.2%	67	7.3%	912
Murray and Mallee	85	7.3%	96	8.2%	1,166
Northern Adelaide	600	6.5%	674	7.3%	9,182
Southern Adelaide	606	10.0%	661	11.0%	6,033
Western Adelaide	139	5.7%	169	7.0%	2,429
Yorke and Mid North	40	3.5%	54	4.7%	1,142
SA - Other	<11		<11		450
TAS	477	7.3%	777	11.9%	6,509
TAS North	129	7.5%	181	10.5%	1,731
TAS North West	122	7.5%	186	11.4%	1,632
TAS South East	69	5.5%	137	10.8%	1,264
TAS South West	156	8.8%	270	15.2%	1,774
TAS - Other	<11		<11		108
ACT	21	0.3%	412	5.9%	6,977
ACT	17	0.3%	403	6.1%	6,576
ACT - Other	<11		<11		401
NT	157	6.9%	292	12.8%	2,278
Barkly	<11		14	10.4%	134
Central Australia	54	16.8%	87	27.1%	321
Darwin Remote	0	0.0%	0	0.0%	161
Darwin Urban	79	6.6%	164	13.6%	1,203
East Arnhem	0	0.0%	0	0.0%	198
Katherine	17	8.3%	24	11.8%	204

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NT – Other	<11		<11		57
Total	13,309	4.7%	21,052	7.4%	286,015

Table O.2 Annualised committed supports in current NDIS plans as at 30 June 2019

State/Territory	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed supports for SIL participantss	Total committed in current plans (\$)
NSW	49,706,470	0.78%	2,204,289,422	35%	6,386,494,128
VIC	44,638,389	0.96%	1,263,211,481	27%	4,666,921,723
QLD	15,738,114	0.39%	1,239,636,322	31%	3,987,699,153
WA	5,483,794	0.58%	272,035,894	29%	947,006,603
SA	20,412,227	1.20%	620,958,061	37%	1,697,715,919
TAS	5,871,352	1.12%	250,803,408	48%	522,224,445
ACT	393,809	0.10%	127,245,629	32%	397,540,427
NT	2,017,201	0.68%	144,597,125	49%	294,618,108
Total	144,261,356	0.76%	6,122,777,342	32%	18,900,220,507

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 30 June 2019 (excluding in-kind arrangements)^{506,507}

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	7	-	-	-	7
ACT - Australian Capital Territory	7	-	-	-	7
NSW	1,039	56	251	4	1,350
NSW - Capital Region	46	1	8	-	55
NSW - Central Coast	42	3	4	1	50
NSW - Central West	38	3	9	-	50
NSW - Coffs Harbour - Grafton	17	5	1	-	23
NSW - Far West and Orana	54	4	-	-	58
NSW - Hunter Valley exc Newcastle	29	2	3	-	34
NSW - Illawarra	32	1	8	-	41
NSW - Mid North Coast	29	1	10	-	40
NSW - Murray	38	1	3	-	42
NSW - New England and North West	28	2	7	-	37
NSW - Newcastle and Lake Macquarie	49	1	16	-	66
NSW - Richmond - Tweed	25	1	13	-	39
NSW - Riverina	25	1	7	-	33
NSW - Southern Highlands and Shoalhaven	11	1	4	-	16
NSW - Sydney - Baulkham Hills and Hawkesbury	36	4	5	-	45
NSW - Sydney - Blacktown	56	4	9	-	69
NSW - Sydney - City and Inner South	14	3	-	-	17
NSW - Sydney - Eastern Suburbs	10	1	1	-	12
NSW - Sydney - Inner South West	62	2	2	2	68
NSW - Sydney - Inner West	17	3	-	-	20
NSW - Sydney - North Sydney and Hornsby	40	1	2	-	43
NSW - Sydney - Northern Beaches	28	2	8	-	38
NSW - Sydney - Outer South West	27	-	-	1	28
NSW - Sydney - Outer West and Blue Mountains	75	3	21	-	99
NSW - Sydney - Parramatta	77	-	59	-	136
NSW - Sydney - Ryde	61	3	31	-	95
NSW - Sydney - South West	25	-	6	-	31
NSW - Sydney - Sutherland	48	3	14	-	65
NT	18	3	8	-	29
NT - Darwin	12	2	8	-	22
NT - Northern Territory - Outback	6	1	-	-	7
QLD	342	39	95	4	480
QLD - Brisbane - East	13	-	-	-	13
QLD - Brisbane - North	15	3	4	-	22
QLD - Brisbane - South	17	3	-	-	20
QLD - Brisbane - West	46	2	3	-	51

⁵⁰⁶ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

⁵⁰⁷ The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Brisbane Inner City	11	-	3	1	15
QLD - Cairns	12	1	10	-	23
QLD - Darling Downs - Maranoa	2	2	4	-	8
QLD - Fitzroy	22	2	4	-	28
QLD - Gold Coast	28	2	7	-	37
QLD - Ipswich	34	1	16	-	51
QLD - Logan - Beaudesert	12	1	3	-	16
QLD - Mackay	8	1	-	-	9
QLD - Moreton Bay - North	15	4	11	-	30
QLD - Moreton Bay - South	13	-	-	-	13
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	15	4	-	-	19
QLD - Toowoomba	13	7	5	2	27
QLD - Townsville	13	2	5	-	20
QLD - Wide Bay	53	4	20	1	78
SA	716	12	16	-	744
SA - Adelaide - Central and Hills	75	3	1	-	79
SA - Adelaide - North	197	1	10	-	208
SA - Adelaide - South	238	5	5	-	248
SA - Adelaide - West	117	-	-	-	117
SA - Barossa - Yorke - Mid North	16	2	-	-	18
SA - South Australia - Outback	18	-	-	-	18
SA - South Australia - South East	55	1	-	-	56
TAS	24	3	8	-	35
TAS - Hobart	13	-	-	-	13
TAS - Launceston and North East	5	2	4	-	11
TAS - South East	-	-	-	-	-
TAS - West and North West	6	1	4	-	11
VIC	345	84	78	13	520
VIC - Ballarat	18	5	6	-	29
VIC - Bendigo	12	-	8	-	20
VIC - Geelong	24	6	12	6	48
VIC - Hume	31	3	-	-	34
VIC - Latrobe - Gippsland	14	7	-	-	21
VIC - Melbourne - Inner	7	2	17	-	26
VIC - Melbourne - Inner East	18	9	-	-	27
VIC - Melbourne - Inner South	36	11	2	-	49
VIC - Melbourne - North East	28	8	3	1	40
VIC - Melbourne - North West	7	4	1	-	12
VIC - Melbourne - Outer East	28	1	4	-	33
VIC - Melbourne - South East	34	5	7	1	47
VIC - Melbourne - West	9	9	7	-	25
VIC - Mornington Peninsula	15	5	2	-	22
VIC - North West	33	4	5	5	47
VIC - Shepparton	12	3	3	-	18
VIC - Warrnambool and South West	19	2	1	-	22

SA4 Region	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	2,496	197	456	21	3,170

Table O.4 Number of Enrolled SDA Dwellings by Location and Design as at 30 June 2019 (excluding in-kind arrangements)^{508,509}

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	2	-	5	-	-	7
ACT - Australian Capital Territory	2	-	5	-	-	7
NSW	843	233	78	46	150	1,350
NSW - Capital Region	40	3	7	1	4	55
NSW - Central Coast	39	3	-	4	4	50
NSW - Central West	26	5	6	4	9	50
NSW - Coffs Harbour - Grafton	11	3	4	2	3	23
NSW - Far West and Orana	51	2	-	3	2	58
NSW - Hunter Valley exc Newcastle	23	2	-	4	5	34
NSW - Illawarra	33	8	-	-	-	41
NSW - Mid North Coast	24	10	-	6	-	40
NSW - Murray	21	16	-	3	2	42
NSW - New England and North West	16	11	2	-	8	37
NSW - Newcastle and Lake Macquarie	37	7	18	1	3	66
NSW - Richmond - Tweed	15	13	10	-	1	39
NSW - Riverina	23	7	2	-	1	33
NSW - Southern Highlands and Shoalhaven	9	4	1	2	-	16
NSW - Sydney - Baulkham Hills and Hawkesbury	26	15	-	1	3	45
NSW - Sydney - Blacktown	49	4	2	1	13	69
NSW - Sydney - City and Inner South	14	1	-	2	-	17
NSW - Sydney - Eastern Suburbs	10	-	1	1	-	12
NSW - Sydney - Inner South West	57	6	2	-	3	68

⁵⁰⁸ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

⁵⁰⁹ The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Inner West	18	-	1	1	-	20
NSW - Sydney - North Sydney and Hornsby	34	9	-	-	-	43
NSW - Sydney - Northern Beaches	28	2	-	-	8	38
NSW - Sydney - Outer South West	18	3	4	-	3	28
NSW - Sydney - Outer West and Blue Mountains	55	16	-	6	22	99
NSW - Sydney - Parramatta	53	47	10	1	25	136
NSW - Sydney - Ryde	50	6	6	2	31	95
NSW - Sydney - South West	18	10	2	1	-	31
NSW - Sydney - Sutherland	45	20	-	-	-	65
NT	8	5	1	-	15	29
NT - Darwin	4	4	1	-	13	22
NT - Northern Territory - Outback	4	1	-	-	2	7
QLD	105	141	98	31	105	480
QLD - Brisbane - East	6	4	-	2	1	13
QLD - Brisbane - North	12	2	3	-	5	22
QLD - Brisbane - South	9	5	5	-	1	20
QLD - Brisbane - West	1	23	27	-	-	51
QLD - Brisbane Inner City	5	4	4	-	2	15
QLD - Cairns	3	2	2	-	16	23
QLD - Darling Downs - Maranoa	1	3	1	-	3	8
QLD - Fitzroy	4	8	-	1	15	28
QLD - Gold Coast	9	5	18	-	5	37
QLD - Ipswich	6	16	15	10	4	51
QLD - Logan - Beaudesert	5	2	6	2	1	16
QLD - Mackay	2	4	-	-	3	9
QLD - Moreton Bay - North	-	10	10	5	5	30
QLD - Moreton Bay - South	-	9	-	-	4	13
QLD - Queensland - Outback	-	-	-	-	-	-
QLD - Sunshine Coast	5	6	-	5	3	19
QLD - Toowoomba	11	10	3	-	3	27
QLD - Townsville	6	3	2	-	9	20
QLD - Wide Bay	20	25	2	6	25	78
SA	418	163	67	4	92	744
SA - Adelaide - Central and Hills	54	6	4	-	15	79
SA - Adelaide - North	91	60	25	3	29	208
SA - Adelaide - South	147	44	23	-	34	248
SA - Adelaide - West	72	24	13	-	8	117
SA - Barossa - Yorke - Mid North	14	3	-	1	-	18
SA - South Australia - Outback	14	4	-	-	-	18
SA - South Australia - South East	26	22	2	-	6	56
TAS	6	14	1	3	11	35
TAS - Hobart	4	7	-	1	1	13
TAS - Launceston and North East	1	5	1	2	2	11
TAS - South East	-	-	-	-	-	-
TAS - West and North West	1	2	-	-	8	11
VIC	229	127	58	39	67	520

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Ballarat	1	15	1	11	1	29
VIC - Bendigo	8	4	4	4	-	20
VIC - Geelong	12	11	13	5	7	48
VIC - Hume	23	7	-	-	4	34
VIC - Latrobe - Gippsland	13	6	-	-	2	21
VIC - Melbourne - Inner	5	3	17	1	-	26
VIC - Melbourne - Inner East	21	6	-	-	-	27
VIC - Melbourne - Inner South	27	6	1	4	11	49
VIC - Melbourne - North East	17	10	3	5	5	40
VIC - Melbourne - North West	6	4	1	-	1	12
VIC - Melbourne - Outer East	17	6	-	4	6	33
VIC - Melbourne - South East	22	13	6	1	5	47
VIC - Melbourne - West	8	6	7	-	4	25
VIC - Mornington Peninsula	3	10	1	4	4	22
VIC - North West	22	11	-	-	14	47
VIC - Shepparton	5	7	4	-	2	18
VIC - Warrnambool and South West	19	2	-	-	1	22
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	1,611	683	313	123	440	3,170

Table O.5 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 30 June 2019 (excluding in-kind arrangements)^{510,511}

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	1	1	0	2	3	0	7
ACT - Australian Capital Territory	1	1	0	2	3	0	7
NSW	244	206	94	249	501	56	1,350
NSW - Capital Region	25	5	1	9	14	1	55
NSW - Central Coast	8	6	4	11	18	3	50
NSW - Central West	5	5	5	11	21	3	50
NSW - Coffs Harbour - Grafton	5	4	3	2	4	5	23

⁵¹⁰ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

⁵¹¹ The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
NSW - Far West and Orana	16	10	2	11	15	4	58
NSW - Hunter Valley exc Newcastle	8	0	4	8	12	2	34
NSW - Illawarra	3	2	3	8	24	1	41
NSW - Mid North Coast	18	6	0	1	14	1	40
NSW - Murray	15	5	1	4	16	1	42
NSW - New England and North West	1	12	1	3	18	2	37
NSW - Newcastle and Lake Macquarie	15	13	7	8	22	1	66
NSW - Richmond - Tweed	16	3	3	5	11	1	39
NSW - Riverina	7	3	4	10	8	1	33
NSW - Southern Highlands and Shoalhaven	1	0	0	3	11	1	16
NSW - Sydney - Baulkham Hills and Hawkesbury	1	3	3	17	17	4	45
NSW - Sydney - Blacktown	0	5	7	11	42	4	69
NSW - Sydney - City and Inner South	1	2	1	3	7	3	17
NSW - Sydney - Eastern Suburbs	1	0	1	3	6	1	12
NSW - Sydney - Inner South West	10	1	3	15	37	2	68
NSW - Sydney - Inner West	0	0	2	5	10	3	20
NSW - Sydney - North Sydney and Hornsby	5	5	3	10	19	1	43
NSW - Sydney - Northern Beaches	2	0	1	11	22	2	38
NSW - Sydney - Outer South West	2	2	3	10	11	0	28
NSW - Sydney - Outer West and Blue Mountains	19	14	12	26	25	3	99
NSW - Sydney - Parramatta	19	57	10	11	39	0	136
NSW - Sydney - Ryde	12	27	6	21	26	3	95
NSW - Sydney - South West	5	7	1	5	13	0	31
NSW - Sydney - Sutherland	24	9	3	7	19	3	65
NT	1	14	1	3	7	3	29
NT - Darwin	1	10	0	2	7	2	22
NT - Northern Territory - Outback	0	4	1	1	0	1	7
QLD	172	93	75	70	31	39	480
QLD - Brisbane - East	3	2	6	1	1	0	13
QLD - Brisbane - North	6	6	5	1	1	3	22
QLD - Brisbane - South	8	5	1	0	3	3	20
QLD - Brisbane - West	29	16	3	0	1	2	51
QLD - Brisbane Inner City	6	0	3	5	1	0	15
QLD - Cairns	10	2	2	7	1	1	23
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	8	9	2	6	1	2	28
QLD - Gold Coast	28	2	1	2	2	2	37
QLD - Ipswich	18	12	11	9	0	1	51
QLD - Logan - Beaudesert	1	1	4	7	2	1	16
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	12	3	4	4	3	4	30
QLD - Moreton Bay - South	4	1	5	2	1	0	13
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	7	0	5	3	0	4	19
QLD - Toowoomba	7	6	2	3	2	7	27
QLD - Townsville	0	9	0	6	3	2	20
QLD - Wide Bay	21	18	20	12	3	4	78
SA	145	289	122	98	78	12	744

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Adelaide - Central and Hills	19	18	18	16	5	3	79
SA - Adelaide - North	31	90	34	30	22	1	208
SA - Adelaide - South	55	93	36	24	35	5	248
SA - Adelaide - West	29	41	20	15	12	0	117
SA - Barossa - Yorke - Mid North	3	7	4	2	0	2	18
SA - South Australia - Outback	2	10	1	4	1	0	18
SA - South Australia - South East	6	30	9	7	3	1	56
TAS	6	10	4	12	0	3	35
TAS - Hobart	4	3	2	4	0	0	13
TAS - Launceston and North East	2	2	0	5	0	2	11
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	5	2	3	0	1	11
VIC	121	87	53	36	139	84	520
VIC - Ballarat	3	17	3	0	1	5	29
VIC - Bendigo	10	8	2	0	0	0	20
VIC - Geelong	23	10	3	3	3	6	48
VIC - Hume	5	16	1	2	7	3	34
VIC - Latrobe - Gippsland	5	5	1	0	3	7	21
VIC - Melbourne - Inner	19	1	0	2	2	2	26
VIC - Melbourne - Inner East	3	1	1	3	10	9	27
VIC - Melbourne - Inner South	8	6	4	0	20	11	49
VIC - Melbourne - North East	4	4	8	5	11	8	40
VIC - Melbourne - North West	0	0	1	0	7	4	12
VIC - Melbourne - Outer East	1	0	7	7	17	1	33
VIC - Melbourne - South East	6	2	10	8	16	5	47
VIC - Melbourne - West	6	2	3	1	4	9	25
VIC - Mornington Peninsula	4	0	1	1	11	5	22
VIC - North West	17	8	4	2	12	4	47
VIC - Shepparton	4	2	3	2	4	3	18
VIC - Warrnambool and South West	3	5	1	0	11	2	22
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	690	705	349	470	759	197	3,170

Table O.6 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements)^{512,513}

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-
NSW	114	41	15	85	255
NSW - Capital Region	-	7	1	-	8
NSW - Central Coast	1	-	-	4	5
NSW - Central West	2	5	2	-	9
NSW - Coffs Harbour - Grafton	1	-	-	-	1
NSW - Far West and Orana	-	-	-	-	-
NSW - Hunter Valley exc Newcastle	1	-	2	-	3
NSW - Illawarra	8	-	-	-	8
NSW - Mid North Coast	4	-	6	-	10
NSW - Murray	3	-	-	-	3
NSW - New England and North West	-	1	-	6	7
NSW - Newcastle and Lake Macquarie	5	11	-	-	16
NSW - Richmond - Tweed	8	5	-	-	13
NSW - Riverina	6	1	-	-	7
NSW - Southern Highlands and Shoalhaven	1	1	2	-	4
NSW - Sydney - Baulkham Hills and Hawkesbury	5	-	-	-	5
NSW - Sydney - Blacktown	2	-	-	7	9
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	2	2	-	-	4
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	2	-	-	-	2
NSW - Sydney - Northern Beaches	1	-	-	7	8
NSW - Sydney - Outer South West	1	-	-	-	1
NSW - Sydney - Outer West and Blue Mountains	9	-	-	12	21
NSW - Sydney - Parramatta	34	5	-	20	59
NSW - Sydney - Ryde	1	-	1	29	31
NSW - Sydney - South West	3	2	1	-	6
NSW - Sydney - Sutherland	14	-	-	-	14
NT	-	-	-	8	8
NT - Darwin	-	-	-	8	8
NT - Northern Territory - Outback	-	-	-	-	-
QLD	20	41	-	38	99
QLD - Brisbane - East	-	-	-	-	-
QLD - Brisbane - North	-	-	-	4	4
QLD - Brisbane - South	-	-	-	-	-

⁵¹² This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

⁵¹³ The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Brisbane - West	2	1	-	-	3
QLD - Brisbane Inner City	2	-	-	2	4
QLD - Cairns	-	2	-	8	10
QLD - Darling Downs - Maranoa	-	1	-	3	4
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	-	16
QLD - Logan - Beaudesert	2	-	-	1	3
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	2	3	-	2	7
QLD - Townsville	-	2	-	3	5
QLD - Wide Bay	8	2	-	11	21
SA	4	8	3	1	16
SA - Adelaide - Central and Hills	-	1	-	-	1
SA - Adelaide - North	2	4	3	1	10
SA - Adelaide - South	2	3	-	-	5
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
TAS	2	-	1	5	8
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	2	-	1	1	4
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	4	4
VIC	16	44	9	22	91
VIC - Ballarat	5	1	-	-	6
VIC - Bendigo	4	-	4	-	8
VIC - Geelong	2	11	-	5	18
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	1	1	-	2
VIC - Melbourne - North East	-	3	1	-	4
VIC - Melbourne - North West	-	1	-	-	1
VIC - Melbourne - Outer East	-	-	-	4	4
VIC - Melbourne - South East	1	5	1	1	8
VIC - Melbourne - West	-	3	-	4	7
VIC - Mornington Peninsula	-	-	2	-	2
VIC - North West	3	-	-	7	10
VIC - Shepparton	-	3	-	-	3

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Warrnambool and South West	-	-	-	1	1
WA	-	-	-	-	-
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	97	108	19	115	477

Table O.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)^{514,515}

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-
NSW	306	70	48	212	636
NSW - Capital Region	-	14	5	-	19
NSW - Central Coast	4	-	-	17	21
NSW - Central West	8	6	8	-	22
NSW - Coffs Harbour - Grafton	5	-	-	-	5
NSW - Far West and Orana	-	-	-	-	-
NSW - Hunter Valley exc Newcastle	5	-	10	-	15
NSW - Illawarra	24	-	-	-	24
NSW - Mid North Coast	11	-	7	-	18
NSW - Murray	7	-	-	-	7
NSW - New England and North West	-	2	-	15	17
NSW - Newcastle and Lake Macquarie	25	11	-	-	36
NSW - Richmond - Tweed	10	7	-	-	17
NSW - Riverina	10	3	-	-	13
NSW - Southern Highlands and Shoalhaven	4	1	10	-	15
NSW - Sydney - Baulkham Hills and Hawkesbury	25	-	-	-	25
NSW - Sydney - Blacktown	10	-	-	34	44
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1

⁵¹⁴ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

⁵¹⁵ The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Inner South West	10	10	-	-	20
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	3	-	-	-	3
NSW - Sydney - Northern Beaches	5	-	-	25	30
NSW - Sydney - Outer South West	5	-	-	-	5
NSW - Sydney - Outer West and Blue Mountains	9	-	-	33	42
NSW - Sydney - Parramatta	87	8	-	40	135
NSW - Sydney - Ryde	5	-	3	48	56
NSW - Sydney - South West	12	7	5	-	24
NSW - Sydney - Sutherland	22	-	-	-	22
NT	-	-	-	16	16
NT - Darwin	-	-	-	16	16
NT - Northern Territory - Outback	-	-	-	-	-
QLD	32	55	-	55	142
QLD - Brisbane - East	-	-	-	-	-
QLD - Brisbane - North	-	-	-	4	4
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	3	-	-	5
QLD - Brisbane Inner City	4	-	-	8	12
QLD - Cairns	-	4	-	8	12
QLD - Darling Downs - Maranoa	-	3	-	4	7
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	-	16
QLD - Logan - Beaudesert	3	-	-	5	8
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	4	6	-	2	12
QLD - Townsville	-	4	-	8	12
QLD - Wide Bay	15	5	-	12	32
SA	10	16	6	2	34
SA - Adelaide - Central and Hills	-	4	-	-	4
SA - Adelaide - North	6	9	6	2	23
SA - Adelaide - South	4	3	-	-	7
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
TAS	4	-	1	14	19
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	4	-	1	4	9
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	10	10

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC	28	83	24	50	185
VIC - Ballarat	10	3	-	-	13
VIC - Bendigo	4	-	4	-	8
VIC - Geelong	5	19	-	5	29
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	5	5	-	10
VIC - Melbourne - North East	-	9	4	-	13
VIC - Melbourne - North West	-	3	-	-	3
VIC - Melbourne - Outer East	-	-	-	12	12
VIC - Melbourne - South East	2	13	5	4	24
VIC - Melbourne - West	-	9	-	4	13
VIC - Mornington Peninsula	-	-	6	-	6
VIC - North West	6	-	-	20	26
VIC - Shepparton	-	6	-	-	6
VIC - Warrnambool and South West	-	-	-	5	5
WA	-	-	-	-	-
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	380	224	79	349	1,032

Appendix P:

Utilisation rates by regions

The table below sets out rates of utilisation of committed supports by bilateral phasing region, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown in the table – experience in the most recent 6 months is still emerging and is not included.
- Regions are highlighted in purple if phasing began prior to 31 Dec 2016 and are highlighted in green if phasing began within the 2017 calendar year.
- "Other" includes utilisation from regions that commenced phasing on or after 1 January 2018 as well as participants who have moved to a different state.
- Utilisation is only shown if there are more than 20 participants in the group.
- The rate of utilisation is shown in orange if the result is 10 percentage points or more lower than the national utilisation rate for the respective SIL status and plan grouping.
- Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.
- For many regions there are a lot of participants that are on either their first or second plan – hence, utilisation will continue to increase over time as utilisation increases as participants receive their third and subsequent plans.

Table P.1 Calendar year 2018 Utilisation breakdown by bilateral region and participants SIL status

Bilateral Region		Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
			First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
New South Wales											
Central Coast	Jul-16	71%	84%	84%	41%	63%	57%	43%	70%	64%	
Far West	Jul-17			81%	37%	50%	40%	45%	61%	50%	
Hunter New England (excl. Trial Site)	Jul-16	69%	85%	85%	45%	63%	59%	46%	70%	66%	
Hunter Trial Site	Jul-13	60%	87%	86%	50%	61%	60%	52%	71%	70%	
Illawarra Shoalhaven	Jul-17	86%	82%	83%	45%	59%	49%	51%	67%	57%	
Mid North Coast	Jul-17	84%	83%	84%	47%	62%	52%	52%	69%	58%	
Murrumbidgee	Jul-17	84%	86%	85%	41%	52%	44%	51%	67%	56%	
Nepean Blue Mountains	Jul-16	92%	85%	85%	42%	63%	58%	50%	72%	69%	
North Sydney	Jul-16	75%	89%	89%	43%	64%	59%	44%	76%	71%	
Northern NSW	Jul-17	80%	88%	87%	46%	61%	51%	48%	75%	61%	
South Eastern Sydney	Jul-17	88%	87%	88%	46%	61%	52%	53%	72%	62%	
South Western Sydney	Jul-16	80%	85%	84%	47%	66%	60%	51%	73%	68%	
Southern NSW	Jul-16	71%	87%	86%	38%	61%	54%	39%	68%	61%	
Sydney	Jul-17	82%	82%	82%	37%	56%	45%	45%	65%	54%	
Western NSW	Jul-17	83%	84%	83%	45%	56%	48%	60%	74%	65%	
Western Sydney	Jul-16	54%	86%	85%	43%	62%	56%	44%	71%	65%	
New South Wales - Other			81%	80%	39%	55%	50%	41%	59%	53%	
NSW total		82%	86%	85%	44%	62%	55%	49%	71%	64%	
Victoria											
Barwon	Jul-13		80%	80%	45%	60%	59%	44%	63%	62%	
Central Highlands	Jan-17	78%	66%	71%	40%	55%	49%	43%	56%	51%	
Inner East Melbourne	Nov-17	74%	58%	68%	41%	50%	43%	45%	52%	47%	
Inner Gippsland	Oct-17				34%	44%	36%	35%	44%	37%	
Loddon	May-17	85%	92%	89%	40%	53%	46%	44%	59%	51%	
North East Melbourne	Jul-16	77%	80%	80%	47%	63%	59%	49%	65%	62%	
Outer East Melbourne	Nov-17	71%		69%	38%	50%	41%	42%	53%	44%	
Ovens Murray	Oct-17			87%	32%	46%	34%	36%	47%	38%	
Western District	Oct-17	80%		75%	39%	51%	43%	43%	53%	47%	
Victoria - Other		59%	71%	64%	38%	54%	42%	41%	58%	45%	
Victoria total		70%	77%	75%	39%	58%	49%	42%	61%	52%	
Queensland											
Bundaberg	Sep-17	80%	83%	82%	48%	59%	52%	57%	68%	62%	
Ipswich	Jun-17	76%	80%	78%	41%	57%	47%	48%	61%	53%	
Mackay	Nov-16		85%	84%	44%	60%	56%	45%	69%	65%	
Rockhampton	Nov-17	81%	85%	82%	45%	56%	48%	54%	61%	56%	
Toowoomba	Jan-17	79%	83%	82%	40%	53%	48%	47%	63%	59%	
Townsville	Jul-16	65%	84%	84%	43%	62%	58%	43%	68%	64%	
Queensland - Other		68%	73%	70%	37%	49%	39%	40%	54%	42%	
Queensland total		76%	83%	81%	40%	57%	48%	46%	65%	55%	
South Australia											
Adelaide Hills	Jul-13				43%	56%	53%	46%	57%	54%	
Barossa, Light and Lower North	Jul-13				41%	54%	49%	42%	55%	50%	

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Eastern Adelaide	Jul-13	86%		85%	45%	62%	57%	48%	62%	57%
Eyre and Western	Jul-13				34%	46%	41%	34%	46%	41%
Far North (SA)	Jul-13				19%	30%	25%	18%	30%	25%
Fleurieu and Kangaroo Island	Jul-13				40%	48%	45%	44%	48%	47%
Limestone Coast	Jul-13				25%	43%	36%	25%	43%	36%
Murray and Mallee	Jul-13				33%	49%	42%	34%	49%	43%
Northern Adelaide	Jul-13				41%	56%	50%	44%	56%	51%
Southern Adelaide	Jul-13				40%	59%	53%	47%	59%	55%
Western Adelaide	Jul-13				43%	60%	54%	43%	60%	54%
Yorke and Mid North	Jul-13				32%	50%	43%	34%	50%	44%
South Australia - Other					45%	48%	48%	45%	48%	48%
South Australia total		85%		82%	40%	56%	50%	43%	56%	51%
Tasmania										
TAS North	Jul-13		90%	90%	37%	66%	58%	55%	76%	71%
TAS North West	Jul-13	77%	85%	83%	44%	58%	53%	54%	71%	65%
TAS South East	Jul-13			77%	35%	55%	49%	43%	63%	58%
TAS South West	Jul-13	75%	80%	79%	39%	58%	52%	50%	70%	65%
Tasmania - Other					26%	51%	45%	26%	52%	46%
Tasmania total		81%	83%	83%	39%	60%	53%	51%	70%	65%
Australian Capital Territory										
Australian Capital Territory	Jul-14	75%	88%	88%	39%	61%	58%	42%	69%	67%
Australian Capital Territory - Other					53%	55%	55%	53%	60%	59%
Australian Capital Territory total		75%	88%	88%	40%	60%	58%	43%	68%	66%
Northern Territory										
Barkly	Jul-16				20%	31%	29%	23%	51%	49%
Central Australia	Jul-17	78%	77%	77%	35%	21%	28%	59%	73%	71%
Darwin Remote	Jul-17				35%	34%	34%	35%	34%	34%
Darwin Urban	Jan-17	65%	82%	79%	32%	48%	35%	47%	80%	73%
East Arnhem	Jan-17				28%	38%	35%	28%	38%	35%
Katherine	Jul-17			83%	30%	43%	36%	35%	64%	52%
Northern Territory - Other					32%	36%	34%	32%	78%	71%
Northern Territory total		70%	80%	79%	31%	36%	34%	42%	68%	62%
Western Australia										
North East Metro	Jul-14	88%	86%	86%	54%	69%	67%	63%	75%	73%
Wheat Belt	Jan-17				57%	60%	59%	59%	60%	60%
Western Australia - Other		92%	82%	86%	47%	59%	51%	58%	70%	64%
Western Australia total		90%	85%	86%	51%	68%	63%	61%	74%	71%
National total		79%	85%	84%	42%	60%	52%	47%	68%	61%