



Q2
2019-2020

COAG Disability Reform Council
Quarterly Report
31 December 2019

ndis

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Key highlights

338,982 people with disability are being supported by the Scheme:

28,225

joined the Scheme this quarter

134,455

are receiving supports for the first time

The NDIA has met
106%
of its operational target for participant plans (2019-20 year to date).

Supporting children, earlier:

35%

of new participants this quarter were aged 0-6 –
9,753 children

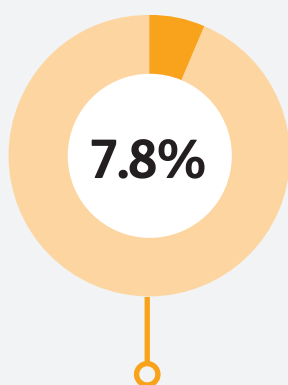


Wait times for children to access the Scheme have **halved** again this quarter

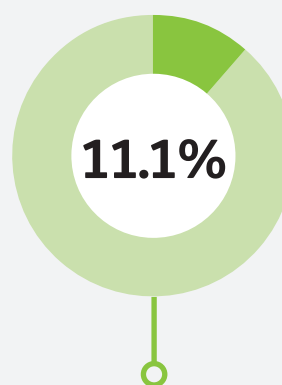
51,345

of all Scheme participants with an approved plan are aged 0-6 years

Participants are increasingly diverse:



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



participants who received a plan this quarter identify as Culturally and Linguistically Diverse

Key highlights



Average time taken to determine eligibility is now **4 days**.

Wait times, on average:



to get a first plan, are **42%** lower than 6 months ago.

for children

to get a first plan, are **58%** lower than 6 months ago.



Call centre performance has continued to improve with **85%** of calls answered within **60 seconds**.



89% of enquiries resolved within the first response.



↑14%

increase in participation in community and social activities after 3 years (aged 15+).



↑2%

increase in participants in work after 3 years (aged 15+).

Executive Summary

Firstly, the NDIA Board wants to acknowledge the impact that the ongoing bushfire crisis has had on our participants, partners and staff, some of whom have been directly affected. We are committed to supporting people with disability on the long road ahead to recovery and ensuring that participants continue to receive their disability supports. We are using Agency initiated reviews for participants in affected areas to capture changes in circumstances and, where required, plans will be adjusted to provide necessary supports as well as repairs or replacement of equipment.

We are dedicating Agency staff to work with the *Services Australia* Mobile Service Vehicles and Pop-Up Service centres. These are being deployed in affected areas throughout NSW and Victoria.

Some Partners in the Community offices in New South Wales and Victoria were closed due to bushfires, air quality issues and weather conditions. The NDIA has been able to reopen all its offices that were previously closed as a result of the bushfires. The NDIA Board reiterates appreciation to a great number of staff who have worked hard to support our participants, ensure staff safety, and reopen offices.

Introduction

There are now almost 340,000 Australians receiving supports from the Scheme, which is continued growth of more than 2,000 participants per week on average. Scheme participants continue to reflect Australia's diversity and more than 134,000 people are receiving NDIS disability support for the very first time.

Further, reductions in wait times have been sustained. In December 2019, the average time to complete an access decision was four days, and the time between gaining access to the Scheme and receiving a first plan has almost halved in the last six months (and for children under the age of 6, it has fallen by 58%).

However, there is still much more to be done and the NDIA Board and management are committed to improving the experience for participants and their families/carers.

1. Participants

1.1 Participant growth continues

338,982 participants are receiving supports from the NDIS, with another 2,678 children receiving initial supports¹ in the Early Childhood Early Intervention (ECEI) gateway. 134,455 participants are receiving supports for the first time, or 40% of the total participants with an approved plan.

¹ Initial supports include any early childhood therapy supports and/or mainstream referrals.

1.2 Supporting children

In line with last quarter, just over a third of participants joining the Scheme this quarter were aged 0-6 years old. Since 1 July 2019, 19,636 participants aged 0-6 have joined the Scheme.

The number of children waiting more than 50 days for a plan has reduced from 1,686 to 712 over the quarter.² At the beginning of July 2019, 3,314 children were waiting for more than 50 days for their plan. Noting there is still more work to be done, this represents a significant improvement and is reflective of the focus on this work by the NDIA and its partners.

During the quarter, the average wait times for children with a first plan in progress reduced from 54 to 44 days. This is a significant reduction when compared to 104 days at the beginning of July 2019.

During the quarter, the NDIA and partners continued the work on addressing the longer wait times many families and children have been experiencing. One of the key initiatives was to provide a standardised, interim six-month plan for identified participants who have been waiting for 50 days or longer. This began to be implemented nationally in August 2019.

1.3 Waiting times

The amount of time the NDIS takes to determine access to the Scheme and approve a plan has improved over the quarter.

Assessing access to the Scheme –

- It now takes, on average, 4 days to have access to the Scheme assessed, well below the 21 day target. This compares to 12 days at the end of September 2019 and 42 days at 30 June 2019.

- As at 31 December 2019, outstanding access decisions had been in progress for an average of 10 days. This compares with 12 days at the end of September 2019 and 38 days at 30 June 2019.

Getting your first plan –

- First plans completed in December 2019 were completed in 77 days on average compared to 88 days on average at the end of September 2019 and 133 days in June 2019.
- The time for first plans in progress was on average 84³ days at 31 December 2019. This compares to 79 days at 30 September 2019 and 155 days at 30 June 2019.

1.4 Operational target

83% of the Scheme to date bilateral estimate for plan approvals have been met.⁴

Operational targets for plan approvals and reviews are set at the beginning of each quarter by considering the number of actionable records on hand. Actionable records relate to those people who could be contacted and who met the access requirements.

In the financial year to date the NDIA met 106% of the combined operational target for the number of first plans and plans reviews completed.

54,958 first plans were approved in the first half of 2019-20, which is 105% of the operational target of 52,158.

140,021 plan reviews were conducted in the first half of 2019-20 which is 106% of the operational target of 131,712.

² There were 712 children who had been waiting greater than 50 days for their final plan as at 31 December 2019. Over 600 of these participants were in the final stages of their full planning approval process and either already had a planning appointment conducted and were awaiting approval of their plan or had a planning appointment booked in the new year.

³ The small increase in days this quarter is not unexpected due to a number of non-working days over the Christmas holiday period.

⁴ With the exception of WA and NT, there are no bilateral estimates for 2019-20. Therefore, the scheme to date bilateral estimates for WA and NT in the appendices of this report are as at 31 December 2019, and for all other States/Territories are unchanged from 30 June 2019.

1.5 Continued diversity

Recent trends around the diversity of NDIS participants continued this quarter:

- 7.8% of participants who received a plan in the quarter were Aboriginal and/or Torres Strait Islanders, compared with 5.9% in previous quarters.
- 11.1% of participants who received a plan in the quarter were Culturally and Linguistically Diverse, compared with 8.7% in previous quarters.

Initiatives on tailored pathways for participants with psychosocial disability and hearing impairment are achieving results:

- 10.5% of participants who received a plan in the quarter had a psychosocial disability, compared with 9.0% in the previous quarter.
- 8.6% of participants who received a plan in the quarter had a hearing impairment, compared with 4.1% in the previous quarter.

1.6 Fewer people under the age of 65 in aged care

The number of people in residential aged care under the age of 65 years has decreased in recent quarters from 6,243 at 31 March 2017 to 5,468 at 30 September 2019 (a 13% decrease). Also, less people under the age of 65 years are entering residential aged care. 536 people under the age of 65 years entered in the June 2017 quarter, compared with 386 in the September 2019 quarter (a 39% decrease). The need for further reductions is recognised by the NDIA Board and Management.

2. Participant experience and outcomes

2.1 Improved social and community participation

People who entered the Scheme between 1 July 2016 and 31 December 2016 have now been in the Scheme for three years – and for this group of participants, community and social participation has continued to increase over the three year period. For those aged 15 and older, there was a 14 percentage point increase, from 35% to 49%, over the three years in participation.

2.2 Rates of employment remain at similar levels

For those who have been in the Scheme for at least three years there have been marginal increases in employment (two percentage point increase from 20% to 22% for participants aged 15+ years).

In November 2019, the NDIA released the NDIS Participant Employment Strategy which will guide the NDIA toward achieving its Corporate Plan goal of having 30 per cent of working age participants in paid work by 2023.

2.3 The longer participants are in the Scheme, the more they report that the NDIS has helped

From transition at 1 July 2016 to 31 December 2019, for participants that have been in the Scheme for three years, the following outcomes have been recorded:

- Children aged 0 to before starting school: 96% felt the NDIS improved their child's access to specialist services, compared to 92% in their second year and 90% in their first year.

- Children starting school to age 14: 68% of parents and carers felt their child had become more independent as a result of the NDIS in their third year of participation, compared to 64% in their second year and 56% in their first year.
- Participants aged 15-24 years: 69% of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to 66% in their second year and 60% in their first year.
- Participants aged 25 years and over: 78% of participants believed the NDIS helped them have more choice and more control over their lives in the third year of participation in the NDIS, compared to 74% in their second year and 69% in their first year.

2.4 Improving participant experience

Joint Planning

In continuing to build a high performing NDIA and to reduce requests for plan reviews, design work is progressing for the implementation of Joint Planning. Joint Planning supports relationship building between the participant, planner and local area coordinator through face-to-face planning meetings where possible.

The NDIA will commence the national rollout of joint planning meetings and the provision of draft plan summaries from April 2020. Providing a draft plan summary, which is often asked for by participants, will enable them to review and amend their personal details, goals, living arrangements, informal community supports and other community supports, and social and economic participation prior to a plan being developed.

Similarly, joint planning will allow a participant, local area coordinator and NDIA planner to collectively discuss a working version of the plan and included support funding before it is approved as well as leading to a greater understanding for participants about their plan, how it was developed and how to use it.

Independent Assessments to be deployed nationally

Improving the NDIS assessment access and funding process will make the Scheme more fair, consistent and equitable for everyone, ensuring it provides access to eligible participants and the appropriate level of funds for those it was intended to help. In supporting this objective, Minister Stuart Robert announced on 14 November 2019 that the Agency will deploy independent functional capacity assessments nationally. This will commence from 1 July 2020 for prospective participants applying to join the Scheme. Further, the NDIA will pay for these assessments so there is no cost to participants and their families/carers.

In addition, the NDIA will provide simple and transparent resources for prospective participants, their representatives, clinicians and others, to give certainty on the types and sources of evidence needed to support an access request.

Community Connectors

On 14 November 2019, Minister Stuart Robert announced the development of a National Community Connector Program (NCCP), which will support individuals with disability from hard to reach communities to access and navigate the National Disability Insurance Scheme.

The NCCP will be rolled out over two years and will build on existing Agency Community Connector programs (Remote Community Connector Program) and other Community Connector type-initiatives undertaken by the NDIA's Partners in the Community and Local Area Coordinators.

The NCCP will focus on supporting targeted communities, such as Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, ageing parents and carers of children with disability, and people experiencing psychosocial disabilities, to navigate the NDIS and get the services they need.

Improvements to assistive technology

From October 2019, a new option for the funding and supply of nominated AT supports between \$1,500 and \$5,000 was introduced. The NDIA recognised that some assistive technology supports are relatively standard. With appropriate advice from an AT assessor, participants can now purchase specific items using the itemised funding within their plan without Agency review.

Review of legislation and rules

In mid-August 2019, Minister Stuart Robert, announced a review of the NDIS legislation and rules, with a focus on improving waiting times and processes for participants. The review, being led by David Tune AO, was completed in December 2019. These recommendations, which were released on 20 January 2020, will inform the development of the NDIS Participant Service Guarantee, which is due to be in place from July 2020.

3. Providers

3.1 Provider maturity

The number of active providers grew by 4% in the quarter. There was continued relatively higher growth in assistive technology providers including vision, hearing and communication, and information equipment providers.

3.2 Specialist Disability Accommodation

In October 2019, the NDIA released three major initiatives to support growth, innovation and sustainability in the Specialist Disability Accommodation (SDA) market. These are the SDA Design Standard, SDA Innovation Plan and Limited Cost Assumptions Review.

These initiatives were developed through consultation with participants, and other key stakeholders, and demonstrate the Agency's commitment to providing certainty and encouraging innovation in the disability housing sector.

3.3 Thin Markets

Supported by the NDIA Board and management, the December 2019 meeting of the Disability Reform Council (DRC) agreed to use a more flexible approach to address market challenges in the NDIS, recognising that a 'one-size-fits-all' approach to delivering the NDIS is not suitable to address market gaps faced by certain geographic locations, particular cohorts or disability support types.

Initial projects will address thin markets in all jurisdictions, including in the Anangu Pitjantjatjara Yankunytjatjara (APY Lands), North Queensland, the Top End, Wentworth and Walgett in New South Wales, Fitzroy Crossing in Western Australia, and Tasmania.

Projects will also address specific needs such as disability support types, which includes deepening the behavioural support market in Victoria and the Australian Capital Territory, and professional groups such as allied health.

3.4 NDIS Pricing

The NDIA will allow providers to claim for the non-labour costs associated with transporting participants to social activities. The Price Guide will provide guidance to participants and providers about the level of reasonable costs.

The NDIS Annual Price Review 2020–21 is now underway⁵.

4. Sustainability

The number of participants, payments to providers and the amount of support committed in plans, reflects the rapid roll-out of the NDIS. \$6.9 billion has been paid by the NDIA for participant supports in the first six months of the year. This compares with \$10.2 billion paid in the whole of the 2018-19 financial year.

The Scheme is projected to continue to grow and to reach about 500,000 participants within the next three to four years, and is forecast to cost 1.2% of GDP.

Plan budgets and support payments made to participants continue to grow by more than expected. In particular, this is driven by support costs for participants in supported independent living which is a material component of Scheme cost. The NDIA is working on consistent and equitable decisions for those seeking access to Supported Independent Living.

5. Information, linkage and capacity building (ILC)

In line with the ILC Investment Strategy on 11 October 2019, 37 grants totalling \$65 million were announced under the National Information Program. This round focused on increasing the accessibility, quality and consistency of information about disability, current services, and support options available to people with disability, carers and families throughout Australia. These grants will be in place for up to three years (2019-20 through to 2021-22).

On 13 December 2019, 105 grants were announced totalling \$106 million for the Individual Capacity Building Program (ICBP) which builds on the extensive evidence base for the use of peer support in building skills for people with disability. It focuses on a national network of organisations run by and for people with disability, their families and carers, becoming the primary delivery mechanism for the delivery of peer support, mentoring and other skills building for people with disability, their families and carers. These grants will also be in place for up to three years (2019-20 through to 2021-22).

6. A disability sector informed by data insights

The NDIA continues to release world-leading disability data to improve market innovation and inform participant outcomes. In December 2019, the NDIA released its third update to the **Data and Insights** pages on the NDIS website. This release included additional deep-dive reports on Aboriginal and Torres Strait Islander participants and Culturally and Linguistically Diverse participants and new data tables and data visualisations. This builds on extensive market and participant outcomes data released in the previous two tranches.

⁵ This review will examine whether the existing pricing framework and other pricing related policies under the NDIS continue to be appropriate, or whether modifications are required.

7. Engagement

The Prime Minister and Minister Stuart Robert, continued to host roundtables across Australia meeting with participants, carers, sector stakeholders and providers.

On 28 November 2019, the NDIA hosted a webinar focussed on Plan Utilisation for NDIS Participants, titled “How to get the most out of your NDIS plan”. The one hour long webinar was watched by 1,121 people.

The NDIA is committed to nationally consistent delivery of accurate information regarding the Disability Reform Council policies. The NDIA has delivered over 60 information sessions to local and regional mainstream health and justice interface staff in every state and territory with a focus on the roles and functions of new Health and Justice Liaison officers.

8. Training

The NDIA continues to build the capability of staff and partners to ensure experience and expertise to support a better life for participants, their families and carers. This investment included 283 new planners and Local Area Coordinators participating in the New Starter Induction program during the second quarter.

In addition, the NDIA has collaborated with the Disability Advocacy Network of Australia (DANA) to raise disability awareness amongst staff and help improve the participant experience. Through DANA, the NDIA worked with groups such as Australian Autism Alliance, Prader-Willi Syndrome Australia and Down Syndrome Australia to build knowledge and real life stories. As a result of this project, the Agency has produced 12 videos and snapshots on specific disabilities, an eLearning module for staff, and a half day workshop.

Further, the Agency has continued its development of training programs designed to improve planner awareness and understanding, especially in remote hard to reach participant areas. The NDIA is progressively rolling out training programs focused on disability and cultural awareness to improve the service experience for Aboriginal and Torres Strait Islander peoples, LGBTIQ+, and Culturally and Linguistically Diverse people.

There continues to be high engagement with the NDIA Just Brilliant Leadership Series. In quarter two, an additional 134 (588 in total) staff commenced the Learning to Lead program (aimed at entry level team leaders), together with a further 112 (317 in total) commencing the Leadership Excellence program (aimed at senior level leaders). Average satisfaction rating across the leadership programs is 98 per cent. A strategic leadership program for the SES cohort is expected to be launched in the third quarter.

9. New CEO and Board appointments

This quarter also saw the commencement of a new CEO, Mr Martin Hoffman, to lead the Agency. Martin started on 4 November 2019.

Dr Helen Nugent AO will continue for a second term as Chair of the NDIA Board, from 1 January 2020 to 31 December 2021.

Mr Paul O'Sullivan, Ms Robyn Kruk AO, Mr John Langoulant AO, Ms Estelle Pearson, Ms Sandra Birkenleigh, Mr James Minto, Mr Glenn Keys AO and Mr John Walsh AM were also reappointed for further terms.

Professor Jane Burns, currently Mental Health and Wellbeing Innovator at Bupa and Professor of Innovation and Chair of the Centre for Mental Health at Swinburne University, has also been appointed to the NDIA Board.

Andrea Staines OAM and Dr Martin Lavery will depart the Board at the conclusion of their current terms. We thank them for their significant contributions.

Introduction

This report is a summary of the performance and operations of the National Disability Insurance Agency (NDIA) for the 3 months from 1 October 2019 to 31 December 2019, as required by Section 174 of the NDIS Act 2013.

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 (Appendices F–M). Also included in the appendices are:

- A list of key definitions of the terms used in this report (Appendix A)
- A comparison of key metrics across each State and Territory (Appendix N)
- The number of active participants in each region, including the number of active participants in each region receiving core, capacity building and capital supports (Appendix O)
- The number of active participants in each region receiving Special Disability Accommodation and Supported Independent Living, along with data on the number and types of dwellings in each region (Appendix P)
- A comparison of utilisation by region (Appendix Q)
- Waiting times for access decisions and plan approvals by State/Territory (Appendix R)



Hannah

sews up Noosa fashion scene

Hailing from the beach paradise of Noosa Heads on Queensland's Sunshine Coast is Hannah Goes Retro, a fashion start-up which is beginning to make waves of its own.

The creative force behind this micro label is Hannah Parkes, 25, a Noosa local who has translated her love of fashion and all things colourful into a growing online business.

Building her brand has been far from easy for Hannah who has an intellectual disability. But with support from her family and now the National Disability Insurance Scheme (NDIS), Hannah is determined to build a career in fashion.

Hannah's mum Jo describes her daughter as "brave and courageous".

"She's had a lot of medical issues over the years, including epilepsy, but she made it through Year 12, got her P's and has worked at McDonalds

since she was in high school," Jo says. "We're very proud of her."

Earlier this year Hannah joined the NDIS and made building her business one of the key goals in her first plan. Jo was able to use Hannah's NDIS funding to employ Paula, a qualified seamstress, as a personal support.

"Hannah has great vision and design skills," Paula says. "I support her with selecting fabrics, working out a plan for what she wants to create, then help with the cutting and sewing.

"Mainly we make the things that Hannah likes – headbands, fluffy clutch bags, micro skirts, beach dresses, cushion covers.

Hannah already has designs on the future. "We've got a plan to move in on the men," Paula says. "Look out for our Versari suits – safari suits with a dash of Versace!"

Part One: Participants and their plans

Almost 340,000 participants are receiving supports from the NDIS, with just under 2,700 children receiving initial supports in the Early Childhood Early Intervention (ECEI) gateway.

1.1 Number of participants in the Scheme

At 31 December 2019, the NDIS was available in all areas of Australia⁶, with almost 340,000 participants receiving supports.

At 31 December 2019, 338,982 participants had approved plans. This represents a 9% increase from last quarter (an additional 28,225 participants).⁷

Importantly, the Scheme is supporting both people from existing State/Territory and Commonwealth systems and individuals who have not previously received support. Of the 338,982 participants currently supported by the Scheme, 204,527 previously received support from existing State/Territory or Commonwealth programs and 134,455 are now receiving support for the first time. This is 40% of participants with approved plans.

Figure 1: Active participants with approved plans and percentage increase over time

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 YTD
Active participants	7,285	17,155	29,719	89,610	172,333	286,015 ⁸	338,982
Yearly increase		9,870	12,564	59,891	82,714	113,682	52,968
% increase in active participants		35%	73%	202%	92%	66%	19%

⁶ With the exception of the Coco Islands and Christmas Island which will phase in from 1 July 2020.

⁷ 9,467 participants with approved plans had exited the Scheme as at 31 December 2019.

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

1.2 Children in the ECEI gateway

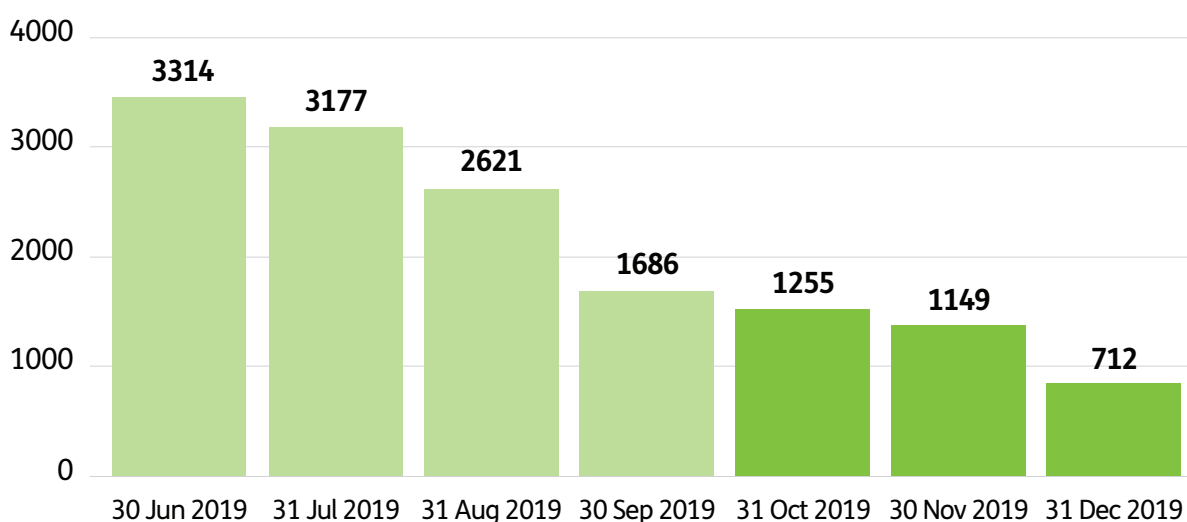
In line with last quarter, just over one third of participants joining the Scheme this quarter were aged 0-6 years old. Since 1 July 2019, 19,636 participants aged 0-6 have joined the Scheme.

Of the 28,225 additional participants with an approved plan this quarter, 9,753 were children aged 0-6 years (35%). This is reflective of the significant continued effort being made by the NDIA and its partners to reduce the number of children who were waiting for supports.

The number of children waiting more than 50 days for a plan has reduced from 1,686 to 712⁹ over the quarter. At the beginning of July 2019, 3,314 children were waiting for more than 50 days. During the same period the average waiting times for children with a first plan in progress reduced from 54 to 44 days. While there is still more work to be done, this is a significant reduction when compared to 104 days at the beginning of July 2019.

At 31 December 2019, there were 51,345 children aged 0-6 years with an approved plan.

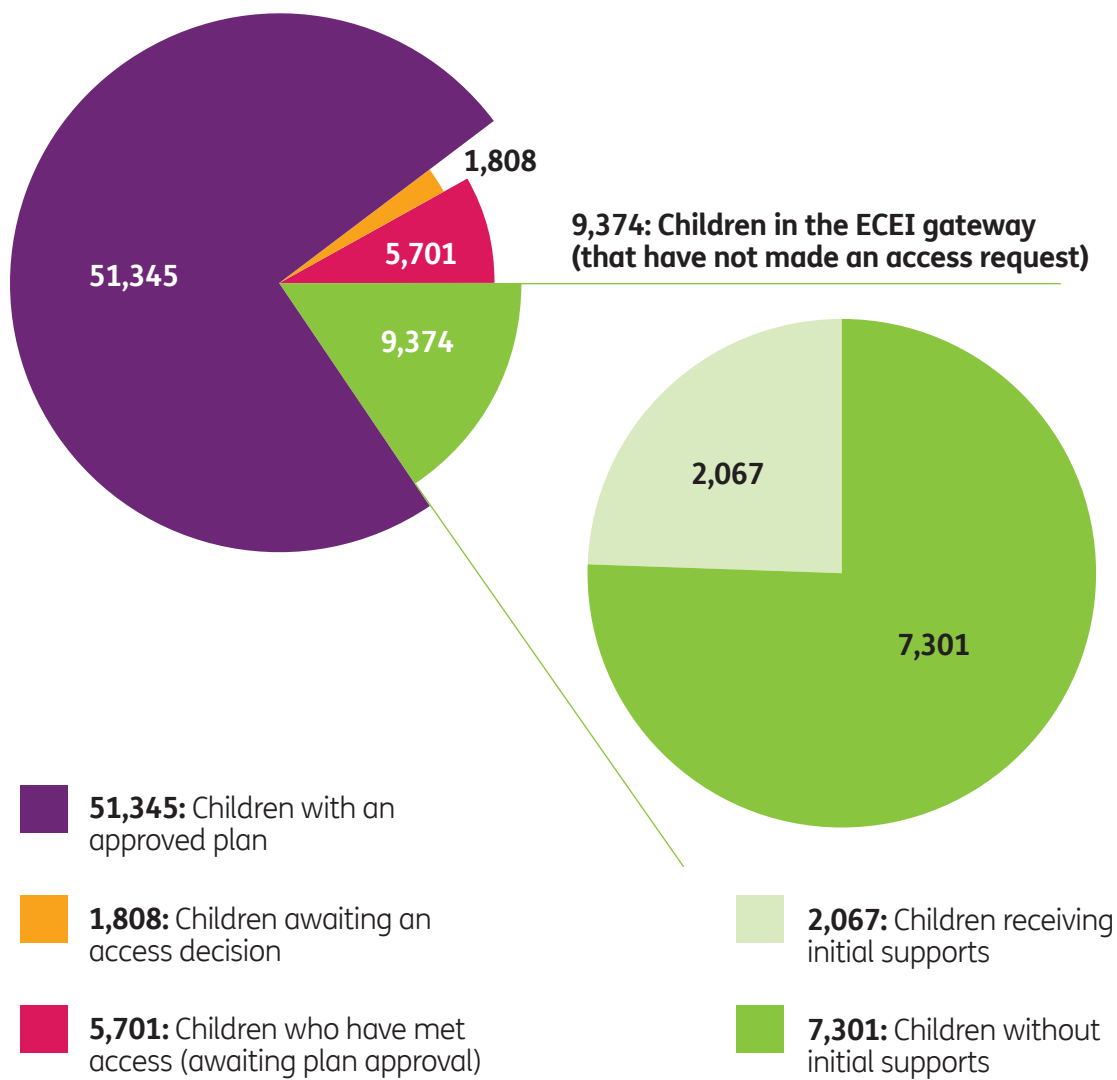
Figure 2: Number of children aged 0-6 years waiting more than 50 days for a plan



- **5,701** children had met the access criteria and were waiting for an approved plan
- **1,808** were awaiting an access decision from the Agency (of which 611 (34%) were receiving initial supports in the ECEI gateway).
- **9,374** children were in the ECEI gateway (of which 2,067 (22%) had already commenced receiving initial supports). Not all children in the gateway will need to make an access request to the NDIA because some will receive support in the gateway, along with support from mainstream and community services.

⁹ There were 712 children who had been waiting greater than 50 days for their final plan as at 31 December 2019. Over 600 of these participants were in the final stages of their full planning approval process and either already had a planning appointment conducted and were awaiting approval of their plan or had a planning appointment booked in the new year.

Figure 3: Children in the NDIS



1.3 Operational progress

106% of the operational targets for first plans and plans reviews have been achieved in the first half of the financial year.

83% of the Scheme to date bilateral estimate for plan approvals have been met.¹⁰

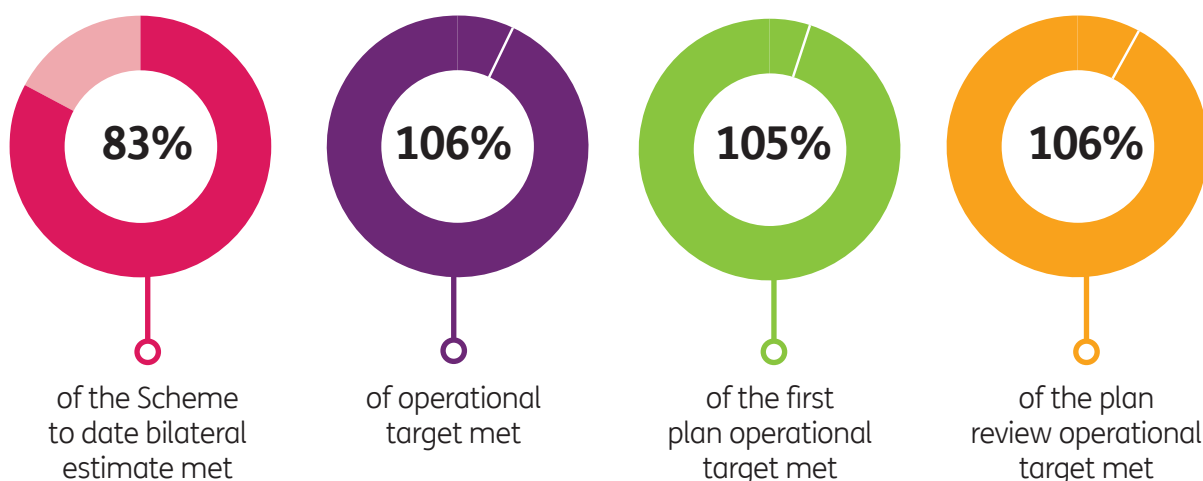
Operational targets for plan approvals and reviews are set at the beginning of each quarter by considering the number of actionable records on hand. Actionable records relate to those individuals who could be contacted and who met the access requirements.

First plan operational targets are set at the beginning of each quarter by considering the number of actionable records on hand at the start of the quarter. Actionable records relate to those people who could be contacted and who met the access requirements. In the first half of 2019-20, 54,958 first plans were approved which is 105% of the operational target of 52,158 for first plans.

The NDIA achieved 106% of its operational target for the number of plan reviews in the first half of 2019-20. 140,021 plan reviews were conducted in the first half of 2019-20 which is 108% of the operational target of 131,712.

The combined progress towards first plans and plan review targets in the first half of 2019-20 is 106%.

Figure 4: Progress against bilateral estimates and operational targets.



¹⁰ With the exception of WA and NT, there are no bilateral estimates for 2019-20. Therefore, the scheme to date bilateral estimates for WA and NT in the appendices of this report are as at 31 December 2019, and for all other States/Territories are unchanged from 30 June 2019.

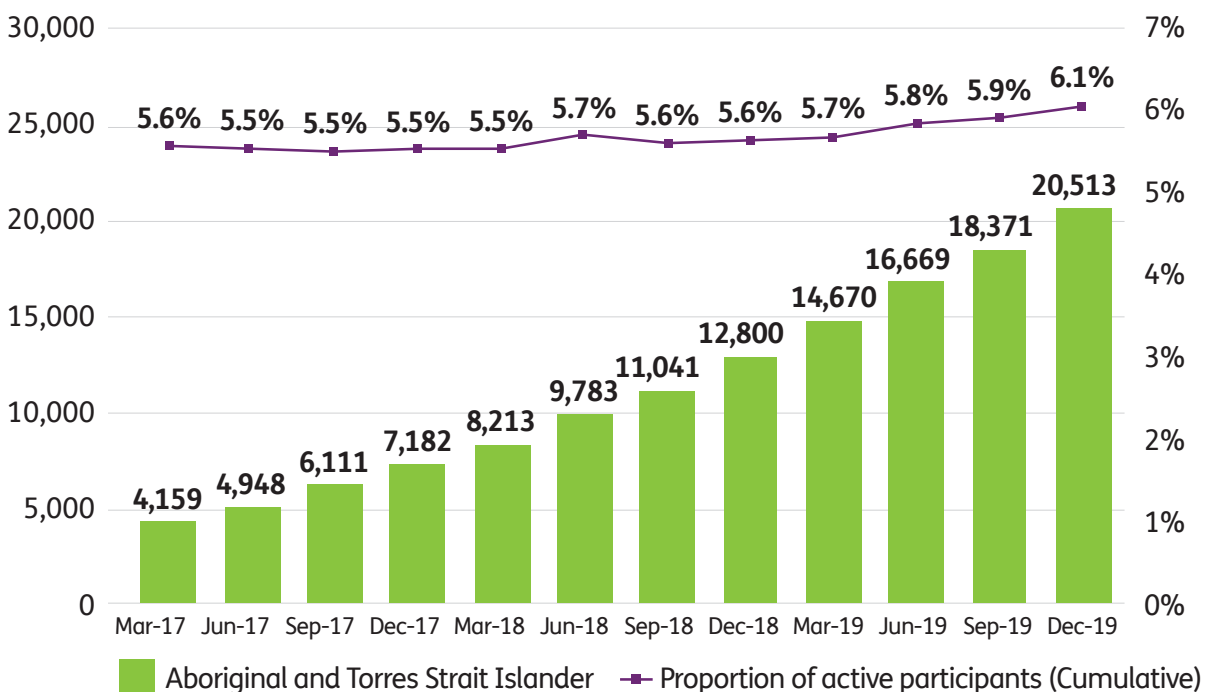
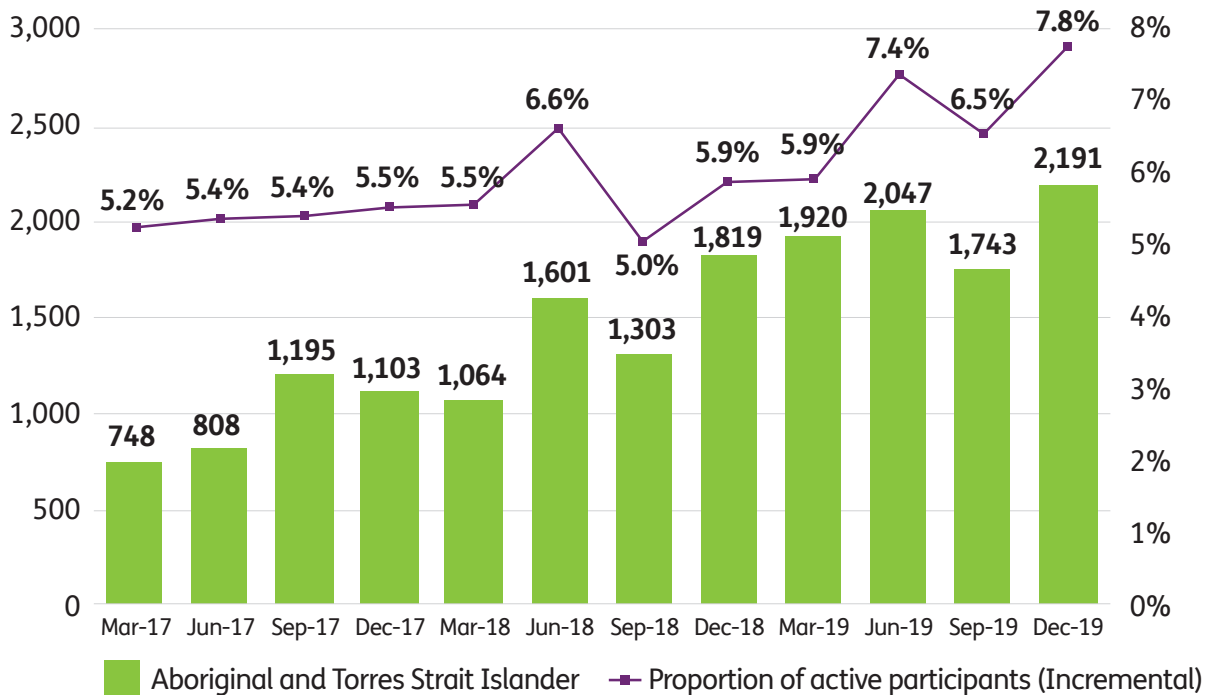
1.4 Participant characteristics

The recent trend of higher proportions of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) Scheme new entrants continues.

Of the 28,225 participants entering, there was increased diversity through higher numbers of:

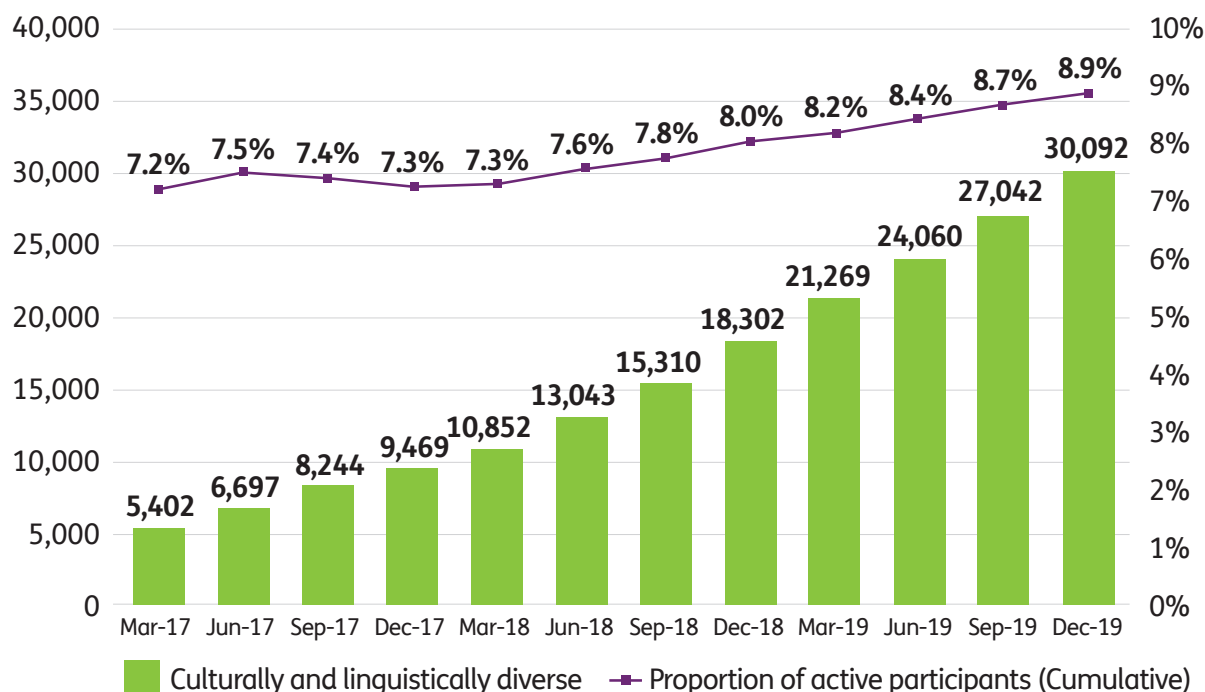
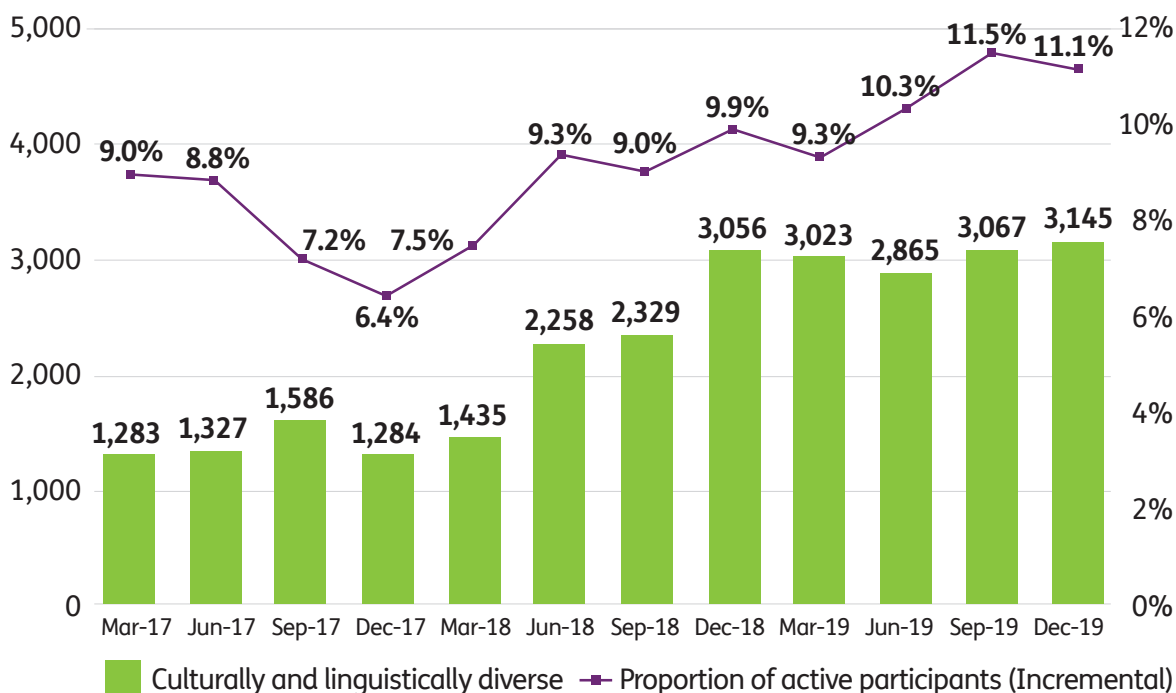
- **Aboriginal and/or Torres Strait Islanders: 7.8%** of participants who received a plan in the quarter, compared with **5.9%** in previous quarters combined.
- **Culturally and Linguistically Diverse (CALD): 11.1%** of participants who received a plan in the quarter, compared with **8.7%** in previous quarters combined.
- The number of Scheme participants in **remote and very remote** areas this quarter increased to **1.6%** of new entrants, compared with **1.4%** in previous quarters combined.

Figure 5: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)¹¹



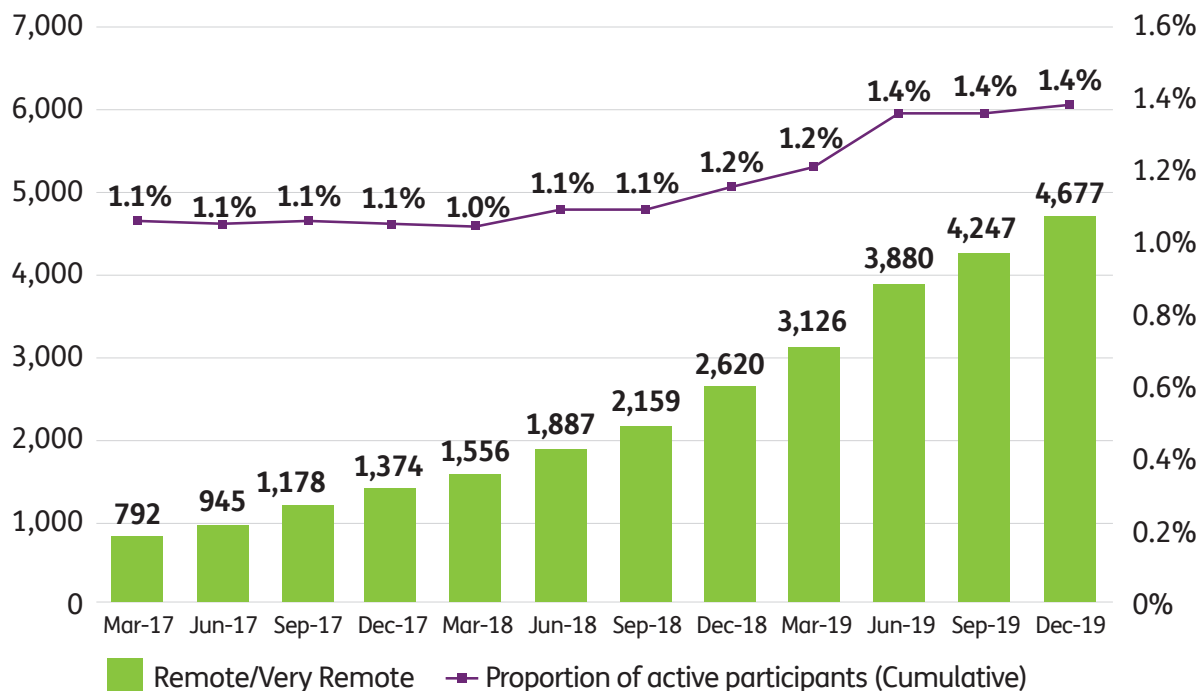
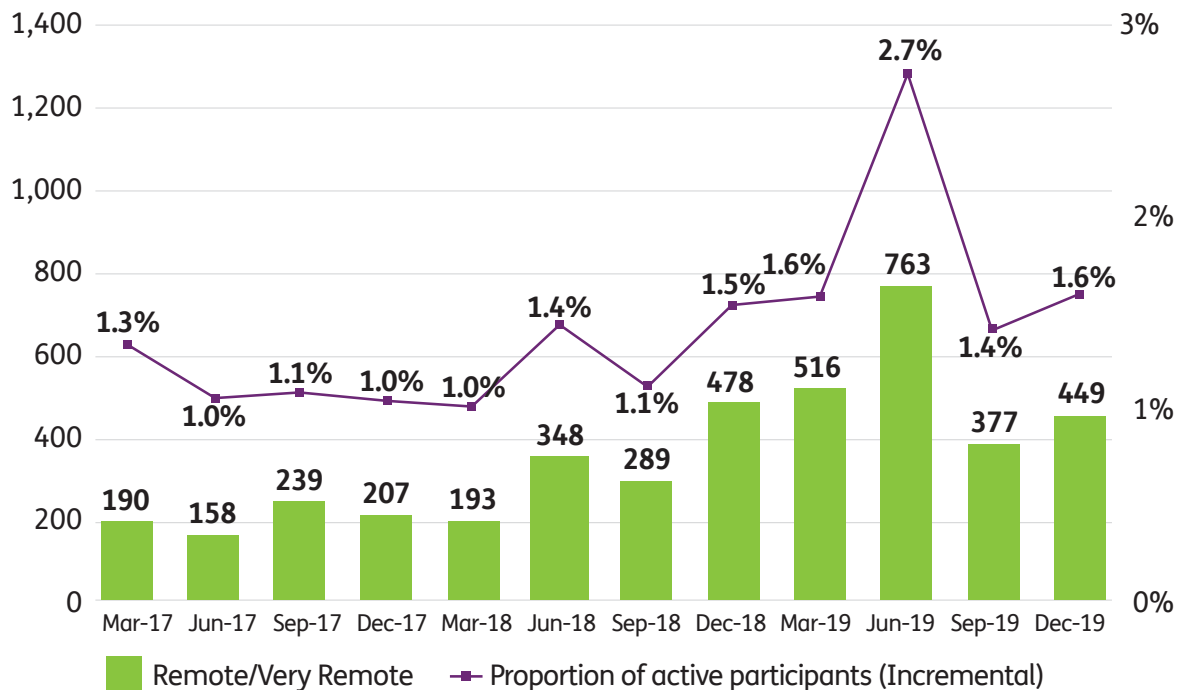
¹¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Figure 6: Number and proportion of culturally and linguistically diverse participants over time incrementally (top) and cumulatively (bottom)¹²



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: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)¹³



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.

Age and disability

The breakdown of participants by **age** and **disability** this quarter indicates:

- Higher proportion of children **aged 0-6 years** entered the Scheme (**35%** this quarter and **37%** last quarter). This compares with **12%** in the previous quarters through to 30 June 2019.
- Consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme this quarter (**15.0%** this quarter compared with **5.1%** in previous quarters).
- **Psychosocial disability: 10.5%** of participants who received a plan in the quarter, compared to **9.0%** in the previous quarters combined.
- A higher proportion of participants with **Hearing Impairment** also entered the Scheme this quarter (**8.6%** this quarter compared with **4.1%** in previous quarters).

Gender

As at 31 December 2019, 62% of NDIS participants were male and 37% were female.¹⁴ This difference is driven by:

- **Autism:** there are over **3.2 times** the number of male participants with autism compared with females. This is significant because 32% of Scheme participants have a primary disability of autism. The higher prevalence of autism in males compared with females is consistent with studies on Autism prevalence.¹⁵
- **Developmental delay:** there are over **2.5 times** the number of male participants with developmental delay compared with females.
- **Intellectual disability:** there are more male participants with intellectual disability relative to female participants, with **1.3 times** the number of male participants compared with females. Some of this difference is driven by participants having both autism and intellectual disability, noting that autism is higher for males than females. This is also significant because 20% of Scheme participants have an intellectual disability as their primary disability.
- Whilst the number of participants are proportionally smaller as a percentage of total Scheme participants, males are also over-represented in the **acquired brain injury** and **spinal cord injury** categories. This is consistent with accident compensation schemes where rates of injury are higher in males compared with females.

¹⁴ 1% of participants had an indeterminate gender, which includes those where gender is not recorded.

¹⁵ For example, the Center for Disease Control and Prevention (CDC) in the USA found that in 2014, boys were 4 times more likely than girls to be diagnosed with autism - <https://www.cdc.gov/mmwr/volumes/67/ss/ss6706a1.htm>

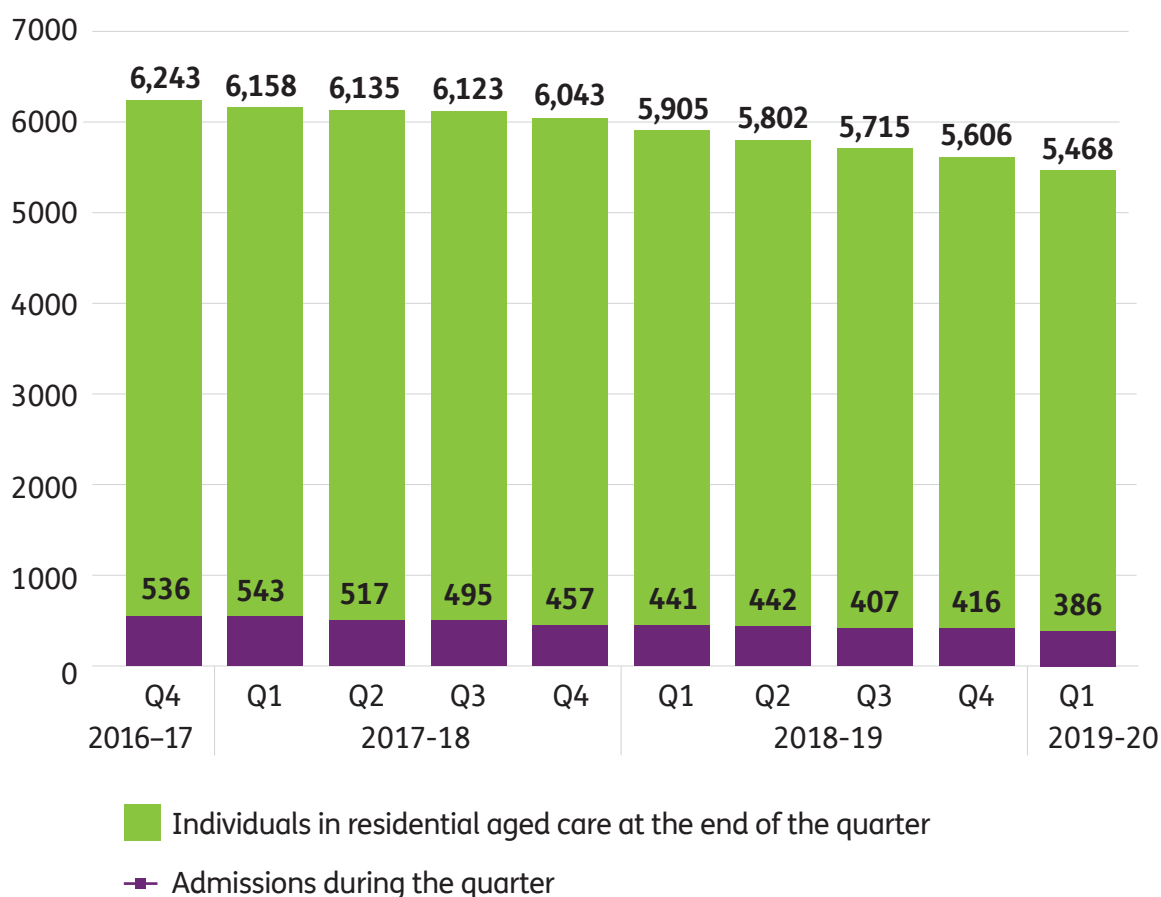
Younger People in Residential Aged Care

On 14 November 2019, Minister Stuart Robert announced in his plan to improve the NDIS a commitment to improve long term outcomes for participants, their families and carers.

The number of people in residential aged care under the age of 65 years has decreased in recent quarters from 6,243 at 30 June 2017 to 5,468 at 30 September 2019 (a 13% decrease).

Also, less people under the age of 65 years are entering residential aged care - 536 people under the age of 65 years entered in the June 2017 quarter, compared with 386 in the September 2019 quarter (a 39% decrease).

Figure 8: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter¹⁶



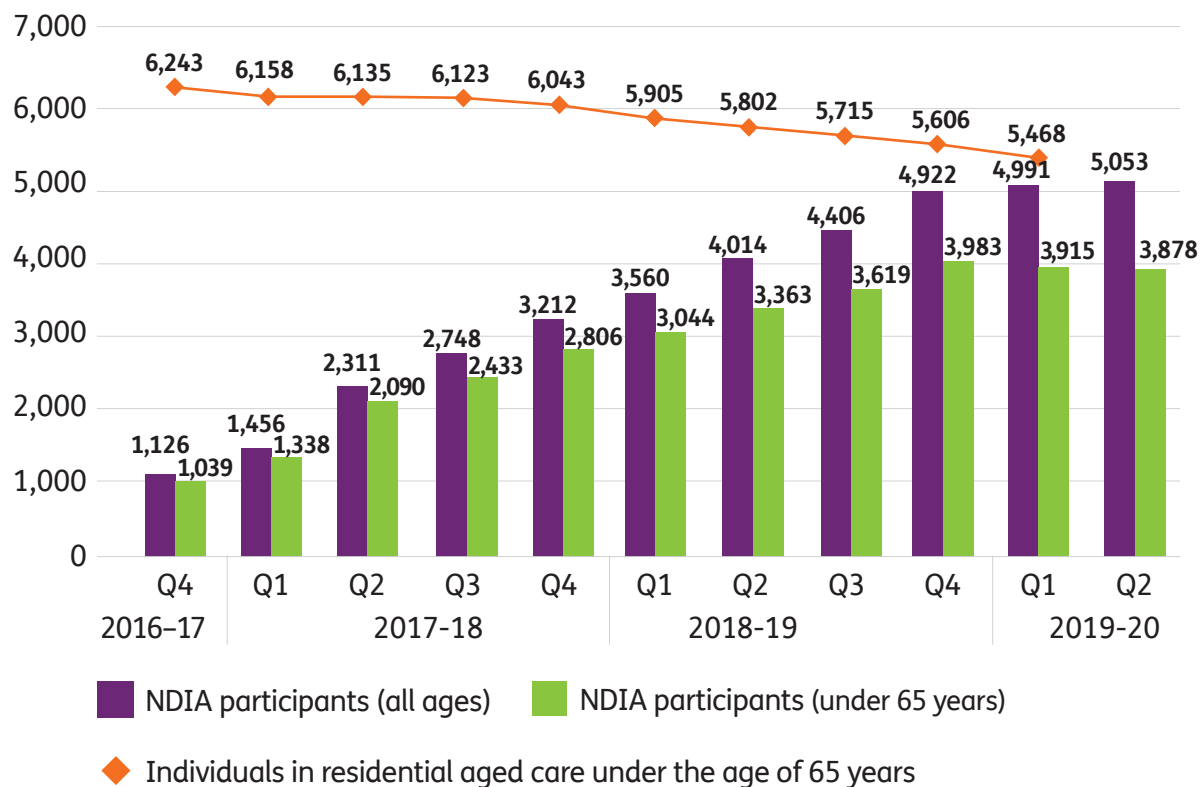
¹⁶ Data is from Department of Health.

There are 3,878 participants in residential aged care with an approved plan at 31 December 2019 aged under 65 years, and there are a further 1,175 participants in residential aged care with an approved plan over 65 years (resulting in 5,053 participants overall in residential aged care). Of the 5,053 participants in residential aged care, 166 are aged under 45 years (3.3%).

Further, of the total number of young people in residential aged care, 72% had an NDIS approved plan at 31 December 2019, compared with 17% at 30 June 2017.

The NDIA is committed to reducing the number of people in residential aged care. A new strategy to support the Commonwealth's revised Younger People in Residential Aged Care Action Plan targets is expected to be finalised by the end of March 2020 (the Strategy). The Joint Agency Taskforce was established on 25 November 2019 between the Department of Social Services, the Department of Health, and the NDIA to develop the Strategy for meeting the new Action Plan targets, and met for the first time on 16 January 2020.

Figure 9: Number of NDIA participants in residential aged care (all ages and under 65), and total number of individuals under age 65 in residential aged care



1.5 Self Management

Participants choosing to self-manage, or appoint 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 partly) has increased over the last two years, from 20% of plans approved in the quarter to December 2017 to 30% of plans approved in the quarter to December 2019, and the proportion of participants that have a plan manager has also increased from 16% to 42%.

Figure 10: Plan management type and month of entry

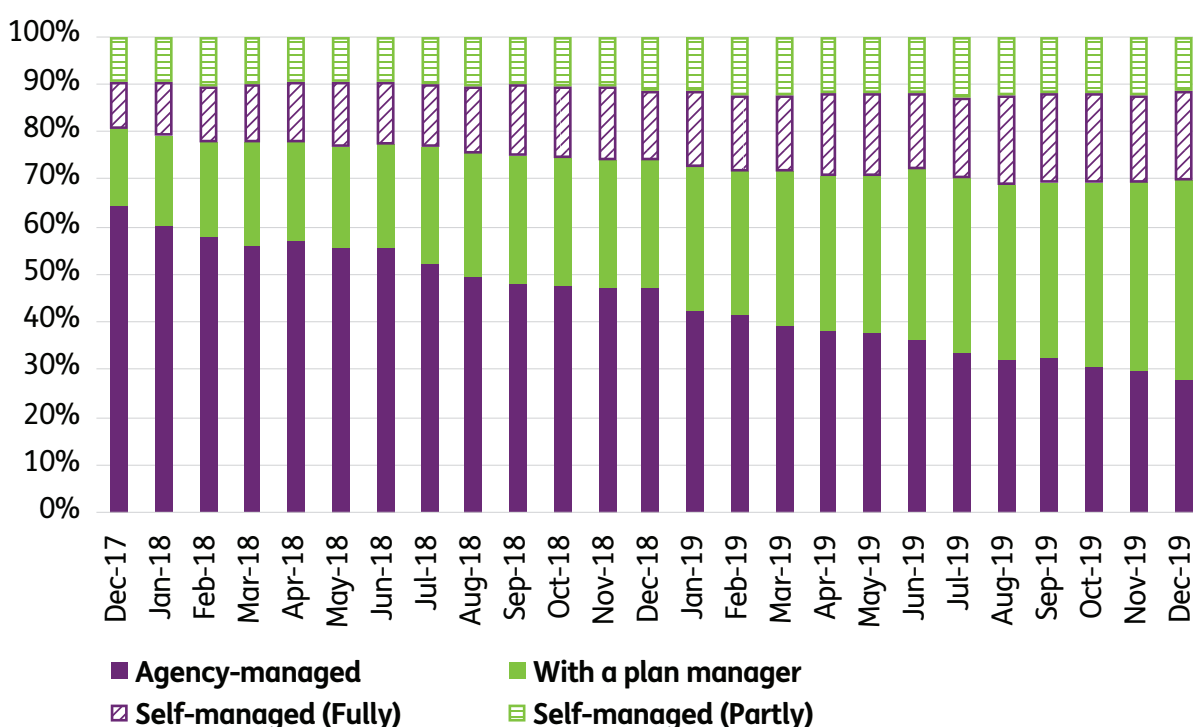
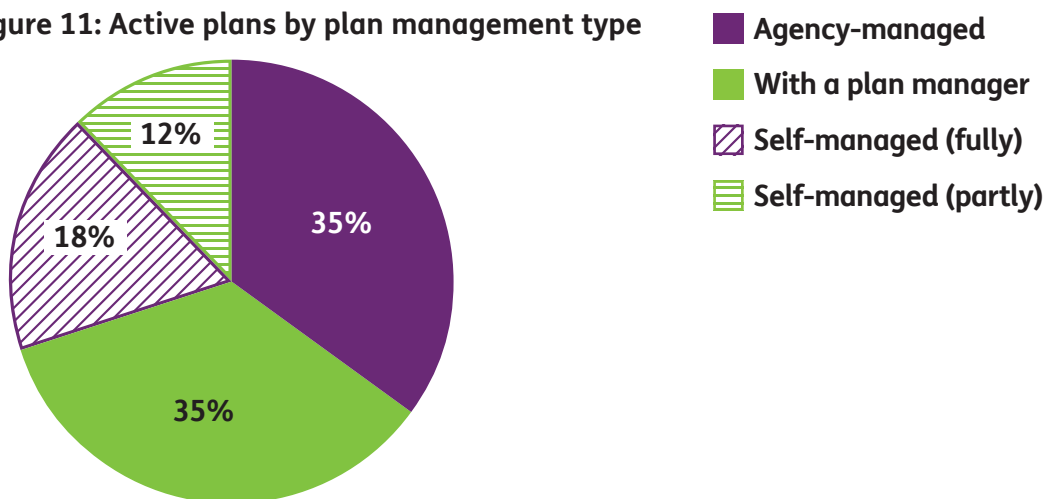


Figure 11: Active plans by plan management type



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 32% of participants aged 0-14 being self-managed compared with 7% for 25 years and over.

Partial self-management is fairly consistent across age bands (averaging 12%) 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 43%), compared to younger participants (approximately 25% for participants aged 0-14 years).

Figure 12: Self-management – by age

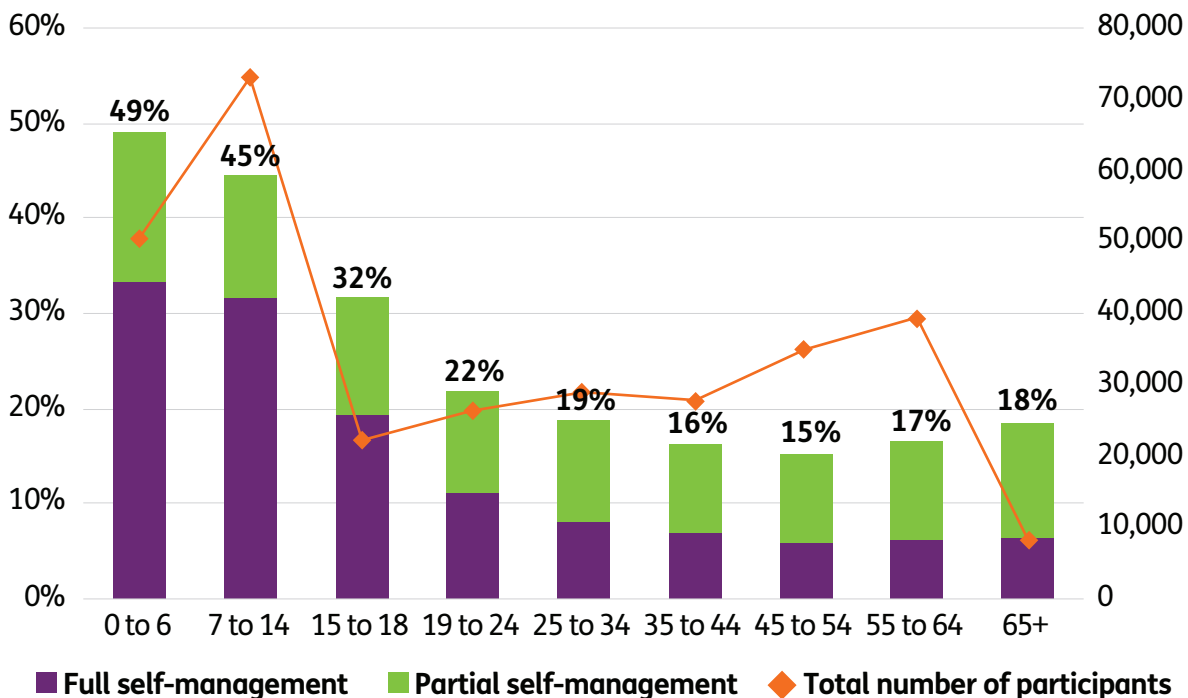
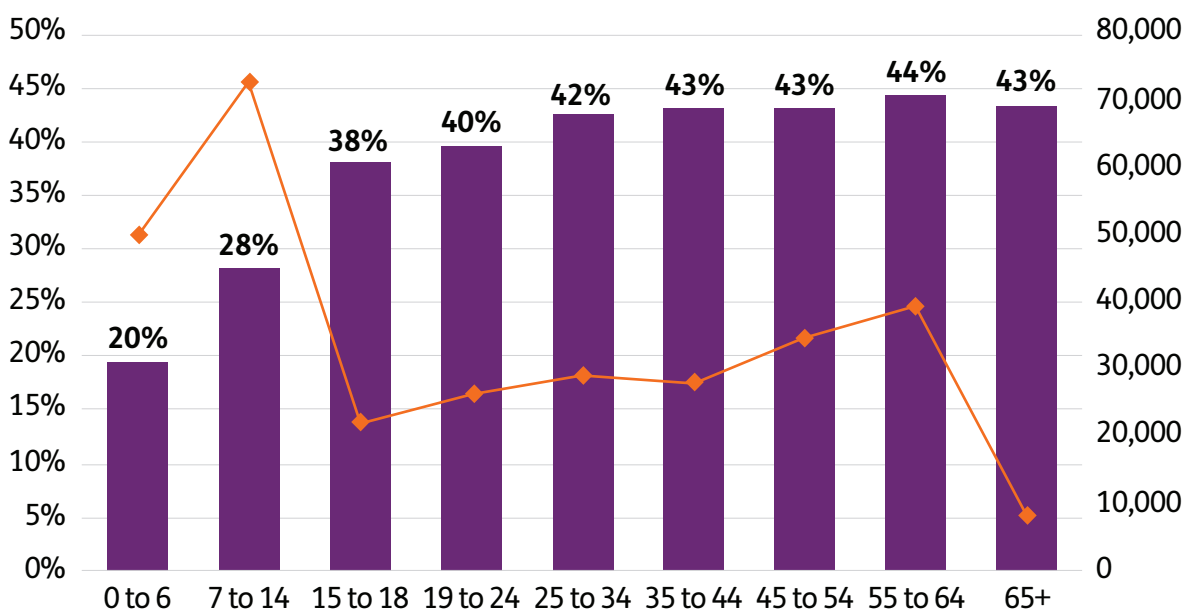


Figure 13: Participants with a plan manager – by age

Rates of self-management also differ by disability, with the higher rates of self-management for participants with a hearing impairment (49%), autism (42%) and spinal cord injury (41%). The lowest rates of self-managed are for participants with psychosocial disability (5%), acquired brain injury (13%), and intellectual disability (17%).

Conversely, participants with psychosocial disability (51%), stroke (49%) and acquired brain injury (47%) are more likely to opt for a plan manager than participants with other disabilities. Participants with multiple sclerosis (46%) and other neurological disability (46%) are also more likely to opt for a plan manager. Plan managers are least common for participants with other sensory/speech disabilities (19%), developmental delay (21%) and global developmental delay (22%).

Figure 14: Self-management – by disability

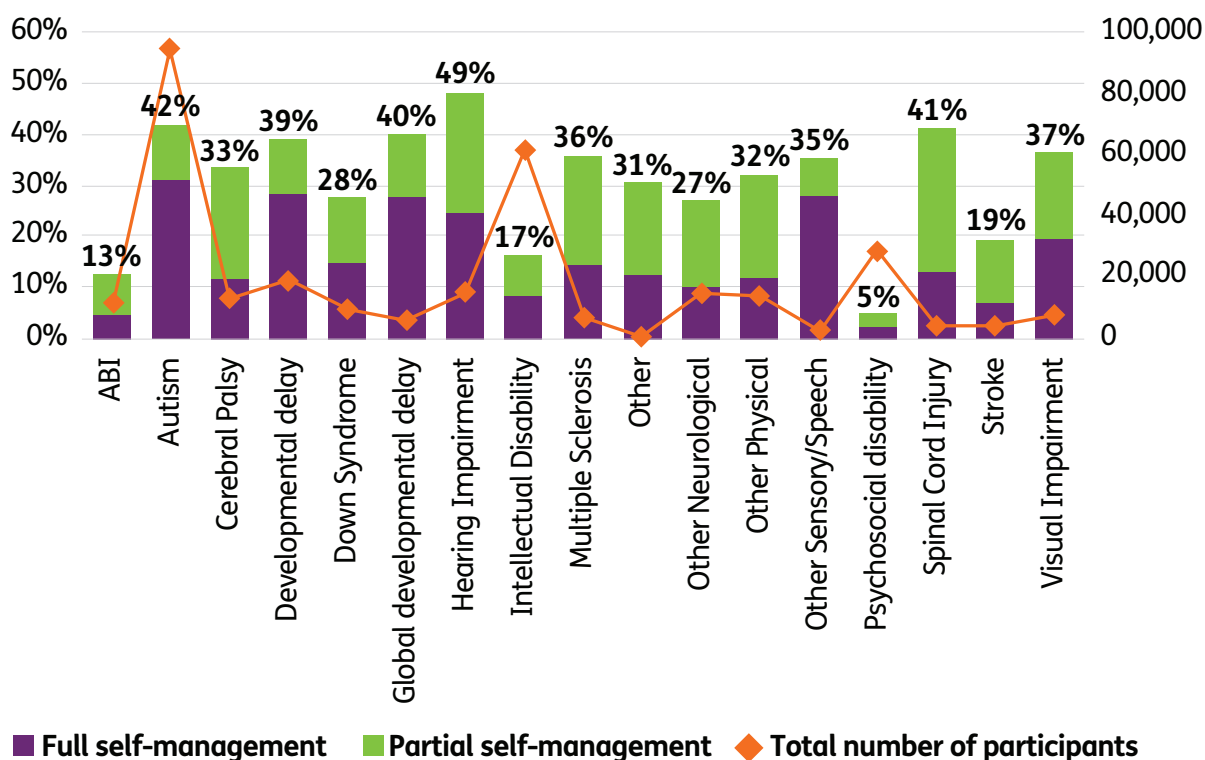
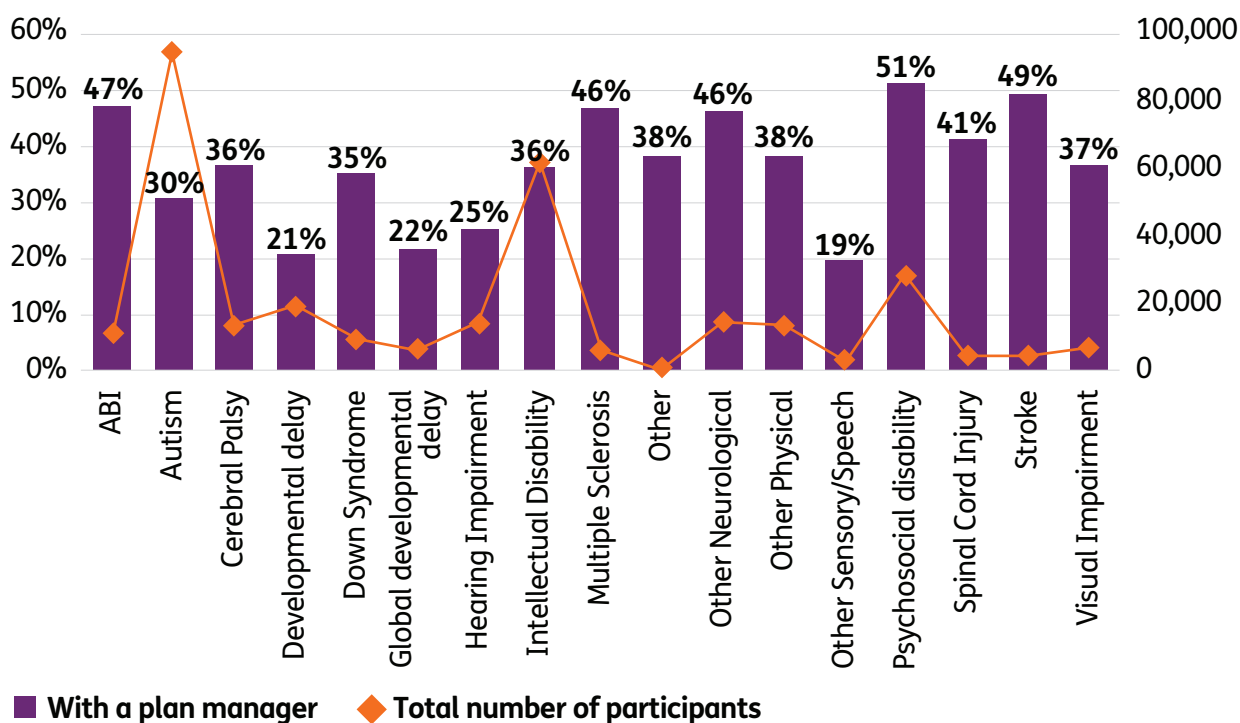


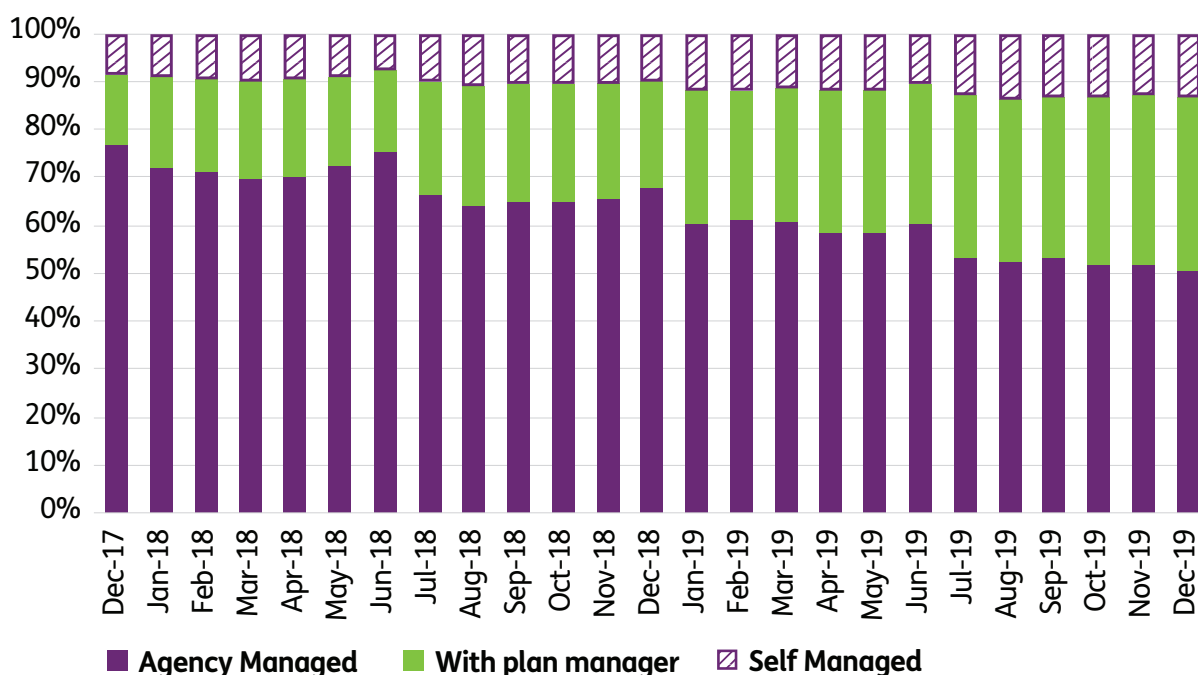
Figure 15: Participants with a plan manager – by disability



In addition to the increase in participants self-managing or using a plan manager, the proportion of plan budgets that are self-managed or with a plan manager has also increased:

- The proportion of plan budgets that are self-managed has increased from 9% in the December 2017 quarter to 13% in the December 2019 quarter.
- The proportion of plan budgets where the participant has a plan manager, has increased significantly from 15% in the December 2017 quarter to 36% in the December 2019 quarter.

Figure 16: Plan budgets – by plan management type and month of entry





Stefan

is riding a wave of success

Stefan Noto is a young man on a mission. At 25, he doesn't waste a waking moment.

When he's not working as a draftsman and estimator, Stefan is on the water wakeboarding, driving his new speedboat, or at the shooting range, training for the Australian Para Clay Target team.

Stefan, who was born with cerebral palsy and has had more surgeries than he can remember, recently qualified for the team, becoming the only South Australian to compete in shotgun class at a national level.

"One of my goals is to head international and compete overseas and I hope to reach my benchmark soon," he said. "Even though you are competing against other shooters, really you're competing against yourself, and I do like that. I like to push myself harder."

"The NDIS helped with setting up these goals, by planning and connecting me with providers, who say, right, you want to achieve this, what steps do we need to take for you to achieve this goal?" said Stefan, of Angle Vale.

"From my very first plan, I've used it really well and it's been a godsend. My life improved with NDIS."

His growing list of achievements includes joining the board of NDIS provider, Community Bridging Services, and drawing up the plans for his own home.

Participant outcomes continue to improve the longer participants are in the Scheme.

2.1 Participation in work and community and social activities

Community and social participation improvements continue and there are small increases in participation in work, the longer a participant is in the Scheme.

The [NDIS 2019-2023 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 in work and the number of participants involved in community and social activities, with initial results collected as participants enter the Scheme.

Participation in community and social activities

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 have now been in the Scheme for three years – and for this group of participants, community and social participation has continued to increase over the three year period. There was a:

- **Thirteen** percentage increase from **31%** to **44%** for participants aged 15–24 years.
- **Fourteen** percentage increase from **36%** to **50%** for participants aged 25+ years.
- **Fourteen** percentage increase from **35%** to **49%** for participants aged 15+ years

Similar trends are evident for those who entered the Scheme between 1 January 2017 and 31 December 2017, and have been in the Scheme for two years. For this group of participants there was a:

- **Thirteen** percentage increase from **31%** to **44%** for participants aged 15–24 years.
- **Eleven** percentage increase from **36%** to **47%** for participants aged 25+ years.
- **Eleven** percentage increase from **35%** to **46%** for participants aged 15+ years

Figure 17: Participants who have been in the Scheme for at least 3 years, that is, participants who entered between 1 July 2016 and 31 December 2016

Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019–20 Target
Aged 15 to 24 years	31%	34%	42%	44%	47%
Aged 25+	36%	40%	47%	50%	
Aged 15+ (average)	35%	38%	46%	49%	

Figure 18: Participants who have been in the Scheme for at least 2 years, that is, participants who entered between 1 January 2017 and 31 December 2017

Participants in community and social activities	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	31%	40%	44%	47%
Aged 25+	36%	43%	47%	
Aged 15+ (average)	35%	42%	46%	

Participation in work

The rate of participation in work for those in the Scheme continues to be stable. However, for those who have been in the Scheme for at least three years there have been some marginal increases in employment.

For participants who entered the Scheme between 1 July 2016 and 31 December 2016 and have been in the Scheme for three years, there was a:

- **Eleven** percentage increase from **13%** to **24%** for participants aged 15–24 years.
- **Two** percentage decrease from **23%** to **21%** for participants aged 25+ years.
- **Two** percentage increase from **20%** to **22%** for participants aged 15+ years.

For participants who entered the Scheme between 1 January 2017 and 31 December 2017 and have been in the Scheme for two years, there was a:

- **Seven** percentage increase from **16%** to **23%** for participants aged 15-24 years.
- **One** percentage decrease from **28%** to **27%** for participants aged 25+ years.
- **One** percentage increase from **25%** to **26%** for participants aged 15+ years.

Figure 19: Participants who have been in the Scheme for at least 3 years, that is, participants who entered between 1 July 2016 and 31 December 2016

Participants in work	Baseline	Review 1	Review 2	Review 3	2019–20 Target
Aged 15 to 24 years	13%	17%	20%	24%	24%
Aged 25+	23%	23%	20%	21%	
Aged 15+ (average)	20%	21%	20%	22%	

Figure 20: Participants who have been in the Scheme for at least 2 years, that is, participants who entered between 1 January 2017 and 31 December 2017

Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	16%	19%	23%	24%
Aged 25+	28%	27%	27%	
Aged 15+ (average)	25%	26%	26%	

Employment Taskforce

In November 2019, the NDIA released the NDIS Participant Employment Strategy (the Strategy), which sets out the NDIA's vision, commitment, and action plan for supporting NDIS participants to find and maintain meaningful employment over the next three years. This will guide the NDIA toward achieving the goal of having 30 per cent of working age participants in paid work by 2023.

The Strategy will be delivered through five focus areas:

- Participant employment goals and aspirations in NDIS plans
- Participant choice and control over pathways to employment
- Market developments that improve the path to paid work and support the career development of NDIS participants
- The confidence of employers to employ NDIS participants
- NDIA leading by example as a government employer

The release of the new supported employment pricing framework in October 2019 reflects the NDIA's strong commitment to boost employment opportunities for NDIS participants. The NDIA will continue to work closely with participants and the Australian Disability Enterprise (ADE) sector to support the transition to the new pricing structure from 1 July 2020.

The NDIA has also joined the working group of the Australian Public Service Commission (APSC) to support the Australian Public Service (APS) to achieve its target of 7 per cent of its employees identifying as having a disability. 11.2% of NDIA employees have a disability, as at 31 December 2019, and in the June 2019 APS Census, 16% of respondents identified as having ongoing disability. The NDIA aims to ensure NDIS participants are represented in the overall target of 7 per cent across the APS.

2.2 Analysis of participant outcomes

The longer participants are in the Scheme, the more they report the NDIS has helped.

Participants who entered the Scheme since 1 July 2016 were asked ‘Has the NDIS helped?’ after one, two and three years in Scheme, allowing the NDIA to gain valuable longitudinal insights.

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

From transition to 31 December 2019, for participants that have been in the Scheme for three years¹⁷, the following outcomes have been recorded:

For children aged 0 to before starting school:

- **96%** of parents and carers thought the NDIS improved their child’s development, compared to **96%** in their second year and **92%** in their first year.
- **96%** felt the NDIS improved their child’s access to specialist services, compared to **92%** in their second year and **90%** in their first year.

For children starting school to 14 years:

- **68%** of parents and carers felt their child had become more independent as a result of the NDIS in their third year of participation, compared to **64%** in their second year and **56%** in their first year.
- **54%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends in their third year of participation, compared with **49%** in their second year and **45%** in their first year.

For young adults aged 15 to 24 years:

- **66%** of participants felt the NDIS had helped them have more choice and control over their life, compared to **65%** in their second year and **61%** in their first year.
- **69%** of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to **66%** in their second year and **60%** in their first year.

For adults aged 25 and over:

- **78%** of participants believed the NDIS helped them have more choice and more control over their lives in the third year of participation in the NDIS, compared to **74%** in their second year and **69%** in their first year.
- **85%** of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to **80%** in their second year and **72%** in their first year.

¹⁷ That is, participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have been in the Scheme for at least three years.

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

From transition to 31 December 2019, participants that have been in the Scheme for two years¹⁸ also reported the following positive outcomes:

For children aged 0 to before starting school:

- **95%** of parents and carers thought the NDIS improved their child's development, compared to **91%** in their first year.
- **87%** 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:

- **64%** of parents and carers felt their child had become more independent as a result of the NDIS in their second year of participation, compared to **54%** in their first year.
- **49%** of parents and carers felt the NDIS had improved their child's relationship with family and friends in their second year of participation, compared with **43%** in their first year.

For young adults aged 15 to 24 years:

- **64%** of participants felt the NDIS had helped them have more choice and control in their life, compared to **58%** in their first year.
- **65%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **57%** 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 **65%** in their first year.
- **79%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **69%** in their first year.

Whilst the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after three years in the Scheme, only 15% of participants aged 15 to 24 agreed that being in the NDIS had helped them find a suitable job, compared to 16% after two years and 18% after one year. Similarly for participants aged 25 and over, after three years in the Scheme only 18% agreed that being in the NDIS had helped them find a suitable job, compared to 20% after two years and 20% after one year. As noted above, the NDIA is committed to improving employment outcomes for participants and has developed the NDIS Employment Strategy for this purpose.

¹⁸ That is, participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have been in the Scheme for at least two years.

2.3 Participant goals

79% of participants have a Goal relating to Daily Life in their current plan.

Participant plans are structured around participant goals. During the planning process NDIA Service Delivery staff, Local Area Coordinators (LACs) and Early Childhood Early Intervention (ECEI) partners, work with participants and their families/carers to identify their goals.

Participant goals are grouped into the following 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 Life:** 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 and community activities:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

Participants often identify multiple goals for each plan. The goals that appeared most frequently in active plans to 31 December 2019 were, goals relating to:

- **Daily Life** (79% of plans)
- **Social and Community Activities** (56% of plans)
- **Health and Wellbeing** (37% of plans)

Further, 28% of participants aged over 15 years have a goal relating to **Where I live**, and 30% have a goal relating to **Work**, with less participants having goals relating to learning (17%) and relationships (22%). For participants aged 0-14 years, goals on learning (26%) and relationships (33%) are more common.

Figure 21: Number of active plans with different goal types, 31 December 2019

Goal	Age 0–14	Age 15+	Total
Daily life	118,573	147,745	266,318
Social and community activities	48,742	139,252	187,994
Health and wellbeing	33,006	90,732	123,738
Relationships	45,228	43,692	88,920
Learning	35,654	34,270	69,924
Choice and control over my life	14,749	52,305	67,054
Work	913	60,261	61,174
Where I live	1,764	57,075	58,839
Total	135,782	203,200	338,982

Figure 22: Proportion of active plans with different goal types, 31 December 2019

Goal	Age 0–14	Age 15+	Total
Daily life	87%	73%	79%
Social and community activities	36%	69%	55%
Health and wellbeing	24%	45%	37%
Relationships	33%	22%	26%
Learning	26%	17%	21%
Choice and control over my life	11%	26%	20%
Work	1%	30%	18%
Where I live	1%	28%	17%

The types of goals stated by participants varies based on their disability (and within more granular age groups)¹⁹. Variations of note include:

- Participants with Autism identified goals relating to **Relationships** more frequently than **Health and Wellbeing**
- Participants with Psychosocial disabilities and Acquired Brain Injuries were the only cohorts to identify goals relating to **Social and Community Activities** more frequently than goals relating to **Daily Life**
- **Work** related goals are most common amongst participants with Down Syndrome (24%), Acquired Brain Injury (21%), Intellectual Disabilities (30%), Psychosocial Disabilities (29%), and Visual Impairments (25%). Participants with Cerebral Palsy (14%), Developmental Delay (0.1%), Other Neurological (12%), and Other Sensory/Speech (3%) disabilities identified **Work** as a goal less frequently
- Goals relating to **Work** are most commonly included in plans amongst participants aged 19-24 and become progressively less common as participants age
- Goal relating to **Health and Wellbeing, Social and Community Activities** and **Where I live** are included in plans more frequently with age
- **Daily Life** is the most commonly stated goal type across all age groups

Goal Attainment Framework

A Goal Attainment Framework is being implemented to help participants develop goals that are meaningful to them, to measure the extent to which they are achieved, and understand the supports and services that help them reach their best outcomes.

Participants already discuss their personal goals with Local Area Coordinators and Planners before and during planning meetings. The Goal Attainment Framework will provide structure to support these conversations, to assist participants in developing goals that are clear, realistic and measurable. At the end of any given time period the participant can then score the extent to which a goal was met, providing a point of reflection on how well the services and supports they are employing are working to meet their needs.

The Goal Attainment Framework will also provide the NDIA with valuable evidence as to the kinds of supports and service providers that are achieving the best outcomes across all participants. Together with the Agency's research program and growing body of other data, the Framework will over time provide the structure and information participants need to make well informed, evidence-based decisions about their services and supports.

The Framework is currently being tested in a single service delivery area in NSW and is scheduled for national implementation in Q4, 2019-20.

¹⁹ Further information on the types of goals, including splits by disability and age, can be found in the appendices at the back of this report

2.4 Participant satisfaction

Participant experience across the pathway remains consistently high.

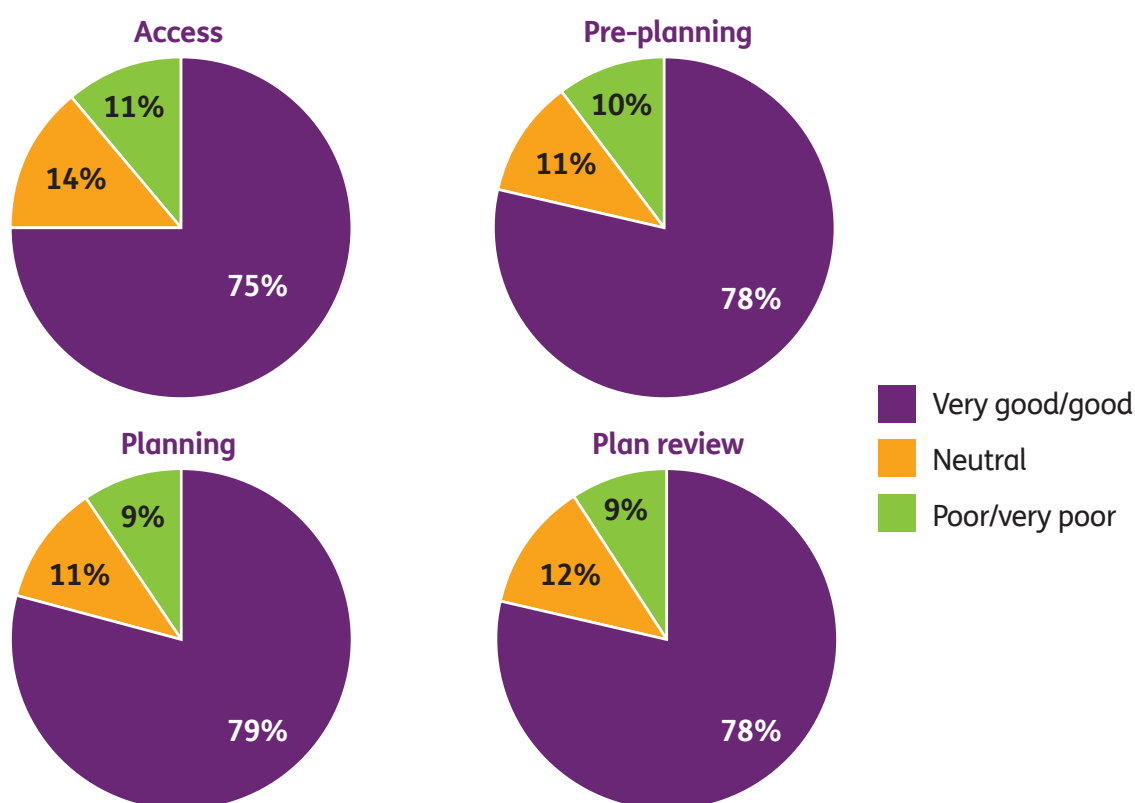
Since September 2018, the Agency has been testing and refining how participant satisfaction surveys are conducted to allow for a more comprehensive understanding of the participant experience at each stage of the pathway. It gathers responses at the four primary stages of the participant pathway – access,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

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.

Under this new survey, a comparison of the previous four quarters (2018-19 Q2, Q3 and Q4 and 2019-20 Q1) with the current quarter (2019-20 Q2) indicates continued and improved satisfaction across the four stages of the pathway.

Seventy-eight percent (78%) of participants rated the plan review process as either good or very good, with a further 10% rating the experience as neutral. Seventy-five percent (75%) of the participants in the quarter rated the access process as either good or very good, 78% rated the pre-planning process as either good or very good, and 79% of participants rated the planning process as either good or very good.

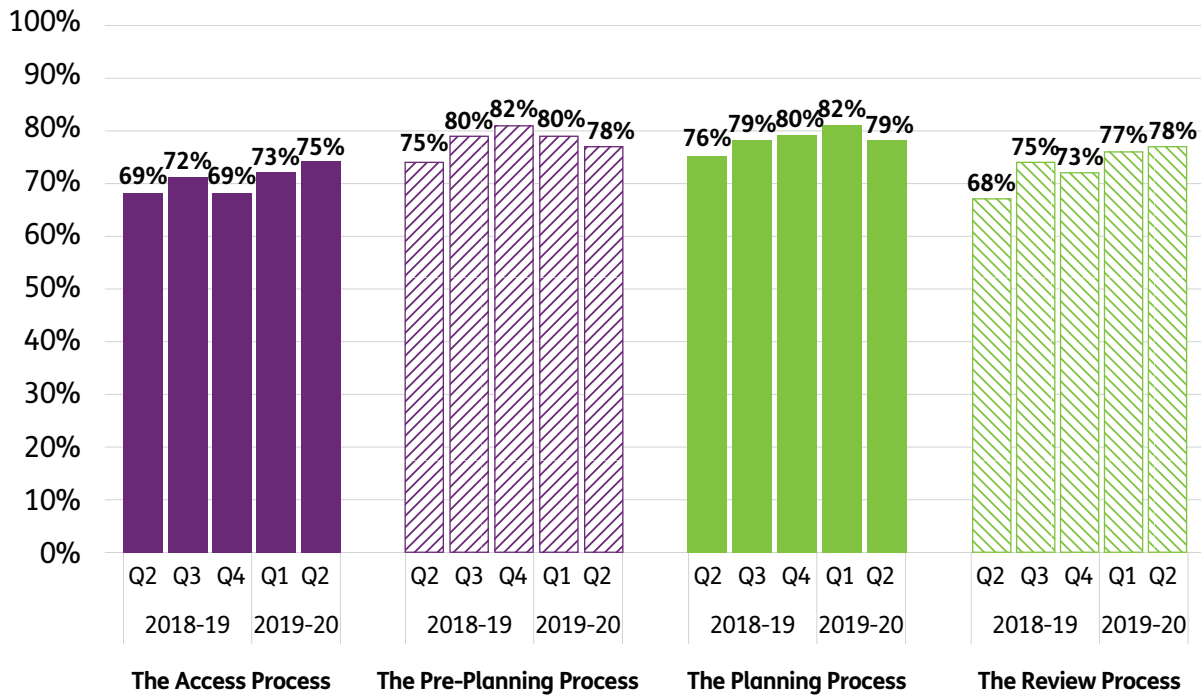
Figure 23: Rating of experience with the NDIS (1 October 2019 to 31 December 2019)²⁰



²⁰ Survey sample was 1,369 surveys at Access, 1,536 at Pre-Planning, 2,480 at Planning and 468 at Review.

Satisfaction with the access and plan review process has increased over the five quarters, with satisfaction with pre-planning and planning remaining consistent.

Figure 24: Trend of satisfaction across the pathway (% Very good/good)²¹



²¹ On average, approximately 1,250 surveys at Access, 1,100 at Pre-planning, 1,400 at Planning and 1,250 at Plan Review are collected each quarter.

In addition to the trends outlined above, the new survey also provides further insights at each stage of the pathway. A comparison of the previous four quarters (2018-19 Q2, Q3 and Q4 and 2019-20 Q1) with the current quarter (2019-20 Q2) indicates continued satisfaction across the four stages of the pathway:

Stage One: Access

- **95%** of respondents believed their NDIS contact to be respectful this quarter which was consistent with prior quarters.
- **84%** of respondents were happy with the process by which they entered the NDIS this quarter compared with **78%** across the prior quarters.
- **72%** of respondents understood the next stage in their NDIS process this quarter which was consistent with prior quarters.

Stage Two: Pre-planning

- **95%** of respondents understood what information they had to provide to prepare for pre-planning this quarter which was consistent with prior quarters.
- **86%** of respondents believed their NDIS contact understood how disability impacts their life which was consistent with prior quarters.
- **80%** of respondents understood the next stage in their NDIS process this quarter compared with **76%** across the prior quarters.

Stage Three: Planning

- **96%** of respondents understood what information they had to provide for their plan this quarter which was consistent with prior quarters.
- **86%** of respondents believed their NDIS contact understood how disability impacts their life which was consistent with prior quarters.
- **85%** of respondents understood the next stage in their NDIS process this quarter compared with **83%** across the prior quarters.

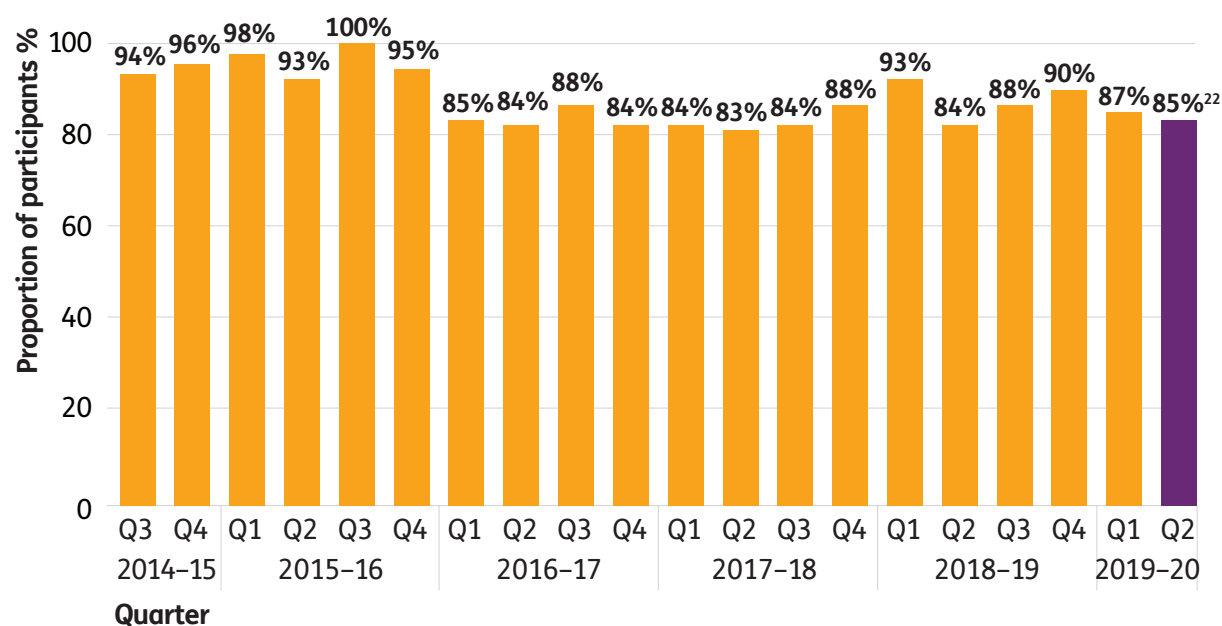
Stage Four: Plan Review

- **84%** of respondents felt prepared for their plan review meeting this quarter which was consistent with prior quarters.
- **84%** of respondents believed their NDIS contact understood how disability impacts their life this quarter which was consistent with prior quarters.
- **85%** of respondents believed their NDIS plan was helping them progress with their goals this quarter which was consistent with prior quarters.

In addition to conducting the survey that assesses the participant experience at each stage of the pathway, the NDIA Quality Team has continued to conduct the satisfaction survey which commenced at the beginning of the Scheme. This survey will be discontinued in 2020 as the participant experience survey across the pathway, which is detailed above, provides a more comprehensive understanding of participant experience.

This quarter, 85% of participants rated their overall experience with the NDIS planning process as either 'Very good' or 'Good'. 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.

Figure 25: Participant satisfaction rates over time



²² The result for 2019-20 Q2 is based on 635 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 85% rated the process as either good or very good, 11% rated the process as neutral rating and 4% rated the process as poor or very poor.

Of the participants surveyed this quarter, 93% felt their planner listened to them, 92% considered that they had enough time to tell their story, and 90% reported that their planning meeting went well. A lower proportion of participants (81%) felt that planners helped them think about their future.

Figure 26: Participant satisfaction in 2019–20 Q2

	Agree/ Strongly agree	Neutral	Disagree/ Strongly disagree
The planner listened to me	93%	4%	3%
I had enough time to tell my story and say what support I need	92%	4%	4%
The planner knows what I can do well	82%	11%	7%
The planner had some good ideas for my plan	84%	8%	8%
I know what is in my plan	83%	11%	6%
The planner helped me think about my future	81%	10%	9%
I think my plan will make my life better	88%	8%	4%
The planning meeting went well	90%	6%	3%

2.5 Waiting times for access decisions and plans²³

The time taken to make an access decision is, on average, four days.

Access decisions

The amount of time taken to determine access to the Scheme in some months of 2019 was too long. The NDIA invested significant resources to fix the ICT issue that caused the backlog and re-deployed staff to clear the backlog. The time taken, on average, to make an access decision in the most recent month fell to 4 days, well below the 21 day target.

Each quarter a number of access decisions are made, and a number of access requests remain in progress (with a decision still to be made) at the end of the quarter. This analysis considers both the timeframes on the decisions that were made during the quarter, and also for the decisions still to be made, the number of days these decisions have been in progress. As at 31 December 2019, outstanding access decisions had been in progress for an average of 10 days. This compares with 12 days at the end of September 2019 and 38 days at 30 June 2019. Further, access decisions completed in the month of December 2019 were completed in 4 days on average compared to 12 days in September 2019 and 42 days in June 2019.

Figure 27: The average number of days an access decision has been in progress

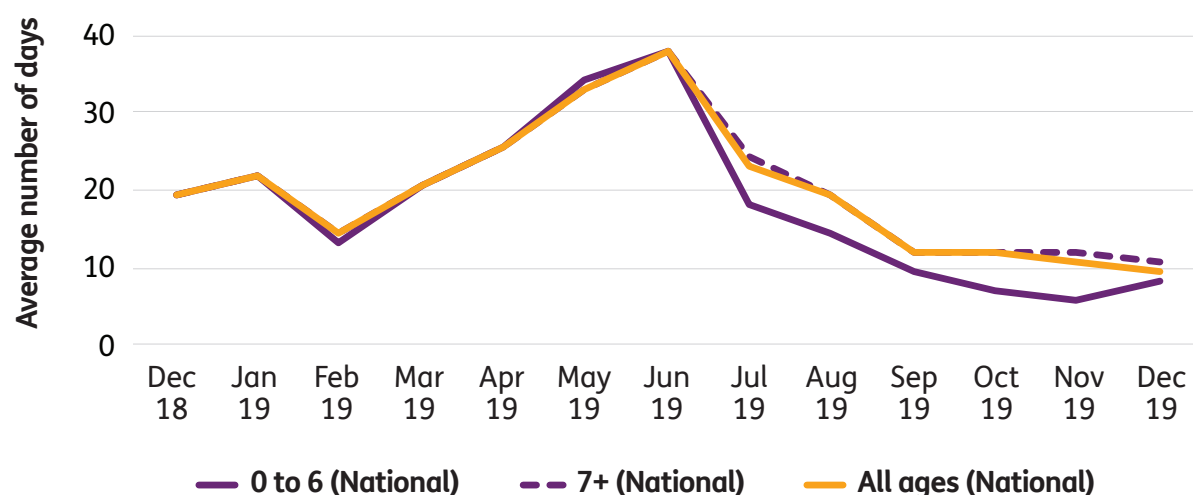
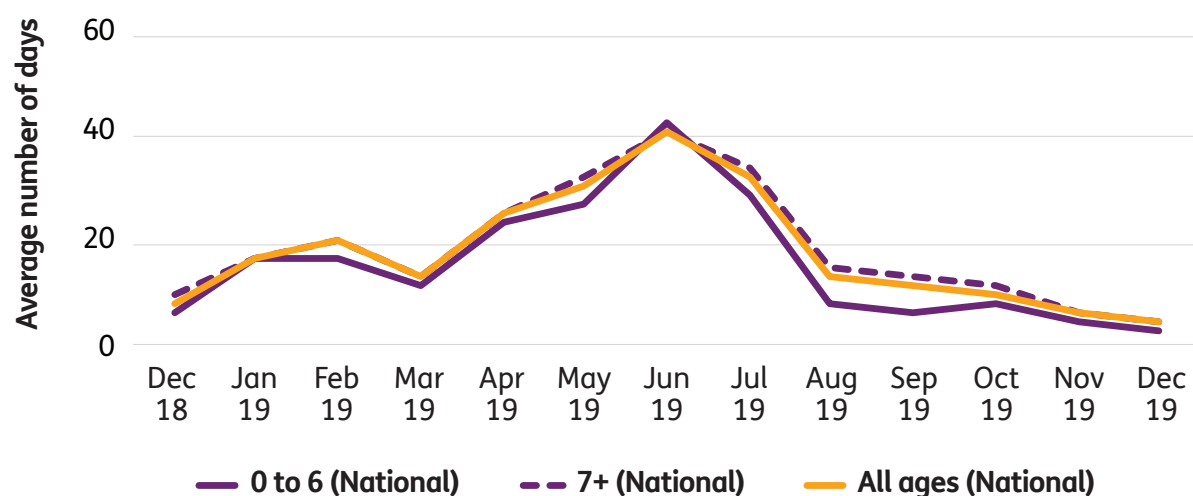


Figure 28: The average number of days taken to complete an access decision



²³ Further detail on waiting times is included in Appendix R.

First plan approvals

The time taken to approve a first plan after an access decision has been made has significantly improved compared to six months ago.

First plans completed in December 2019 were completed in 77 days on average compared to 88 days on average in September 2019 and 133 days in June 2019. First plans that have been in progress for an average of 84²⁴ days at 31 December. This compares to 79 days at 30 September 2019 and 115 days at 30 June 2019.

Figure 29: The average number of days a first plan has been in progress (that is, not yet approved)

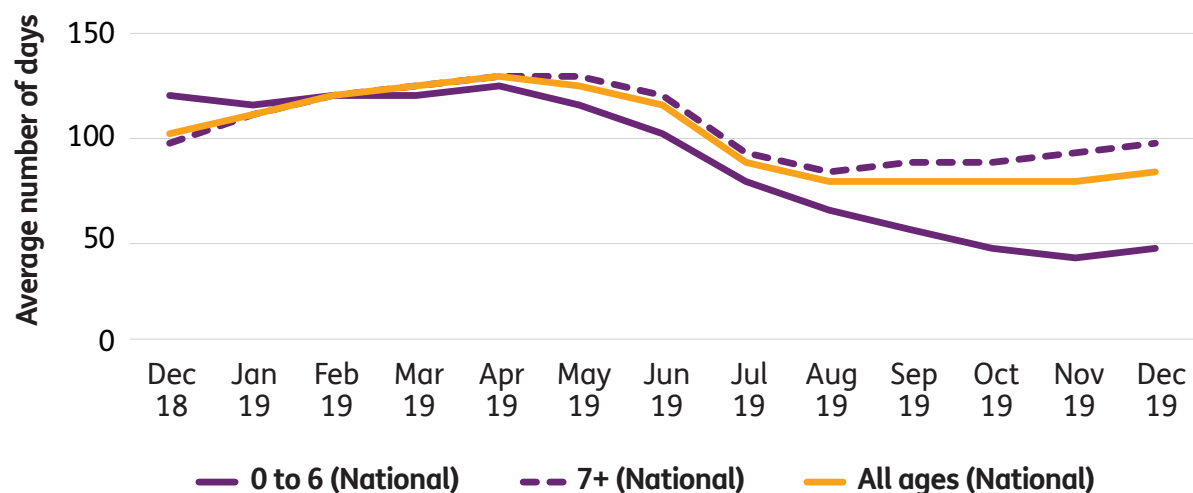
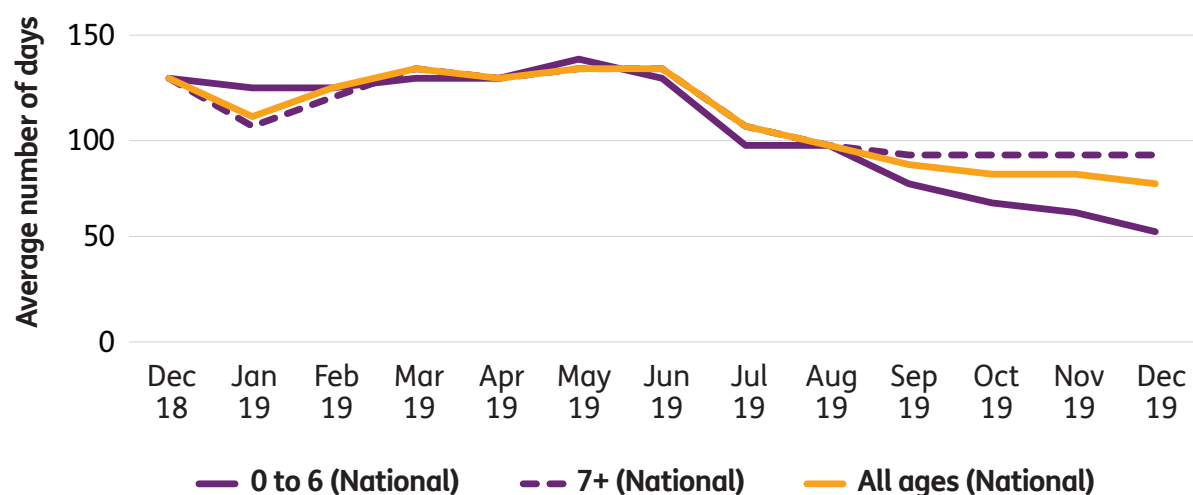


Figure 30: The average number of days taken to complete and approve a first plan



²⁴ The marginal increase in days this quarter is not unexpected due to a number of non-working days over the Christmas period.

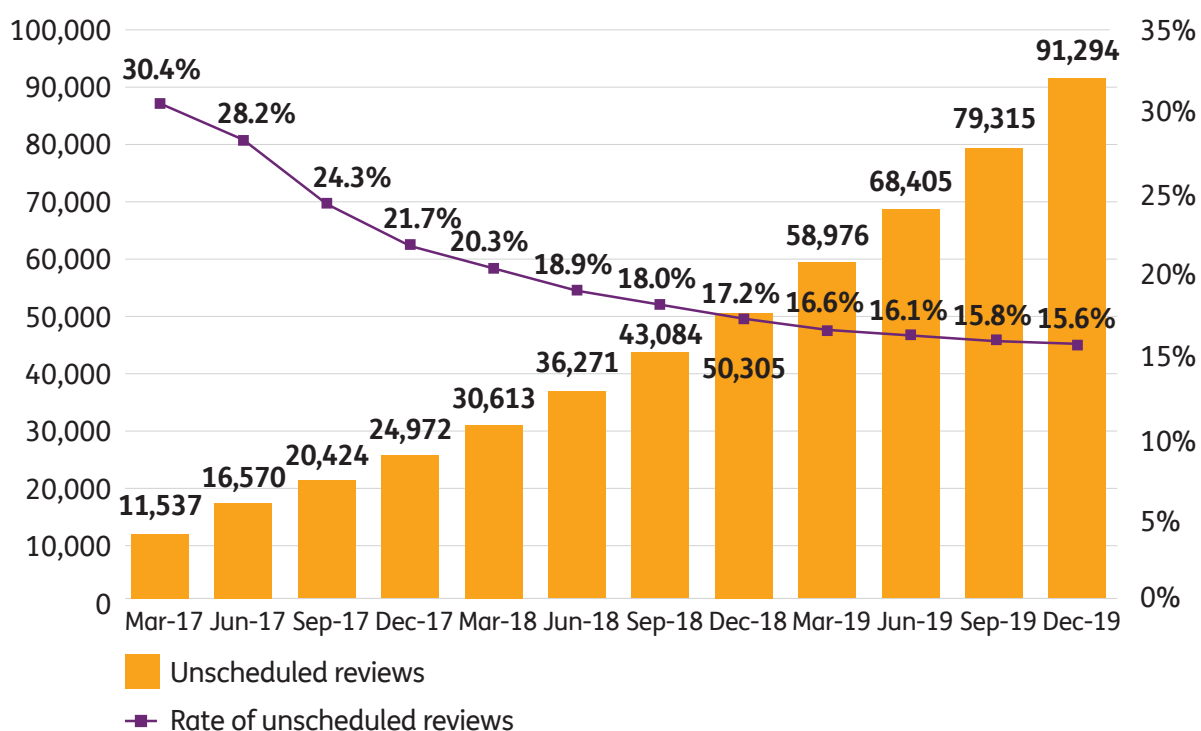
2.6 Unscheduled reviews and complaints

The percentage of plans that result in an unscheduled review has halved over the last three years.

Unscheduled reviews

Unscheduled reviews are plans that were reviewed more than 100 days before the scheduled plan review date. 15.6% of plans resulted in an unscheduled review in the December 2019 quarter compared to 30.4% in the March 2017 quarter.

Figure 31: Cumulative number and proportion of unscheduled plan reviews over time



Complaints

Participant complaints received, as a percentage of access requests in the quarter, were 5.6% compared with 6.9% a year ago. Provider complaints were 3.9% of access requests in the quarter compared with 5.9% a year ago.

Figure 32: Participant complaints received as a proportion of access requests²⁵

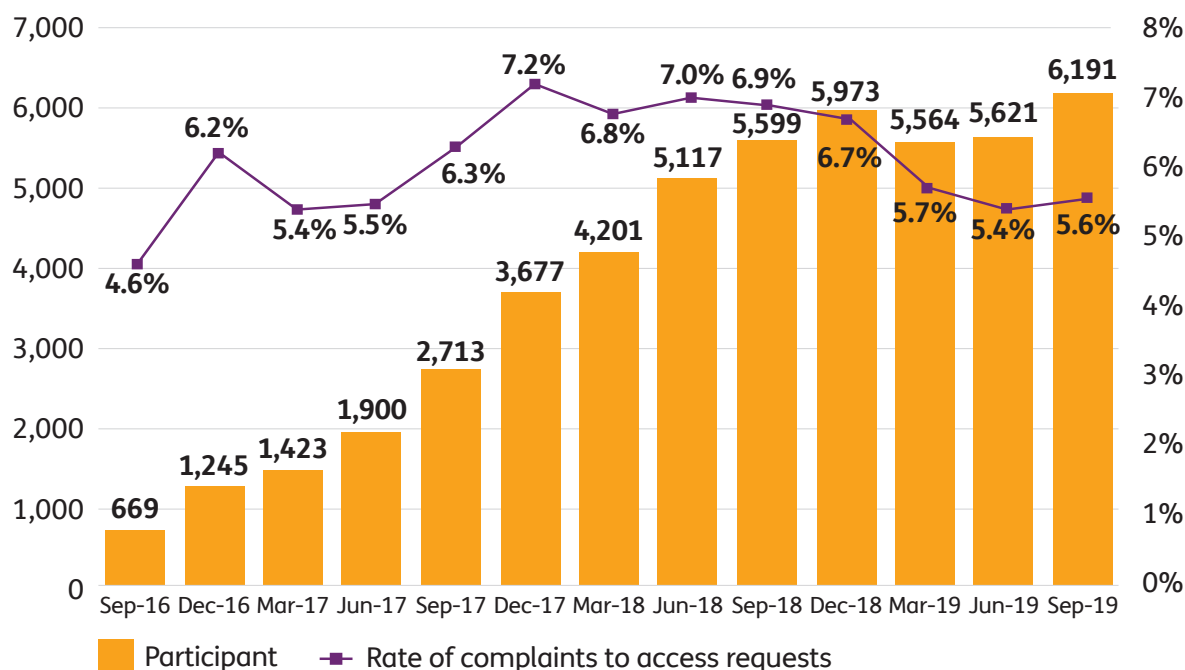
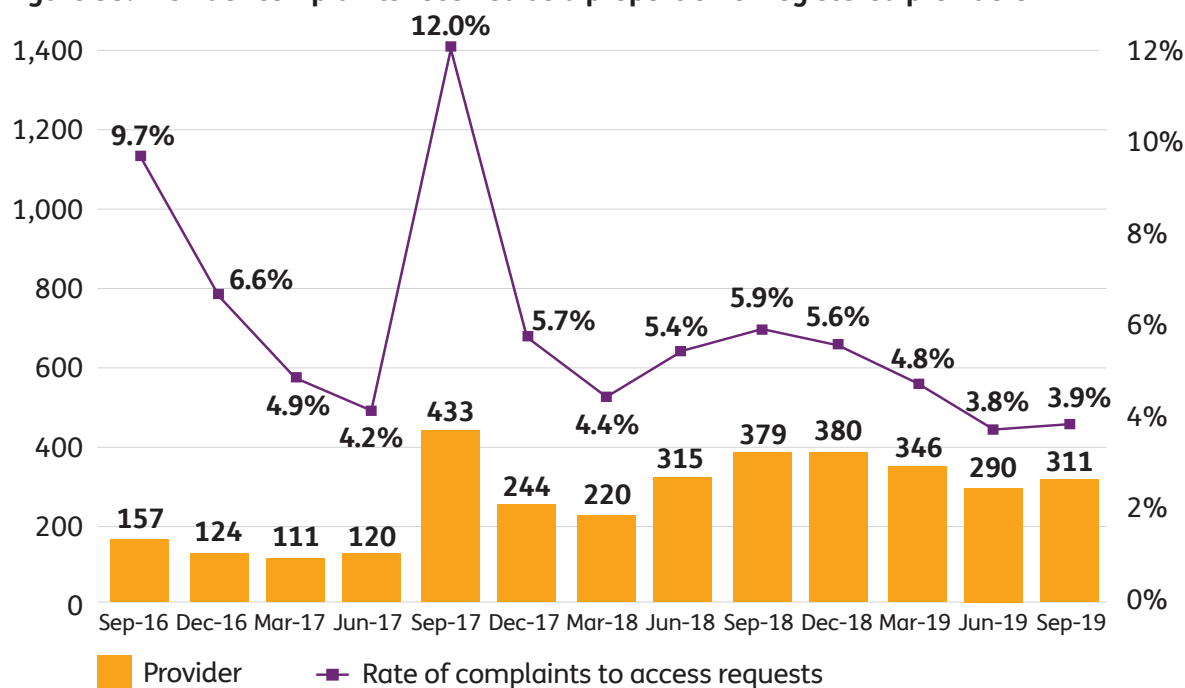


Figure 33: Provider complaints received as a proportion of registered providers²⁴



²⁵ Complaints are reported to 30 September 2019 due to the lag in reporting and hence the December 2019 quarter will be reported in the next quarterly report.

2.7 Actions to improve the participant experience

A series of service enhancements continue to enhance the participant experience.

The NDIA Board and management recognise that the improvements to the participant experience is required for participants to achieve their goals and outcomes. Specifically:

- Waiting times need to be reduced
- Decision making at access and in planning needs to be more consistent, equitable and fair
- Complexity in Agency processes needs to be reduced
- Better connection with hard to reach participants is required

A number of initiatives are underway to address these issues and these are discussed below, noting that many initiatives aim to address more than one initiative.

Reducing waiting times

Standard interim plans for young children

During the quarter, the NDIA and partners continued the work on addressing the longer wait times many families and children have been experiencing. One of the key initiatives was to provide a standardised, interim six-month plan for identified participants who have been waiting for 50 days or longer.

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 provided 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.

This initiative has had success with the number of children waiting more than 50 days for a plan reducing from 1,686 to 712²⁶ over the quarter. At the beginning of July 2019, 3,314 children were waiting for more than 50 days for their plan.

Increasing the number of staff to make planning decisions

During the second quarter of the 2019-20 financial year, the number of service delivery staff increased by 179 (9,234 to 9,413 workforce increase). This has allowed more planning decisions to be made at a faster rate.

Further, the NDIA has concluded the rollout of a new Workload Manager tool that is now available nationally. This will enhance the participant experience through an efficient workload distribution across the service delivery network.

²⁶ There were 712 children who had been waiting greater than 50 days for their final plan as at 31 December 2019. Over 600 of these participants were in the final stages of their full planning approval process and either already had a planning appointment conducted and were awaiting approval of their plan or had a planning appointment booked in the new year.

Hearing Service Stream

The NDIA continues work on developing further the hearing stream for participants aged seven 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 support Commonwealth Hearing Services Program clients who may be eligible and choose to seek access to the NDIS. This commenced in partnership with Department of Health and Hearing Australia at the beginning of March 2019.

The success of this initiative is evidenced by the higher proportion of participants with Hearing Impairment entering the Scheme this quarter (8.6% this quarter compared with 4.1% in previous quarters).

Making decisions more consistent, equitable and fair

Independent assessments

Improving the NDIS assessment process will make the Scheme more reliable, consistent and equitable for everyone, ensuring it provides access to eligible participants as well as the appropriate levels of funding for the people it was intended to help. In supporting this objective, Minister Stuart Robert announced on 14 November 2019 that the Agency will deploy independent functional capacity assessments nationally. This will commence from 1 July 2020 for prospective participants applying to join the Scheme.

In addition, the NDIA will provide simple and transparent resources for prospective participants, their representatives, clinicians and others, to give certainty on the types and sources of evidence needed to support an Access request.

An expanded pilot has been running since late November 2019 in a single service delivery area of NSW, testing functional capacity assessment tools across the full range of disability types, ages, cultural backgrounds and circumstances. This pilot will inform the national implementation of assessments from 1 July 2020.

As with the initial pilot, participation is voluntary and assessments are completed by independent allied health professionals at no charge to the participant. There are opportunities throughout for open discussion and feedback, giving those who participate the chance to shape future improvements to NDIS processes.

A tender for independent assessment services is scheduled for release in February 2020, in preparation for the national launch in July 2020.

Joint planning

In continuing to build a high performing NDIA and to reduce requests for plan reviews, work is progressing for the implementation of Joint Planning. Joint Planning supports relationship building between the participant, planner and partner through face-to-face planning meetings where possible.

The NDIA will commence the national rollout of joint planning meetings and the provision of draft plan summaries from April 2020. Providing a draft plan summary, which is often asked for by participants, will enable them to review and amend their personal details, goals, living arrangements, informal community supports and other community supports, and social and economic participation prior to a plan being developed.

Similarly, joint planning will allow a participant, Local Area Coordinator and NDIA Planner to collectively discuss a working version of the plan and included support funding before it is approved and lead to a greater understanding for participants about their plan, how it was developed and how to use it.

Reducing complexity

Collaborative access

Collaborative Access (CA) is a process change that strengthens the connection between prospective participants and their LAC.

In CA, LACs provide more direct support of individuals when completing Access requests, and identify and connect individuals to mainstream supports and other government services (even if they did not qualify for funded supports). It would also help participants understand mainstream supports upon exit from the Scheme.

Intended benefits include accelerating access decisions by ensuring participants have provided the right details, fewer reviews and complaints, and improving participant outcomes by having participants connecting earlier to mainstream supports. CA will also help prospective participants complete independent functional assessments when applying for access to the Scheme.

In 2019 the NDIA tested CA, and it demonstrated that people's experience was enhanced by engaging with a LAC face-to-face about access to the scheme - for people approaching a LAC for the first time and also for those who had previously attempted to apply for access.

With implementation planning underway, it is anticipated that these enhanced measures will be introduced in mid-2020.

Improvements to assistive technology

From October 2019, a new option for the funding and supply of nominated AT supports between \$1,500 and \$5,000 was introduced.

The NDIA recognised that some assistive technology supports are relatively standard. With appropriate advice by an AT assessor, participants can now source items within nine new categories²⁷ using the funding itemised within their plan. Items can then be purchased from the market without agency review.

Disability-related health supports

At its June 2019 meeting, the DRC resolved the key interface issues between the NDIS and the health system. Since 1 October 2019, NDIS participants commenced receiving funding for the disability-related health supports they need as a direct result of their disability, and as part of their daily life, through their NDIS plans.

For the participants who require disability related health supports, most will have these included in their initial NDIS plan or at their next plan review. The Agency has released an Operational Guideline and also updated the 2019-20 Price Guide and Support Catalogue to include around 90 disability-related health supports now funded under the NDIS.

²⁷ www.ndis.gov.au/news/4118-clarification-assistance-technology-support-under-5000

Better connecting with hard to reach participants

National Community Connector Program

Community Connectors are employed as a trusted resource to enable better linkages between people, communities, and services.

On 14 November 2019, Minister Stuart Robert announced the development of a National Community Connector Program (NCCP), which will support individuals with disability from hard to reach communities to access and navigate the National Disability Insurance Scheme.

The NCCP will focus on supporting targeted communities, such as Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, ageing parents and carers of children with disability and people experiencing psychosocial disabilities, to navigate the NDIS and get the services they need.

Community Connectors will be rolled out in locations of need and will target each identified community. The NCCP will see approximately 290 Community Connectors (by FTE) implemented nationally. This figure includes FTE for Remote Community Connector expansion, rural and urban Community Connector deployment in Cultural and Linguistic Diversity and Aboriginal and Torres Strait Islander communities, a provision of FTE Community Connectors to support people with psychosocial disability and an FTE provision to be deployed as part of the Carer Connect to support ageing parents or carers of children with disability.

The NCCP delivers a Community Connector program that will improve the experience for people with disability from particular population groups when engaging with the NDIS. The NDIA will work with peak bodies to roll out community connectors.

LGBTIQA+ Service Enhancements

The NDIA developed Tier 2 training on how to engage appropriately with LGBTIQA+ communities. This training was tested in a webinar format and focussed on LGBTIQA+ inclusiveness in the workplace for service delivery staff.

Culturally and Linguistically Diverse Service Enhancements

The [Language interpreting services](#) page is now available at the NDIS website, allowing potential participants and participants to understand the interpreter services the NDIA offers. This comprises translated resources in 12 languages other than English, and translations of the Cultural and Linguistic Diversity Strategy and NDIA Glossary in Easy English, to support registered providers who assist participants to implement their NDIS plans.

The roll out of Culturally and Linguistically Diverse training has been tabled as the NDIA procures technology to build more accessible e-learning for NDIA staff and partners.

Younger People in residential aged care

As already mentioned in this report, the NDIA Board and Management is committed to the implementation of the Younger People in Residential Aged Care Plan which aims to reduce the number of young people in residential aged care.

Enhanced planning to better respond to the episodic nature of psychosocial disability

The NDIA continues to rollout improvements for people with a psychosocial disability. These have included the implementation of a streamlined access process, the development and sharing of key documents to support access, and delivering training and education regarding NDIS access requirements to the mental health sector. The NDIA commenced these implementation of improvements in Tasmania, South Australia, ACT, New South Wales and Queensland with remaining States/Territories to follow by June 2020.

Indicative of this focus, 10.5% of participants who received a plan in the quarter had a psychosocial disability, compared to 9.0% in the previous quarters combined.

Further, the NDIA is developing a proposed psychosocial disability capability framework with the assistance of experts to define the capability required for NDIA staff and its partners. This framework was initiated to directly address the recommendations made in the Mental Health Australia Pathway Consultation report for the need to build psychosocial capability in the NDIA.

Lastly, a commitment from the Disability Reform Council (DRC) to improve access and experiences for participants with a psychosocial disability was announced following the 10 October 2019 DRC meeting. The NDIA together with Department of Social Services (DSS), and state and territory health department representatives, have established project teams and have commenced working collaboratively on the following key initiatives:

- 1. Undertaking a joint examination of access and eligibility**
- 2. Improving linkages and referral to mental health supports for people not eligible for the NDIS**
- 3. Assertive Outreach, increasing access to the NDIS for people with a psychosocial disability**
- 4. Psychosocial disability recovery approach**
- 5. National approach to concurrent supports.**



Ellie

is in the driver's seat

Tumby Bay teenager Ellie McInerney had been searching for a second-hand car with her Mum and Dad for a while.

The white 2015 Mazda 3 was just the car to start driving herself around and building her independence as she prepares to leave school at the end of the year.

Ellie's new car was also equipped with something else she needed – hand controls.

Ellie lives with an undiagnosed paralysis of her legs, which means doctors don't know what causes the problem with her limbs. It also means she needs a hand-operated brake and accelerator to drive.

The hand controls were provided through Ellie's NDIS plan, which supports her in numerous ways – physical therapy, assistive aids, including leg splints, elbow crutches and a wheelchair for

long distances, and importantly for Ellie, a social worker mentor.

Next year, when Ellie has graduated from secondary school, the NDIS will continue to support and mentor her, this time through School Leavers Employment Supports (SLES), a program designed to help school leavers living with disabilities to transition from school to the workforce.

Port Lincoln NDIS provider Eyre Futures will help Ellie for up to two years as she learns important vocational and life skills to help her find long-term employment and become more independent.

"The NDIS is helping Ellie along her journey in life and to be the best person she can be and not have limitations because of her disability", says Ellie's mum, Nardine.

3

Part Three:

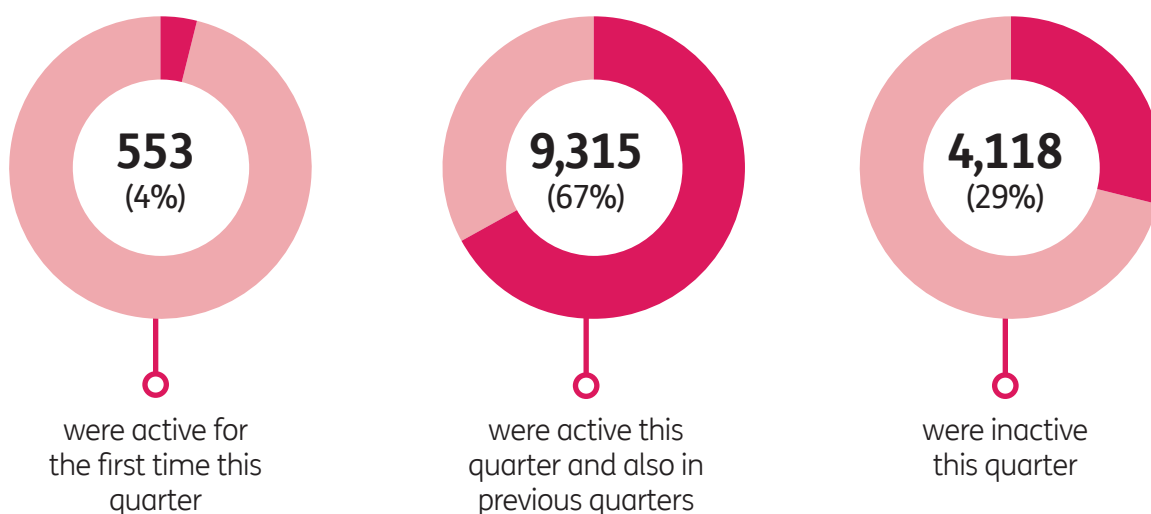
Providers and the growing market

The number of providers supporting participants is stabilising as the Scheme matures.

3.1 Active providers

The number of active providers increased by 4% this quarter.

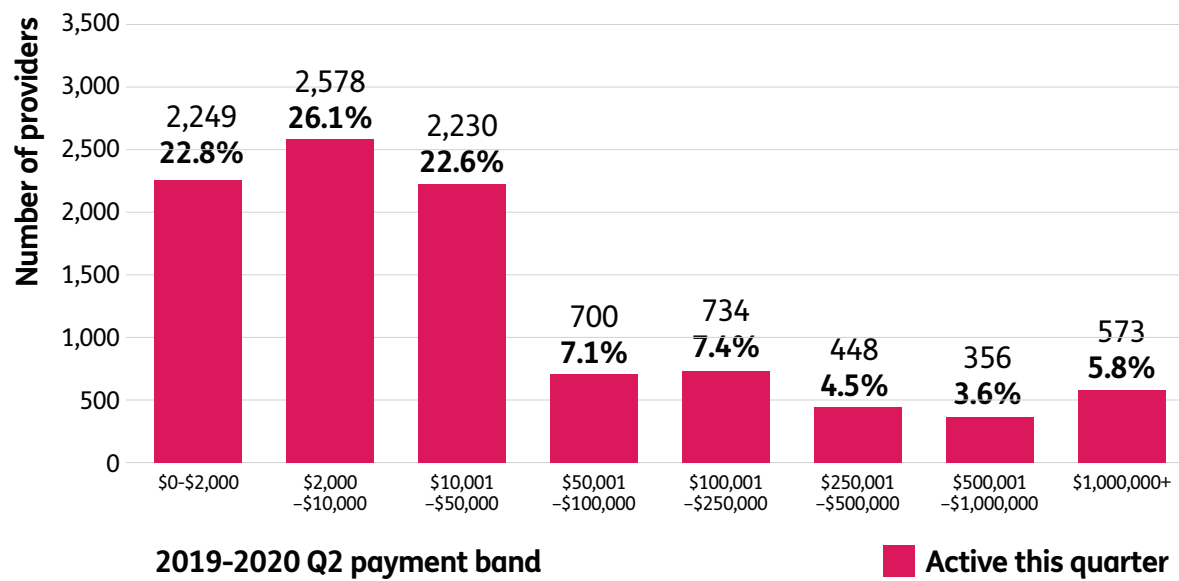
Since the start of the Scheme, 13,986 providers have supported participants.²⁸ Of these:



The size of active providers differs substantially - with many small NDIS providers (just under 50% received less than \$10,000 in the quarter), and also several large providers (14% of providers received more than \$250,000 in the quarter). Of the providers that were inactive in the quarter, almost all of them received less than \$10,000 in previous quarters.

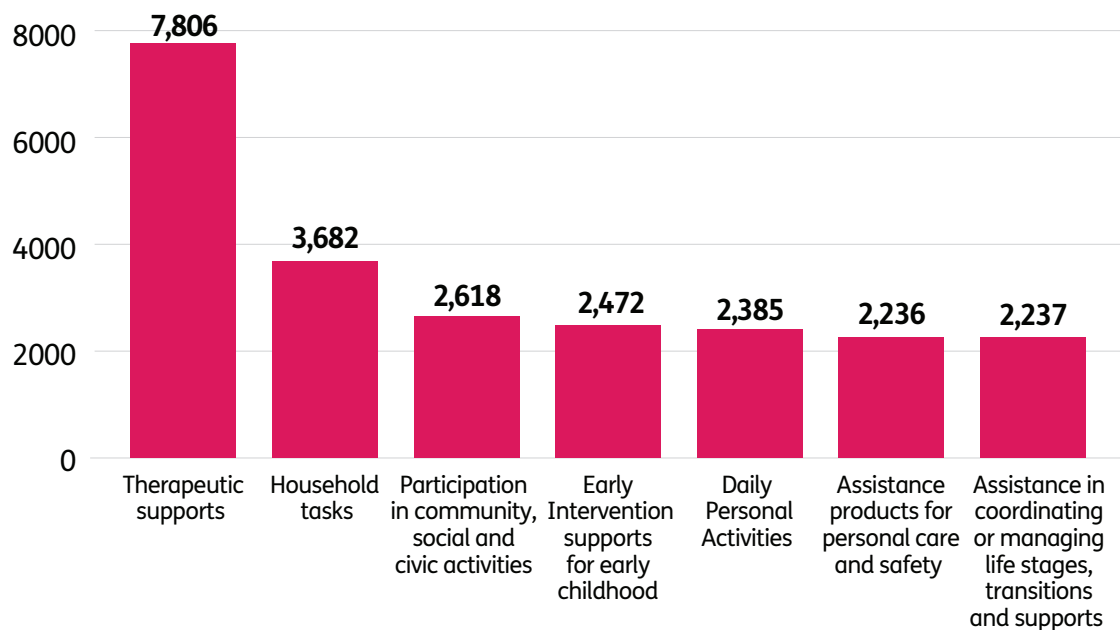
²⁸ This is providers of agency-managed participants. Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 13,986.

Figure 34: Active providers in 2019-20 Q2 by payment band



The registration groups with the largest number of active providers reflect the largest groups of support provided in the Scheme.

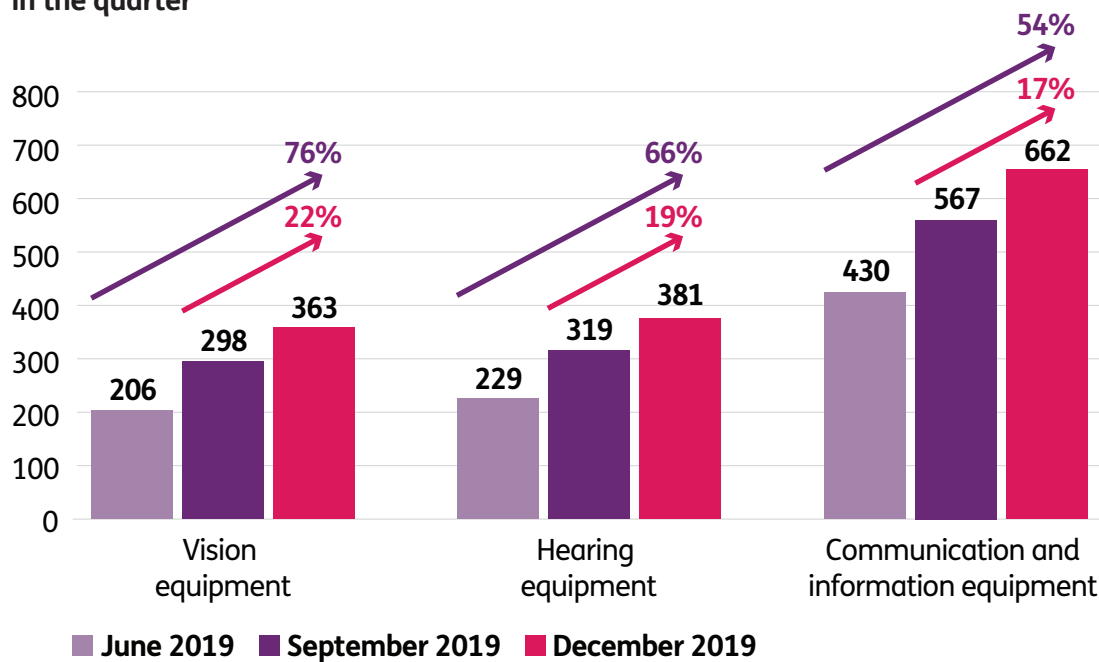
Figure 35: The largest registration groups for active providers



Consistent with last quarter, the number of active providers of Assistive Technology grew the most this quarter; specifically:

- **Vision Equipment** (from **298** to **363** – 22%, and 76% across the first two quarters)
- **Hearing Equipment** (from **319** to **381** – 19%, and 66% across the first two quarters)
- **Communication and information equipment** (from **567** to **662** – 17%, and 54% across the first two quarters)

Figure 36: Registration groups with the largest percentage increase in active providers in the quarter



3.2 Choice and control, utilisation and market concentration

Comprehensive data on market effectiveness is being used to improve participant outcomes across all geographies through identifying thin markets.

In the first two quarters of the 2019-20 financial year \$6.9 billion has been paid by the NDIS for participant supports. This amount will increase further due to the timing delay between when some supports are provided and when they are paid. The majority of these payments were made directly to providers on behalf of participants.

Three key indicators outlined in the NDIA Corporate Plan aspiration of a competitive market with innovative supports are:

– **Choice and control**

– **Utilisation**

– **Market concentration**

All of these indicators are also market KPIs agreed by the COAG Disability Reform Council.

Choice and control

The NDIS outcomes framework questionnaire collects information from participants on whether they choose who supports them. The percentage who indicate that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

Overall, 43 of the 76 regions²⁹ (57%) in the analysis were within 5 percentage points of the national average, 3 regions (4%) were more than 10 percentage points above the national average, and 2 regions (3%) were more than 10 percentage points below the national average.

The three comparatively better than other regions were ACT, Barkly in Northern Territory and South West in Western Australia. The regions comparatively worse were Katherine and East Arnhem in the Northern Territory.

At 31 December 2019, Katherine has 148 active participants and plan budgets totalling \$26 million, and East Arnhem has 161 active participants and \$19 million in plan budgets.

²⁹ 76 of the 80 geographical regions are included in the analysis as these regions commenced prior to 1 January 2019.

Figure 37: Choice and Control – number of bilateral regions – gap to benchmark

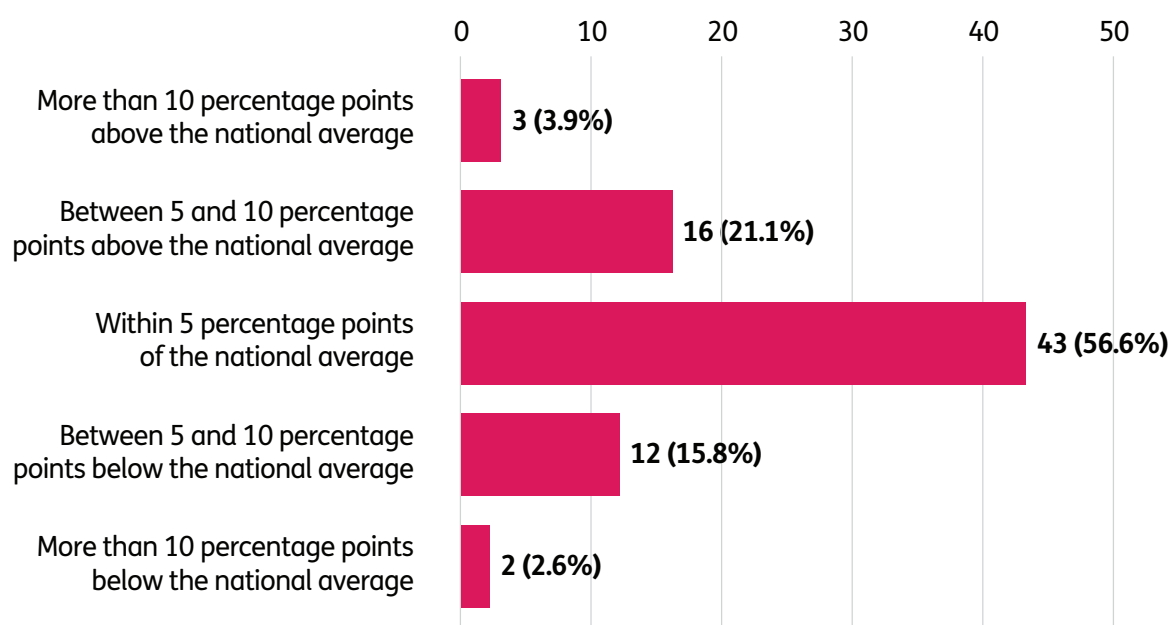


Figure 38: Regions more than 10 percentage points below the national average – 31 December 2019

Region	State/ Territory	Active participants	Annualised plan budget (\$m)
East Arnhem	Northern Territory	161	\$19
Katherine	Northern Territory	148	\$26

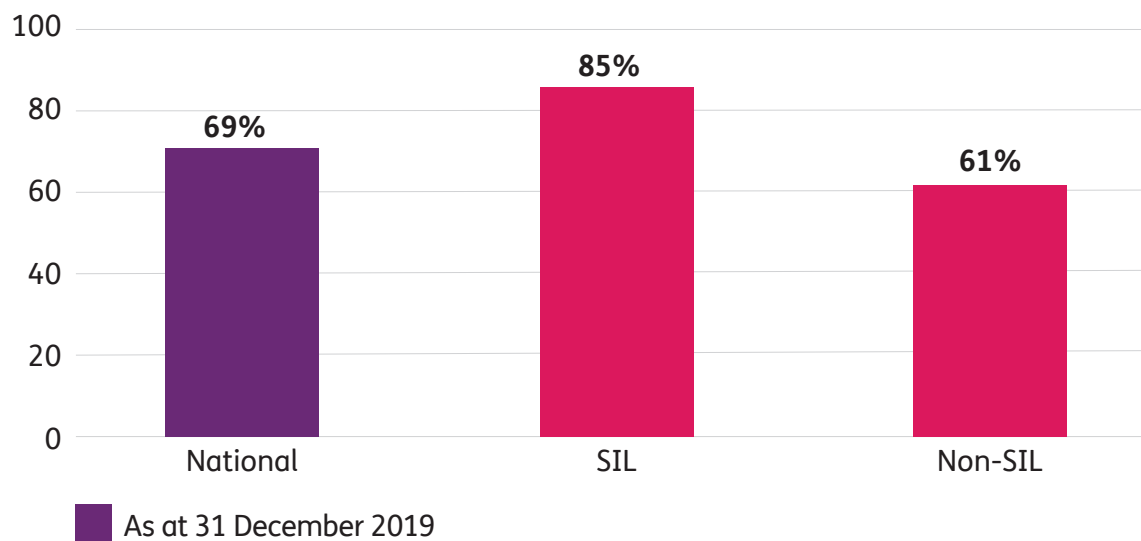
Utilisation

For support provided between 1 April 2019 and 30 September 2019³⁰, data at 31 December 2019 indicated that 69% of support had been utilised nationally. Experience in other Schemes with individual budgets (internationally and in Australia) indicates that plan utilisation is unlikely to be 100%. However, for some participants utilisation should be higher than current level.³¹

The two biggest drivers of utilisation are:

- Whether or not a participant is in supported independent living (SIL) – with participants in SIL utilising more of their plan compared with those not in SIL (**85%** compared with **61%**).

Figure 39: Utilisation of committed supports by SIL status from 1 April 2019 to 30 September 2019³²



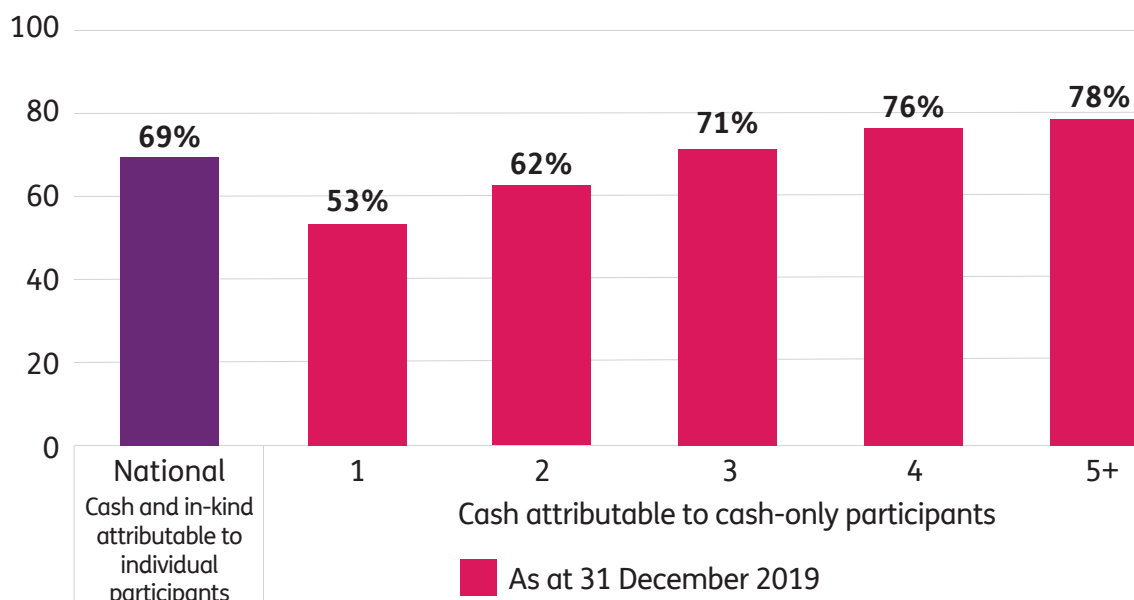
³⁰ This allows for a three month lag between when support was provided and when it had been paid. Utilisation will increase as more payments for this support period are made.

³¹ Some of the reasons for plans being under-utilised include: More support was provided informally through family, friends and community; supports being put in plans "just in case" they are required; participants needing more support to implement their plans; providers needing more support to claim for supports provided; and supports being unavailable in the market.

³² Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

- The length of time the participant has been in the Scheme – the longer the participant is in the Scheme the more they utilise their plan (**52%** for participants on their first plans compared with **79%** for participants on their fifth plan). This is true of both SIL and non-SIL participants.

Figure 40: Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019³²



In addition to these findings, significant insights can be drawn by understanding how utilisation in each geographical region differs from the national average after accounting for the time participants have been in the Scheme and the proportion of participants in SIL.

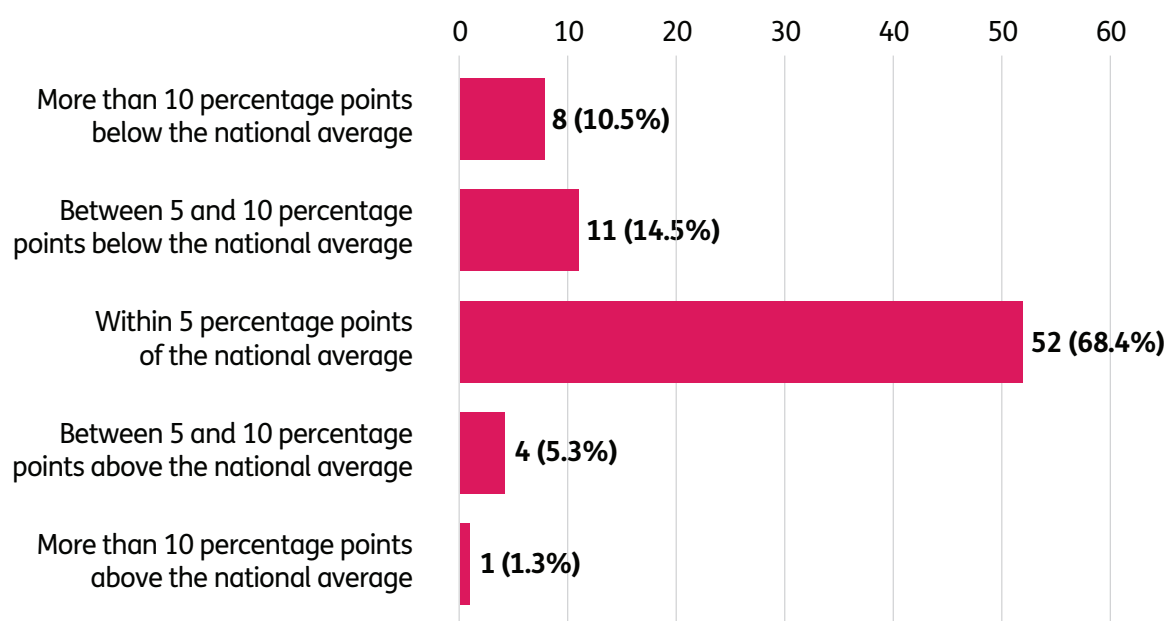
Overall, 52 of the 76 regions (68%) in the analysis are within 5 percentage points of the national average, 1 region (1%) was more than 10 percentage points above the national average, and 8 regions (11%) were more than 10 percentage points below the national average.

The region more than 10 percentage points above the national average was South West in Western Australia.

The eight regions more than 10 percentage points below the national average were smaller regional and remote regions in South Australia, Western Australia, Victoria and the Northern Territory.

There are eleven regions between five and ten percentage points below the national average – these are mainly in regional and remote areas.

³³ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure 41: Utilisation – number of bilateral regions – gap to benchmark³³**Figure 42: Regions more than 10 percentage points below the national average – 31 December 2019**

Region	State/ Territory	Active participants	Annualised plan budget (\$m)
Outer Gippsland	Victoria	1,473	\$92
Eyre and Western	South Australia	945	\$64
Far North (SA)	South Australia	354	\$27
Barkly	Northern Territory	151	\$18
Darwin Remote	Northern Territory	277	\$25
East Arnhem	Northern Territory	161	\$19
Kimberley-Pilbara	Western Australia	831	\$62
Goldfields-Esperance	Western Australia	370	\$22

³⁴ 76 of the 80 geographical regions are included in the analysis as these regions commenced on or prior to 1 January 2019.

**Figure 43: Regions between 5 and 10 percentage points below the national average
– 31 December 2019**

Region	State/ Territory	Active participants	Annualised plan budget (\$m)
Far West	New South Wales	466	\$35
Goulburn	Victoria	2,451	\$133
Inner Gippsland	Victoria	3,623	\$201
Barossa, Light and Lower	South Australia	1,541	\$71
Limestone Coast	South Australia	1,033	\$72
Murray and Mallee	South Australia	1,285	\$84
Yorke and Mid North	South Australia	1,311	\$67
Central Australia	Northern Territory	406	\$87
Darwin Urban	Northern Territory	1,613	\$189
Katherine	Northern Territory	148	\$26
Wheat Belt	Western Australia	647	\$34

Plan budgets and utilisation

On average plan budgets have increased for participants the longer they are in the Scheme, and utilisation of these plan budgets has also increased. For participants who have completed four plans (and have a fifth plan), the average plan budget increased from \$64,000 to \$94,000 over the first four plans (and is currently at \$106,000). Utilisation has also increased from 34% to 72%. Hence, the amount of support participants have received on average has increased substantially from \$22,000 in their first plan to \$68,000 in their fourth plan (Fig 44).

Similar observations can be made for participants who have completed three plans (Fig 45), and this is true of participants in SIL and not in SIL, as indicated in Figures 46 to 49.

Figure 44: Plan budgets, utilisation and payments for participants who have received five plans at 31 December 2019

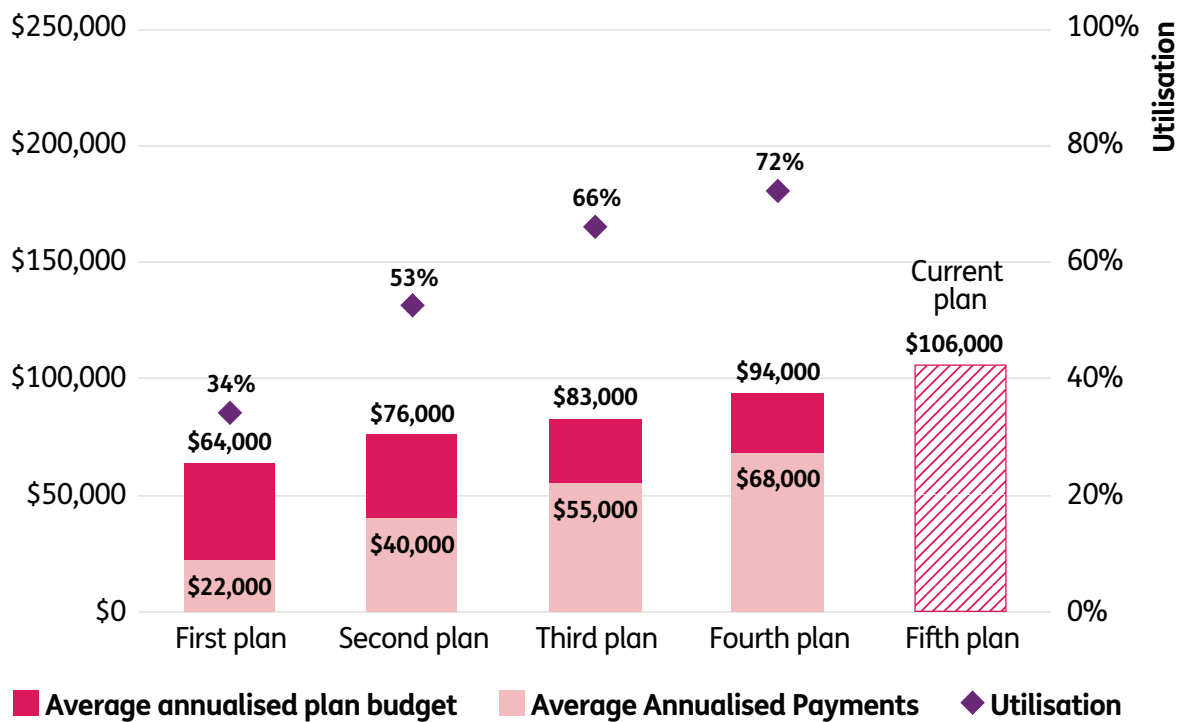


Figure 45: Plan budgets, utilisation and payments for participants who have received four plans at 31 December 2019

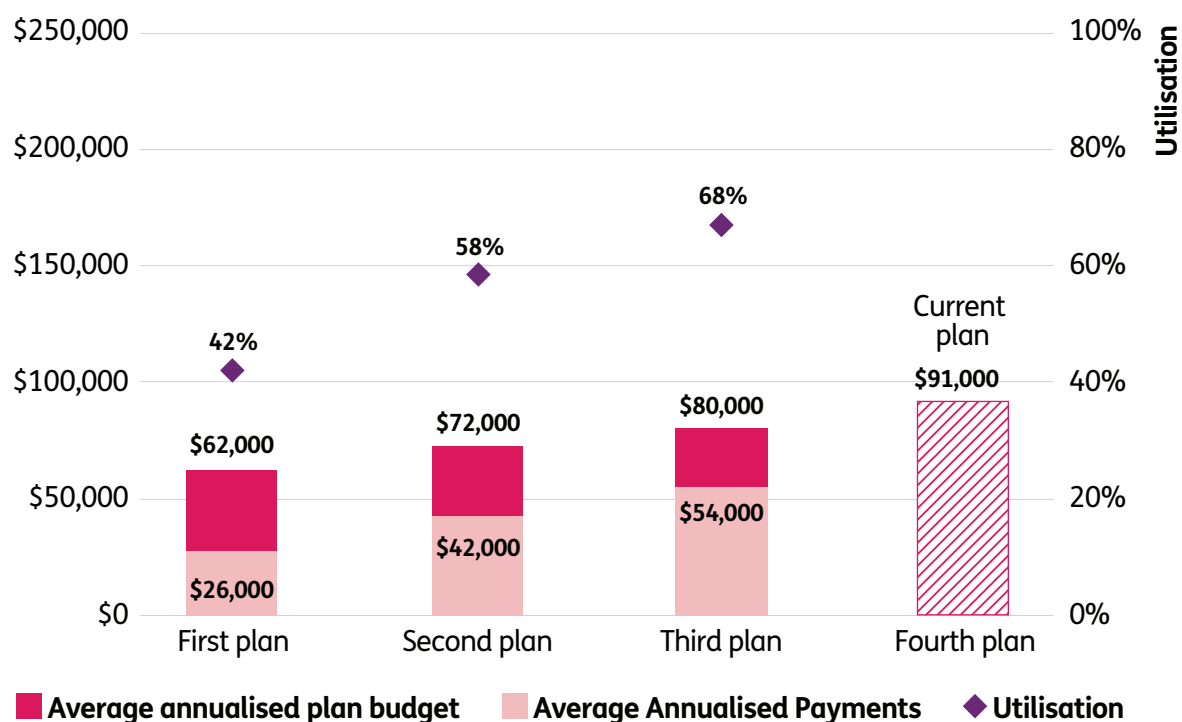


Figure 46: Plan budgets, utilisation and payments for participants who have received five plans at 31 December 2019 – SIL

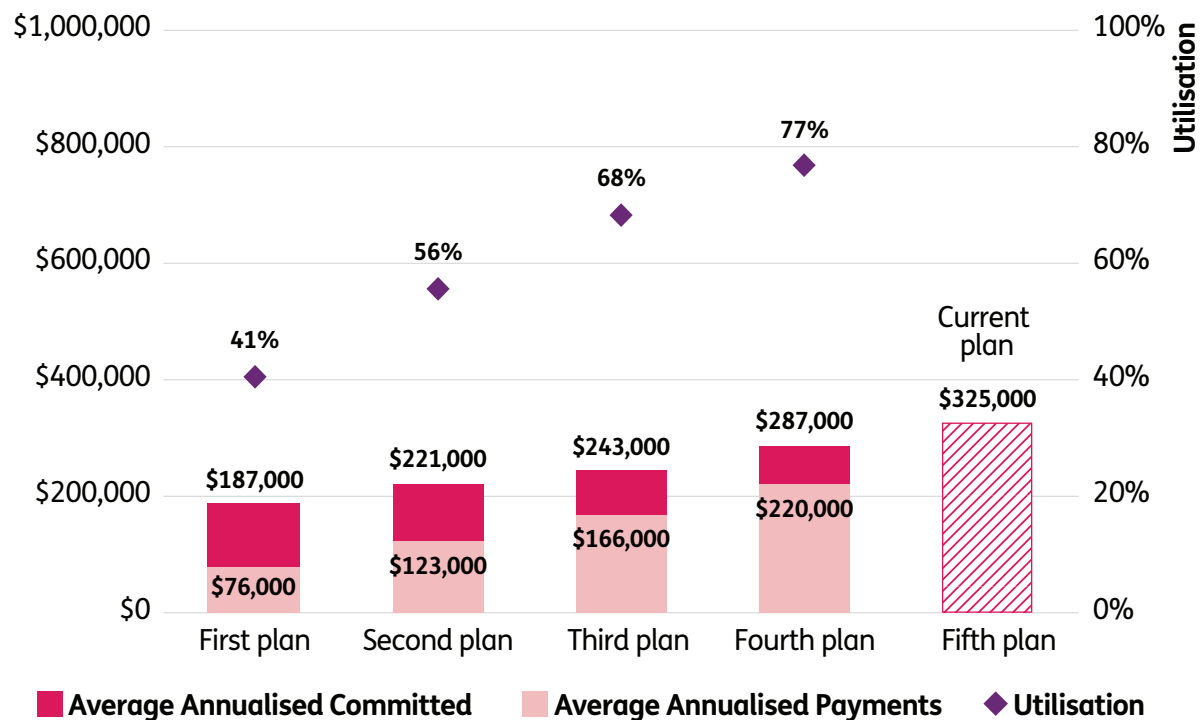


Figure 47: Plan budgets, utilisation and payments for participants who have received four plans at 31 December 2019 – SIL

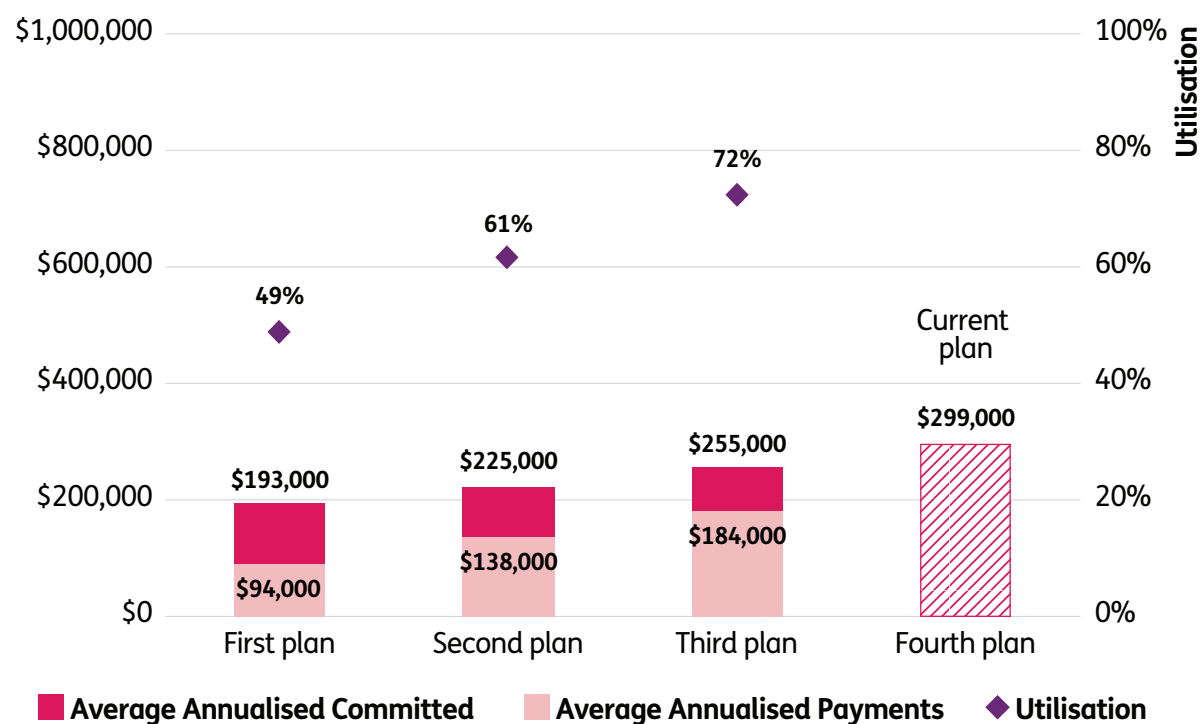


Figure 48: Plan budgets, utilisation and payments for participants who have received five plans at 31 December 2019 – Non-SIL

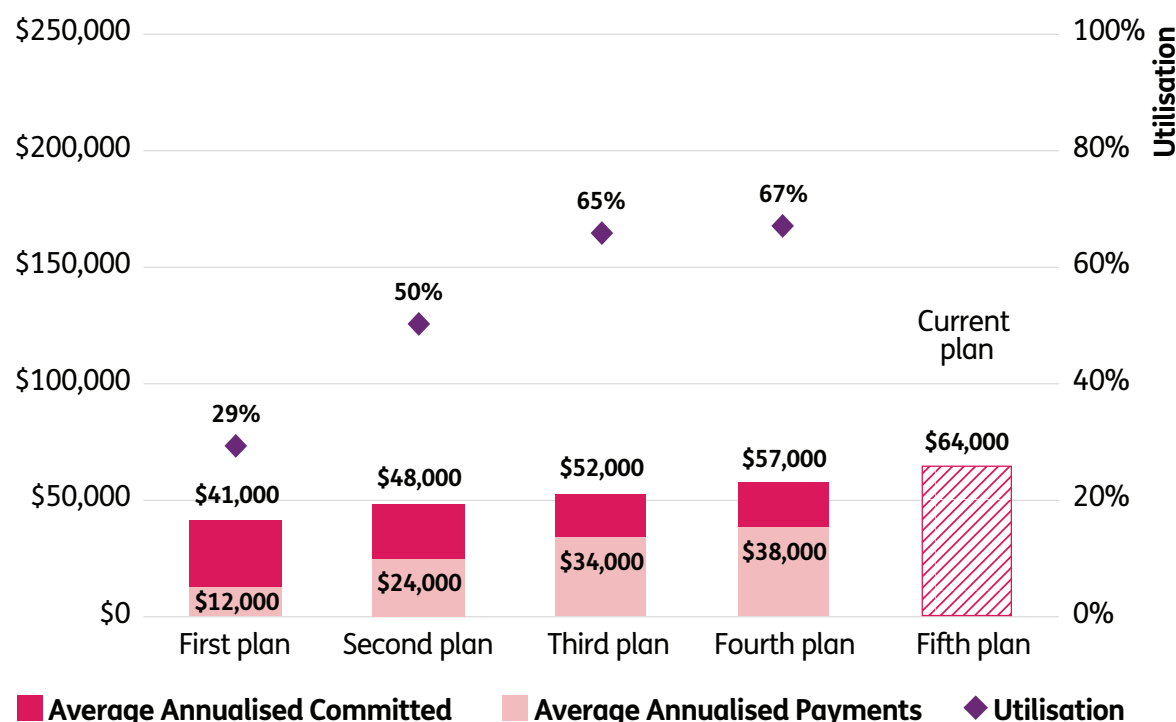
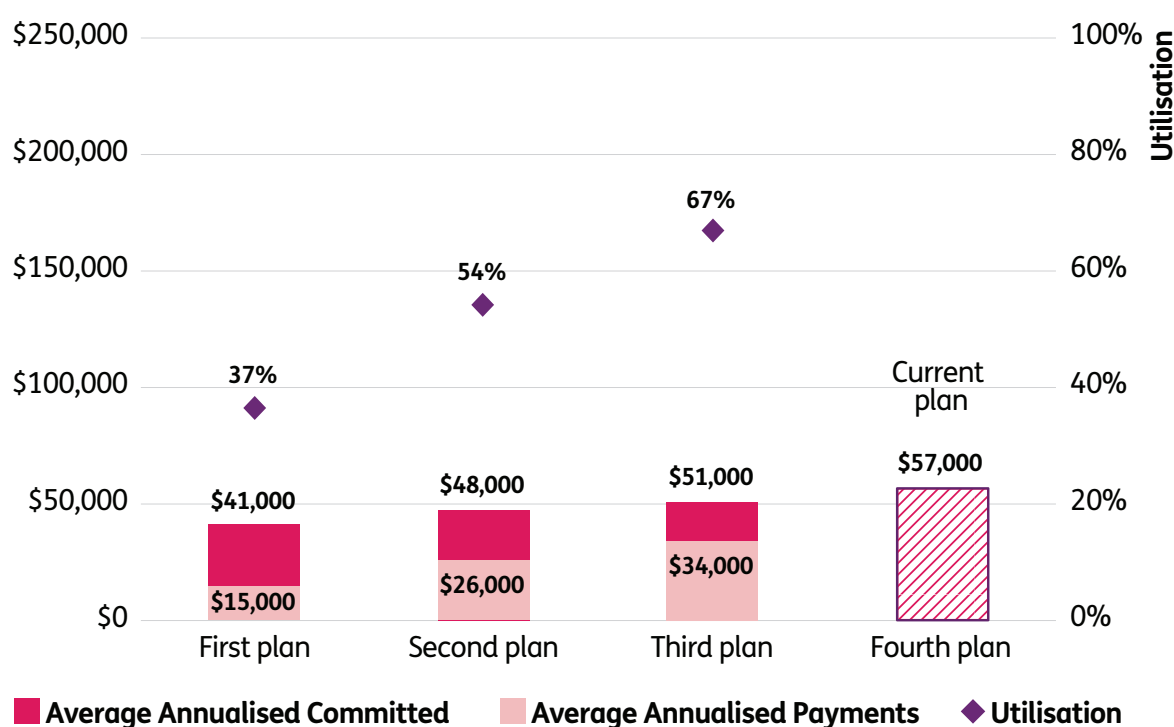


Figure 49: Plan budgets, utilisation and payments for participants who have received four plans at 31 December 2019 – Non-SIL



Market concentration

Understanding the distribution of payments to service providers in a region can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and could mean that there is less competition in the region. On average across regions, 61% of payments go to the largest ten providers.

There are nine regions where 85% or more of payments go to the largest ten providers (12%) and fifteen regions where less than 45% of payments went to the ten largest providers (20%).

All of the nine regions where more than 85% of payments go to the ten largest providers, are regional and remote areas in the Northern Territory, Western Australia and South Australia.

Figure 50: Market Concentration – number of bilateral regions – gap to benchmark³⁵

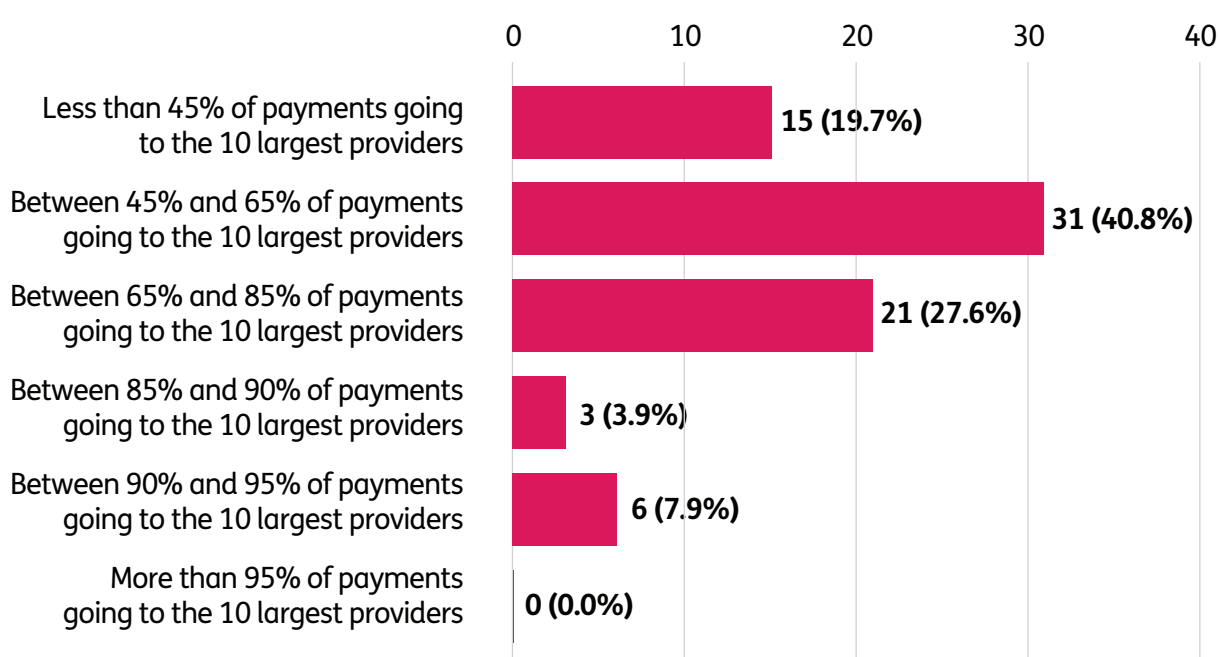


Figure 51: Regions where between 90% to 95% of payments go to the 10 largest providers – 31 December 2019

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Barkly	Northern Territory	151	\$18
Central Australia	Northern Territory	406	\$87
East Arnhem	Northern Territory	161	\$19
Katherine	Northern Territory	148	\$26
Kimberley-Pilbara	Western Australia	831	\$62
Goldfields-Esperance	Western Australia	370	\$22

³⁵ 76 of the 80 geographical regions are included in the analysis as these regions commenced on or prior to 1 January 2019.

**Figure 52: Regions where between 85% to 90% of payments go to the 10 largest providers
– 31 December 2019**

Region	State/ Territory	Active participants	Annualised plan budget (\$m)
Far North	South Australia	354	\$27
Fleurieu and Kangaroo Island	South Australia	858	\$58
South West	Western Australia	2,267	\$117

Overall, the metrics indicate that remote and very remote regions are likely to have thin markets. As part of market stewardship the NDIA has rolled out a number of initiatives to drive market growth including:

- **Pricing increases from 1 July 2019**, including remote loading of 40 per cent (increased from 20 per cent) and very remote loading of 50 per cent (increased from 25 per cent)
- **An increased cap in provider travel** claiming from 45 minutes to 60 minutes in regional areas
- **An hourly rate** for non-face-to-face care activities conducted on behalf of the participant.
- **A range of reforms** to build confidence in the Specialist Disability Accommodation market including changes to rules, policies, pricing and payment settings announced in August.

3.3 Thin markets

Supported by the NDIA Board and management, the December 2019 meeting of the Disability Reform Council (DRC) agreed to use a more flexible approach to address market challenges in the NDIS, recognising that a ‘one-size-fits-all’ approach to delivering the NDIS is not suitable to address market gaps faced by certain geographic locations, particular cohorts or disability support types.

Initial projects will address thin markets in all jurisdictions, including in the Anangu Pitjantjatjara Yankunytjatjara (APY Lands), North Queensland, the Top End, Wentworth and Walgett in New South Wales, Fitzroy Crossing in Western Australia, and Tasmania. Projects will also address specific needs such as disability support types, which includes deepening the behavioural support market in Victoria and the Australian Capital Territory, and professional groups such as allied health. The NDIA is developing a comprehensive roll-out plan.

3.4 NDIS Pricing

Consultation for the Annual Pricing Review is underway.

Annual Pricing Review

The NDIS Annual Price Review 2020–21 is now underway. This review will examine whether the existing pricing framework and other pricing related policies under the NDIS continue to be appropriate, or whether modifications are required.

The Annual Price Review will consider:

- Ways to increase flexibility for participants and reduce administrative burden for providers.
- Suggestions to improve the pricing framework, Price Guide and Support Catalogue to improve requirements under the NDIS.
- Price limits for 1:1 core supports such as how and where disability support workers are utilised, high intensity and standard services and considerations for time of day and day of week.
- Group-Based Supports price limits and how the cost of associated tasks should be applied.
- Capacity Building Supports:
 - the adequacy of current prices and indexation.
 - whether different price limits might be appropriate for different times of day, or days of week.
- Plan Management Supports:
 - and associated costs.
- Regional, remote and very remote areas:
 - application of the Modified Monash Model to the NDIS.
 - the costs of delivering services in outer regional areas.
- Provider claiming:
 - Cancellations, provider travel and establishment fees.

Changes to activity based transport

The NDIA will allow providers to claim for the non-labour costs associated with transporting participants. Several support line items will be created in the community participation support category (one for each relevant registration group) to allow providers to claim for these non-labour costs.

It is proposed that the activity based transport line items are not price limited but that guidance is provided in the Price Guide to participants and providers about the level of reasonable costs, including that a provider could negotiate with the participant to claim for:

- the number of kilometres travelled at up to \$0.85 per kilometre for a vehicle that is not wheelchair accessible or a bus;
- the number of kilometres travelled at up to \$2.40 per kilometre for a vehicle that is wheelchair accessible or a bus; and
- other forms of transport or associated costs up to the full amount (such as road tolls, parking and public transport costs)

Total costs will be shared between participants where more than one participant is transported at the same time.

3.5 Specialist Disability Accommodation (SDA)

Encouraging innovation in specialist disability housing.

In October 2019, the NDIA released three major initiatives to support growth, innovation and sustainability in the Specialist Disability Accommodation (SDA) market. These are the SDA Design Standard, SDA Innovation Plan and Limited Cost Assumptions Review.

The release of the **SDA Design Standard** brings clarity to providers for home design requirements and guidelines to seek pre-certifications for the enrolment of a dwelling as SDA, at both the planning and final-as-built stages. The SDA Design Standard is based on four categories of SDA design, as outlined in the SDA Rules: Improved Liveability, Robust, Fully Accessible, and High Physical Support, and will be incorporated into newly built dwellings. From 1 July 2021, all dwelling enrolment applications for SDA will be required to include a certificate from a third-party accredited SDA assessor. This certificate will nominate the design category the dwelling will satisfy, based on the standard.

The **SDA Innovation Plan** was developed with the input of participants and other stakeholders to identify and promote innovative SDA options, and is based on three key pillars: design in partnership, participants and their community, and promote the leading edge. The Innovation Plan will look to promote and enable the availability of innovative accommodation and ensure the flexibility to discover new and better ways to provide SDA. The NDIA will be undertaking activities throughout 2020 and into 2021 to encourage innovation in SDA and support models.

Commencing in April 2019, the **SDA Limited Cost Assumptions Review** was finalised and published on the NDIS website in October 2019. The review considered if any construction costs and / or other pricing assumptions needed adjustment to promote the development of new SDA across all design categories and locations. The review recommended a number of price limit increases for certain SDA categories and locations, to encourage investment in a diverse range of dwellings and improve the choice of living options for participants eligible for SDA.

These initiatives were developed through consultation with participants, and other key stakeholders, and demonstrate the Agency's commitment to providing certainty and encouraging innovation in the disability housing sector.



Toby

takes centre stage with NDIS

When East Bentleigh local Toby Litwinow takes to the stage, he feels at home.

The eight-year-old has been tap dancing since he was four, after falling in love with the genre watching his older sister reach the podium in a dance competition.

For Toby, who was diagnosed with autism at age six, dance is a place where he feels safe and comfortable.

Earlier this year Toby represented Australia for the second time at the Commonwealth Cup, winning his tap solo and the final gala for prize money, with older sister Maddie taking home silver in her age group.

For Toby and Maddie, who also has autism, dance has been a saving grace.

“It just makes me speechless because these kids are excelling in something they are so passionate about, to get up there and make our country proud, makes me even more proud,” Danielle said.

In 2017, Toby joined the National Disability Insurance Scheme, which funds regular therapies including psychology, occupational therapy and speech therapy.

“It has made a huge difference, Toby is now learning to read and write, and was this year able to write his name for the first time, it’s only four letters but it’s huge progress.

“To me it’s almost unbelievable how much he has grown emotionally and mentally, thanks to our therapists at Kids at Max.

“If it wasn’t for their support I don’t know where Toby would be, and that’s all thanks to the NDIS for helping us, because I couldn’t afford that kind of money.”

\$170m in ILC grants were announced this quarter.

4.1 Information, linkage and capacity building

Grants for ILC investment programs were announced this quarter with additional program grants under assessment.³⁶

The Information, Linkages and Capacity Building (ILC) program seeks to build the capacity of people with disability and communities to enable people with disability to achieve their goals and for them to be included in all aspects of a community life. Delivering ILC activities serves as a catalyst for change and is focused on creating greater inclusion for people with disability.

In December 2018, the NDIA introduced the 'ILC Investment Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22. Through the strategy, the NDIA is providing grants to organisations that will deliver activities that enable all people with disability, their families and their carers to benefit from a more inclusive, accessible and connected Australia.

The NDIA has awarded 142 grants totalling \$171.8 million through the first two programs of the ILC investment strategy.

The ILC Investment Strategy sees ILC administered through four discrete, but complementary programs:

- **National Information Program** – providing accessible, quality and consistent information about disability types and service and support options in both community and mainstream settings (complementing the upcoming National Disability Information Gateway)
- **Individual Capacity Building Program** – enabling systematic, nationwide access to peer support, mentoring and other skills building for people with disability, and is to be primarily delivered through a national network of Disabled Peoples Organisations and Families Organisations (DPO/FO)
- **Mainstream Capacity Building Program** – ensuring equity of access to and increase inclusion of people with disability in mainstream services
- **Economic and Community Participation Program** – increasing the social and economic participation, including employment outcomes, of people with disability

In line with the ILC Investment Strategy the NDIA has continued the progressive roll out of these programs throughout 2019.

The **National Information Program (NIP)** opened on Friday 5 April 2019. This round focused on increasing the accessibility, quality and consistency of information about disability, current services, and support options available to people with disability, carers and families throughout Australia. This grant round was the first full program of the ILC Strategy to be commissioned. On 11 October 2019 37 grants totalling \$65 million were announced.

³⁶ Refer to Appendix N for the State and Territory breakdown of the ILC grants that have already been announced.

The **Individual Capacity Building Program (ICBP)** opened on 19 August 2019. The ICBP builds on the extensive evidence base for the use of peer support in building skills for people with disability. It focusses on a national network of organisations run by and for people with disability, their families and carers, becoming the primary delivery mechanism for the delivery of peer support, mentoring and other skills building for people with disability, their families and carers. The outcomes of this grant round were announced on 13 December 2019 with 105 grants announced totalling \$105.9 million provided to disabled persons and family organisations across Australia, alongside organisations led by and for specific cohorts including Aboriginal and Torres Strait Islander, Lesbian, Gay, Bi-sexual, Transgender, Intersex and Queer and Culturally and Linguistically Diverse groups.

The **Economic and Community Participation Program (ECP)** opened on 9 September 2019. The ECP seeks to increase the social and economic participation, including employment outcomes, of people with disability. Applications for the round closed on 21 October 2019 and are currently being assessed.

The **Mainstream Capacity Building Program (MCBP)** opened on 9 September 2019. The MCBP seeks to ensure equity of access to, and increased inclusion of people with disability in, mainstream services. The 2019 round is focussed on building the capacity of mainstream health organisations by making sure they have the knowledge and skills they need to meet the needs of people with disability. Applications for the round closed on 21 October 2019 and are currently being assessed.

Figure 53: Summary of ILC Towards 2022 grant rounds

Task	National Information Program	Individual Capacity Building Program	Mainstream Capacity Building Program	Economic and Community Participation Program
Value of round	\$59m excl. GST <ul style="list-style-type: none"> • 34% allocation in 2019/20 • 33% allocation in 2020/21 • 33% allocation in 2021/22 	Up to \$188m excl. GST <ul style="list-style-type: none"> • 27% allocation in 2019/20 • 37% allocation in 2020/21 • 37% allocation in 2021/22 	Up to \$65m excl. GST <ul style="list-style-type: none"> • 30% allocation in 2019/20 • 35% allocation in 2020/21 • 35% allocation in 2021/22 	Up to \$59m excl. GST <ul style="list-style-type: none"> • 31% allocation in 2019/20 • 35% allocation in 2020/21 • 35% allocation in 2021/22

2019/20 Round 1				
Grant round application period	5 April – 10 May 2019	19 August – 30 September 2019	9 September – 21 October 2019	9 September – 21 October 2019
Assessment period	June – August 2019	September – November 2019	November – December 2019	November – December 2019
Grants announced	October 2019	December 2019	February 2020	February 2020
Grant agreements finalised	November 2019	February 2020	March 2020	March 2020

2019/20 Round 2				
Grant round application period	NA	March – April 2020	May – June 2020	April – May 2020
Assessment period	NA	April – May 2020	June – July 2020	May – June 2020
Grants announced	NA	June 2020	August 2020	July 2020
Grant agreements finalised	NA	July 2020	September 2020	August 2020



Daniel's flair for fashion gives back

Fashion design is a hard gig to break into but Darlington local Daniel Pavlovic has proven that disability is no match when it comes to passion for your work.

Daniel is the owner and designer of daniel(ink.) a successful business which sells t-shirts and caps depicting Daniel's unique designs. He has been selling his wares at a variety of art markets around Perth since debuting his t-shirts at the Darlington Arts Festival seven years ago. His designs can now also be purchased online.

The 26-year-old has cerebral palsy and is mostly reliant on a wheelchair for his mobility. He uses a gopher to walk his dog, a standard wheelchair for daily activities and a specialised sports wheelchair for basketball games.

Daniel joined the National Disability Insurance Scheme (NDIS) four years ago and is able to access a variety of supports to ensure he can continue to achieve both his personal and career goals.

These range from his mobility equipment to physiotherapy and domestic help in his home. A funded support worker assists him at his market stalls and he is also able to go out during the week without having to rely on his family.

"The NDIS has helped me get support helping me become more confident and it has brought me out of my shell," Daniel said.

Ivan is full of praise for the Scheme and the independence it has given Daniel to lead a fulfilled life. Prior to NDIS funding Daniel was solely reliant on family to help out but now he can confidently plan for the future.

"As his dad I do this out of love for him but at some stage I won't be able to. We do have long term plans in place and, hopefully, in the future the business will be able to support him," Ivan said.

A financially sustainable Scheme focuses on outcomes to support participants now and across their lifetimes.

5.1 Participants, committed support and payments across the Scheme

The Scheme is projected to continue to grow and to reach about 500,000 participants within the next three to four years.

The number of participants, payments to providers and the amount of support committed in plans, reflects the rapid roll-out of the NDIS. The Scheme is projected to continue to grow and to reach about 500,000 participants within the next three to four years, of which about 478,000 are expected to be aged 0 to 64. This is equivalent to a prevalence rate of 2.1% of the projected Australian general population aged 0 to 64, consistent with the original estimate by the 2011 Productivity Commission.

Scheme costs for all participants are projected to be about 0.9 per cent of GDP for 2019-20, 1.2 per cent in 2022-23, and 1.4 per cent for 2029-30. This includes participants who remain in the Scheme past 65 years, noting that the Commonwealth has committed to funding these participants.

This projection is in line with the estimates shown in the 2017 Productivity Commission report on National Disability Insurance Scheme Costs at 2022-23, after allowing for costs not included in the Productivity Commission estimate, such as the introduction of school transport, personal care in schools, developmental delay and the incomplete implementation of the National Injury Insurance Scheme.

Figure 54: Committed supports (\$m) and payments

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 YTD*
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	338,982
Total committed (\$m)	132.7	496.17	939.1	3,234.5	7,740.4	14,585.7	11,090.9
Total paid (\$m)	85.8	370.9	704.3	2,183.2	5,420.2	10,205.2	6,944.1
% utilised to date	65%	75%	75%	67%	70%	70%	

* There is a lag between when support is provided and when it is paid - hence, payments will increase.

5.2 Current pressures and responses to financial sustainability

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. Some pressures have been identified. These include:

- Plan budgets and support payments made to participants continue to grow by more than would be expected solely due to normal inflation and ageing. For example, the support costs for participants in supported independent living are a material component of Scheme cost that is continuing to increase significantly above normal inflation.
- The Scheme continues to face a number of pressures in entry and funding decisions, particularly in relation to how the Scheme interfaces with mainstream services, and community and informal supports. This is testing the boundaries of who can access the Scheme and what constitutes “reasonable and necessary” supports.

The NDIS is working on consistent and equitable decisions for those seeking access to Supported Independent Living, which constitutes a large proportion of NDIS cost. The NDIA is also working on better aligning a participant’s support package through 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.

In addition, the NDIA is looking at more contemporary options for people who require a high level of support. Traditionally, group homes, congregate living or “supported independent living” are commonly seen as a living arrangement solution for people with a disability who have a high need for ongoing care. However, a number of alternative accommodation options have emerged, and are termed “Contemporary Individual Living Options” or “ILOs”. These ILOs have the potential to create a more tailored solution to care and support needs for the subset of Scheme participants with higher needs. Further, ILOs help to increase choice and control for participants and improve outcomes.



Callee

is living her best life

As a one-year-old, Callee Petropoulous' parents were told by doctors their daughter would have a 'limited' life.

She would never walk, talk and would likely not live beyond the age of 12.

Twenty four years on, Callee is defying the odds.

Callee was diagnosed with Aicardi syndrome, a rare neurological syndrome that predominantly affects females. It is characterised by the partial or complete absence of a key structure in the brain called the corpus callosum, the presence of retinal abnormalities and seizures.

In 2018, Callee joined the National Disability Insurance Scheme (NDIS) and now receives funding towards regular speech therapy and physiotherapy.

"Because of the intensive speech therapy, Callee is now starting to say a couple of words.

Callee also has funding for support workers who help her get ready each morning and take her to regular activities including Zumba, bowling, lunches, to work every Tuesday where she volunteers at a local op shop and to a weekly literacy class for young adults with learning challenges.

"Callee's now living her best life, she's able to do what she wants to do, and there is a lot more freedom for us.

"I said to Jim the other day, 'look how happy she is', seeing her so happy is amazing."

A committed NDIS community and disability sector delivers life-changing participant experiences.

6.1 High performing NDIA

Increased training is being provided to NDIA staff and partners to improve the participant experience

As at 31 December 2019, the total NDIS workforce was 11,532, including 4,066 Australian Public Service employees, 2,052 labour hire contractors and consultants and 5,414 people employed by NDIA's Partners. This is an increase of 4.26 per cent of the total workforce (including NDIA Partners) since the end of 2018-19 financial year (total workforce increase of 471).

The NDIA has continued to deliver in filling the additional 800 Australian Public Service positions for the 2019-20 financial year, as announced by Minister Stuart Robert on 17 October 2019. The number of NDIA Australian Public Service employees has increased by 16.34 per cent (571 employees) since the end of the end of the 2018-19 financial year.

During the second quarter of the 2019-20 financial year, headcount increase for Service Delivery of 179 as at 31 December 2019 (9,234 to 9413 workforce increase). The Service Delivery Workforce comprises total staffing within the Participant Planning Experience Group (Access, Planning and Support), the Participant Focus Group (Reviews and Complaint Resolution), Agency Contact Centre Partners and Partners in the Community.

The NDIA continues to build capability of staff and partners to ensure experience and expertise to support a better life for Participants, their families and carers. This investment included 283 new planners and Local Area Coordinators participating in the New Starter Induction program during the second quarter.

In addition, the NDIA has collaborated with the Disability Advocacy Network of Australia (DANA) to raise disability awareness amongst staff and help improve the participant experience. Through DANA, the NDIA worked with groups such as Australian Autism Alliance, Prader-Willi Syndrome Australia and Down Syndrome Australia to build knowledge and real life stories. As a result of this project, the Agency has produced 12 videos and snapshots on specific disabilities, an eLearning module for staff, and a half day workshop.

Further, the Agency has continued its development of training programs designed to improve planner awareness and understanding, especially in remote hard to reach participant areas. The NDIA is progressively rolling out training programs focused on disability and cultural awareness to improve the service experience for Aboriginal and Torres Strait Islander peoples, LGBTIQ+, and Culturally and Linguistically Diverse people.

There continues to be high engagement with the NDIA Just Brilliant Leadership Series. In quarter two an additional 134 (588 in total) staff commenced the Learning to Lead program (aimed at entry level team leaders), together with a further 112 (317 in total) commencing the Leadership Excellence program (aimed at senior level leaders). Average satisfaction rating across the leadership programs is 98 per cent. A strategic leadership program for the SES cohort is expected to be launched in the third quarter.

6.2 The 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 1 October 2019 and the end of December 2019 the Contact Centre answered 273,943 phone calls. The **average answer speed** is consistently **under 25 seconds** (24 seconds overall for Q2).
- The Contact Centre is contracted to reach a **weekly service level** of 80% of calls answered within 60 seconds. At end of the December 2019 quarter it was achieving a service level of **85.1%**.
- Average **abandonment rates** are consistently sitting at 1.2%.
- Throughout the quarter 171,528 emails were responded to, with 98.1% progressed within 2 business days of them being received.
- The rate of **enquiries being resolved** within the first response to the caller has risen slightly from 88% in June 2019 to **89%** in December 2019.

6.3 Collaborating and Engaging with NDIS stakeholders

The Board and management of the NDIA is actively engaging with disability stakeholders

Engagement with participants, their families and carers, and the sector continued this quarter. The Independent Advisory Council, which provides advice to the Board about the way the Agency performs its functions to support the independence and social and economic participation of people with disability, continues to meet regularly. The NDIA also met with the Autism Advisory Group, and the new CEO of the NDIA, Martin Hoffman, visited every State and Territory³⁷ during the quarter to meet with participants, providers, staff and partners. The CEO Forum which includes CEO's and senior representatives from key disability sector organisations also met in November. Some additional engagement activities that occurred through the December 2019 quarter are detailed below.

Roundtables

The Prime Minister and Minister Stuart Robert continued to host roundtables across Australia meeting with participants, carers, sector stakeholders and providers. These events provide an opportunity for participants and other stakeholders to discuss their NDIS experiences and ideas for further improving the Scheme.

The NDIA Board and management also 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 Chairman and CEO continue to visit all States and Territories to understand and address State/Territory specific issues.

In October, the Minister and the Member for Longman, Mr Terry Young, met with NDIS participants in Caboolture Queensland. The NDIA Board Chairman also met with participants in Tasmania. In November, the Minister and the Member for Banks, Hon David Coleman, and the NDIA CEO, met with service providers in Penshurst NSW to hear firsthand about their NDIS experiences. In December the Minister and the Member for Tangney, Hon Ben Morton met with NDIS participants in Perth, Western Australia. The NDIA Chairman and CEO also met with participants and other stakeholders in Western Australia. The NDIA Chairman and CEO also met with participants and other stakeholders in Western Australia.

Webinar

On 28 November 2019, the NDIA hosted a webinar focussed on Plan Utilisation for NDIS Participants, titled "How to get the most out of your NDIS plan". The one hour long webinar was watched by 1121 people. Online moderators and the live panel answered 229 questions. The panel included NDIA senior officers and participants sharing their lived experiences. A recording of the webinar is available on the NDIS website.

Vision 2020

Reflecting the NDIA's commitment to a strong and engaged stakeholder sector that genuinely collaborates and contributes to the delivery of the scheme, the NDIA hosted a workshop with key stakeholders and members from Vision 2020 to discuss key issues and opportunities related to blindness and low vision service and supports and agree on the priorities for collaborative action. Some issues raised for discussion included access to the NDIS for people with low vision, including clarity when access requests are denied and accessible communication and correspondence for participants. The NDIA has committed to working with these key stakeholders to address these issues.

³⁷ Except the Northern Territory, the CEO will visit the Northern Territory in the coming months.

Community and Mainstream Engagement

The NDIA regularly holds education and information sessions. In this quarter more than 850 community information and education sessions have been held across Australia, including in regional, rural and remote areas. These sessions aim to ensure participants, their families and key stakeholders across all mainstream interfaces and local community networks understand NDIS policies and practices. It is also an opportunity to proactively manage local, regional and state stakeholder relationships, and to communicate stakeholder feedback to relevant business areas in the NDIA.

The NDIA is committed to nationally consistent delivery of accurate information regarding the Disability Reform Council policies. The NDIA has delivered over 60 information sessions to local and regional mainstream health and justice interface staff in every state and territory with a focus on the roles and functions of new Health and Justice Liaison officers.

6.4 Public data sharing and the latest release of information

The NDIA continues to release world-leading disability data to improve market innovation and inform participant outcomes.

On 10 December 2019, the NDIA released its third update to the Data and Insights page.

This release included:

- Two new deep-dive reports ('Aboriginal and Torres Strait Islander participants' and 'Culturally and Linguistically Diverse (CALD) participants').
- New data visualisations, based on previously released datasets ('Utilisation of plan budgets' and 'Market concentration'), which will allow users to filter data directly on the website and visualise it on a map of Australia.
- An update to previously released data cubes and visualisations and three new data cubes ('Baseline outcome indicators', 'Longitudinal outcomes', and 'Plan management types').
- Two new data tables ('Service District to Local Government Area mapping' and 'Participant numbers by diagnosis').

Information was also released on 30 July 2019 and the 30 September 2019. These data releases included the release of downloadable data and tables on:

- Participant numbers and plan budgets, SDA participants and SIL participants
- Provider registration, active providers, utilisation of plan budgets and market concentration
- Participant splits by Commonwealth Electorate Divisions, Statistical Area 2 and Local Government Areas.

‘Deep-dive’ reports and analyses were also released on:

- Participants with autism spectrum disorder (ASD)
- Outcomes report for Participants; families/Carers and Employment summary
- People with a psychosocial disability in the NDIS, and,
- The NDIS Market

Data sharing protocols

The NDIA released its Public Data Sharing Policy on 30 September 2019. The NDIS Public Data Sharing Policy is the NDIA’s statement on what data NDIA will share, and how NDIA makes decisions on releasing that data. The policy covers data sharing and release to the general public.

The NDIS Public Data Sharing Policy is aligned to the draft Data Sharing and Release Act (on track to be legislated in mid-2020).

6.5 New CEO and Board Appointments

This quarter also saw the commencement of a new CEO, Mr Martin Hoffman, to lead the Agency. Martin started on 4 November 2019.

Dr Helen Nugent AO will continue for a second term as Chair of the NDIA Board, from 1 January 2020 to 31 December 2021.

Mr Paul O’Sullivan, Ms Robyn Kruk AO, Mr John Langoulant AO, Ms Estelle Pearson, Ms Sandra Birkenleigh, Mr James Minto, Mr Glenn Keys AO and Mr John Walsh AM will be reappointed for further terms.

Professor Jane Burns, currently Mental Health and Wellbeing Innovator at Bupa and Professor of Innovation and Chair of the Centre for Mental Health at Swinburne University, has also been appointed to the NDIA Board.

Andrea Staines OAM and Dr Martin Laverty will depart the Board at the conclusion of their current terms. We thank them for their significant contributions.



Jeff

gets his life back on a roll

Jeff Wright has packed several lifetimes into his 51 years. Now he's reached another milestone, becoming the first person in North Queensland to take delivery of a high-tech Omeo mobility device.

Townsville-based Jeff is an ex-serviceman, ex-policeman, award-winning building sales consultant and a grandfather. After a road accident in 2015 he was left a paraplegic and needs a wheelchair to get around but, true to form, he has since become an elite wheelchair basketballer and has won gold as captain of the Australian Invictus Rugby team.

Jeff says Omeos are the future for people like himself who are heavy wheelchair users.

Jeff joined the National Disability Insurance Scheme (NDIS) in 2017 and manages his own plan. His Omeo was funded through the NDIS and will come in handy as he builds his budding motorboat brokerage business.

Jeff's entrée to the world of wheelchair basketball started with a series of conversations with an amputee who was doing rehab with him at Townsville Hospital.

That was in April 2016. By July that year Jeff was at the state titles in Brisbane, playing for Townsville.

Since then he has gone on to play regionally and in 2019 played with the Sydney Blues in the national league. He also represented Australia in wheelchair rugby at the Invictus Games in Toronto, Canada in 2017 and in Sydney in 2018, playing in front of sell-out crowds.

ndis



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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. 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 ILC component of the National Disability Insurance Scheme 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.

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 participants or their nominees for supports received as part of a participant's plan, and to providers on behalf of participants as part of a participant's plan.

Participant: An individual whose access request has been determined 'eligible'. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

Participant 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 the National Quality and Safeguards (except in Western Australia where providers meet the NDIS registration requirements).

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

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

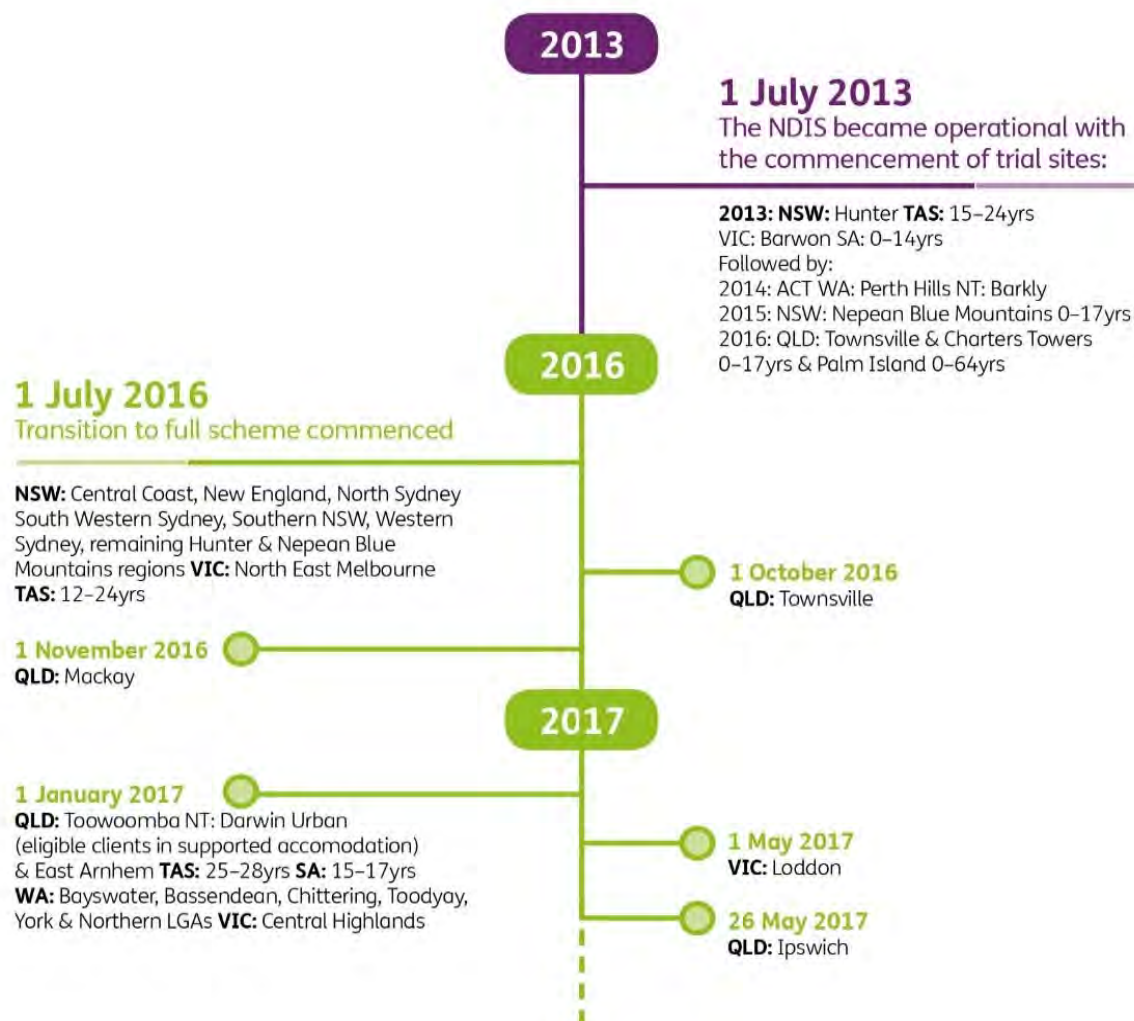
Supported Independent Living (SIL): Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support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

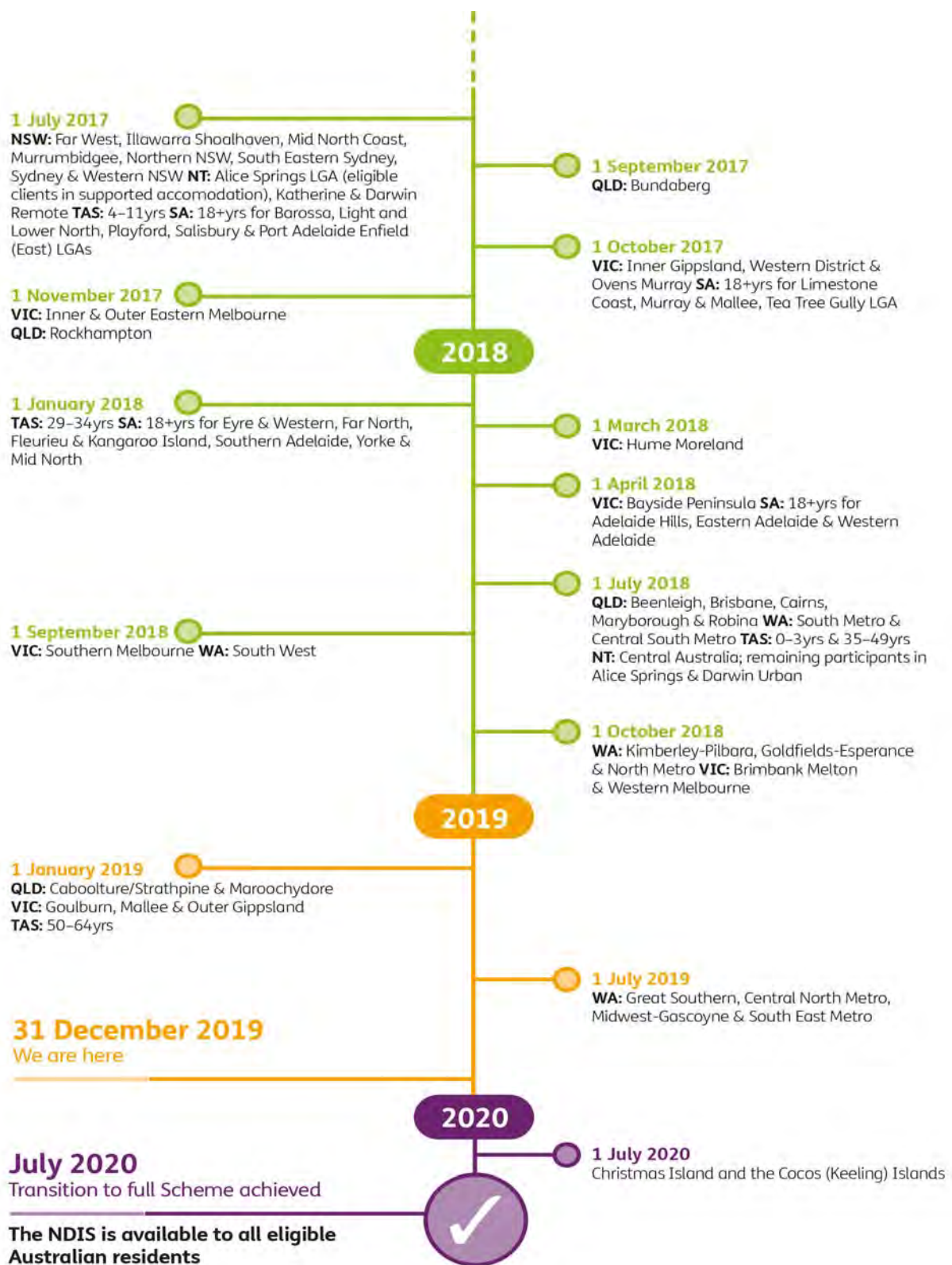
Appendix B:

Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS.

Figure B.1 NDIS roll-out schedule





Appendix C:

Operational Progress

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

The comparisons are made on different bases:

- Table C.1 compares first plan approvals in 2019-20 to date against operational targets.
- Table C.2 compares plan reviews in 2019-20 to date against operational targets.
- Table C.3 compares combined progress towards intake and plan review target in 2019-20 to date against operational targets.
- Table C.4 compares total plan approvals to date (since 1 July 2013) against bilateral estimates.

Operational targets reflect expectations of the numbers of participants that have the potential to enter the Scheme based on actionable data. Therefore the operational targets are adjusted to account for 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.

With the exception of WA and NT, there are no bilateral estimates for 2019-20. Therefore, the scheme to date bilateral estimates for WA and NT are as at 31 December 2019, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of 0-6 year olds participants in the Scheme by State/Territory is also included in Table C.5, including children in the ECEI gateway.

Table C.1 Progress towards first plan approvals in 2019-20 to date ^{1 2 3 4}

State/Territory	2019-20 Plans approved relating to actionable data	2019-20 Actionable data available (operational target)	% of 2019-20 operational target met
NSW	13,964	11,273	124%
VIC	15,382	15,249	101%
QLD	11,838	10,518	113%
WA	7,869	9,041	87%
SA	3,642	3,994	91%
TAS	1,156	1,019	113%
ACT	569	521	109%
NT	535	536	100%
OT	3	7	43%
Total	54,958	52,158	105%

Table C.2 Progress towards plan review target in 2019-20 to date

State/Territory	YTD Plan reviews	YTD plan review operational target	Plan reviews as a % of review target
NSW	50,107	46,918	107%
VIC	33,533	31,149	108%
QLD	26,743	22,904	117%
WA	7,075	7,647	93%
SA	14,417	15,230	95%
TAS	3,317	3,100	107%
ACT	3,543	2,443	145%
NT	1,279	2,317	55%
OT	7	4	175%
Total	140,021	131,712	106%

Table C.3 Combined progress towards intake and plan review target in 2019-20 to date

State/Territory	YTD Plan reviews & approval	YTD target for plan review & approval	% of target
NSW	64,071	58,191	110%
VIC	48,915	46,398	105%
QLD	38,581	33,422	115%
WA	14,944	16,688	90%
SA	18,059	19,224	94%
TAS	4,473	4,119	109%
ACT	4,112	2,964	139%
NT	1,814	2,853	64%
OT	10	n/a	n/a
Total	194,979	183,870	106%

¹ WA plan approvals in 2019-20 Q2 include 124 participants who have transferred from the WA NDIS.

² State/ Territory is defined by the current residing address of the participant.

³ OT includes participants residing in Other Territories including Norfolk Island.

⁴ WA bilateral estimates include NDIA trial sites, as well as 7,456 participants with approved plans who have transferred from the WA NDIS to the nationally delivered NDIS.

Table C.4 Plan approvals to date (including children receiving initial supports in the ECEI gateway) compared to bilateral estimates^{5 6}

State/Territory	All plans approved (excl. ECEI)	ECEI	All plans approved (incl. ECEI)	Total bilateral estimates	Comparison for all plan approvals (incl. ECEI) with bilateral estimates
NSW	118,244	1,481	119,725	141,957	84%
VIC	92,550	340	92,890	105,324	88%
QLD	61,683	549	62,232	91,217	68%
WA	24,329	52	24,381	30,485	80%
SA	32,661	98	32,759	32,284	101%
TAS	7,753	105	7,858	10,587	74%
ACT	8,354	15	8,369	5,075	165%
NT	2,875	38	2,913	5,739	51%
Total	348,449	2,678	351,127	422,667	83%

Table C.5 Summary of children aged 0-6 who have approached the Scheme for support by jurisdiction and status^{7 8}

	Active approved plans (ages 0-6 as at 31 December 2019)	Access met but yet to have an approved plan (ages 0-6 as at 31 December 2019)	Access request (no decision)			Others in the ECEI gateway		Total
			with initial supports	without initial supports	not in gateway	with initial supports	without initial supports	
NSW	17,371	1,148	244	75	33	1,237	1,134	21,242
VIC	15,458	2,120	106	231	37	234	3,026	21,212
QLD	9,216	1,156	132	350	52	417	1,765	13,088
SA	4,015	441	28	61	15	70	784	5,414
WA	2,781	596	23	56	80	29	252	3,817
TAS	868	119	62	68	106	43	141	1,407
ACT	1,079	39	<11	<11	<11	<11	160	1,298
NT	554	82	<11	23	<11	28	44	746
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	51,345	5,701	611	868	329	2,067	7,307	68,228

⁵ State/ Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

⁶ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁷ This table includes 83 children aged over 6 receiving initial supports in the gateway as at 31 December 2019, and a further 132 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

⁸ Initial supports include any early childhood therapy supports and/or mainstream referrals.

Appendix D:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one way the NDIA is measuring scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 98% of participants who received their initial plan since 1 July 2016.

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

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

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

Appendix E:

National

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – National ⁹

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
National	310,757	28,225	338,982	2,678	341,660

Table E.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – National ^{10 11}

	Prior Quarters	2019-20 Q2	Total
Access decisions	412,837	33,649	446,486
Active Eligible	338,467	25,039	363,506
<i>New</i>	129,614	20,274	149,888
<i>State</i>	176,346	2,846	179,192
<i>Commonwealth</i>	32,507	1,919	34,426
Active Participant Plans (excl ECEI)	310,757	28,225	338,982
<i>New</i>	113,509	20,946	134,455
<i>State</i>	167,179	4,987	172,166
<i>Commonwealth</i>	30,069	2,292	32,361
Active Participant Plans	313,230	30,903	341,660
<i>Early Intervention (s25)</i>	59,747	9,004	68,751
<i>Permanent Disability (s24)</i>	251,010	19,221	270,231
<i>ECEI</i>	2,473	2,678	2,678

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – National

Exits	Total
Total participant exits	9,467
<i>Early Intervention participants</i>	2,203
<i>Permanent disability participants</i>	7,264

⁹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

¹⁰ 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 2019-20 Q2, 90% of people with a hearing impairment met the access criteria compared to 75% overall.

¹¹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table E.4 Cumulative numbers of active participants by services previously received – National ^{12 13}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	53,584	5,355	30,671	6,134	95,744
End of 2017-18	102,764	16,487	53,082	7,768	180,101
End of 2018-19 Q1	116,965	19,148	61,313	6,656	204,082
End of 2018-19 Q2	133,817	22,227	71,442	11,489	238,975
End of 2018-19 Q3	151,111	25,267	82,693	11,504	270,575
End of 2018-19 Q4	161,555	28,020	96,440	5,312	291,327
End of 2019-20 Q1	167,574	30,131	114,069	2,473	314,247
End of 2019-20 Q2	172,166	32,361	134,455	2,678	341,660

Table E.5 Cumulative numbers of active participants by entry into the Scheme – National ^{14 15 16}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	21,285	68,325	6,134	95,744
End of 2017-18	32,597	139,736	7,768	180,101
End of 2018-19 Q1	36,666	160,760	6,656	204,082
End of 2018-19 Q2	41,698	185,788	11,489	238,975
End of 2018-19 Q3	46,803	212,268	11,504	270,575
End of 2018-19 Q4	52,065	233,950	5,312	291,327
End of 2019-20 Q1	59,968	251,806	2,473	314,247
End of 2019-20 Q2	68,751	270,231	2,678	341,660

Table E.6 Assessment of access by age group – National ¹⁷

Age Group	Prior Quarters		2019-20 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	80,895	97%	9,103	96%	89,998	97%
7 to 14	70,150	88%	5,004	81%	75,154	88%
15 to 18	25,365	91%	1,525	81%	26,890	90%
19 to 24	24,678	92%	1,086	75%	25,764	91%
25 to 34	31,047	88%	1,440	66%	32,487	87%
35 to 44	31,902	83%	1,701	62%	33,603	82%
45 to 54	41,057	79%	2,266	57%	43,323	77%
55 to 64	47,298	72%	2,900	52%	50,198	70%
65+	2,044	60%	100	53%	2,144	60%
Missing	<11		<11		<11	
Total	354,438	86%	25,125	75%	379,563	85%

¹² This table shows the total numbers of active participants at the end of each period. 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 Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

¹⁴ This table shows the total numbers of active participants at the end of each period.

¹⁵ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹⁶ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁷ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table E.7 Assessment of access by disability – National ¹⁸

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	12,227	93%	575	78%	12,802	92%
Autism	104,409	95%	7,598	93%	112,007	95%
Cerebral Palsy	14,919	97%	381	78%	15,300	96%
Developmental Delay	20,073	96%	4,154	97%	24,227	96%
Global Developmental Delay	6,178	99%	1,044	99%	7,222	99%
Hearing Impairment	15,408	88%	2,524	90%	17,932	88%
Intellectual Disability	82,249	96%	2,468	82%	84,717	95%
Multiple Sclerosis	6,930	88%	290	56%	7,220	86%
Psychosocial disability	32,869	70%	2,731	56%	35,600	68%
Spinal Cord Injury	4,450	94%	194	89%	4,644	94%
Stroke	4,984	84%	408	69%	5,392	83%
Visual Impairment	8,288	91%	352	71%	8,640	90%
Other Neurological	17,266	79%	1,018	57%	18,284	77%
Other Physical	16,258	47%	1,255	33%	17,513	46%
Other Sensory/Speech	4,031	57%	68	16%	4,099	55%
Other	788	28%	65	20%	853	27%
Missing	3,111	92%	<11		3,111	92%
Total	354,438	86%	25,125	75%	379,563	85%

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

Table E.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – National

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	18,322	5.9%	2,191	7.8%	20,513	6.1%
Not Aboriginal and Torres Strait Islander	225,743	72.6%	21,964	77.8%	247,707	73.1%
Not Stated	66,692	21.5%	4,070	14.4%	70,762	20.9%
Total	310,757	100%	28,225	100%	338,982	100%

¹⁸ Ibid.

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National¹⁹

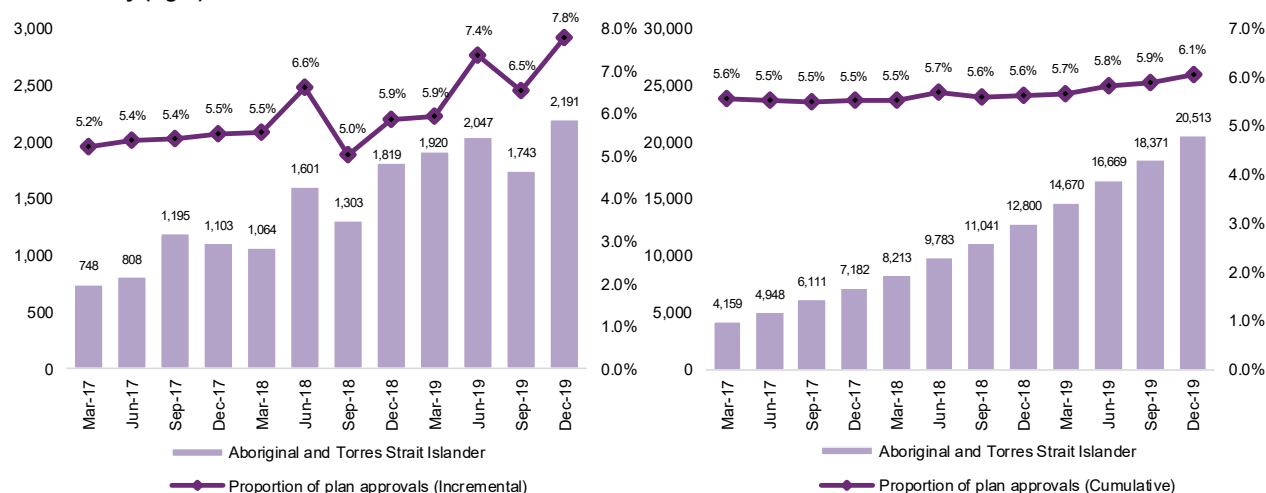
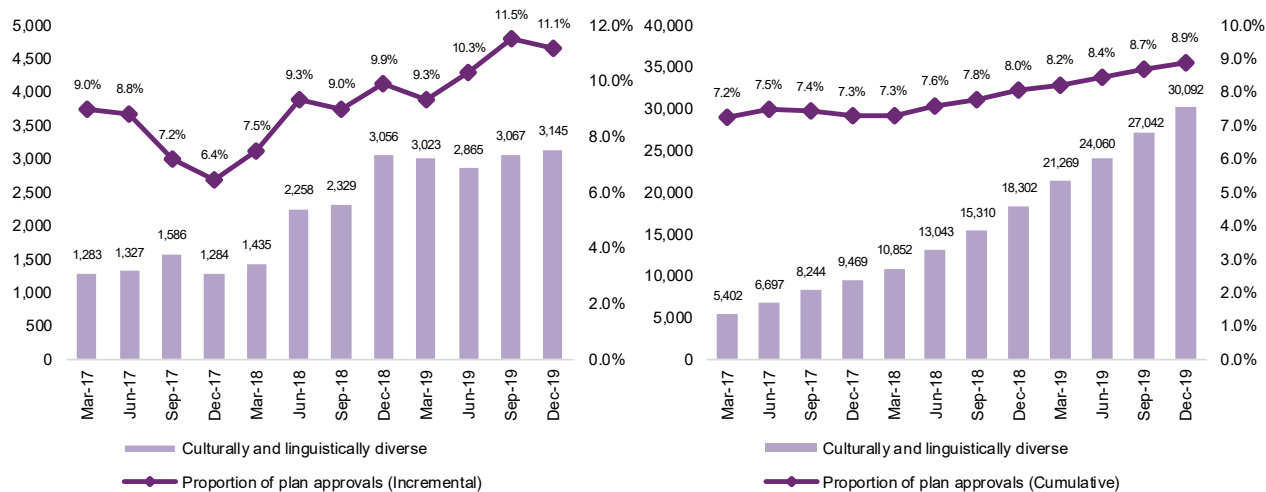


Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	26,947	8.7%	3,145	11.1%	30,092	8.9%
Not culturally and linguistically diverse	277,209	89.2%	25,058	88.8%	302,267	89.2%
Not stated	6,601	2.1%	22	0.1%	6,623	2.0%
Total	310,757	100%	28,225	100%	338,982	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National²⁰



¹⁹ 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.

²⁰ Ibid.

Table E.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – National

	Prior Quarters	2019-20 Q2	Total
Age group	N	N	N
Under 45	161	<11	166
45 to 54	744	37	781
55 to 64	2801	130	2931
Total YPIRAC (under 65)	3,706	172	3,878
65 and above	1,148	27	1,175
Total participants in residential aged care	4,854	199	5,053
Participants not in residential aged care	305,903	28,026	333,929
Total	310,757	28,225	338,982

Figure E.3 Number of active YPIRAC participants with an approved plan over time incrementally (left) and cumulatively (right) – National ²¹

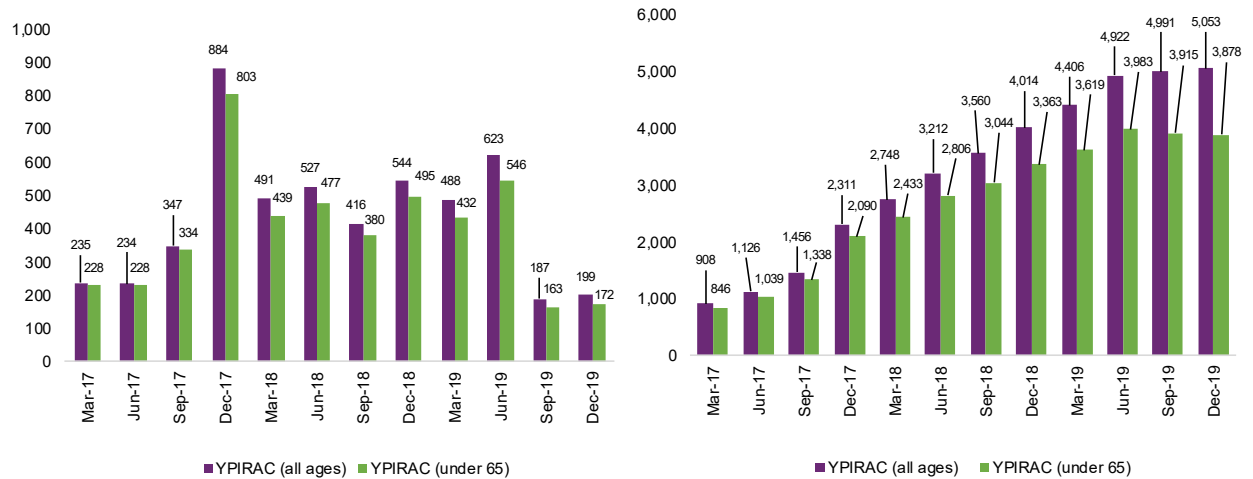


Table E.11 Participant profile per quarter by remoteness – National ^{22 23}

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	208,554	67.1%	18,873	66.9%	227,427	67.1%
Population > 50,000	34,248	11.0%	3,266	11.6%	37,514	11.1%
Population between 15,000 and 50,000	27,172	8.7%	2,474	8.8%	29,646	8.7%
Population between 5,000 and 15,000	14,721	4.7%	1,088	3.9%	15,809	4.7%
Population less than 5,000	21,763	7.0%	2,072	7.3%	23,835	7.0%
Remote	2,615	0.8%	266	0.9%	2,881	0.8%
Very Remote	1,613	0.5%	183	0.6%	1,796	0.5%
Missing	71	0.0%	<11		74	0.0%
Total	310,757	100%	28,225	100%	338,982	100%

²¹ Ibid.

²² This table is based on the Modified Monash Model measure of remoteness.

²³ 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) – National ²⁴

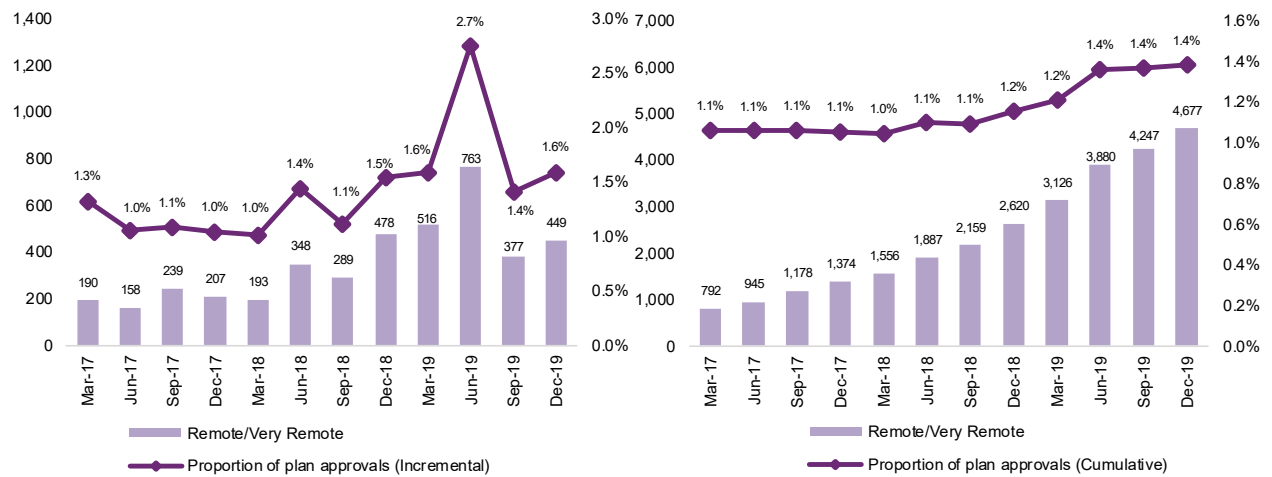


Table E.12 Participant profile per quarter by disability group – National ^{25 26}

Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	95,569	31%	9,049	32%	104,618	31%
Intellectual Disability	75,928	24%	3,064	11%	78,992	23%
Psychosocial disability	27,848	9%	2,958	10%	30,806	9%
Developmental Delay	15,908	5%	4,237	15%	20,145	6%
Other Neurological	14,172	5%	1,134	4%	15,306	5%
Hearing Impairment	12,836	4%	2,436	9%	15,272	5%
Other Physical	13,155	4%	1,441	5%	14,596	4%
Cerebral Palsy	14,033	5%	502	2%	14,535	4%
ABI	10,679	3%	639	2%	11,318	3%
Visual Impairment	7,329	2%	442	2%	7,771	2%
Multiple Sclerosis	6,326	2%	364	1%	6,690	2%
Global Developmental Delay	5,155	2%	1,117	4%	6,272	2%
Stroke	4,277	1%	417	1%	4,694	1%
Spinal Cord Injury	3,990	1%	237	1%	4,227	1%
Other Sensory/Speech	3,039	1%	124	0%	3,163	1%
Other	513	0%	64	0%	577	0%
Total	310,757	100%	28,225	100%	338,982	100%

²⁴ 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.

²⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁶ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (10,560).

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National ²⁷

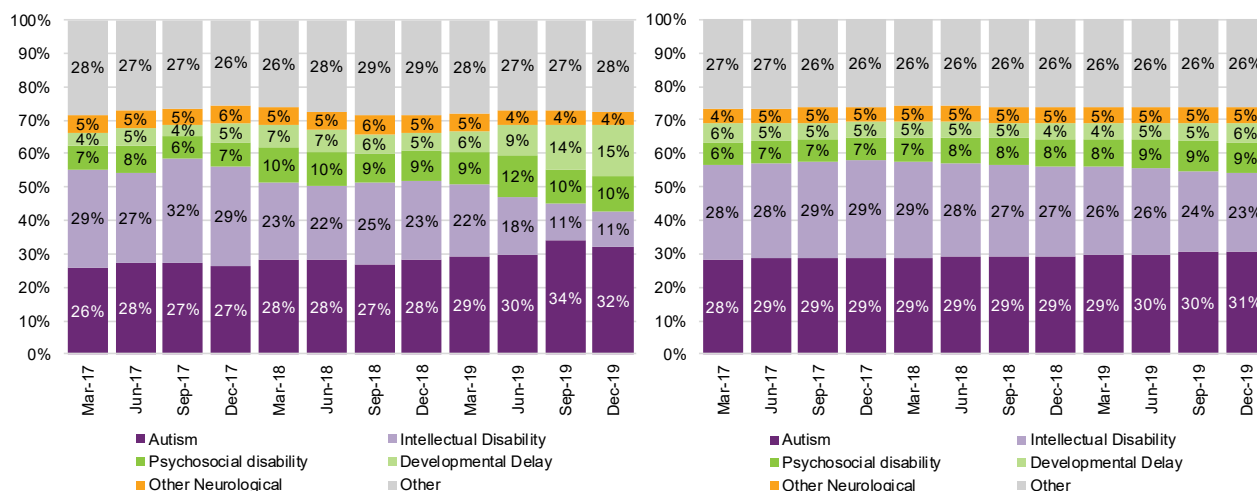


Table E.13 Participant profile per quarter by level of functions – National ²⁸

Level of Function	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	20,285	7%	3,781	13%	24,066	7%
2 (High Function)	601	0%	44	0%	645	0%
3 (High Function)	17,657	6%	1,884	7%	19,541	6%
4 (High Function)	19,648	6%	2,456	9%	22,104	7%
5 (High Function)	23,385	8%	2,779	10%	26,164	8%
6 (Moderate Function)	56,636	18%	6,217	22%	62,853	19%
7 (Moderate Function)	20,621	7%	1,686	6%	22,307	7%
8 (Moderate Function)	23,575	8%	1,680	6%	25,255	7%
9 (Moderate Function)	1,539	0%	108	0%	1,647	0%
10 (Moderate Function)	36,146	12%	2,578	9%	38,724	11%
11 (Low Function)	13,924	4%	728	3%	14,652	4%
12 (Low Function)	48,889	16%	2,897	10%	51,786	15%
13 (Low Function)	20,131	6%	1,250	4%	21,381	6%
14 (Low Function)	7,189	2%	135	0%	7,324	2%
15 (Low Function)	83	0%	<11		85	0%
Missing	448	0%	<11		448	0%
Total	310,757	100%	28,225	100%	338,982	100%

²⁷ 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.

²⁸ The distributions are calculated excluding participants with a missing level of function.

Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – National ²⁹

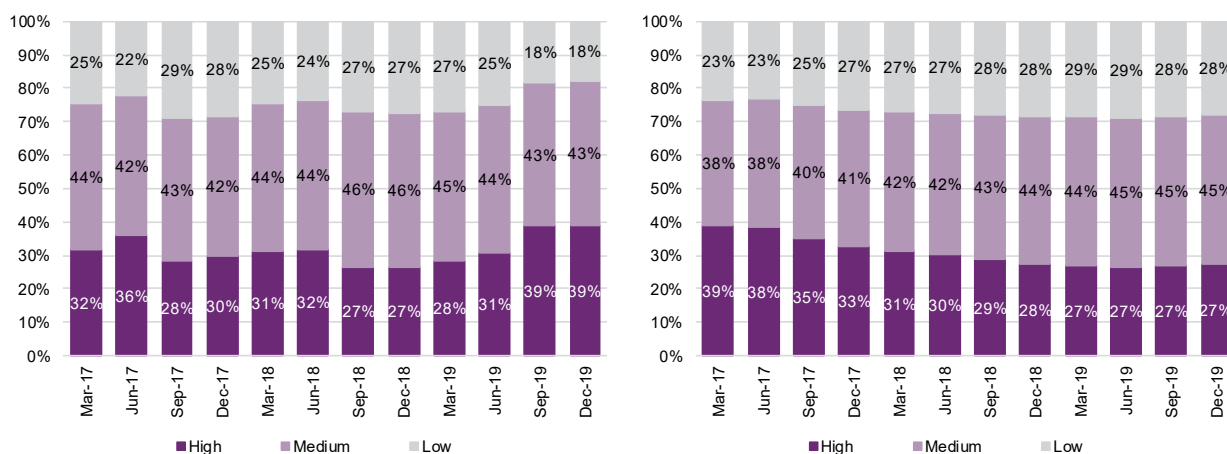
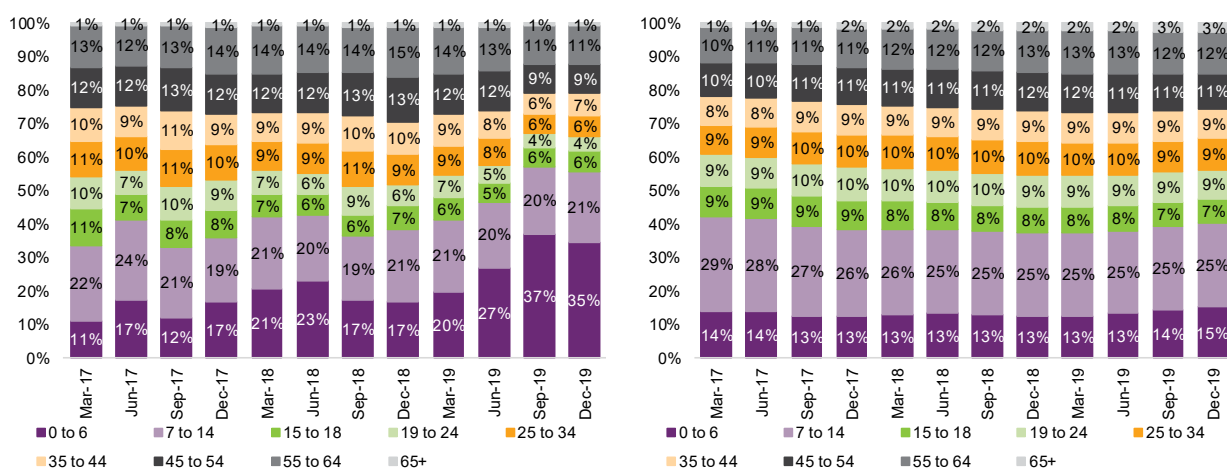


Table E.14 Participant profile per quarter by age group – National

Age Group	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
0 to 6	41,592	13%	9,753	35%	51,345	15%
7 to 14	78,543	25%	5,894	21%	84,437	25%
15 to 18	23,455	8%	1,813	6%	25,268	7%
19 to 24	28,228	9%	1,262	4%	29,490	9%
25 to 34	29,670	10%	1,680	6%	31,350	9%
35 to 44	27,625	9%	1,859	7%	29,484	9%
45 to 54	34,413	11%	2,496	9%	36,909	11%
55 to 64	38,479	12%	3,198	11%	41,677	12%
65+	8,752	3%	270	1%	9,022	3%
Total	310,757	100%	28,225	100%	338,982	100%

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National ³⁰



²⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁰ Ibid.

Table E.15 Participant profile per quarter by gender – National

Gender	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Male	192,477	62%	17,676	63%	210,153	62%
Female	114,856	37%	10,193	36%	125,049	37%
Other	3,424	1%	356	1%	3,780	1%
Total	310,757	100%	28,225	100%	338,982	100%

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National ³¹

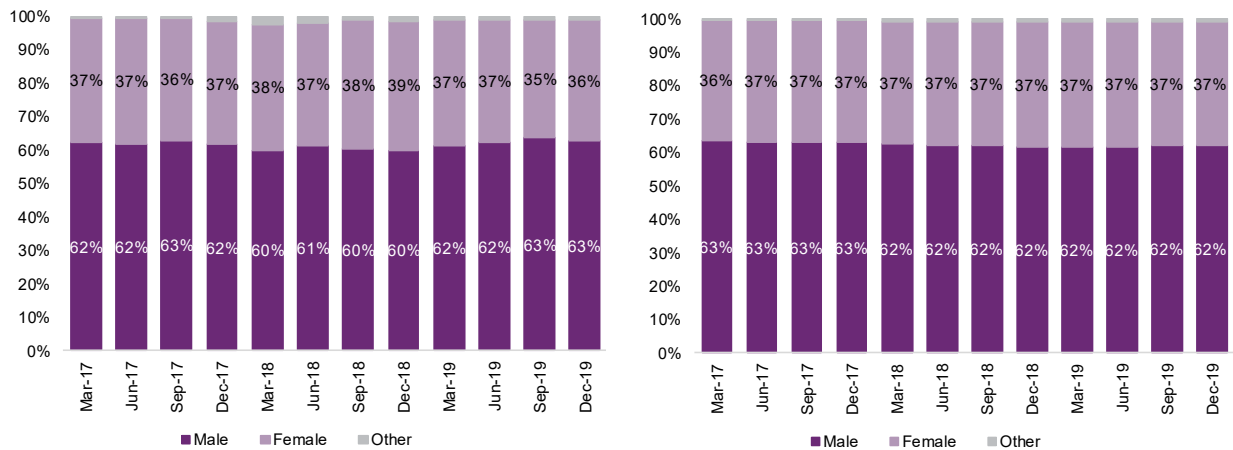


Table E.16 Number and proportion of active participants by gender and age group – National

Age Group	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
0 to 6	35,640	11%	15,096	4%	609	0%	51,345	15%	2.4
7 to 14	58,952	17%	24,204	7%	1,281	0%	84,437	25%	2.4
15 to 18	17,004	5%	8,045	2%	219	0%	25,268	7%	2.1
19 to 24	18,862	6%	10,398	3%	230	0%	29,490	9%	1.8
25 to 34	18,245	5%	12,825	4%	280	0%	31,350	9%	1.4
35 to 44	16,036	5%	13,166	4%	282	0%	29,484	9%	1.2
45 to 54	19,173	6%	17,372	5%	364	0%	36,909	11%	1.1
55 to 64	21,615	6%	19,637	6%	425	0%	41,677	12%	1.1
65+	4,626	1%	4,306	1%	90	0%	9,022	3%	1.1
Total	210,153	62%	125,049	37%	3,780	1%	338,982	100%	1.7

³¹ Ibid.

Table E.17 Number and proportion of active participants by gender and disability – National

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
Autism	78,686	23%	24,360	7%	1,572	0%	104,618	31%	3.2
Intellectual Disability	44,484	13%	33,857	10%	651	0%	78,992	23%	1.3
Psychosocial Disability	15,884	5%	14,658	4%	264	0%	30,806	9%	1.1
Developmental Delay	14,321	4%	5,669	2%	155	0%	20,145	6%	2.5
Other Neurological	8,282	2%	6,892	2%	132	0%	15,306	5%	1.2
Cerebral Palsy	7,942	2%	6,463	2%	130	0%	14,535	4%	1.2
Other Physical	7,614	2%	6,795	2%	187	0%	14,596	4%	1.1
Hearing Impairment	7,335	2%	7,677	2%	260	0%	15,272	5%	1.0
Acquired Brain Injury	7,459	2%	3,770	1%	89	0%	11,318	3%	2.0
Visual Impairment	3,913	1%	3,776	1%	82	0%	7,771	2%	1.0
Multiple Sclerosis	1,689	0%	4,936	1%	65	0%	6,690	2%	0.3
Global Developmental Delay	4,339	1%	1,868	1%	65	0%	6,272	2%	2.3
Stroke	2,624	1%	2,031	1%	39	0%	4,694	1%	1.3
Spinal Cord Injury	2,995	1%	1,173	0%	59	0%	4,227	1%	2.6
Other Sensory/Speech	2,267	1%	868	0%	28	0%	3,163	1%	2.6
Other	319	0%	256	0%	<11		577	0%	1.2
Total	210,153	62%	125,049	37%	3,780	1%	338,982	100%	1.7

Part Two: Participant experience and outcomes

Table E.18 Number of baseline questionnaires completed by SFOF version – National ³²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	7,545	11,743	16,290	13,666	49,244
Participant school to 14	14,059	21,385	31,994	15,287	82,725
Participant 15 to 24	9,452	12,249	14,930	5,460	42,091
Participant 25 and over	24,218	36,714	52,026	18,004	130,962
Total Participant	55,274	82,091	115,240	52,417	305,022
Family 0 to 14	20,175	32,076	45,823	28,028	126,102
Family 15 to 24	2,670	8,348	10,179	3,797	24,994
Family 25 and over	727	10,991	15,624	5,474	32,816
Total Family	23,572	51,415	71,626	37,299	183,912
Total	78,846	133,506	186,866	89,716	488,934

³² Baseline outcomes for participants and/or their families and carers were collected for 98% of participants. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table E.19 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – National

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
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		27%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		67%		
CC	% who are happy with the level of independence/control they have now			35%	
CC	% who choose who supports them			36%	56%
CC	% who choose what they do each day			45%	65%
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.20 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – National

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	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	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%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

Table E.21 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – National

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		64%		
HM	% who are happy with their home			80%	72%
HM	% who feel safe or very safe in their home			84%	72%
HW	% who rate their health as good, very good or excellent			68%	45%
HW	% who did not have any difficulties accessing health services			69%	64%
LL	% who currently attend or previously attended school in a mainstream class			33%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				53%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			18%	23%
WK	% who volunteer			12%	12%

Table E.22 Selected key baseline indicators for families/carers of participants – National

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	21%	27%	24%
% receiving Carer Allowance	48%	49%	36%
% working in a paid job	47%	50%	36%
Of those in a paid job, % in permanent employment	77%	75%	77%
Of those in a paid job, % working 15 hours or more	79%	85%	84%
% who say they (and their partner) are able to work as much as they want	41%	47%	57%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	29%	20%
% able to advocate for their child/family member	77%	70%	66%
% who have friends and family they see as often as they like	44%	44%	48%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		40%	
% who feel in control selecting services		40%	40%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	73%	61%	59%

Table E.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=7,840) - participants who entered from 1 January 2018 to 31 December 2018 – National ³³

	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?	77%
S/CP	Has the NDIS improved how your child fits into community life?	63%

Table E.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=25,680) - participants who entered from 1 January 2018 to 31 December 2018 – National

	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?	41%
REL	Has the NDIS improved your child's relationships with family and friends?	51%
S/CP	Has the NDIS improved your child's social and recreational life?	46%

Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=11,837) and ‘Participant 25 and over’ (n=37,825) - participants who entered from 1 January 2018 to 31 December 2018 – National

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	69%
DL	Has the NDIS helped you with daily living activities?	62%	73%
REL	Has the NDIS helped you to meet more people?	51%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%
S/CP	Has the NDIS helped you be more involved?	56%	60%

³³ Results in Tables E.23 to E.26 exclude participants who entered prior to 1 January 2018, as these participants have been included in Tables E.27 to E.36.

Table E.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=31,146); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=16,072) - participants who entered from 1 January 2018 to 31 December 2018 – 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?	63%	52%
Has the NDIS improved the level of support for your family?	68%	65%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	44%	39%

Table E.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,732) - participants who entered from 1 January 2017 and 31 December 2017 – National ³⁴

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	91%	95%	+4%
DL Has the NDIS improved your child's access to specialist services?	89%	93%	+5%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%	87%	+5%
REL Has the NDIS improved how your child fits into family life?	71%	77%	+6%
S/CP Has the NDIS improved how your child fits into community life?	60%	64%	+4%

Table E.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=13,348) - participants who entered from 1 January 2017 and 31 December 2017 – National

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	54%	64%	+9%
LL Has the NDIS improved your child's access to education?	33%	38%	+5%
REL Has the NDIS improved your child's relationships with family and friends?	43%	49%	+6%
S/CP Has the NDIS improved your child's social and recreational life?	40%	45%	+5%

³⁴ Results in Tables E.27 to E.30 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table E.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=7,918) and ‘Participant 25 and over’ (n=18,780) - participants who entered from 1 January 2017 and 31 December 2017 – National

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	58%	64%	+7%	65%	74%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	65%	+9%	69%	78%	+9%
REL	Has the NDIS helped you to meet more people?	48%	52%	+5%	51%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	-1%	27%	28%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	47%	53%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	35%	1%	30%	31%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	-1%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+5%	57%	64%	+7%

Table E.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=12,123); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,152) - participants who entered from 1 January 2017 and 31 December 2017 – National

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	59%	+5%	45%	54%	+8%
Has the NDIS improved the level of support for your family?	60%	67%	+8%	58%	68%	+10%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	70%	+7%	57%	66%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	+6%			
Has the NDIS improved your health and wellbeing?	35%	39%	+4%	33%	36%	+3%

Table E.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=698) - participants who entered from 1 July 2016 and 31 December 2016 – National ³⁵

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	96%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	92%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	85%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	74%	78%	79%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	60%	65%	68%	+8%

Table E.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=3,375) - participants who entered from 1 July 2016 and 31 December 2016 – National

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	56%	64%	68%	+12%
LL	Has the NDIS improved your child's access to education?	37%	38%	41%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	49%	54%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	47%	50%	+5%

Table E.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,570) - participants who entered from 1 July 2016 and 31 December 2016 – National

15 to 24					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS helped you have more choices and more control over your life?	61%	65%	66%	+5%
	Has the NDIS helped you with daily living activities?	60%	66%	69%	+9%
	Has the NDIS helped you to meet more people?	54%	55%	55%	+2%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	20%	18%	-6%
	Has your involvement with the NDIS improved your health and wellbeing?	44%	45%	46%	+2%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	37%	37%	-3%
	Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	15%	-3%
	Has the NDIS helped you be more involved?	56%	60%	61%	+5%

³⁵ Results in Tables E.31 to E.36 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 have had a third plan review to date.

Table E.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=4,864) - participants who entered from 1 July 2016 and 31 December 2016 – National

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	69%	74%	78%	+10%
Has the NDIS helped you with daily living activities?	72%	80%	85%	+12%
Has the NDIS helped you to meet more people?	54%	60%	65%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	35%	36%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	52%	58%	61%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	35%	34%	1%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	20%	18%	-2%
Has the NDIS helped you be more involved?	62%	68%	72%	+10%

Table E.35 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=2,790) - participants who entered from 1 July 2016 and 31 December 2016 – National

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	56%	61%	+7%
Has the NDIS improved the level of support for your family?	62%	65%	69%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	68%	72%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	72%	75%	+6%
Has the NDIS improved your health and wellbeing?	38%	37%	39%	+1%

Table E.36 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=553) - participants who entered from 1 July 2016 and 31 December 2016 – National

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	41%	48%	51%	+10%
Has the NDIS improved the level of support for your family?	56%	62%	66%	+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?	57%	61%	64%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	32%	31%	33%	+1%

Table E.37 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=25,795), ‘participants in community and social activities’ (n=26,041) and ‘participants who choose who supports them’ (n=26,656) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – National ³⁶

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	16%	19%	23%	24%
Aged 25+	28%	27%	27%	
Aged 15+ (Average)	25%	26%	26%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	40%	44%	47%
Aged 25+	36%	43%	47%	
Aged 15+ (Average)	35%	42%	46%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	33%	33%	35%	45%
Aged 25+	53%	54%	54%	
Aged 15+ (Average)	49%	49%	50%	

³⁶ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table E.38 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=7,493), 'participants in community and social activities' (n=7,750) and 'participants who choose who supports them' (n=8,037) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – National ³⁷

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	13%	17%	20%	24%	24%
Aged 25+	23%	23%	20%	21%	
Aged 15+ (Average)	20%	21%	20%	22%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	31%	34%	42%	44%	47%
Aged 25+	36%	40%	47%	50%	
Aged 15+ (Average)	35%	38%	46%	49%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	34%	33%	34%	45%
Aged 25+	45%	48%	45%	46%	
Aged 15+ (Average)	42%	44%	42%	43%	

Table E.39 Number of active plans with a goal by goal type and primary disability – National

Disability Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total plans approved with goals
ABI	2,941	8,023	5,613	1,543	2,467	8,241	3,868	2,370	11,310
Autism	16,698	87,449	29,514	26,509	38,800	53,179	6,658	13,087	104,488
Cerebral Palsy	3,424	11,535	7,081	2,377	2,997	8,686	3,277	2,066	14,526
Developmental Delay	964	18,370	3,185	5,336	4,662	2,494	64	17	20,088
Down Syndrome	2,220	8,265	4,465	1,937	2,574	7,379	2,518	2,512	10,558
Global Developmental Delay	427	5,641	1,137	1,726	1,538	952	23	3	6,246
Hearing Impairment	2,938	11,755	2,753	3,507	2,146	5,392	1,425	2,652	15,257
Intellectual Disability	16,360	50,321	25,452	14,454	19,190	46,453	17,253	20,552	68,340
Multiple Sclerosis	1,729	5,043	4,335	404	896	3,915	2,130	1,095	6,688
Psychosocial disability	7,034	20,393	17,044	5,624	6,382	22,310	9,583	8,832	30,759
Spinal Cord Injury	1,253	3,363	2,328	408	480	2,498	1,184	936	4,227
Stroke	1,217	3,665	2,427	370	667	3,122	1,487	673	4,693
Visual Impairment	2,082	6,314	2,461	1,613	851	4,726	1,463	1,949	7,769
Other Neurological	3,736	11,548	7,805	1,657	2,687	9,838	4,490	1,795	15,298
Other Physical	3,537	11,502	7,190	1,396	1,468	7,526	3,243	2,453	14,581
Other Sensory/Speech	366	2,664	661	980	1,011	958	47	107	3,131
Other	128	467	287	83	104	325	126	75	575
Total	67,054	266,318	123,738	69,924	88,920	187,994	58,839	61,174	338,534

³⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

Table E.40 Number of goals in active plans by goal type and primary disability – National

Disability Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals
ABI	3,459	13,164	6,604	1,734	2,734	9,803	4,125	2,473	44,096
Autism	19,902	220,489	35,677	36,761	46,530	62,617	6,938	13,780	442,694
Cerebral Palsy	4,188	25,219	8,699	2,964	3,321	10,591	3,487	2,148	60,617
Developmental Delay	1,136	72,942	3,948	9,270	5,453	2,818	64	17	95,648
Down Syndrome	2,611	17,109	5,118	2,504	2,895	9,208	2,634	2,602	44,681
Global Developmental Delay	514	21,672	1,394	2,925	1,787	1,057	23	3	29,375
Hearing Impairment	3,498	22,861	3,168	4,296	2,391	6,133	1,482	2,792	46,621
Intellectual Disability	19,391	90,130	29,658	17,492	21,930	56,772	18,126	21,505	275,004
Multiple Sclerosis	2,016	8,381	5,420	423	946	4,465	2,329	1,132	25,112
Psychosocial disability	8,126	29,865	20,242	6,157	6,905	26,008	10,059	9,188	116,550
Spinal Cord Injury	1,545	5,822	2,838	427	507	2,958	1,305	967	16,369
Stroke	1,482	6,544	2,894	405	702	3,623	1,613	692	17,955
Visual Impairment	2,504	12,022	2,787	1,883	905	5,580	1,562	2,056	29,299
Other Neurological	4,468	21,127	9,456	1,950	2,952	11,441	4,850	1,874	58,118
Other Physical	4,237	21,117	8,864	1,632	1,573	8,620	3,513	2,545	52,101
Other Sensory/Speech	430	7,392	809	1,454	1,208	1,101	50	113	12,557
Other	154	931	357	99	115	372	132	80	2,240
Total	79,661	596,787	147,933	92,376	102,854	223,167	62,292	63,967	1,369,037

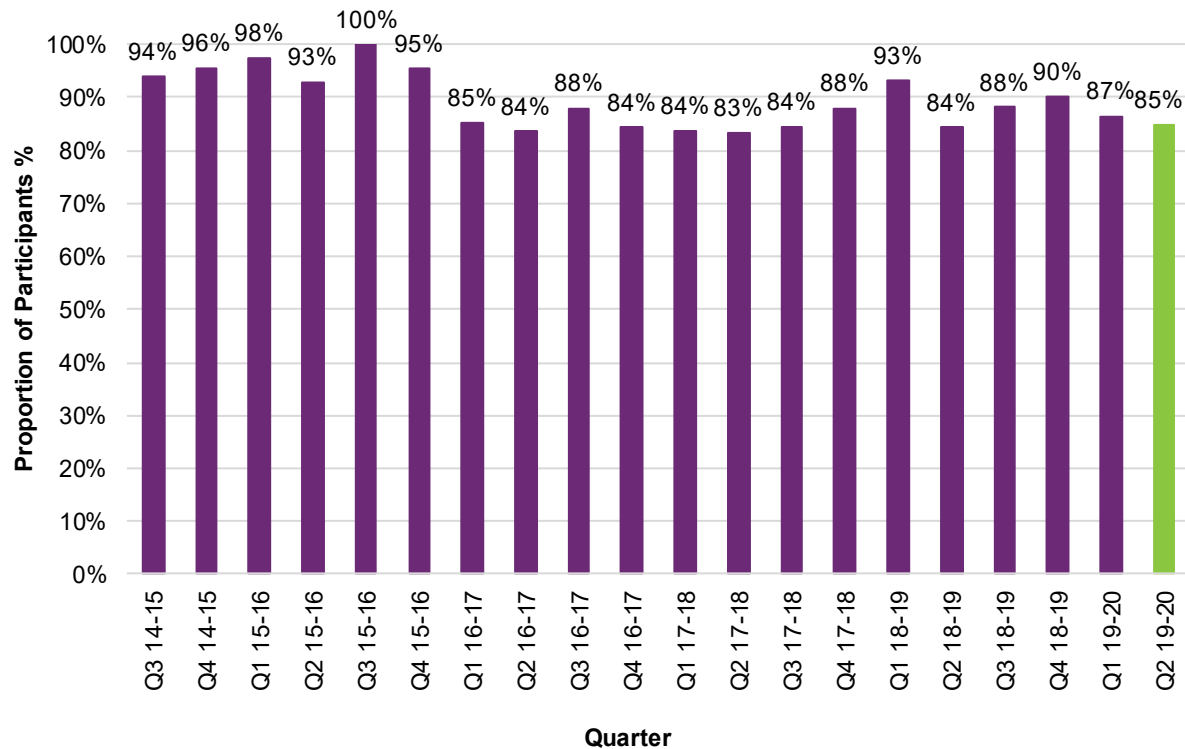
Table E.41 Number of active plans with a goal by goal type and age group – National

Age	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total plans approved with goals
0 to 6	2,580	47,333	8,120	14,057	11,975	6,524	136	5	52,103
7 to 14	12,274	71,535	25,025	21,738	33,405	42,460	1,638	944	83,867
15 to 18	6,057	20,094	8,314	6,813	8,349	16,542	2,348	7,231	25,293
19 to 24	8,106	21,619	10,370	7,081	6,508	19,365	6,950	14,398	29,236
25 to 34	8,627	22,742	13,610	6,002	7,011	21,415	9,613	12,173	31,204
35 to 44	7,658	21,061	14,529	4,733	6,290	20,460	9,349	9,875	29,487
45 to 54	9,286	26,124	18,550	4,926	7,180	25,950	11,984	9,505	36,923
55 to 64	10,267	29,571	20,716	3,980	6,804	29,117	13,758	6,342	41,589
65+	2,199	6,239	4,504	594	1,398	6,161	3,063	701	8,832
Total	67,054	266,318	123,738	69,924	88,920	187,994	58,839	61,174	338,534

Table E.42 Number of goals in active plans by goal type and age group – National

Age	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals
0 to 6	3,071	191,903	10,101	24,889	14,038	7,381	136	5	251,524
7 to 14	14,573	166,286	30,993	28,723	40,547	49,645	1,687	955	333,409
15 to 18	7,334	36,286	9,856	8,202	9,664	19,369	2,450	7,536	100,697
19 to 24	9,731	34,947	11,816	8,233	7,187	22,858	7,257	15,240	117,269
25 to 34	10,321	36,041	15,785	6,775	7,786	25,701	10,103	12,773	125,285
35 to 44	9,080	33,003	17,192	5,251	6,925	24,583	9,882	10,303	116,219
45 to 54	10,931	41,084	22,099	5,375	7,865	31,311	12,753	9,864	141,282
55 to 64	12,059	47,265	24,743	4,298	7,360	34,892	14,736	6,567	151,920
65+	2,561	9,972	5,348	630	1,482	7,427	3,288	724	31,432
Total	79,661	596,787	147,933	92,376	102,854	223,167	62,292	63,967	1,369,037

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 2019-20 Q2 is based on 635 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 85% rated the process as either good or very good, 11% rated the process as neutral rating and 4% rated the process as poor or very poor.

Table E.43 Proportion of participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions – National

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	4%	3%
I had enough time to tell my story and say what support I need	92%	4%	4%
The planner knows what I can do well	82%	11%	7%
The planner had some good ideas for my plan	84%	8%	8%
I know what is in my plan	83%	11%	6%
The planner helped me think about my future	81%	10%	9%
I think my plan will make my life better	88%	8%	4%
The planning meeting went well	90%	6%	3%

Table E.44 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 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' 2019-20 Q2
Access	n = 4,134	n = 1,395
Are you happy with how coming into the NDIS has gone?	78%	84%
Was the person from the NDIS respectful?	95%	95%
Do you understand what will happen next with your plan?	72%	72%
Pre-planning	n = 3,622	n = 1,522
Did the person from the NDIS understand how your disability affects your life?	87%	86%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	82%	83%
Are you clear on what happens next with your plan?	76%	80%
Do you know where to go for more help with your plan?	81%	82%
Planning	n = 4,681	n = 2,434
Did the person from the NDIS understand how your disability affects your life?	87%	86%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	82%	82%
Are you clear on what happens next with your plan?	77%	82%
Do you know where to go for more help with your plan?	83%	85%
Plan review	n = 4,116	n = 460
Did the person from the NDIS understand how your disability affects your life?	83%	84%
Did you feel prepared for your plan review?	84%	84%
Is your NDIS plan helping you to make progress towards your goals?	84%	85%

Table E.45 Plan reviews conducted per quarter – excluding plans less than 30 days – National ³⁸

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	414,893	76,447	491,340
<i>Early intervention plans</i>	81,708	12,416	94,124
<i>Permanent disability plans</i>	333,185	64,031	397,216

³⁸ 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

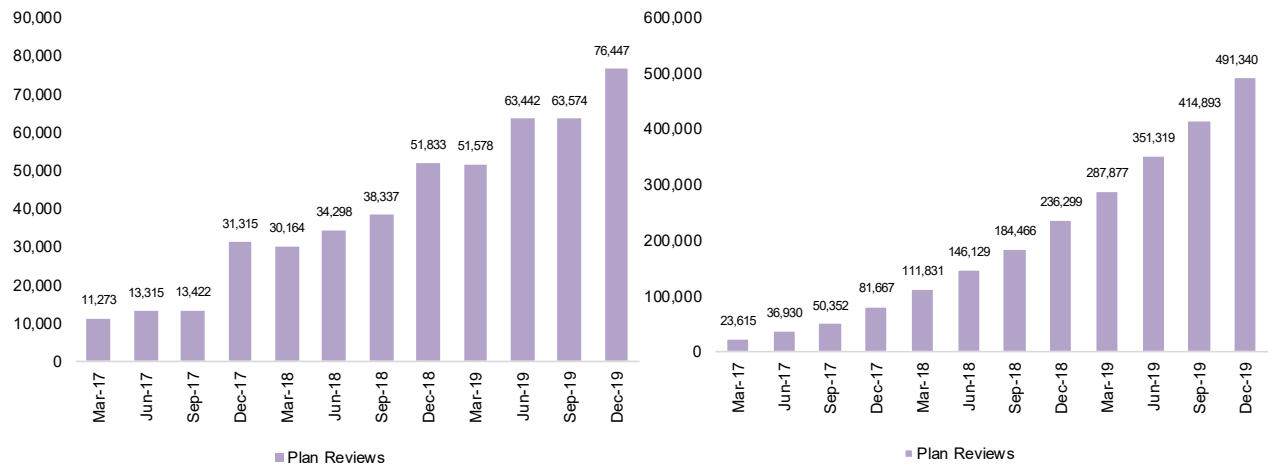


Table E.46 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – National ³⁹

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	335,578	64,468	400,046
<i>Trial participants</i>	79,937	5,847	85,784
<i>Transition participants</i>	255,641	58,621	314,262

Figure E.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – National ⁴⁰

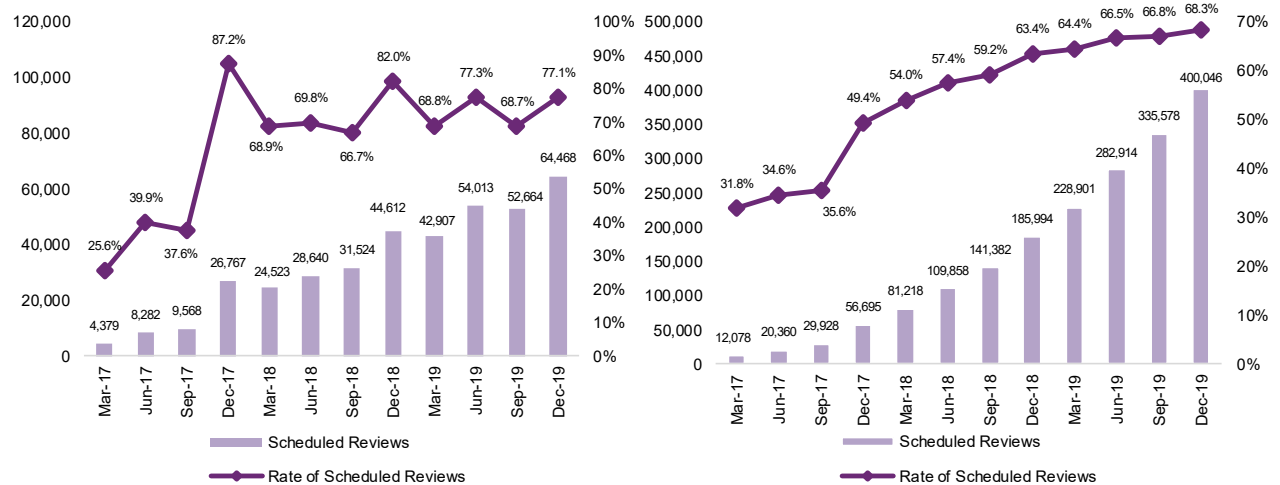


Table E.47 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – National ⁴¹

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	79,315	11,979	91,294
<i>Trial participants</i>	12,371	961	13,332
<i>Transition participants</i>	66,944	11,018	77,962

³⁹ A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

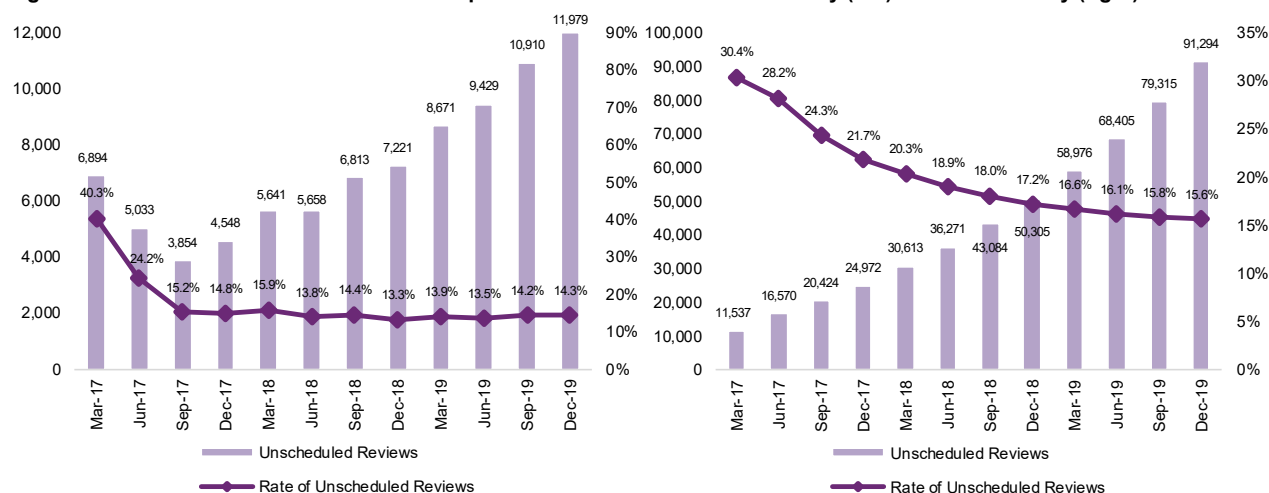
⁴⁰ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴¹ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

Table E.48 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – National ⁴²

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	15.8%	14.3%	15.6%

Figure E.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – National ⁴³



⁴² 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.

⁴³ 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.49 Complaints by quarter – National ^{44 45 46 47}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	2,258	423	2,681	2,302
Complaints about the Agency	38,223	5,766	43,989	27,383
Unclassified	3,221	2	3,223	2,894
Total	43,702	6,191	49,893	30,163
% of all access requests	6.3%	5.6%	6.2%	
Providers who have submitted a registration request				
Complaints about the Agency	2,730	287	3,017	2,420
Unclassified	389	24	413	363
Total	3,119	311	3,430	2,666
% of all registration requests	5.6%	3.9%	5.4%	
Other				
Complaints about the Agency	1,637	153	1,790	1,783
Unclassified	292	37	329	328
Total	1,929	190	2,119	2,104
Total	48,750	6,692	55,442	34,933

⁴⁴ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

⁴⁵ Note that 71% of all complainants made only one complaint, 17% made two complaints and 13% made three or more complaints.

⁴⁶ % of all access requests 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.

⁴⁷ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure E.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National ⁴⁸

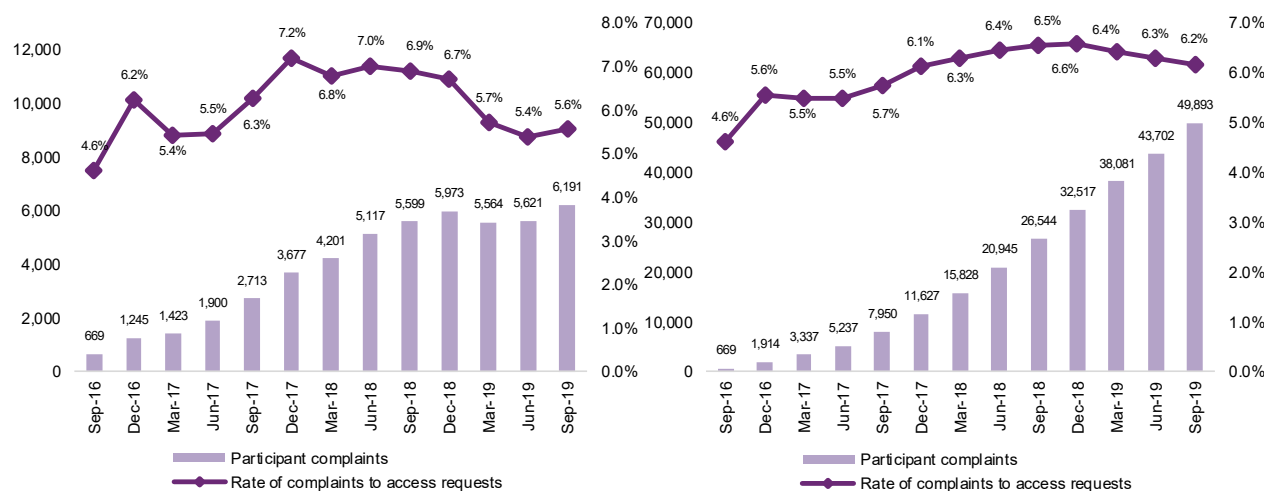
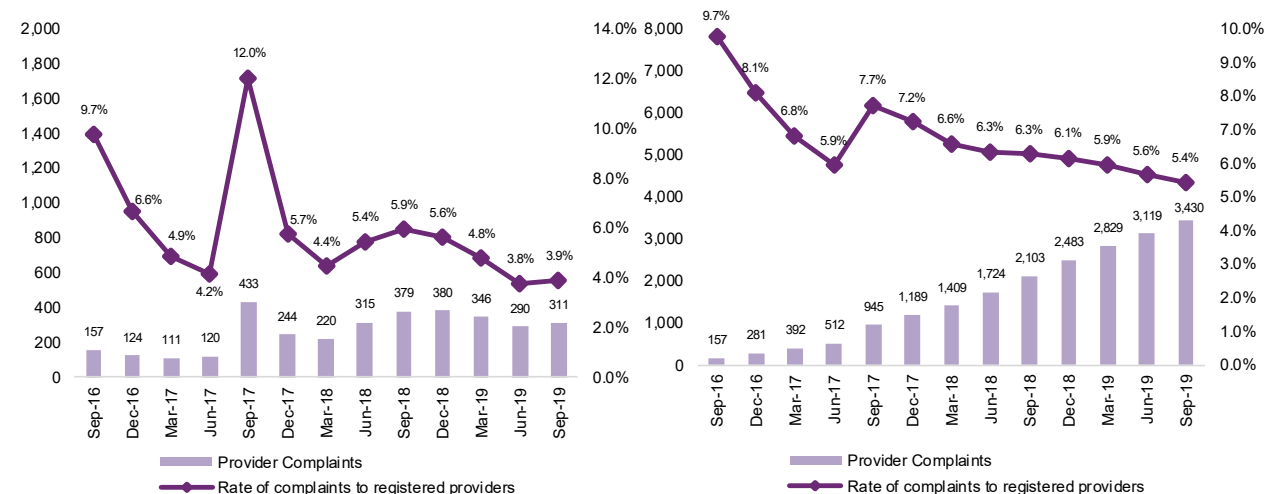


Figure E.14 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ^{49 50}



⁴⁸ Complaints submitted after the end of 2019-20 Q1 have been excluded from the chart as the results for the most recent quarter may be impacted by a lag in data collection.

⁴⁹ Ibid.

⁵⁰ The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.

Table E.50 Complaints by type – National ⁵¹

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q1		Transition Total	
Participants or those who have sought access						
<i>Complaints about service providers</i>						
Supports being provided	463	(21%)	58	(14%)	521	(19%)
Service Delivery	363	(16%)	82	(19%)	445	(17%)
Staff conduct	369	(16%)	79	(19%)	448	(17%)
Provider process	243	(11%)	57	(13%)	300	(11%)
Provider costs.	233	(10%)	42	(10%)	275	(10%)
Other	587	(26%)	105	(25%)	692	(26%)
Total	2,258		423		2,681	
<i>Complaints about the Agency</i>						
Timeliness	13,460	(35%)	2,280	(40%)	15,740	(36%)
Individual needs	4,823	(13%)	381	(7%)	5,204	(12%)
Reasonable and necessary supports	5,032	(13%)	821	(14%)	5,853	(13%)
Information unclear	1,660	(4%)	195	(3%)	1,855	(4%)
The way the NDIA carried out its decision making	2,053	(5%)	395	(7%)	2,448	(6%)
Other	11,195	(29%)	1,694	(29%)	12,889	(29%)
Total	38,223		5,766		43,989	
<i>Unclassified</i>	3,221		2		3,223	
Registered providers						
<i>Complaints about the Agency</i>						
Timeliness	674	(25%)	109	(38%)	783	(26%)
Individual needs	344	(13%)	9	(3%)	353	(12%)
Provider Portal	393	(14%)	19	(7%)	412	(14%)
Information unclear	204	(7%)	14	(5%)	218	(7%)
Participation, engagement and inclusion	47	(2%)	1	(0%)	48	(2%)
Other	1,068	(39%)	135	(47%)	1,203	(40%)
Total	2,730		287		3,017	
<i>Unclassified</i>	389		24		413	
Other						
<i>Complaints about the Agency</i>						
Individual needs	384	(23%)	10	(7%)	394	(22%)
Timeliness	335	(20%)	18	(12%)	353	(20%)
Information unclear	170	(10%)	2	(1%)	172	(10%)
Participation, engagement and inclusion	66	(4%)	15	(10%)	81	(5%)
Staff conduct - Agency	74	(5%)	11	(7%)	85	(5%)
Other	608	(37%)	97	(63%)	705	(39%)
Total	1,637		153		1,790	
<i>Unclassified</i>	292		37		329	

⁵¹ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table E.51 Summary of s48 Participant Review Requests (PRRs) – National *

	As at 31 Dec 2019
Closed PRRs	47,441
Open PRRs	2,036
Average days PRRs have been open	36
Number of new PRRs in 2019-20 Q2	11,972
Number of closed PRRs in 2019-20 Q2	13,444
Average days PRRs took to close	31

* Participant Review Request (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

Table E.52 Summary of s100 Reviewable Decisions – National **

	Access Decision requests	Planning Decision requests
Closed s100 requests	16,784	5,901
Open s100 requests	892	8,571
Average days s100 requests have been open	33	75
Number of new requests in 2019-20 Q2	2,112	5,379
Number of closed s100 requests in 2019-20 Q2	2,765	3,270
Average days s100 requests took to close	145	96

* Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

^ Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Table E.53 AAT Cases by category – National ^{52 53}

	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
Access	936	35%	280	50%	1,216	38%
Plan	1,246	47%	221	40%	1,467	45%
Plan Review	287	11%	25	4%	312	10%
Other	202	8%	32	6%	234	7%
Total	2,671	100%	558	100%	3,229	100%
% of all access decisions	0.36%		0.52%		0.38%	

⁵² Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

⁵³ % of all access decisions 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 E.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

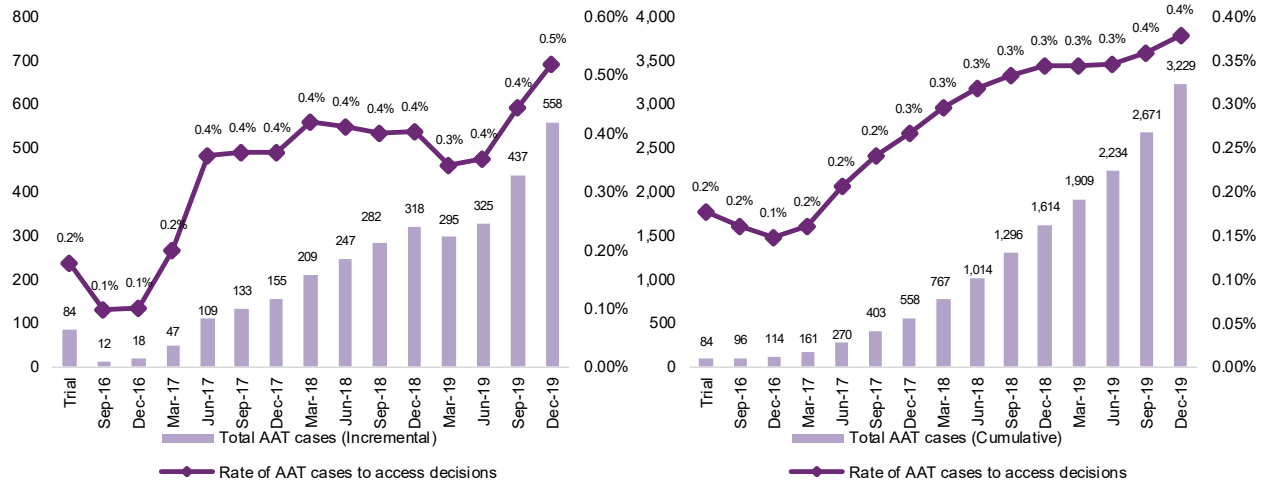


Table E.54 AAT cases by open/closed and decision – National

	N
AAT Cases	3,229
Open AAT Cases	906
Closed AAT Cases	2,323
Resolved before hearing	2,254
Gone to hearing and received a substantive decision	69*

*Of the 69 cases which went to hearing and received a substantive decision: 31 affirmed the Agency's decision, 12 varied the Agency's decision and 26 set aside the Agency's decision. ⁵⁴

Table E.55 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National
55 56

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	18%	19%	18%
Self-managed partly	12%	12%	12%
Plan managed	33%	40%	35%
Agency managed	37%	29%	35%
Total	100%	100%	100%

⁵⁴ 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.

⁵⁵ 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.

⁵⁶ Trial participants are not included.

Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National ⁵⁷

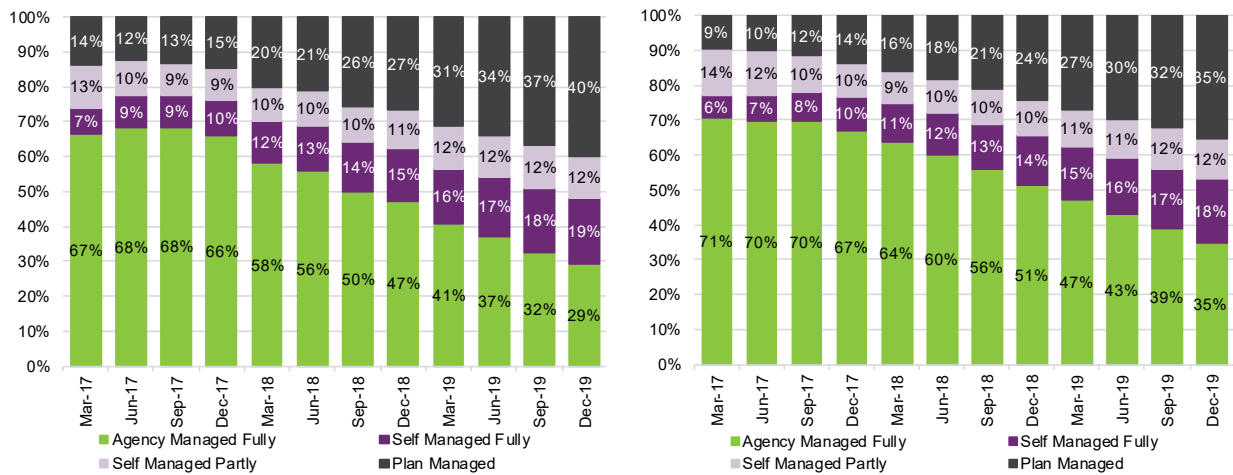


Table E.56 Distribution of active participants by support coordination and quarter of plan approval – National ⁵⁸

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	37%	40%	38%

Table E.57 Duration to plan activation by quarter of initial plan approval for active participants – National ⁵⁹

	Prior Quarters (Transition Only)		2018-19 Q4	
Plan activation	N	%	N	%
Less than 30 days	160,547	70%	18,477	67%
30 to 59 days	25,274	11%	3,648	13%
60 to 89 days	12,112	5%	1,607	6%
Activated within 90 days	197,933	87%	23,732	86%
90 to 119 days	7,073	3%	789	3%
120 days and over	17,889	8%	949	3%
Activated after 90 days	24,962	11%	1,738	6%
No payments	5,834	3%	2,218	8%
Total plans approved	228,729	100%	27,688	100%

⁵⁷ 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.

⁵⁸ Trial participants are not included.

⁵⁹ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table E.58 Proportion of participants who have 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	11,951	12,642	95%
Not Aboriginal and Torres Strait Islander	151,024	155,972	97%
Not Stated	53,946	55,651	97%
Total	216,921	224,265	97%
by Culturally and Linguistically Diverse status			
CALD	17,506	18,026	97%
Not CALD	195,661	202,361	97%
Not Stated	3,754	3,878	97%
Total	216,921	224,265	97%
by Remoteness			
Major Cities	143,175	147,714	97%
Regional	71,266	73,911	96%
Remote	2,428	2,587	94%
Missing	52	53	98%
Total	216,921	224,265	97%
by Primary Disability type			
Autism	66,386	68,620	97%
Intellectual Disability (including Down Syndrome)	59,249	60,988	97%
Psychosocial Disability	18,054	18,790	96%
Developmental Delay (including Global Developmental Delay)	9,903	10,437	95%
Other	63,329	65,430	97%
Total	216,921	224,265	97%

Table E.59 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – National ^{60 61}

Plan utilisation	Total
0 to 50%	38%
50% to 75%	24%
> 75%	38%
Total	100%

⁶⁰ 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.

⁶¹ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table E.60 Proportion of active participants with approved plans accessing mainstream supports – National ⁶²

	Prior Quarters	2019-20 Q2	Total
Daily Activities	10%	11%	11%
Health & Wellbeing	47%	50%	48%
Lifelong Learning	12%	14%	13%
Other	11%	12%	11%
Non-categorised	33%	31%	32%
Any mainstream service	93%	94%	94%

Part Three: Providers and the growing market

Table E.61 Key markets indicators by quarter – National ^{63 64}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.41	1.36
b) Number of providers delivering new types of supports	2,175	1,717
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	88%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	83%	85%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	87%	89%

⁶² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁴ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table E.62 Cumulative number of providers that have been ever active by registration group – National ⁶⁵

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	422	38	460	9%
Assistance Animals	195	15	210	8%
Assistance with daily life tasks in a group or shared living arrangement	1,300	118	1,418	9%
Assistance with travel/transport arrangements	1,719	104	1,823	6%
Daily Personal Activities	2,237	148	2,385	7%
Group and Centre Based Activities	1,661	73	1,734	4%
High Intensity Daily Personal Activities	1,808	87	1,895	5%
Household tasks	3,509	173	3,682	5%
Interpreting and translation	305	28	333	9%
Participation in community, social and civic activities	2,470	148	2,618	6%
Assistive Technology				
Assistive equipment for recreation	377	39	416	10%
Assistive products for household tasks	389	23	412	6%
Assistance products for personal care and safety	2,123	113	2,236	5%
Communication and information equipment	567	95	662	17%
Customised Prosthetics	1,065	71	1,136	7%
Hearing Equipment	319	62	381	19%
Hearing Services	64	7	71	11%
Personal Mobility Equipment	1,208	108	1,316	9%
Specialised Hearing Services	111	6	117	5%
Vision Equipment	298	65	363	22%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,099	138	2,237	7%
Behaviour Support	1,243	87	1,330	7%
Community nursing care for high needs	741	71	812	10%
Development of daily living and life skills	1,864	87	1,951	5%
Early Intervention supports for early childhood	2,365	107	2,472	5%
Exercise Physiology and Physical Wellbeing activities	1,370	127	1,497	9%
Innovative Community Participation	620	65	685	10%
Specialised Driving Training	369	41	410	11%
Therapeutic Supports	7,541	265	7,806	4%
Capital services				
Home modification design and construction	707	95	802	13%
Specialist Disability Accommodation	195	20	215	10%
Vehicle Modifications	299	37	336	12%
Choice and control support services				
Management of funding for supports in participants plan	1,045	57	1,102	5%
Support Coordination	748	62	810	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	600	29	629	5%
Specialised Supported Employment	493	26	519	5%
Total active providers	13,433	553	13,986	4%

⁶⁵ 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.63 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – National

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	96	364	460	21%	79%	100%
Assistance Animals	22	188	210	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	161	1,257	1,418	11%	89%	100%
Assistance with travel/transport arrangements	335	1,488	1,823	18%	82%	100%
Daily Personal Activities	318	2,067	2,385	13%	87%	100%
Group and Centre Based Activities	178	1,556	1,734	10%	90%	100%
High Intensity Daily Personal Activities	225	1,670	1,895	12%	88%	100%
Household tasks	1,269	2,413	3,682	34%	66%	100%
Interpreting and translation	67	266	333	20%	80%	100%
Participation in community, social and civic activities	379	2,239	2,618	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	50	366	416	12%	88%	100%
Assistive products for household tasks	58	354	412	14%	86%	100%
Assistance products for personal care and safety	397	1,839	2,236	18%	82%	100%
Communication and information equipment	141	521	662	21%	79%	100%
Customised Prosthetics	199	937	1,136	18%	82%	100%
Hearing Equipment	48	333	381	13%	87%	100%
Hearing Services	8	63	71	11%	89%	100%
Personal Mobility Equipment	220	1,096	1,316	17%	83%	100%
Specialised Hearing Services	14	103	117	12%	88%	100%
Vision Equipment	54	309	363	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	421	1,816	2,237	19%	81%	100%
Behaviour Support	388	942	1,330	29%	71%	100%
Community nursing care for high needs	116	696	812	14%	86%	100%
Development of daily living and life skills	262	1,689	1,951	13%	87%	100%
Early Intervention supports for early childhood	1,062	1,410	2,472	43%	57%	100%
Exercise Physiology and Physical Wellbeing activities	391	1,106	1,497	26%	74%	100%
Innovative Community Participation	202	483	685	29%	71%	100%
Specialised Driving Training	105	305	410	26%	74%	100%
Therapeutic Supports	3,812	3,994	7,806	49%	51%	100%
Capital services						
Home modification design and construction	135	667	802	17%	83%	100%
Specialist Disability Accommodation	9	206	215	4%	96%	100%
Vehicle Modifications	48	288	336	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	195	907	1,102	18%	82%	100%
Support Coordination	142	668	810	18%	82%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	66	563	629	10%	90%	100%
Specialised Supported Employment	44	475	519	8%	92%	100%
Total	6,000	7,986	13,986	43%	57%	100%

Table E.64 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – National

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	104	38	142	27%
Assistance Animals	125	15	140	11%
Assistance with daily life tasks in a group or shared living arrangement	1,038	118	1,156	10%
Assistance with travel/transport arrangements	910	104	1,014	10%
Daily Personal Activities	1,708	148	1,856	8%
Group and Centre Based Activities	1,104	73	1,177	6%
High Intensity Daily Personal Activities	1,096	87	1,183	7%
Household tasks	2,312	173	2,485	7%
Interpreting and translation	159	28	187	15%
Participation in community, social and civic activities	1,875	148	2,023	7%
Assistive Technology				
Assistive equipment for recreation	88	39	127	31%
Assistive products for household tasks	55	23	78	29%
Assistance products for personal care and safety	1,356	113	1,469	8%
Communication and information equipment	246	95	341	28%
Customised Prosthetics	552	71	623	11%
Hearing Equipment	101	62	163	38%
Hearing Services	8	7	15	47%
Personal Mobility Equipment	738	108	846	13%
Specialised Hearing Services	8	6	14	43%
Vision Equipment	129	65	194	34%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,620	138	1,758	8%
Behaviour Support	693	87	780	11%
Community nursing care for high needs	341	71	412	17%
Development of daily living and life skills	1,209	87	1,296	7%
Early Intervention supports for early childhood	1,337	107	1,444	7%
Exercise Physiology and Physical Wellbeing activities	886	127	1,013	13%
Innovative Community Participation	231	65	296	22%
Specialised Driving Training	181	41	222	18%
Therapeutic Supports	4,922	265	5,187	5%
Capital services				
Home modification design and construction	309	95	404	24%
Specialist Disability Accommodation	142	20	162	12%
Vehicle Modifications	113	37	150	25%
Choice and control support services				
Management of funding for supports in participants plan	761	57	818	7%
Support Coordination	344	62	406	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	318	29	347	8%
Specialised Supported Employment	381	26	407	6%
Total	9,315	553	9,868	6%

Table E.65 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – National

Registration Group	Active					
	Individual / sole trader	Company/ organisatio n	Total Active	Individual / sole trader	Company/ organisatio n	Total Active
Assistance services						
Accommodation / Tenancy Assistance	37	105	142	26%	74%	100%
Assistance Animals	15	125	140	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	122	1,034	1,156	11%	89%	100%
Assistance with travel/transport arrangements	137	877	1,014	14%	86%	100%
Daily Personal Activities	221	1,635	1,856	12%	88%	100%
Group and Centre Based Activities	114	1,063	1,177	10%	90%	100%
High Intensity Daily Personal Activities	132	1,051	1,183	11%	89%	100%
Household tasks	790	1,695	2,485	32%	68%	100%
Interpreting and translation	42	145	187	22%	78%	100%
Participation in community, social and civic activities	260	1,763	2,023	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	10	117	127	8%	92%	100%
Assistive products for household tasks	11	67	78	14%	86%	100%
Assistance products for personal care and safety	220	1,249	1,469	15%	85%	100%
Communication and information equipment	54	287	341	16%	84%	100%
Customised Prosthetics	80	543	623	13%	87%	100%
Hearing Equipment	21	142	163	13%	87%	100%
Hearing Services	3	12	15	20%	80%	100%
Personal Mobility Equipment	118	728	846	14%	86%	100%
Specialised Hearing Services	1	13	14	7%	93%	100%
Vision Equipment	29	165	194	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	322	1,436	1,758	18%	82%	100%
Behaviour Support	190	590	780	24%	76%	100%
Community nursing care for high needs	58	354	412	14%	86%	100%
Development of daily living and life skills	162	1,134	1,296	13%	88%	100%
Early Intervention supports for early childhood	519	925	1,444	36%	64%	100%
Exercise Physiology and Physical Wellbeing activities	230	783	1,013	23%	77%	100%
Innovative Community Participation	80	216	296	27%	73%	100%
Specialised Driving Training	55	167	222	25%	75%	100%
Therapeutic Supports	2,307	2,880	5,187	44%	56%	100%
Capital services						
Home modification design and construction	54	350	404	13%	87%	100%
Specialist Disability Accommodation	6	156	162	4%	96%	100%
Vehicle Modifications	22	128	150	15%	85%	100%
Choice and control support services						
Management of funding for supports in participants plan	155	663	818	19%	81%	100%
Support Coordination	63	343	406	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	30	317	347	9%	91%	100%
Specialised Supported Employment	37	370	407	9%	91%	100%
Total	3,724	6,144	9,868	38%	62%	100%

Part Four: Financial sustainability

Table E.66 Committed supports by financial year (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.7	939.1	3,234.5	7,740.4	14,585.7	11,090.9

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 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National

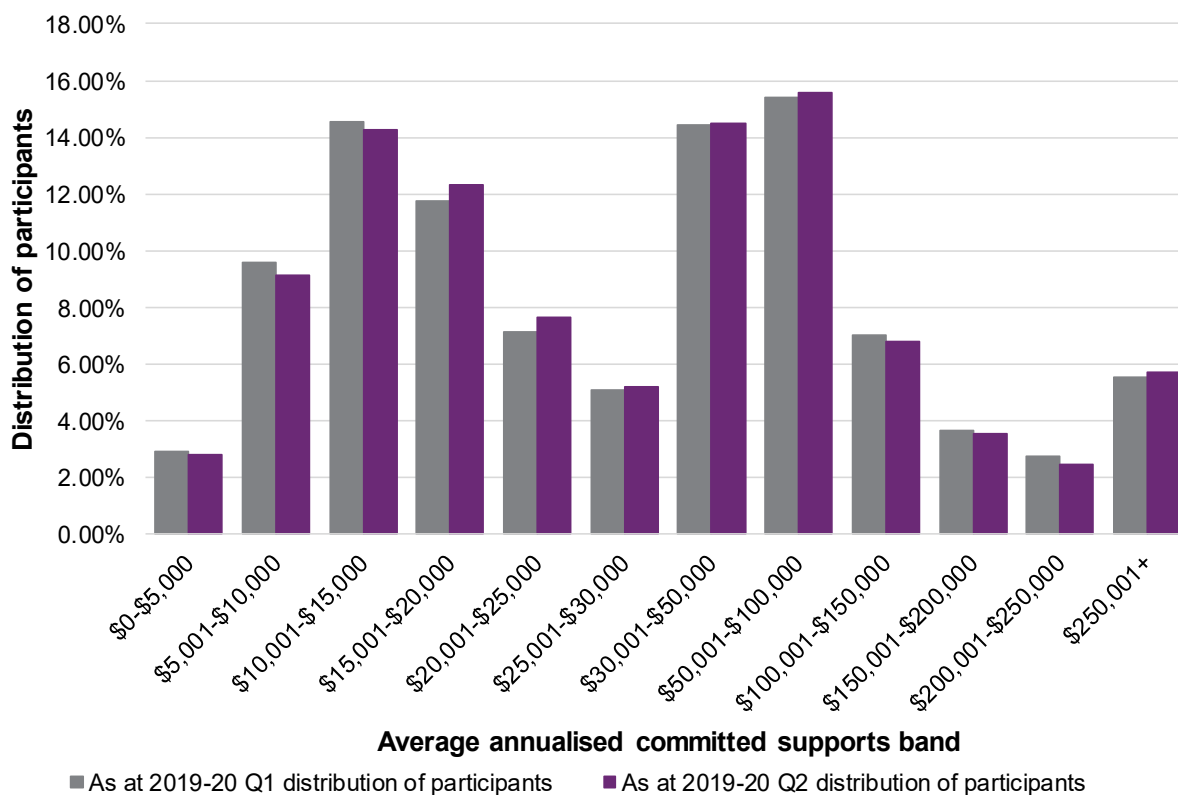


Figure E.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National

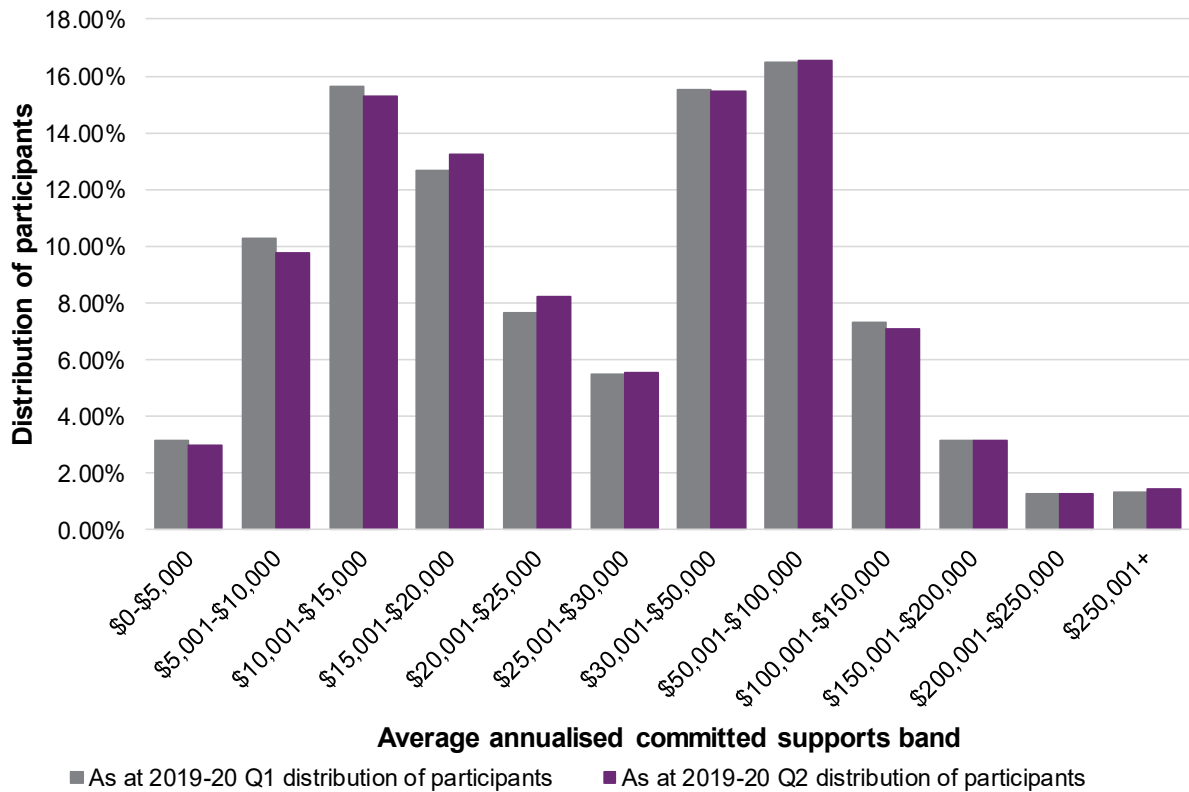


Figure E.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National

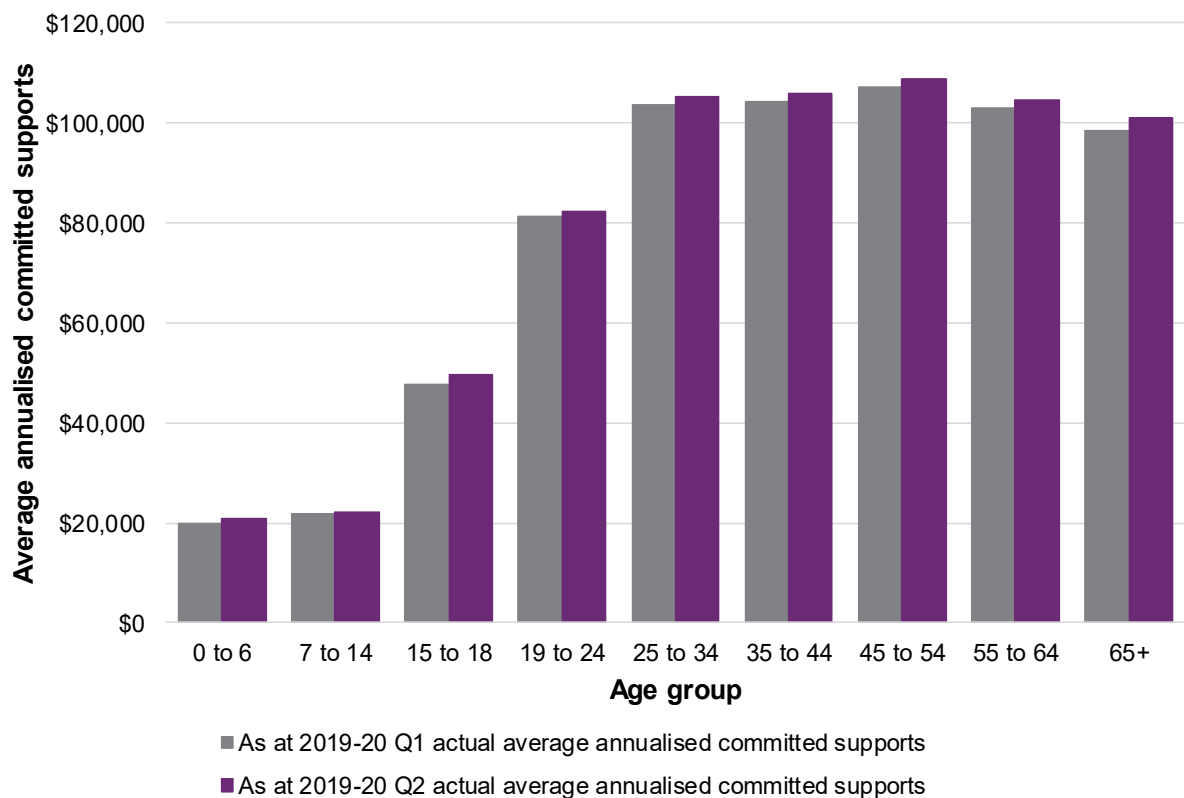


Figure E.20 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National

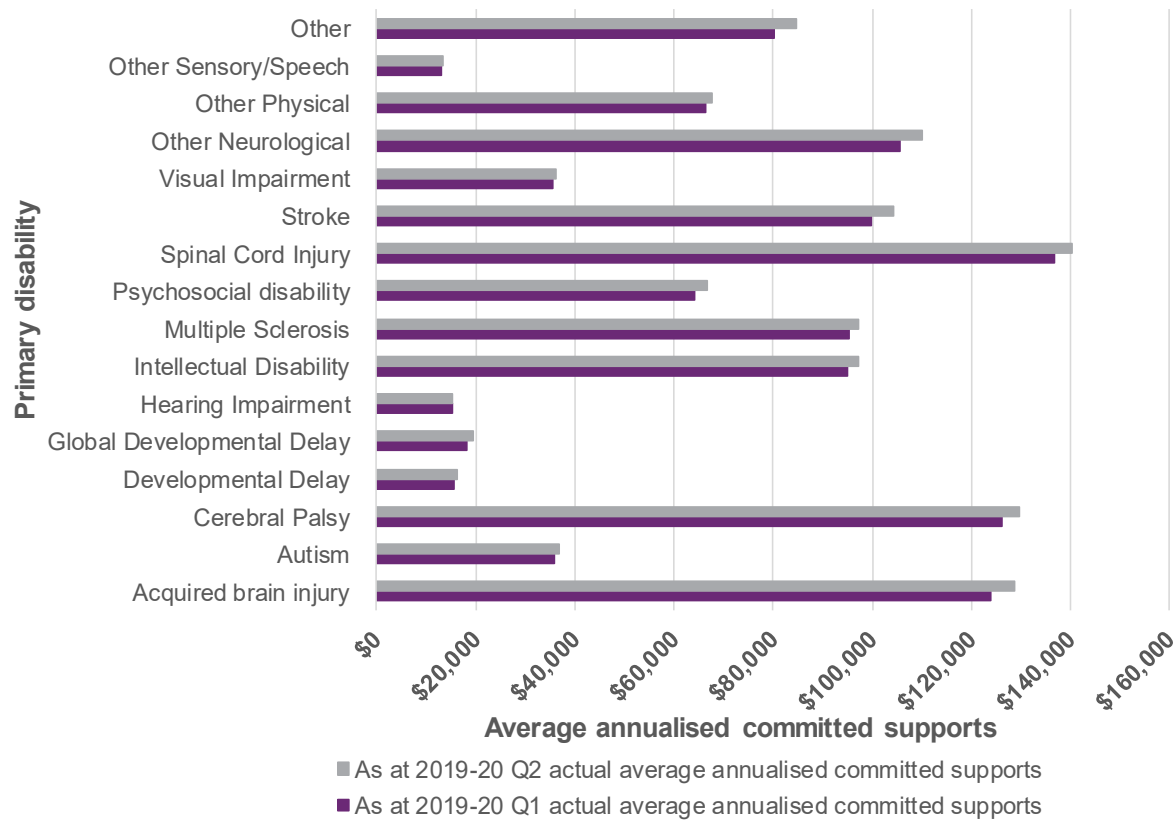


Figure E.21 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National

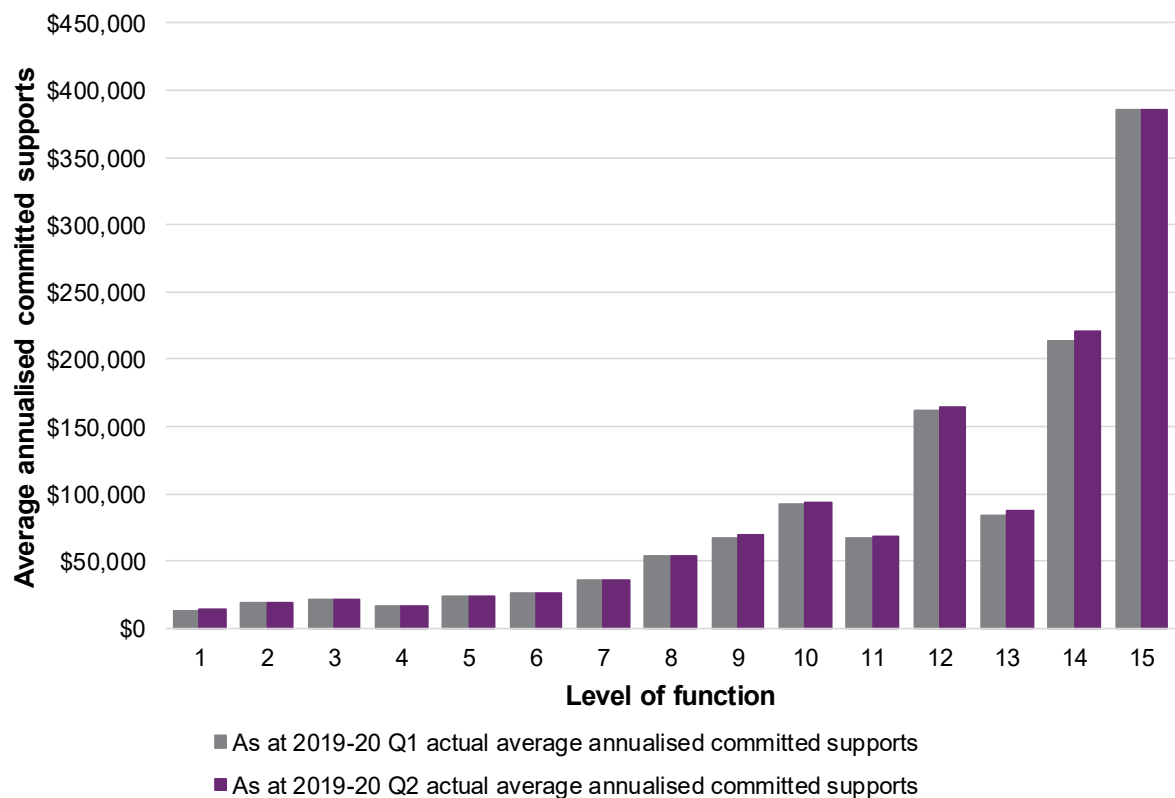


Figure E.22 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National

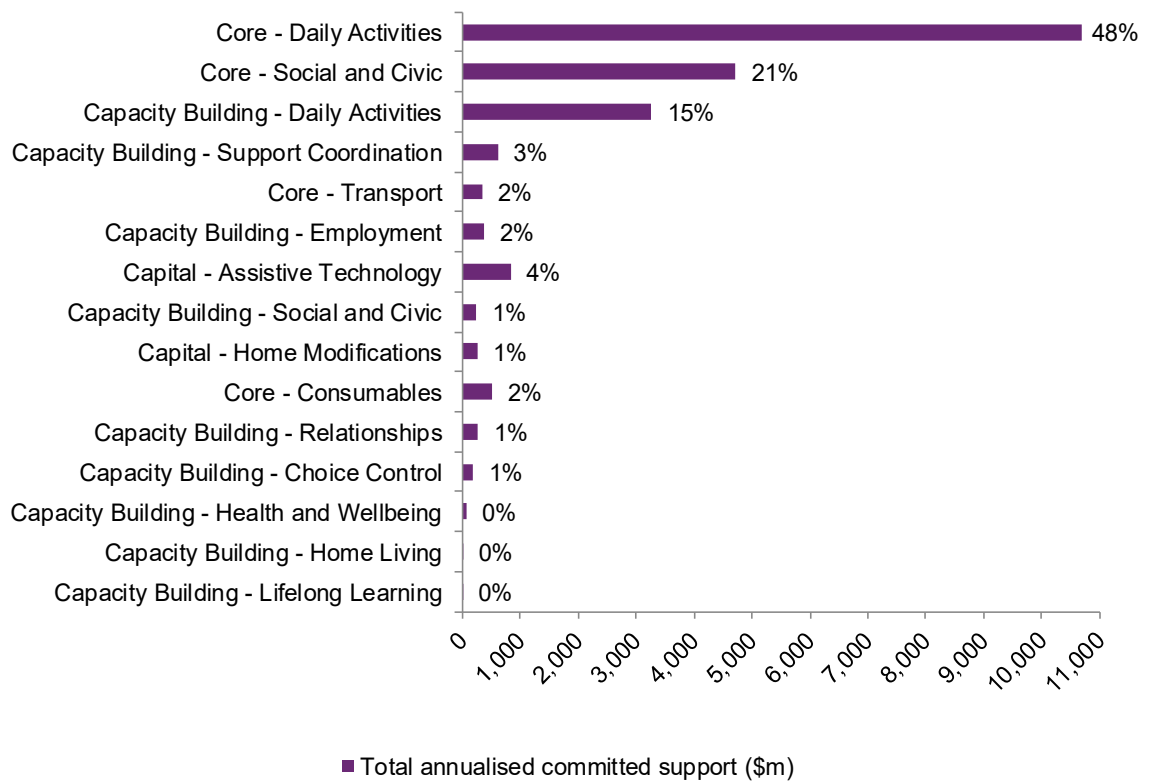


Table E.67 Payments by financial year, compared to committed supports (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.7	939.1	3,234.5	7,740.4	14,585.7	11,090.9
Total Paid	85.8	370.9	704.3	2,183.2	5,420.2	10,205.2	6,944.1
% utilised to date	65%	75%	75%	67%	70%	70%	63%

Figure E.23 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – National

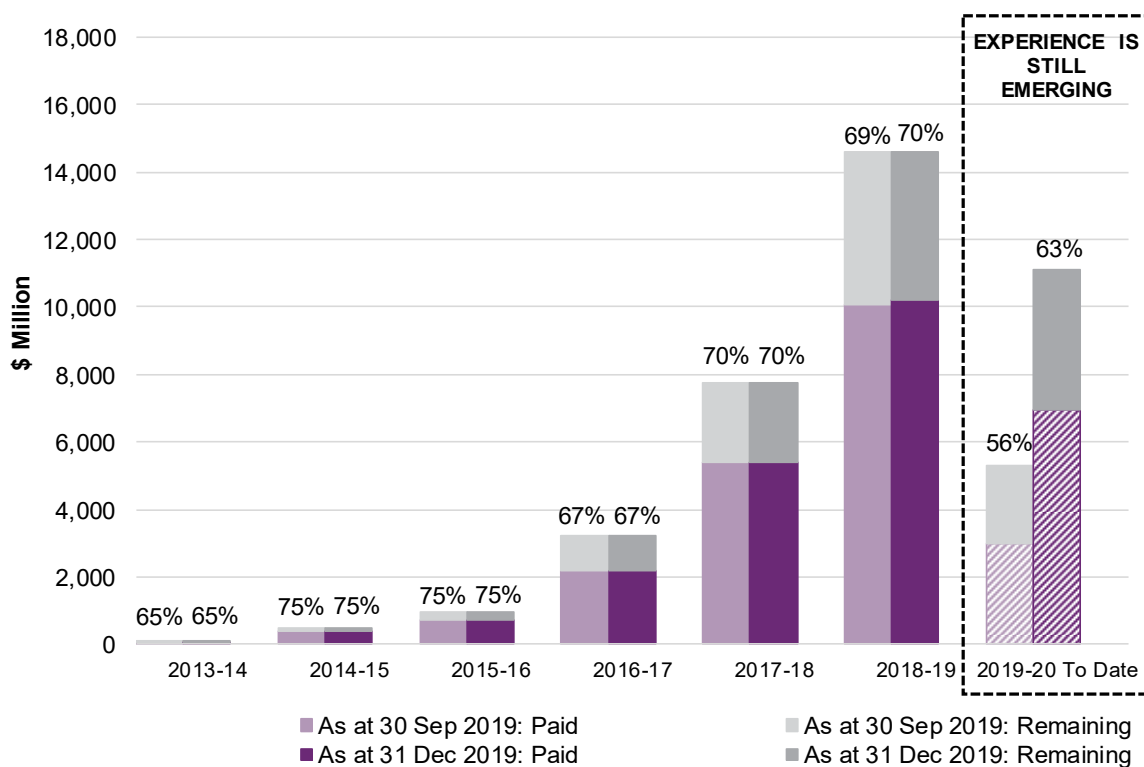


Figure E.24 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – National ⁶⁶

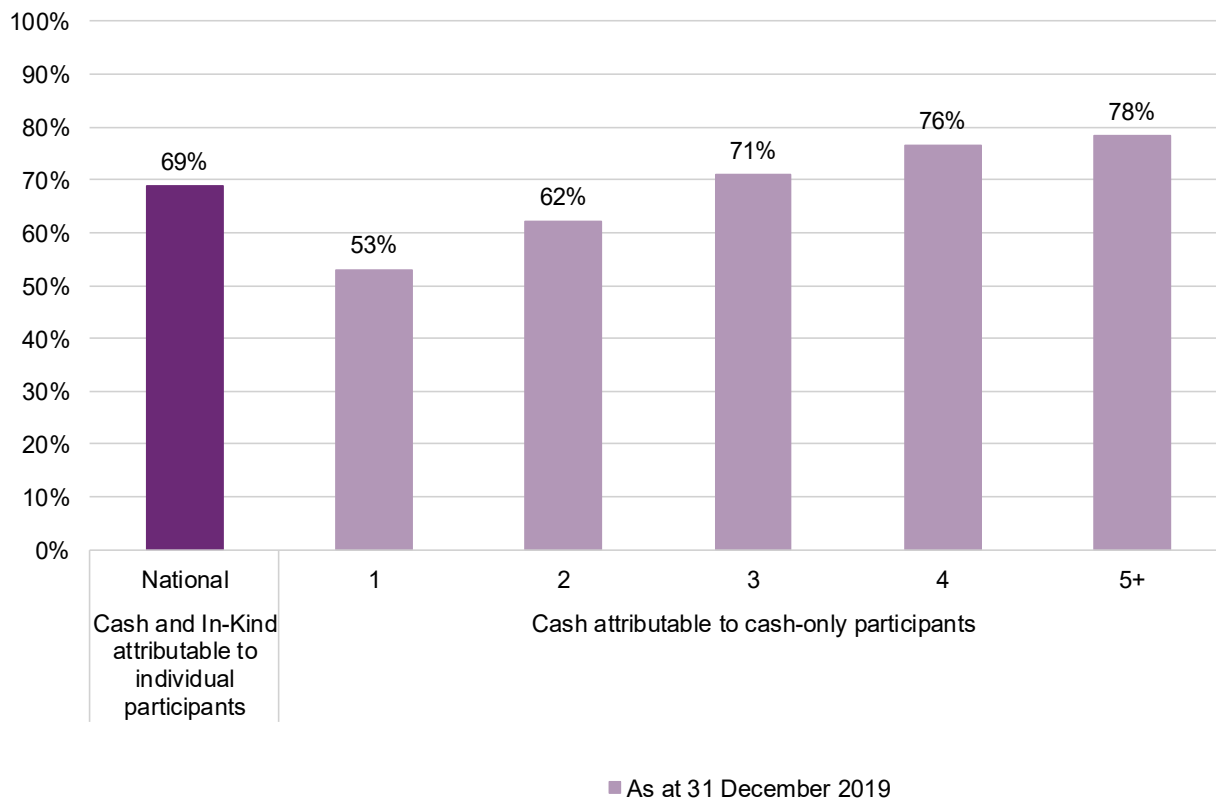
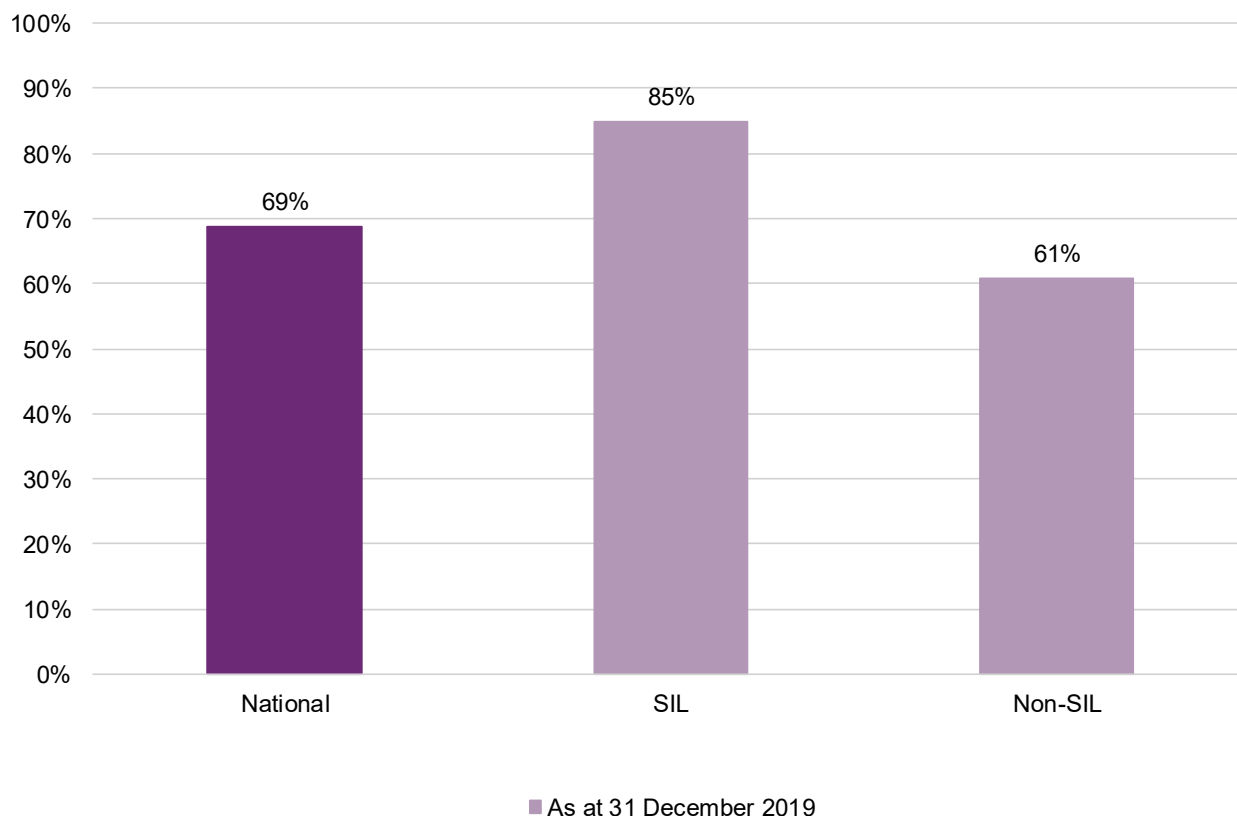


Figure E.25 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – National ⁶⁷



⁶⁶ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

⁶⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure E.26 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – National ⁶⁸

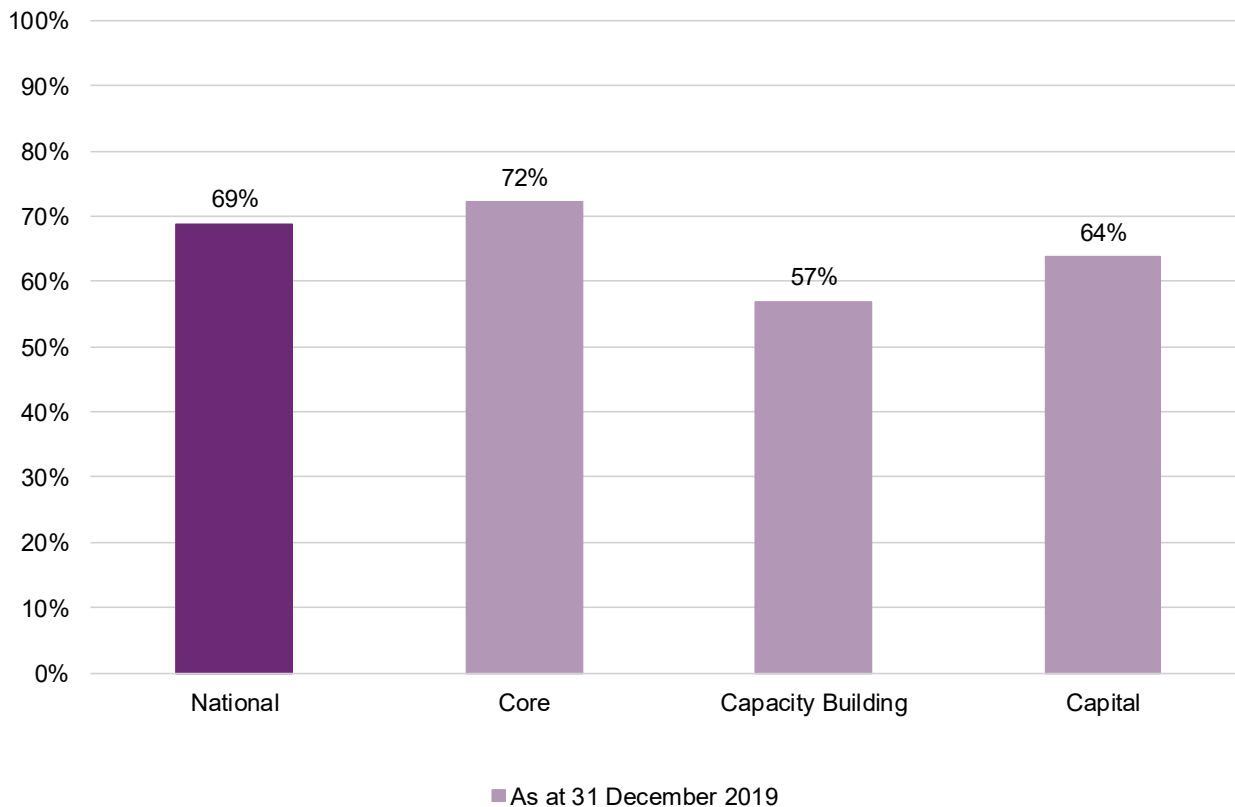
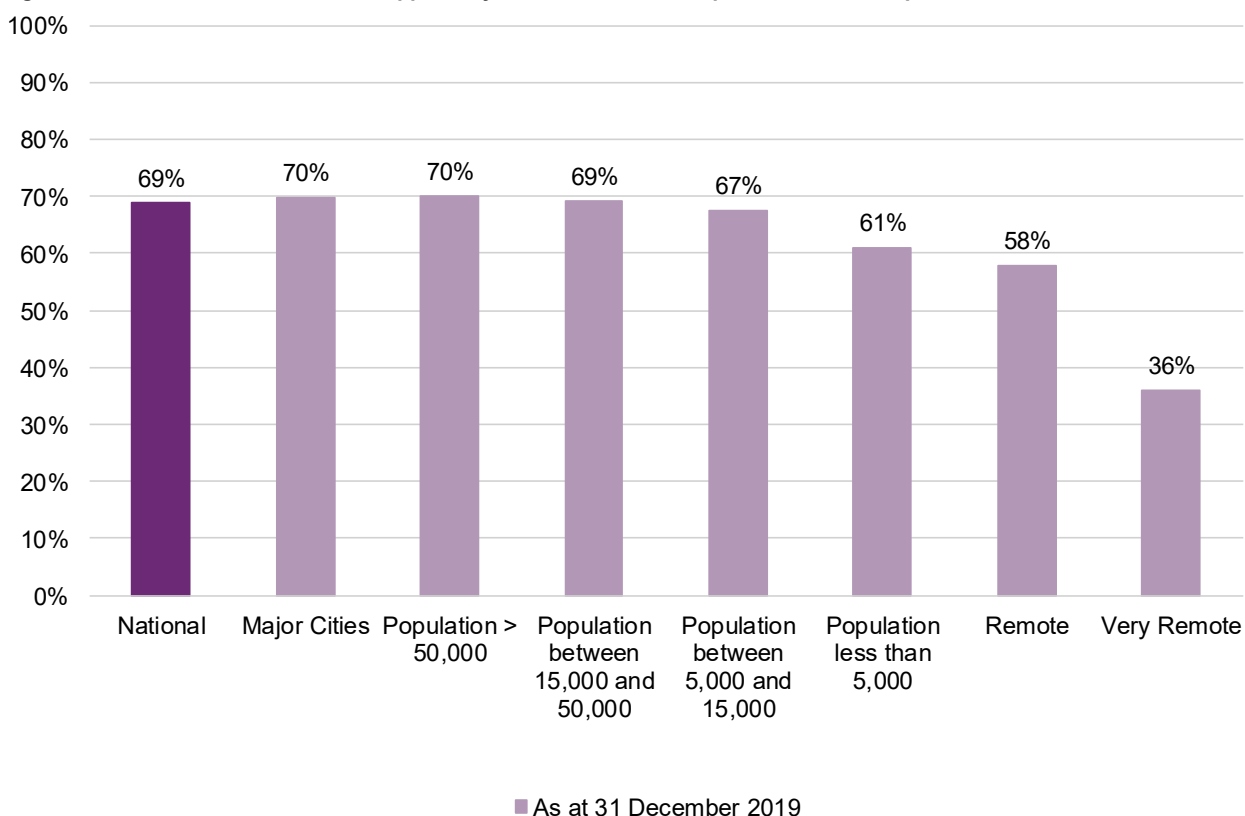


Figure E.27 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – National ⁶⁹



⁶⁸ Ibid.

⁶⁹ Ibid.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ⁷⁰

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
New South Wales	106,350	7,240	113,590	1,481	115,071

Table F.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – New South Wales ^{71 72}

	Prior Quarters	2019-20 Q2	Total
Access decisions	138,904	8,692	147,596
Active Eligible	111,474	6,330	117,804
<i>New</i>	45,754	5,775	51,529
<i>State</i>	53,416	185	53,601
<i>Commonwealth</i>	12,304	370	12,674
Active Participant Plans (excl ECEI)	106,350	7,240	113,590
<i>New</i>	41,946	6,531	48,477
<i>State</i>	52,481	255	52,736
<i>Commonwealth</i>	11,923	454	12,377
Active Participant Plans	107,792	8,721	115,071
<i>Early Intervention (s25)</i>	21,188	2,895	24,083
<i>Permanent Disability (s24)</i>	85,162	4,345	89,507
<i>ECEI</i>	1,442	1,481	1,481

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – New South Wales

Exits	Total
Total participant exits	3,738
<i>Early Intervention participants</i>	411
<i>Permanent disability participants</i>	3,327

⁷⁰ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁷¹ 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 2019-20 Q2, 88% of people with a hearing impairment met the access criteria compared to 73% overall.

⁷² The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table F.4 Cumulative numbers of active participants by services previously received – New South Wales ^{73 74}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	28,340	3,308	11,859	4,330	47,837
End of 2017-18	51,308	9,372	23,614	3,578	87,872
End of 2018-19 Q1	52,045	10,086	26,783	1,032	89,946
End of 2018-19 Q2	52,413	10,705	30,435	2,563	96,116
End of 2018-19 Q3	52,576	11,170	33,431	1,446	98,623
End of 2018-19 Q4	52,617	11,575	36,256	582	101,030
End of 2019-20 Q1	52,715	11,953	42,151	1,442	108,261
End of 2019-20 Q2	52,736	12,377	48,477	1,481	115,071

Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales ^{75 76 77 78}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	6,798	36,709	4,330	47,837
End of 2017-18	12,414	71,880	3,578	87,872
End of 2018-19 Q1	13,903	75,011	1,032	89,946
End of 2018-19 Q2	15,745	77,808	2,563	96,116
End of 2018-19 Q3	17,276	79,901	1,446	98,623
End of 2018-19 Q4	18,543	81,905	582	101,030
End of 2019-20 Q1	21,252	85,567	1,442	108,261
End of 2019-20 Q2	24,083	89,507	1,481	115,071

⁷³ This table shows the total numbers of active participants at the end of each period. 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.

⁷⁴ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

⁷⁵ This table shows the total numbers of active participants at the end of each period.

⁷⁶ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁷⁷ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁷⁸ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table F.6 Assessment of access by age group – New South Wales ⁷⁹

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	28,138	97%	2,660	96%	30,798	97%
7 to 14	22,137	86%	1,006	72%	23,143	85%
15 to 18	9,190	90%	381	75%	9,571	89%
19 to 24	8,357	92%	217	70%	8,574	91%
25 to 34	9,772	87%	309	64%	10,081	86%
35 to 44	10,188	82%	409	60%	10,597	81%
45 to 54	13,021	77%	600	58%	13,621	76%
55 to 64	15,902	70%	751	52%	16,653	69%
65+	696	54%	20	48%	716	54%
Missing	<11		<11		<11	
Total	117,402	85%	6,353	73%	123,755	84%

Table F.7 Assessment of access by disability – New South Wales ⁸⁰

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,775	92%	114	73%	3,889	92%
Autism	34,887	96%	1,686	92%	36,573	95%
Cerebral Palsy	5,231	97%	63	67%	5,294	97%
Developmental Delay	5,789	96%	1,309	96%	7,098	96%
Global Developmental Delay	2,131	99%	327	100%	2,458	99%
Hearing Impairment	5,490	86%	582	88%	6,072	87%
Intellectual Disability	27,920	95%	529	76%	28,449	95%
Multiple Sclerosis	2,141	88%	48	44%	2,189	86%
Psychosocial disability	9,923	65%	760	56%	10,683	64%
Spinal Cord Injury	1,570	94%	55	87%	1,625	94%
Stroke	1,947	85%	115	69%	2,062	84%
Visual Impairment	2,807	91%	77	65%	2,884	90%
Other Neurological	5,921	77%	280	55%	6,201	75%
Other Physical	5,084	43%	370	37%	5,454	42%
Other Sensory/Speech	1,467	57%	23	17%	1,490	55%
Other	290	27%	15	16%	305	26%
Missing	1,029	89%	<11		1,029	89%
Total	117,402	85%	6,353	73%	123,755	84%

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

⁷⁹ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

⁸⁰ Ibid.

Table F.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	6,904	6.5%	750	10.4%	7,654	6.7%
Not Aboriginal and Torres Strait Islander	66,219	62.3%	5,447	75.2%	71,666	63.1%
Not Stated	33,227	31.2%	1,043	14.4%	34,270	30.2%
Total	106,350	100%	7,240	100%	113,590	100%

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales⁸¹

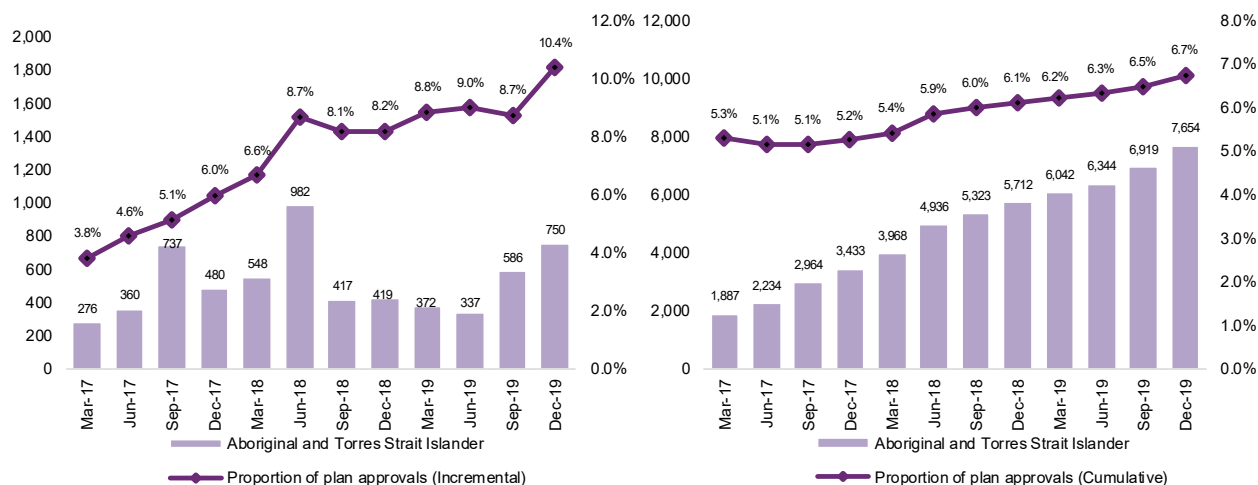
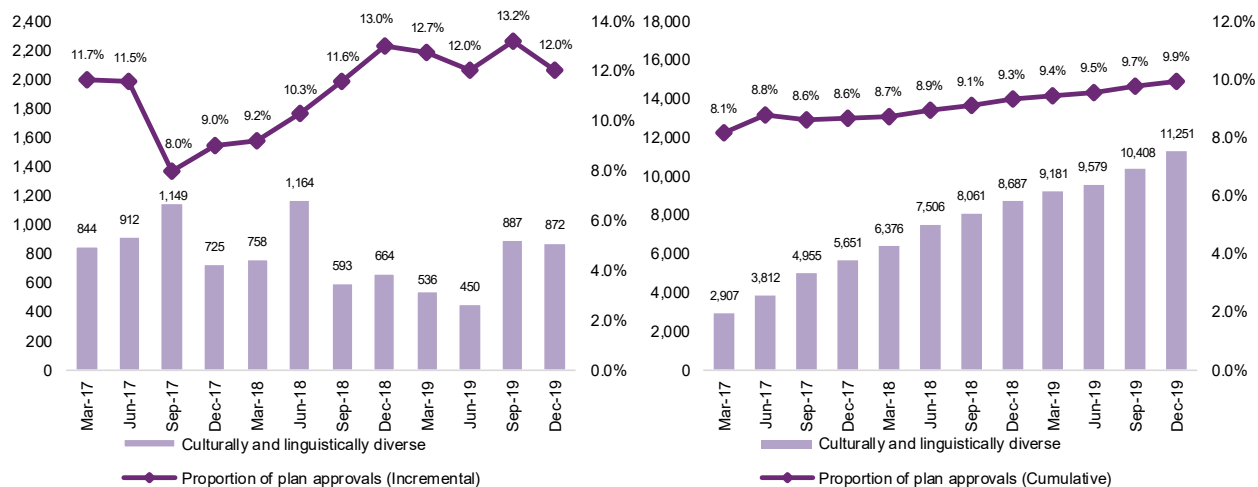


Table F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	10,379	9.8%	872	12.0%	11,251	9.9%
Not culturally and linguistically diverse	95,713	90.0%	6,367	87.9%	102,080	89.9%
Not stated	258	0.2%	<11		259	0.2%
Total	106,350	100%	7,240	100%	113,590	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales⁸²



⁸¹ 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.

⁸² Ibid.

Table F.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – New South Wales

	Total
Age group	N
Under 45	59
45 to 54	294
55 to 64	1231
Total YPIRAC (under 65)	1,584
65 and above	549
Total participants in residential aged care	2,133
Participants not in residential aged care	111,457
Total	113,590

Figure F.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – New South Wales ⁸³

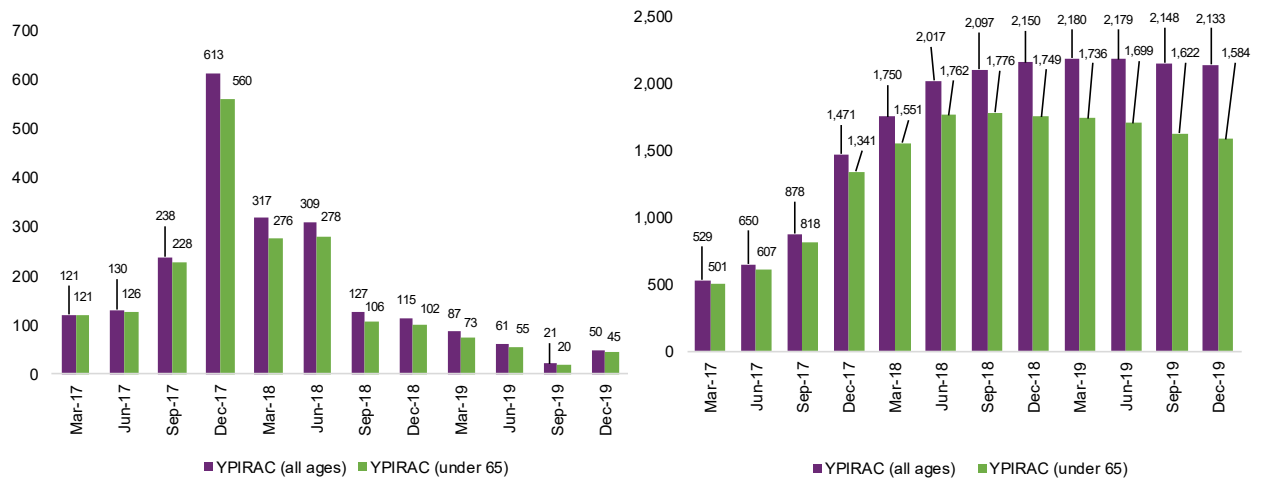


Table F.11 Participant profile per quarter by remoteness – New South Wales ^{84 85}

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	74,369	69.9%	4,812	66.5%	79,181	69.7%
Population > 50,000	3,244	3.1%	257	3.5%	3,501	3.1%
Population between 15,000 and 50,000	14,421	13.6%	1,021	14.1%	15,442	13.6%
Population between 5,000 and 15,000	6,470	6.1%	462	6.4%	6,932	6.1%
Population less than 5,000	7,484	7.0%	643	8.9%	8,127	7.2%
Remote	275	0.3%	31	0.4%	306	0.3%
Very Remote	70	0.1%	13	0.2%	83	0.1%
Missing	17	0.0%	<11		18	0.0%
Total	106,350	100%	7,240	100%	113,590	100%

⁸³ Ibid.

⁸⁴ This table is based on the Modified Monash Model measure of remoteness.

⁸⁵ 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) – New South Wales ^{86 87}

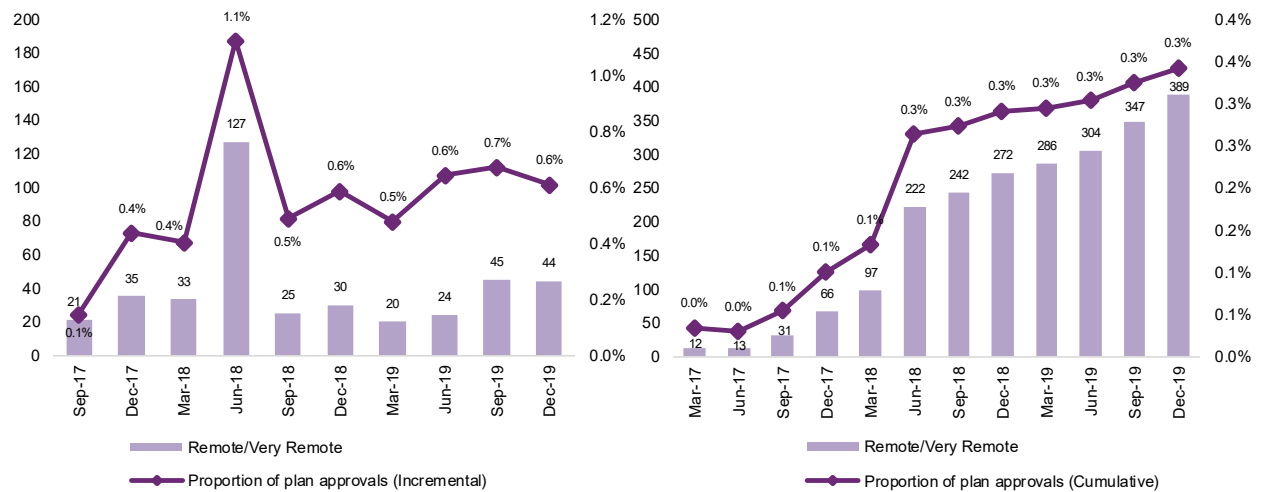


Table F.12 Participant profile per quarter by disability group – New South Wales ^{88 89 90}

Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	33,262	31%	2,036	28%	35,298	31%
Intellectual Disability	26,288	25%	650	9%	26,938	24%
Psychosocial disability	8,783	8%	785	11%	9,568	8%
Developmental Delay	4,738	4%	1,341	19%	6,079	5%
Other Neurological	4,897	5%	343	5%	5,240	5%
Hearing Impairment	4,915	5%	656	9%	5,571	5%
Other Physical	4,130	4%	403	6%	4,533	4%
Cerebral Palsy	5,031	5%	94	1%	5,125	5%
ABI	3,374	3%	132	2%	3,506	3%
Visual Impairment	2,567	2%	94	1%	2,661	2%
Multiple Sclerosis	1,992	2%	74	1%	2,066	2%
Global Developmental Delay	1,875	2%	386	5%	2,261	2%
Stroke	1,707	2%	113	2%	1,820	2%
Spinal Cord Injury	1,430	1%	74	1%	1,504	1%
Other Sensory/Speech	1,161	1%	38	1%	1,199	1%
Other	200	0%	21	0%	221	0%
Total	106,350	100%	7,240	100%	113,590	100%

⁸⁶ 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.

⁸⁷ There are insufficient numbers to show the incremental count of remote/very remote participants in NSW prior to the September 2017 quarter.

⁸⁸ Table order based on national proportions (highest to lowest).

⁸⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁹⁰ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NSW (3,654).

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ⁹¹

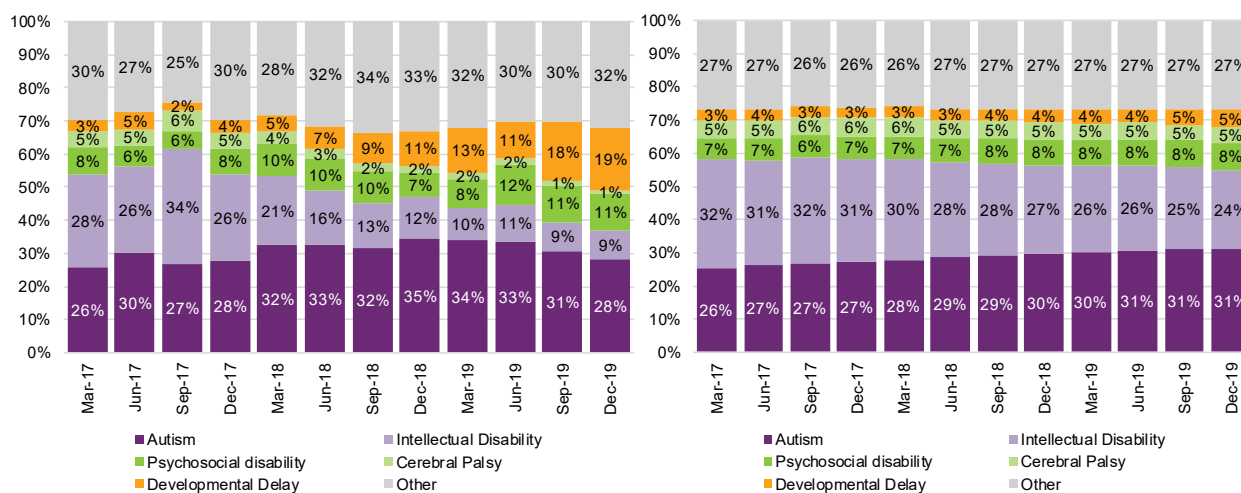


Table F.13 Participant profile per quarter by level of functions – New South Wales ⁹²

Level of Function	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	6,778	6%	1,216	17%	7,994	7%
2 (High Function)	195	0%	<11		204	0%
3 (High Function)	5,886	6%	565	8%	6,451	6%
4 (High Function)	8,676	8%	631	9%	9,307	8%
5 (High Function)	8,237	8%	720	10%	8,957	8%
6 (Moderate Function)	19,345	18%	1,446	20%	20,791	18%
7 (Moderate Function)	7,946	7%	479	7%	8,425	7%
8 (Moderate Function)	6,827	6%	391	5%	7,218	6%
9 (Moderate Function)	595	1%	28	0%	623	1%
10 (Moderate Function)	11,098	10%	643	9%	11,741	10%
11 (Low Function)	4,677	4%	151	2%	4,828	4%
12 (Low Function)	16,465	15%	694	10%	17,159	15%
13 (Low Function)	6,920	7%	247	3%	7,167	6%
14 (Low Function)	2,569	2%	20	0%	2,589	2%
15 (Low Function)	41	0%	<11		41	0%
Missing	95	0%	<11		95	0%
Total	106,350	100%	7,240	100%	113,590	100%

⁹¹ 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.

⁹² The distributions are calculated excluding participants with a missing level of function.

Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – New South Wales ⁹³

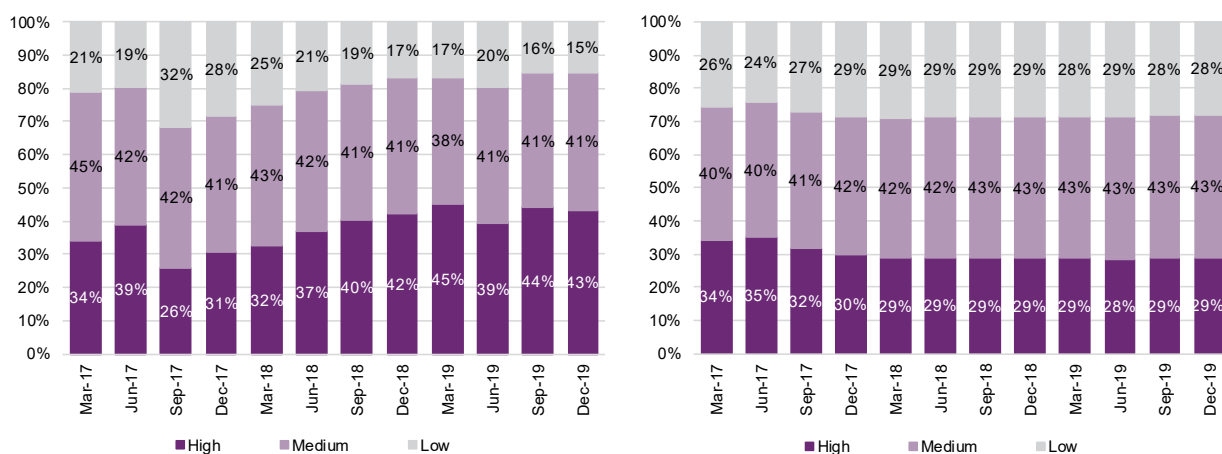
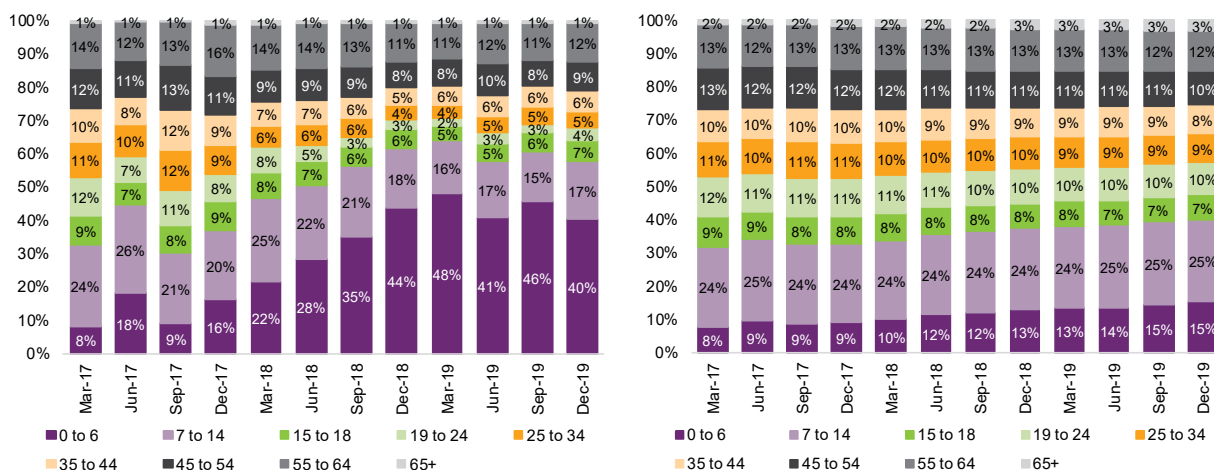


Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
0 to 6	14,451	14%	2,920	40%	17,371	15%
7 to 14	26,883	25%	1,237	17%	28,120	25%
15 to 18	7,886	7%	471	7%	8,357	7%
19 to 24	10,704	10%	259	4%	10,963	10%
25 to 34	9,772	9%	365	5%	10,137	9%
35 to 44	9,044	9%	462	6%	9,506	8%
45 to 54	11,094	10%	618	9%	11,712	10%
55 to 64	12,987	12%	851	12%	13,838	12%
65+	3,529	3%	57	1%	3,586	3%
Total	106,350	100%	7,240	100%	113,590	100%

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales ⁹⁴



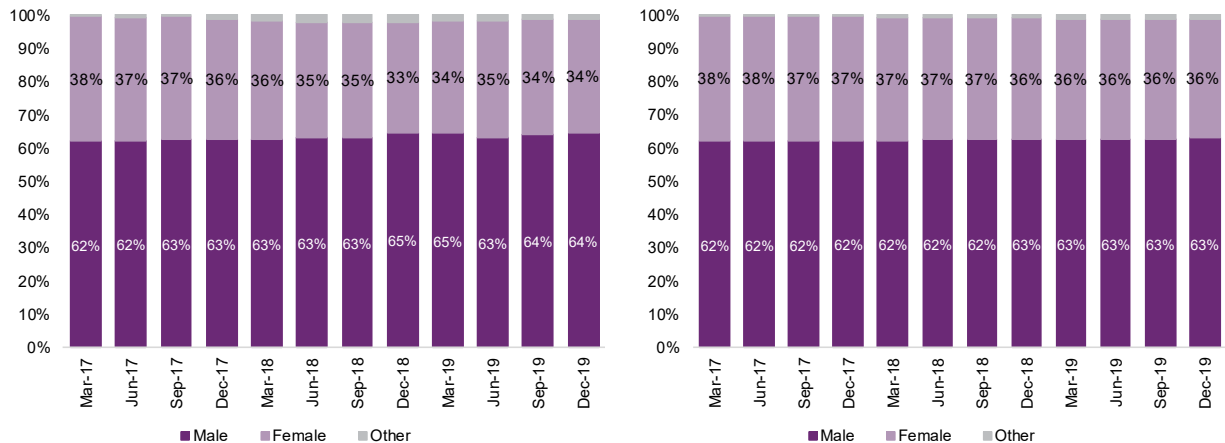
⁹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

⁹⁴ Ibid.

Table F.15 Participant profile per quarter by gender – New South Wales

	Prior Quarters		2019-20 Q2		Total	
Gender	N	%	N	%	N	%
Male	66,820	63%	4,665	64%	71,485	63%
Female	38,376	36%	2,470	34%	40,846	36%
Other	1,154	1%	105	1%	1,259	1%
Total	106,350	100%	7,240	100%	113,590	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ⁹⁵



Part Two: Participant experience and outcomes

Table F.16 Number of baseline questionnaires completed by SFQF version – New South Wales ⁹⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	2,874	5,761	5,736	5,024	19,395
Participant school to 14	7,633	11,036	5,049	3,235	26,953
Participant 15 to 24	6,006	6,071	1,448	1,242	14,767
Participant 25 and over	14,647	17,025	5,575	4,382	41,629
Total Participant	31,160	39,893	17,808	13,883	102,744
Family 0 to 14	9,707	16,356	10,623	8,128	44,814
Family 15 to 24	1,393	3,922	1,079	872	7,266
Family 25 and over	365	4,557	1,806	1,309	8,037
Total Family	11,465	24,835	13,508	10,309	60,117
Total	42,625	64,728	31,316	24,192	162,861

⁹⁵ Ibid.

⁹⁶ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

Table F.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – New South Wales

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	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		64%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			35%	56%
CC	% who choose what they do each day			45%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			21%	27%
CC	% who want more choice and control in their life			80%	76%

Table F.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – New South Wales

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	50%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	62%	75%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			30%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	34%

Table F.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – New South Wales

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		59%		
HM	% who are happy with their home			81%	72%
HM	% who feel safe or very safe in their home			85%	72%
HW	% who rate their health as good, very good or excellent			68%	45%
HW	% who did not have any difficulties accessing health services			66%	63%
LL	% who currently attend or previously attended school in a mainstream class			32%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				58%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	26%
WK	% who volunteer			12%	12%

Table F.20 Selected key baseline indicators for families/carers of participants – New South Wales

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	21%	24%	22%
% receiving Carer Allowance	48%	46%	31%
% working in a paid job	48%	52%	37%
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	42%	48%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	33%	21%
% able to advocate for their child/family member	78%	69%	63%
% who have friends and family they see as often as they like	48%	47%	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		37%	
% who feel in control selecting services		36%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	75%	62%	59%

Table F.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=3,769) - participants who entered from 1 January 2018 to 31 December 2018 – New South Wales⁹⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	92%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	78%
S/CP	Has the NDIS improved how your child fits into community life?	63%

Table F.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=9,829) - participants who entered from 1 January 2018 to 31 December 2018 – New South Wales

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	61%
LL	Has the NDIS improved your child's access to education?	41%
REL	Has the NDIS improved your child's relationships with family and friends?	49%
S/CP	Has the NDIS improved your child's social and recreational life?	43%

Table F.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,243) and ‘Participant 25 and over’ (n=9,008) - participants who entered from 1 January 2018 to 31 December 2018 – New South Wales

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	70%
DL	Has the NDIS helped you with daily living activities?	56%	72%
REL	Has the NDIS helped you to meet more people?	46%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	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?	33%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%
S/CP	Has the NDIS helped you be more involved?	51%	57%

⁹⁷ Results in Tables F.21 to F.24 exclude participants who entered prior to 1 January 2018, as these participants have been included in Tables F.25 to F.34.

Table F.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=13,043); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=4,366) - participants who entered from 1 January 2018 to 31 December 2018 – New South Wales

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	47%
Has the NDIS improved the level of support for your family?	67%	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?	70%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	44%	35%

Table F.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,152) - participants who entered from 1 January 2017 and 31 December 2017 – New South Wales

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	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	88%	92%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	86%	+3%
REL	Has the NDIS improved how your child fits into family life?	75%	78%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	63%	64%	+2%

Table F.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=7,504) - participants who entered from 1 January 2017 and 31 December 2017 – New South Wales

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	53%	62%	+9%
LL	Has the NDIS improved your child's access to education?	34%	38%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	48%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	38%	43%	+5%

⁹⁸ Results in Tables F.25 to F.28 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table F.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,214) and ‘Participant 25 and over’ (n=9,789) - participants who entered from 1 January 2017 and 31 December 2017 – New South Wales

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	58%	64%	+7%	64%	73%	+9%
DL	Has the NDIS helped you with daily living activities?	55%	64%	+9%	67%	77%	+10%
REL	Has the NDIS helped you to meet more people?	48%	53%	+5%	50%	58%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	-2%	28%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	43%	+6%	47%	53%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	36%	2%	29%	30%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-1%	22%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	52%	58%	+6%	56%	64%	+8%

Table F.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=6,538); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,532) - participants who entered from 1 January 2017 and 31 December 2017 – New South Wales

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	57%	+6%	43%	52%	+9%
	Has the NDIS improved the level of support for your family?	57%	65%	+8%	57%	68%	+10%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	61%	68%	+7%	55%	65%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	73%	+6%			
	Has the NDIS improved your health and wellbeing?	34%	38%	+3%	30%	33%	+3%

Table F.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=135) - participants who entered from 1 July 2016 and 31 December 2016 – New South Wales ⁹⁹

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS improved your child's development?	93%	95%	91%	-0%
DL	Has the NDIS improved your child's access to specialist services?	92%	85%	91%	-2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	83%	83%	+3%
REL	Has the NDIS improved how your child fits into family life?	71%	78%	74%	-5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	55%	52%	-3%

Table F.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=1,908) - participants who entered from 1 July 2016 and 31 December 2016 – New South Wales

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS helped your child to become more independent?	52%	61%	65%	+13%
LL	Has the NDIS improved your child's access to education?	36%	38%	40%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	47%	50%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	46%	48%	+5%

Table F.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,834) - participants who entered from 1 July 2016 and 31 December 2016 – New South Wales

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	61%	65%	67%	+6%
Has the NDIS helped you with daily living activities?	60%	67%	69%	+9%
Has the NDIS helped you to meet more people?	55%	58%	58%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	22%	20%	-6%
Has your involvement with the NDIS improved your health and wellbeing?	44%	46%	47%	+3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	40%	39%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	17%	-3%
Has the NDIS helped you be more involved?	57%	61%	62%	+6%

⁹⁹ Results in Tables F.29 to F.34 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date. 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.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=3,295) - participants who entered from 1 July 2016 and 31 December 2016 – New South Wales

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	69%	75%	79%	+10%
Has the NDIS helped you with daily living activities?	72%	80%	85%	+13%
Has the NDIS helped you to meet more people?	55%	63%	67%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	39%	40%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	52%	59%	62%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	37%	34%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	20%	-2%
Has the NDIS helped you be more involved?	63%	69%	73%	+10%

Table F.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,387) - participants who entered from 1 July 2016 and 31 December 2016 – New South Wales

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	51%	52%	57%	+6%
Has the NDIS improved the level of support for your family?	55%	60%	63%	+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?	57%	63%	68%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	68%	71%	+8%
Has the NDIS improved your health and wellbeing?	34%	33%	35%	+1%

Table F.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=331) - participants who entered from 1 July 2016 and 31 December 2016 – New South Wales

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	41%	47%	52%	+11%
Has the NDIS improved the level of support for your family?	54%	63%	65%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	55%	62%	64%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	28%	30%	31%	+3%

Table F.35 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=13,499), ‘participants in community and social activities’ (n=13,624) and ‘participants who choose who supports them’ (n=13,973) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – New South Wales ¹⁰⁰

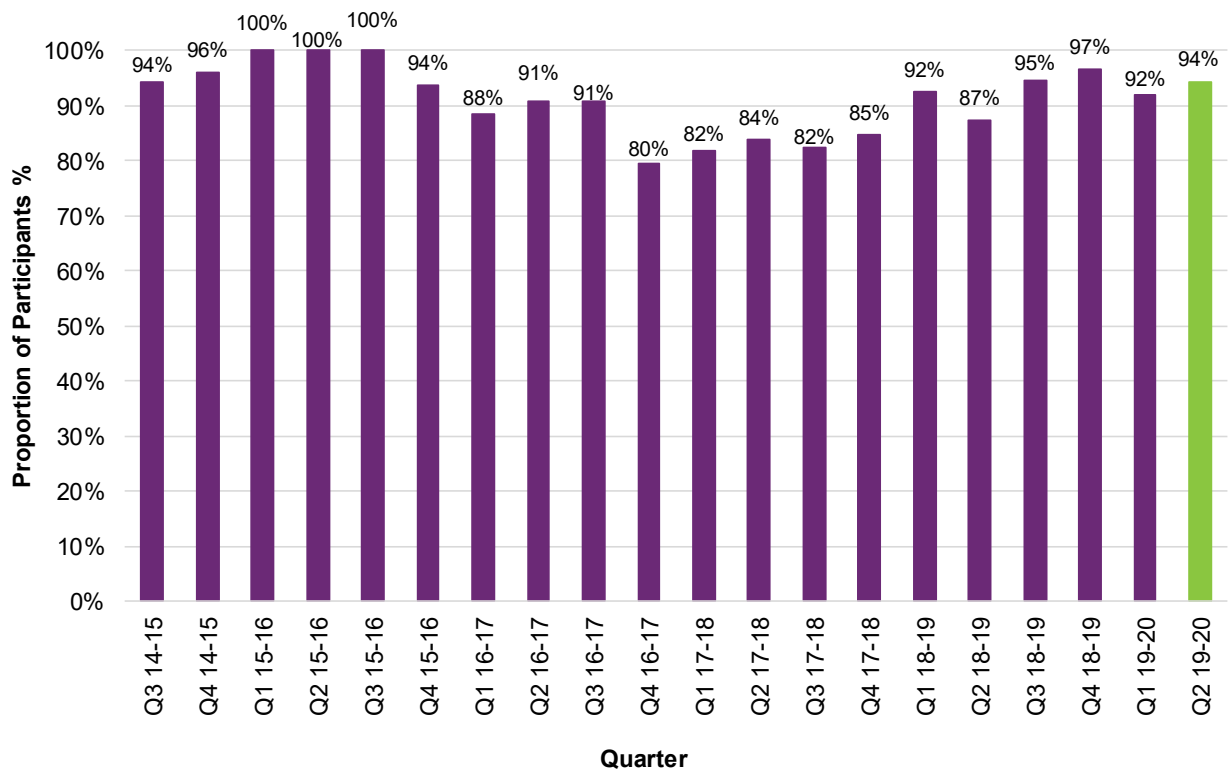
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	19%	23%	24%
Aged 25+	31%	31%	29%	
Aged 15+ (Average)	28%	28%	28%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	40%	46%	47%
Aged 25+	35%	43%	47%	
Aged 15+ (Average)	34%	42%	47%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	32%	33%	45%
Aged 25+	53%	54%	53%	
Aged 15+ (Average)	48%	49%	48%	

¹⁰⁰ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table F.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=5,271), 'participants in community and social activities' (n=5,468) and 'participants who choose who supports them' (n=5,676) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – New South Wales¹⁰¹

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	13%	17%	21%	25%	24%
Aged 25+	24%	24%	20%	21%	
Aged 15+ (Average)	21%	22%	20%	22%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	30%	34%	44%	46%	47%
Aged 25+	36%	40%	49%	53%	
Aged 15+ (Average)	35%	38%	48%	51%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	34%	32%	34%	45%
Aged 25+	44%	46%	43%	43%	
Aged 15+ (Average)	41%	43%	40%	41%	

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 – New South Wales*



* The result for 2019-20 Q2 is based on 71 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 94% rated the process as either good or very good, 3% rated the process as neutral rating and 3% rated the process as poor or very poor.

¹⁰¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

Table F.37 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 – New South Wales

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	96%	3%	1%
I had enough time to tell my story and say what support I need	99%	1%	0%
The planner knows what I can do well	90%	6%	4%
The planner had some good ideas for my plan	93%	4%	3%
I know what is in my plan	81%	13%	6%
The planner helped me think about my future	87%	8%	4%
I think my plan will make my life better	96%	3%	1%
The planning meeting went well	96%	3%	1%

Table F.38 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – New South Wales

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
Access	n = 647	n = 330
Are you happy with how coming into the NDIS has gone?	81%	88%
Was the person from the NDIS respectful?	97%	97%
Do you understand what will happen next with your plan?	73%	78%
Pre-planning	n = 692	n = 536
Did the person from the NDIS understand how your disability affects your life?	90%	89%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	86%	84%
Are you clear on what happens next with your plan?	79%	81%
Do you know where to go for more help with your plan?	84%	82%
Planning	n = 934	n = 874
Did the person from the NDIS understand how your disability affects your life?	90%	85%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	86%	81%
Are you clear on what happens next with your plan?	83%	83%
Do you know where to go for more help with your plan?	86%	85%
Plan review	n = 1,642	n = 160
Did the person from the NDIS understand how your disability affects your life?	82%	86%
Did you feel prepared for your plan review?	85%	85%
Is your NDIS plan helping you to make progress towards your goals?	85%	81%

Table F.39 Plan reviews conducted per quarter – excluding plans less than 30 days – New South Wales ¹⁰²

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	182,488	27,150	209,638
Early intervention plans	27,581	4,488	32,069
Permanent disability plans	154,907	22,662	177,569

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

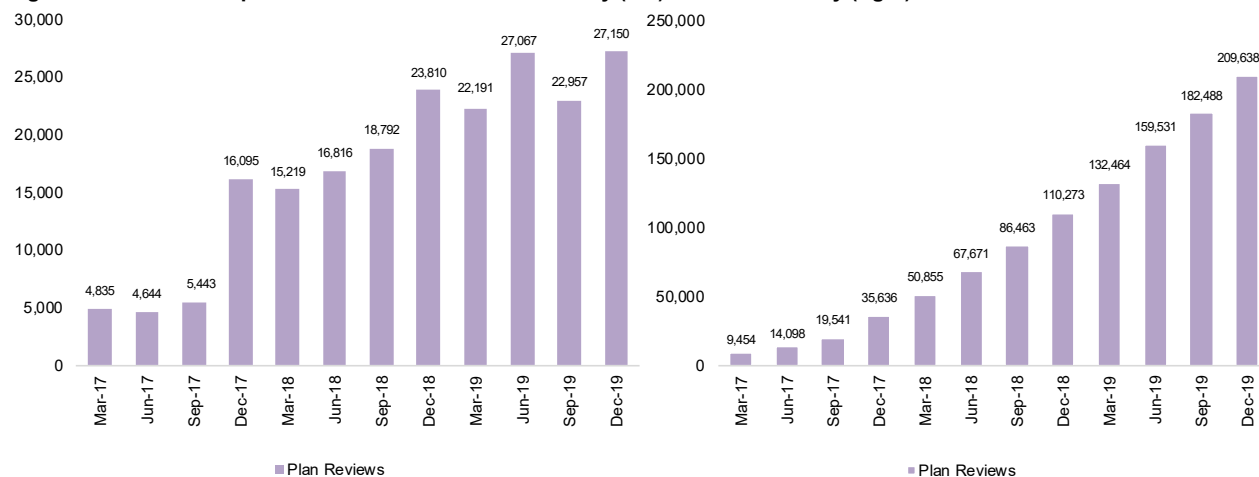
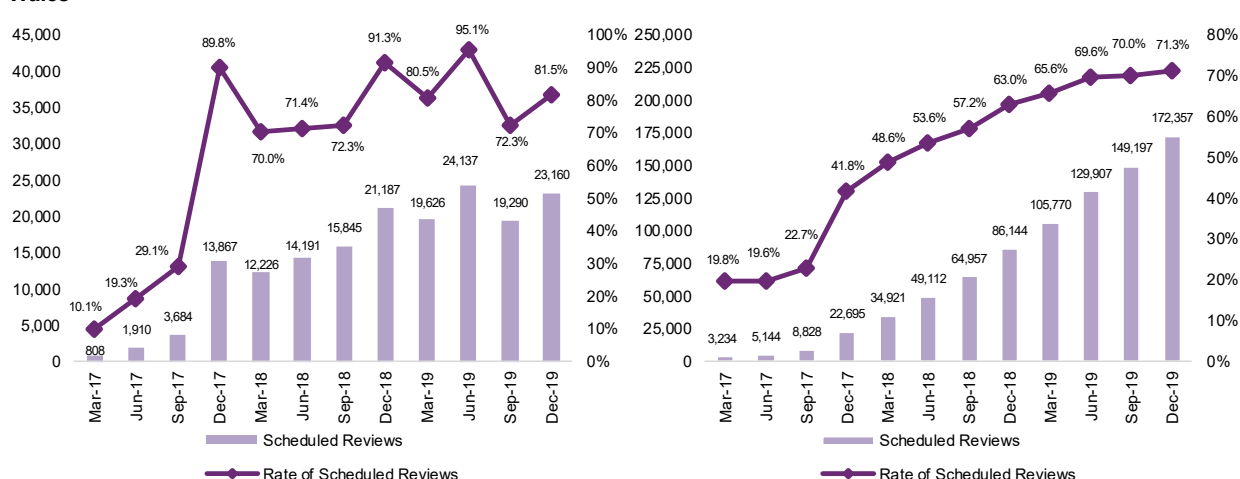


Table F.40 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – New South Wales

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	149,197	23,160	172,357
Trial participants	24,010	1,796	25,806
Transition participants	125,187	21,364	146,551

Figure F.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰³



¹⁰² 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.

¹⁰³ 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 F.41 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – New South Wales

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	33,291	3,990	37,281
<i>Trial participants</i>	3,653	340	3,993
<i>Transition participants</i>	29,638	3,650	33,288

Table F.42 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – New South Wales ¹⁰⁴

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	15.6%	14.0%	15.4%

Figure F.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁵

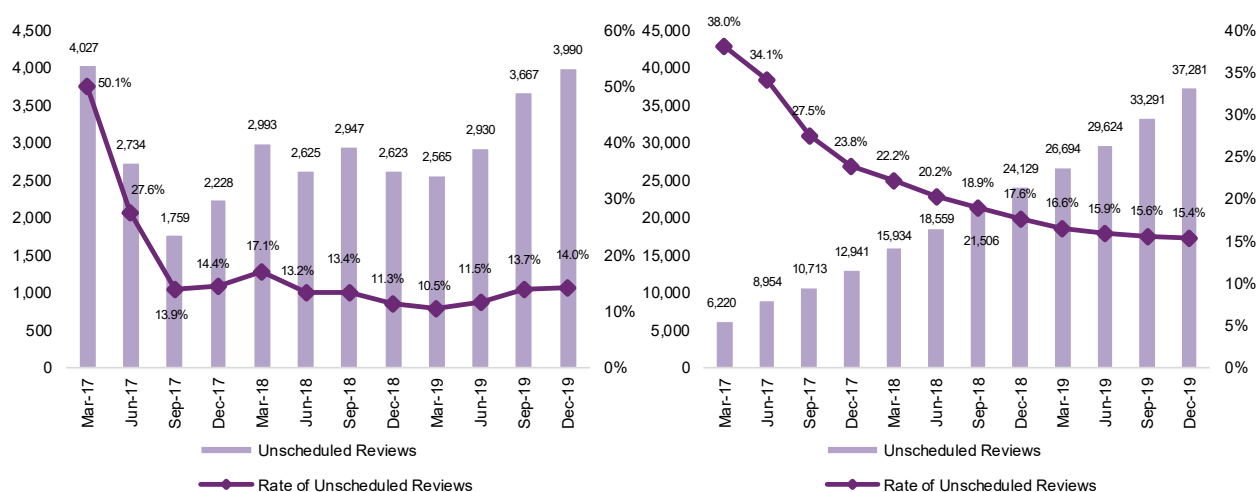


Table F.43 Complaints by quarter – New South Wales ^{106 107 108}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	1,022	123	1,145	972
Complaints about the Agency	15,453	1,702	17,155	10,339
Unclassified	1,522	0	1,522	1,332
Total	17,997	1,825	19,822	11,485
% of all access requests	6.7%	4.8%	6.5%	

¹⁰⁴ 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.

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 Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

¹⁰⁷ Note that 65% of all complainants made only one complaint, 20% made two complaints and 16% made three or more complaints.

¹⁰⁸ % of all access requests 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.

Figure F.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁹

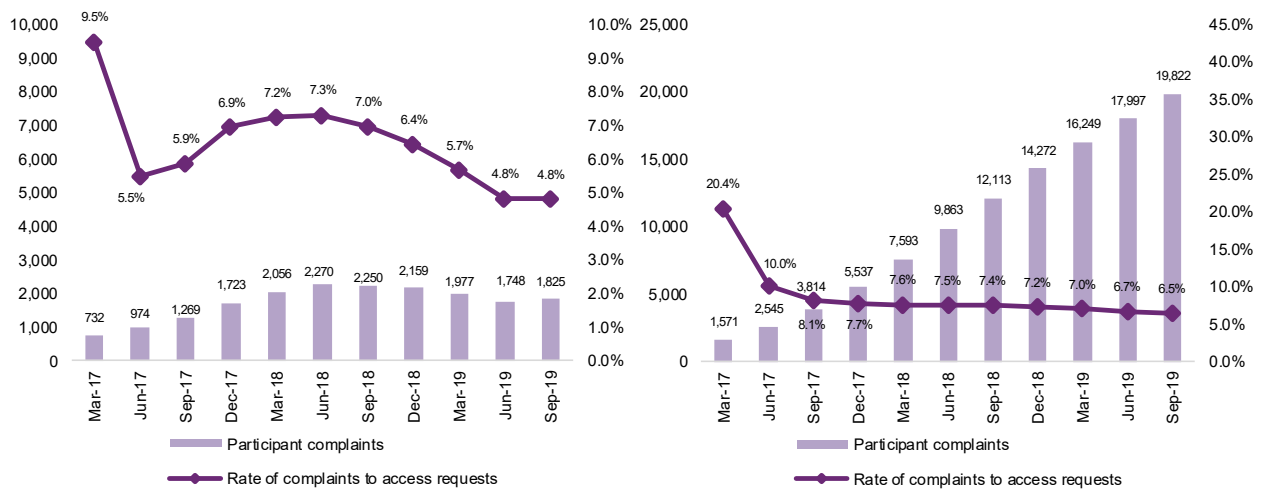


Table F.44 Complaints by type – New South Wales ¹¹⁰

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q1		Transition Total	
Participants or those who have sought access						
<i>Complaints about service providers</i>						
Supports being provided	212	(21%)	16	(13%)	228	(20%)
Service Delivery	175	(17%)	26	(21%)	201	(18%)
Staff conduct	161	(16%)	24	(20%)	185	(16%)
Provider process	102	(10%)	15	(12%)	117	(10%)
Provider costs.	112	(11%)	13	(11%)	125	(11%)
Other	260	(25%)	29	(24%)	289	(25%)
Total	1,022		123		1,145	
<i>Complaints about the Agency</i>						
Timeliness	5,043	(33%)	741	(44%)	5,784	(34%)
Individual needs	2,305	(15%)	85	(5%)	2,390	(14%)
Reasonable and necessary supports	1,986	(13%)	207	(12%)	2,193	(13%)
Information unclear	657	(4%)	46	(3%)	703	(4%)
The way the NDIA carried out its decision making	936	(6%)	117	(7%)	1,053	(6%)
Other	4,526	(29%)	506	(30%)	5,032	(29%)
Total	15,453		1,702		17,155	
<i>Unclassified</i>	1,522		0		1,522	

¹⁰⁹ Complaints submitted after the end of 2019-20 Q1 have been excluded from the chart as the results for the most recent quarter may be impacted by a lag in data collection.

¹¹⁰ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table F.45 AAT Cases by category – New South Wales ^{111 112}

	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
Access	400	36%	89	49%	489	38%
Plan	501	45%	71	39%	572	44%
Plan Review	132	12%	11	6%	143	11%
Other	82	7%	<11		91	7%
Total	1,115	100%	180	100%	1,295	100%
% of all access decisions	0.37%		0.50%		0.38%	

Figure F.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales

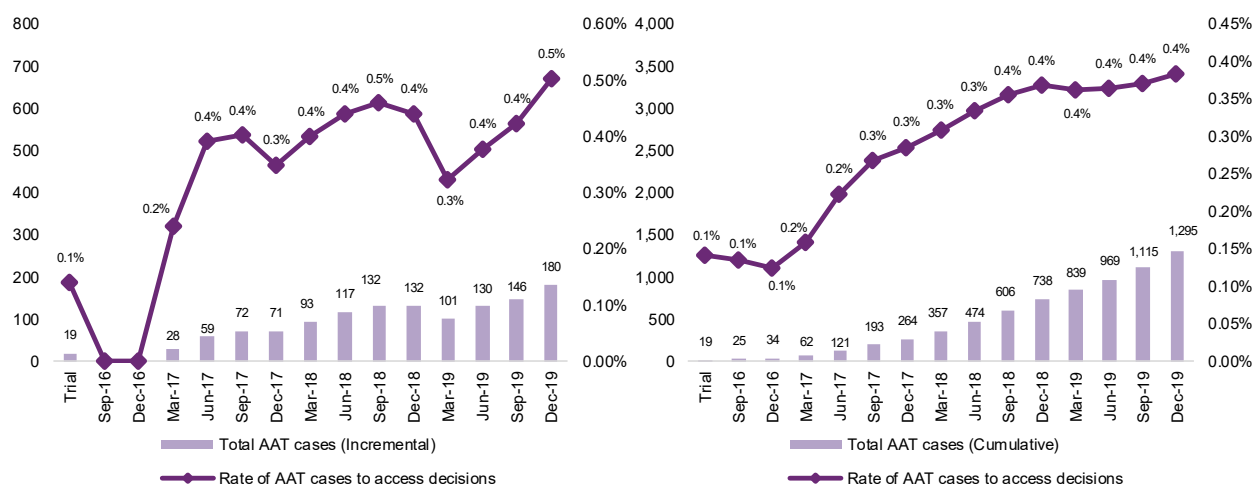


Table F.46 AAT cases by open/closed and decision – New South Wales

	N
AAT Cases	1,295
Open AAT Cases	299
Closed AAT Cases	996
Resolved before hearing	962
Gone to hearing and received a substantive decision	34*

*Of the 34 cases which went to hearing and received a substantive decision: 16 affirmed the Agency's decision, 5 varied the Agency's decision and 13 set aside the Agency's decision.

¹¹¹ Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

¹¹² % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table F.47 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ^{113 114}

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	17%	17%	17%
Self-managed partly	10%	11%	10%
Plan managed	30%	37%	32%
Agency managed	42%	35%	40%
Total	100%	100%	100%

Figure F.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹¹⁵

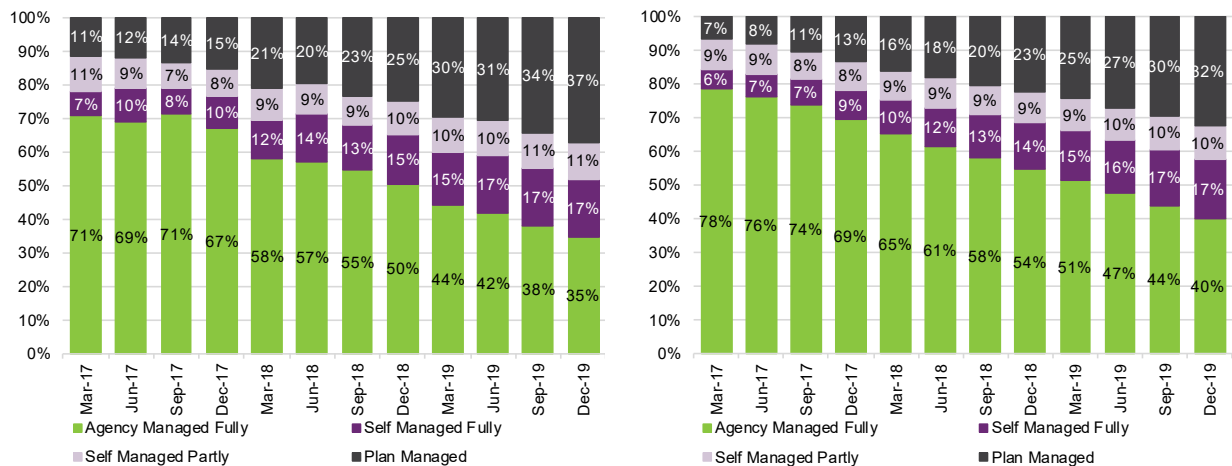


Table F.48 Distribution of active participants by support coordination and quarter of plan approval – New South Wales ¹¹⁶

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	33%	37%	34%

¹¹³ 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.

¹¹⁴ Trial participants are not included.

¹¹⁵ 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.

¹¹⁶ Trial participants are not included.

Table F.49 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹¹⁷

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
Plan activation				
Less than 30 days	60,104	69%	2,438	65%
30 to 59 days	10,409	12%	587	16%
60 to 89 days	4,711	5%	235	6%
Activated within 90 days	75,224	86%	3,260	87%
90 to 119 days	2,734	3%	94	3%
120 days and over	7,244	8%	124	3%
Activated after 90 days	9,978	11%	218	6%
No payments	1,799	2%	261	7%
Total plans approved	87,001	100%	3,739	100%

Table F.50 Proportion of participants who have activated within 12 months – New South Wales

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	5,320	5,609	95%
Not Aboriginal and Torres Strait Islander	53,559	55,155	97%
Not Stated	30,111	30,973	97%
Total	88,990	91,737	97%
by Culturally and Linguistically Diverse status			
CALD	8,292	8,510	97%
Not CALD	80,454	82,975	97%
Not Stated	244	252	97%
Total	88,990	91,737	97%
by Remoteness			
Major Cities	62,409	64,216	97%
Regional	26,331	27,249	97%
Remote	236	258	91%
Missing	14	14	100%
Total	88,990	91,737	97%
by Primary Disability type			
Autism	27,691	28,443	97%
Intellectual Disability (including Down Syndrome)	24,158	24,858	97%
Psychosocial Disability	7,005	7,246	97%
Developmental Delay (including Global Developmental Delay)	3,496	3,650	96%
Other	26,640	27,540	97%
Total	88,990	91,737	97%

¹¹⁷ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table F.51 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – New South Wales ^{118 119}

Plan utilisation	%
0 to 50%	32%
50% to 75%	23%
> 75%	45%
Total	100%

Table F.52 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹²⁰

	Prior Quarters	2019-20 Q2	Total
Daily Activities	9%	10%	10%
Health & Wellbeing	53%	55%	53%
Lifelong Learning	12%	13%	12%
Other	10%	10%	10%
Non-categorised	32%	30%	31%
Any mainstream service	95%	96%	95%

Part Three: Providers and the growing market

Table F.53 Key markets indicators by quarter – New South Wales ^{121 122}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.55	1.49
b) Number of providers delivering new types of supports	758	660
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	92%	91%
<i>Therapeutic Supports (%)</i>	89%	89%
<i>Participation in community, social and civic activities (%)</i>	83%	82%
<i>Early Intervention supports for early childhood (%)</i>	90%	90%
<i>Daily Personal Activities (%)</i>	87%	86%

¹¹⁸ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹¹⁹ 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.

¹²⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹²¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹²² Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table F.54 Cumulative number of providers that have been ever active by registration group – New South Wales ¹²³

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	214	12	226	6%
Assistance Animals	81	4	85	5%
Assistance with daily life tasks in a group or shared living arrangement	583	51	634	9%
Assistance with travel/transport arrangements	666	25	691	4%
Daily Personal Activities	1,036	80	1,116	8%
Group and Centre Based Activities	731	32	763	4%
High Intensity Daily Personal Activities	823	32	855	4%
Household tasks	1,622	69	1,691	4%
Interpreting and translation	144	9	153	6%
Participation in community, social and civic activities	1,147	74	1,221	6%
Assistive Technology				
Assistive equipment for recreation	208	13	221	6%
Assistive products for household tasks	215	10	225	5%
Assistance products for personal care and safety	1,135	51	1,186	4%
Communication and information equipment	281	41	322	15%
Customised Prosthetics	518	22	540	4%
Hearing Equipment	152	16	168	11%
Hearing Services	35	4	39	11%
Personal Mobility Equipment	603	45	648	7%
Specialised Hearing Services	66	1	67	2%
Vision Equipment	151	22	173	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	966	73	1,039	8%
Behaviour Support	528	30	558	6%
Community nursing care for high needs	321	21	342	7%
Development of daily living and life skills	835	32	867	4%
Early Intervention supports for early childhood	1,068	51	1,119	5%
Exercise Physiology and Physical Wellbeing activities	673	49	722	7%
Innovative Community Participation	298	21	319	7%
Specialised Driving Training	183	11	194	6%
Therapeutic Supports	3,574	104	3,678	3%
Capital services				
Home modification design and construction	339	33	372	10%
Specialist Disability Accommodation	103	8	111	8%
Vehicle Modifications	146	10	156	7%
Choice and control support services				
Management of funding for supports in participants plan	567	34	601	6%
Support Coordination	259	18	277	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	315	13	328	4%
Specialised Supported Employment	234	8	242	3%
Total approved active providers	6,551	213	6,764	3%

¹²³ 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 F.55 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	44	182	226	19%	81%	100%
Assistance Animals	12	73	85	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	81	553	634	13%	87%	100%
Assistance with travel/transport arrangements	161	530	691	23%	77%	100%
Daily Personal Activities	152	964	1,116	14%	86%	100%
Group and Centre Based Activities	79	684	763	10%	90%	100%
High Intensity Daily Personal Activities	106	749	855	12%	88%	100%
Household tasks	579	1,112	1,691	34%	66%	100%
Interpreting and translation	37	116	153	24%	76%	100%
Participation in community, social and civic activities	173	1,048	1,221	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	30	191	221	14%	86%	100%
Assistive products for household tasks	39	186	225	17%	83%	100%
Assistance products for personal care and safety	198	988	1,186	17%	83%	100%
Communication and information equipment	73	249	322	23%	77%	100%
Customised Prosthetics	115	425	540	21%	79%	100%
Hearing Equipment	23	145	168	14%	86%	100%
Hearing Services	5	34	39	13%	87%	100%
Personal Mobility Equipment	109	539	648	17%	83%	100%
Specialised Hearing Services	9	58	67	13%	87%	100%
Vision Equipment	25	148	173	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	167	872	1,039	16%	84%	100%
Behaviour Support	134	424	558	24%	76%	100%
Community nursing care for high needs	59	283	342	17%	83%	100%
Development of daily living and life skills	125	742	867	14%	86%	100%
Early Intervention supports for early childhood	432	687	1,119	39%	61%	100%
Exercise Physiology and Physical Wellbeing activities	198	524	722	27%	73%	100%
Innovative Community Participation	96	223	319	30%	70%	100%
Specialised Driving Training	61	133	194	31%	69%	100%
Therapeutic Supports	1,712	1,966	3,678	47%	53%	100%
Capital services						
Home modification design and construction	63	309	372	17%	83%	100%
Specialist Disability Accommodation	3	108	111	3%	97%	100%
Vehicle Modifications	28	128	156	18%	82%	100%
Choice and control support services						
Management of funding for supports in participants plan	111	490	601	18%	82%	100%
Support Coordination	33	244	277	12%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	47	281	328	14%	86%	100%
Specialised Supported Employment	22	220	242	9%	91%	100%
Total	2,699	4,065	6,764	40%	60%	100%

Table F.56 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – New South Wales

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	48	12	60	20%
Assistance Animals	52	4	56	7%
Assistance with daily life tasks in a group or shared living arrangement	413	51	464	11%
Assistance with travel/transport arrangements	224	25	249	10%
Daily Personal Activities	688	80	768	10%
Group and Centre Based Activities	442	32	474	7%
High Intensity Daily Personal Activities	438	32	470	7%
Household tasks	931	69	1,000	7%
Interpreting and translation	66	9	75	12%
Participation in community, social and civic activities	773	74	847	9%
Assistive Technology				
Assistive equipment for recreation	39	13	52	25%
Assistive products for household tasks	26	10	36	28%
Assistance products for personal care and safety	628	51	679	8%
Communication and information equipment	103	41	144	28%
Customised Prosthetics	226	22	248	9%
Hearing Equipment	49	16	65	25%
Hearing Services	3	4	7	57%
Personal Mobility Equipment	305	45	350	13%
Specialised Hearing Services	5	1	6	17%
Vision Equipment	61	22	83	27%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	653	73	726	10%
Behaviour Support	280	30	310	10%
Community nursing care for high needs	107	21	128	16%
Development of daily living and life skills	486	32	518	6%
Early Intervention supports for early childhood	480	51	531	10%
Exercise Physiology and Physical Wellbeing activities	391	49	440	11%
Innovative Community Participation	97	21	118	18%
Specialised Driving Training	80	11	91	12%
Therapeutic Supports	1,991	104	2,095	5%
Capital services				
Home modification design and construction	140	33	173	19%
Specialist Disability Accommodation	75	8	83	10%
Vehicle Modifications	40	10	50	20%
Choice and control support services				
Management of funding for supports in participants plan	379	34	413	8%
Support Coordination	79	18	97	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	161	13	174	7%
Specialised Supported Employment	161	8	169	5%
Total	3,799	213	4,012	5%

Table F.57 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	18	42	60	30%	70%	100%
Assistance Animals	7	49	56	13%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	52	412	464	11%	89%	100%
Assistance with travel/transport arrangements	51	198	249	20%	80%	100%
Daily Personal Activities	98	670	768	13%	87%	100%
Group and Centre Based Activities	47	427	474	10%	90%	100%
High Intensity Daily Personal Activities	50	420	470	11%	89%	100%
Household tasks	302	698	1,000	30%	70%	100%
Interpreting and translation	22	53	75	29%	71%	100%
Participation in community, social and civic activities	104	743	847	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	4	48	52	8%	92%	100%
Assistive products for household tasks	5	31	36	14%	86%	100%
Assistance products for personal care and safety	102	577	679	15%	85%	100%
Communication and information equipment	26	118	144	18%	82%	100%
Customised Prosthetics	38	210	248	15%	85%	100%
Hearing Equipment	10	55	65	15%	85%	100%
Hearing Services	1	6	7	14%	86%	100%
Personal Mobility Equipment	54	296	350	15%	85%	100%
Specialised Hearing Services	0	6	6	0%	100%	100%
Vision Equipment	12	71	83	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	116	610	726	16%	84%	100%
Behaviour Support	61	249	310	20%	80%	100%
Community nursing care for high needs	22	106	128	17%	83%	100%
Development of daily living and life skills	78	440	518	15%	85%	100%
Early Intervention supports for early childhood	149	382	531	28%	72%	100%
Exercise Physiology and Physical Wellbeing activities	98	342	440	22%	78%	100%
Innovative Community Participation	35	83	118	30%	70%	100%
Specialised Driving Training	27	64	91	30%	70%	100%
Therapeutic Supports	877	1,218	2,095	42%	58%	100%
Capital services						
Home modification design and construction	27	146	173	16%	84%	100%
Specialist Disability Accommodation	1	82	83	1%	99%	100%
Vehicle Modifications	11	39	50	22%	78%	100%
Choice and control support services						
Management of funding for supports in participants plan	84	329	413	20%	80%	100%
Support Coordination	8	89	97	8%	92%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	21	153	174	12%	88%	100%
Specialised Supported Employment	16	153	169	9%	91%	100%
Total	1,374	2,638	4,012	34%	66%	100%

Part Four: Financial sustainability

Table F.58 Committed supports by financial year (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	50.3	184.3	351.6	1,776.3	4,295.4	5,960.6	3,738.9

Figure F.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales

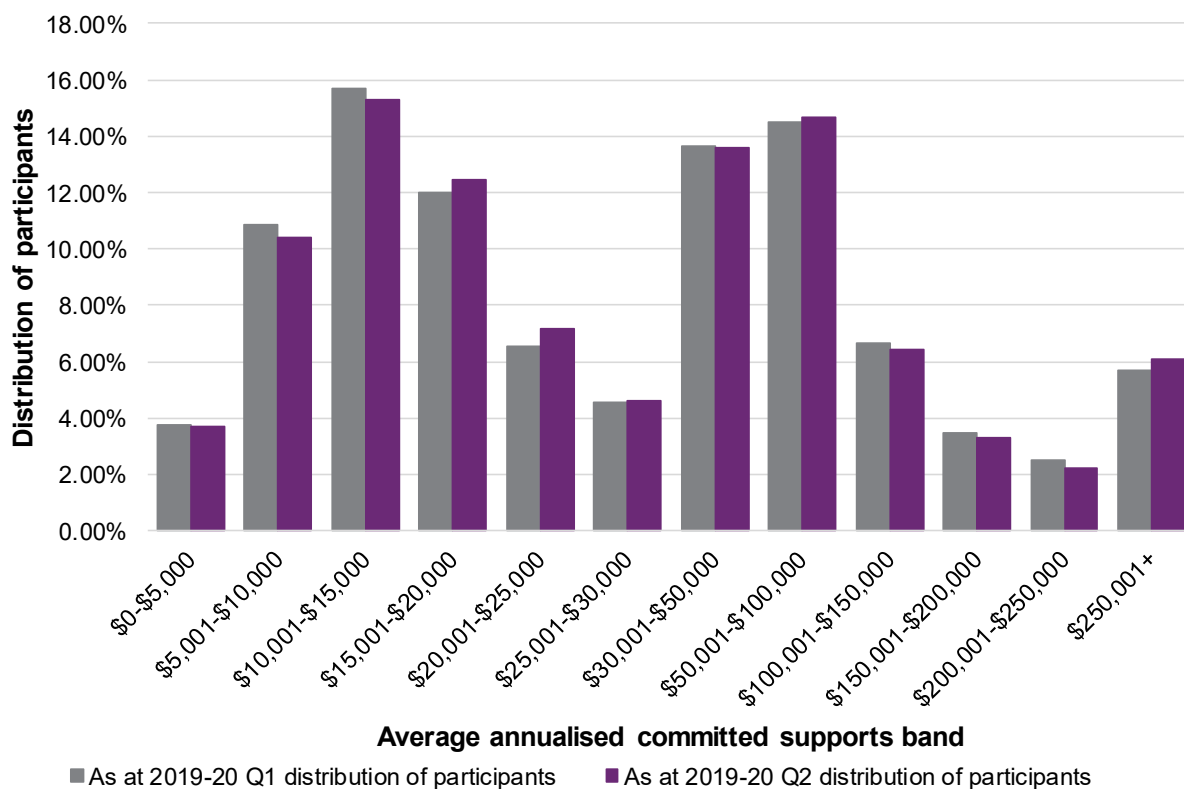


Figure F.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales

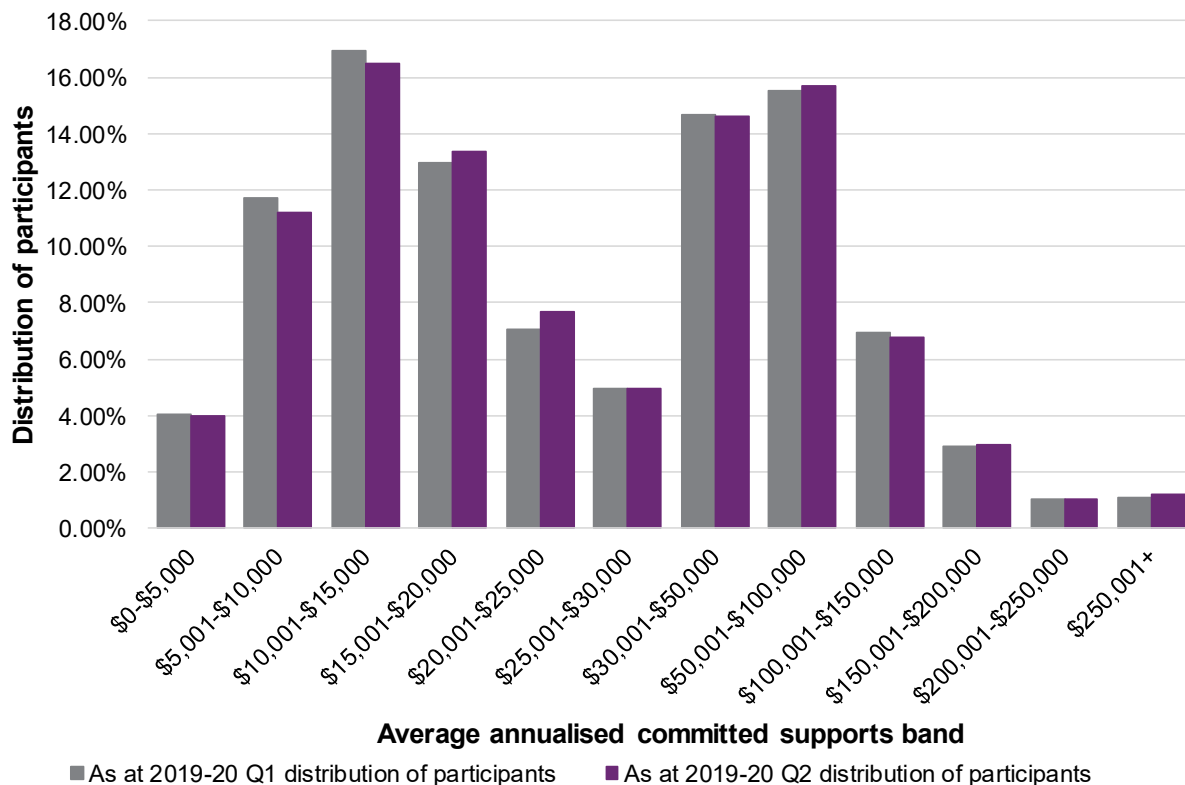


Figure F.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales

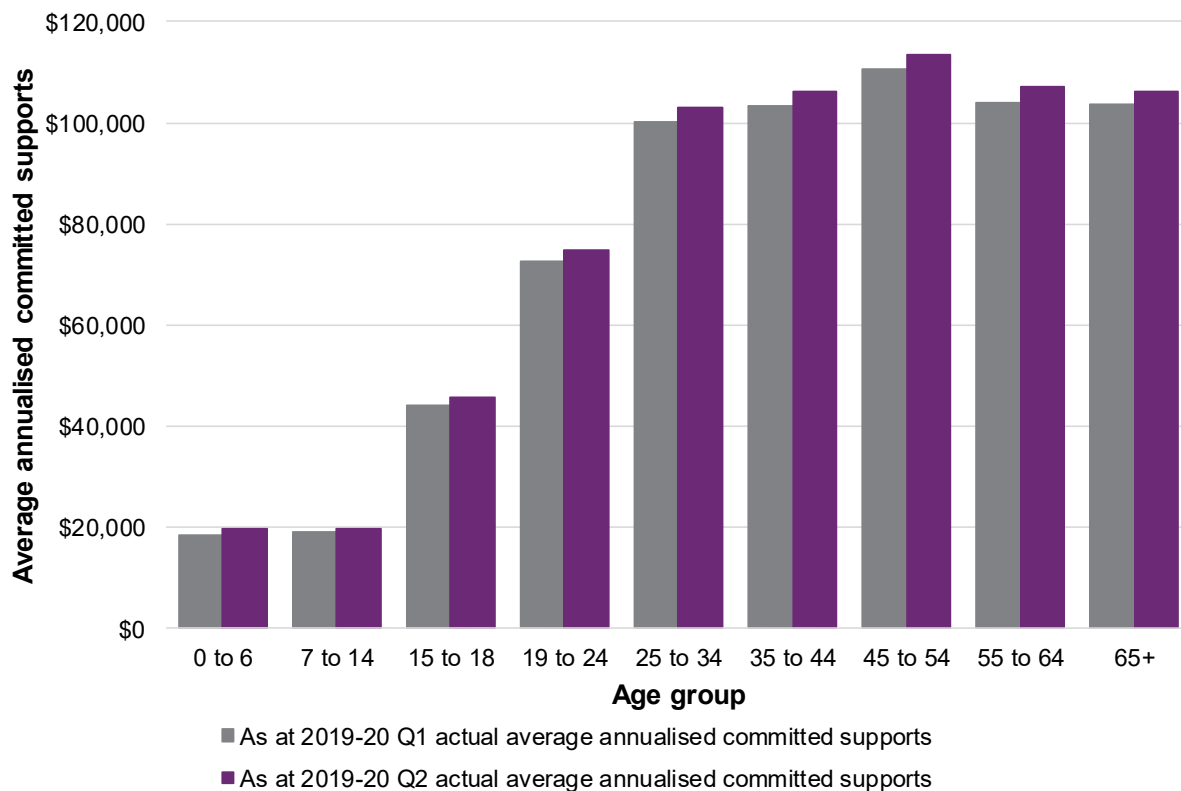


Figure F.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales

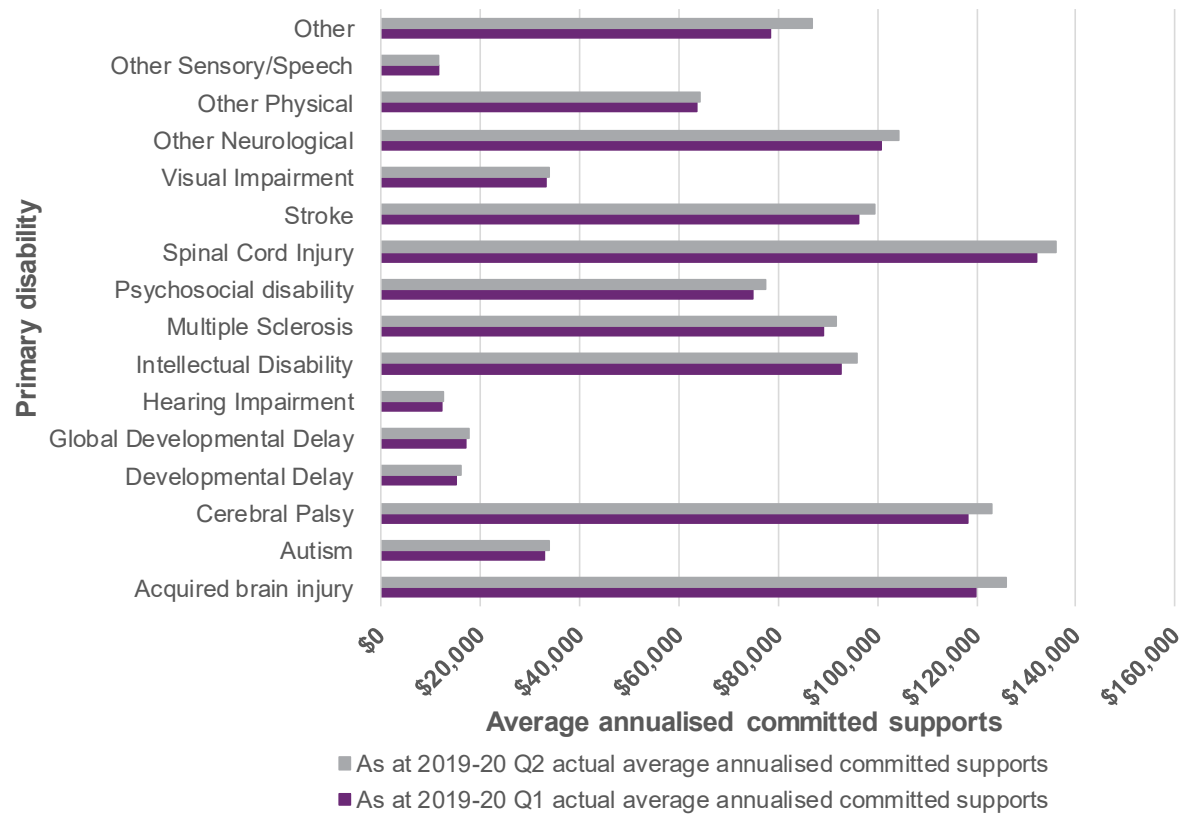


Figure F.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales

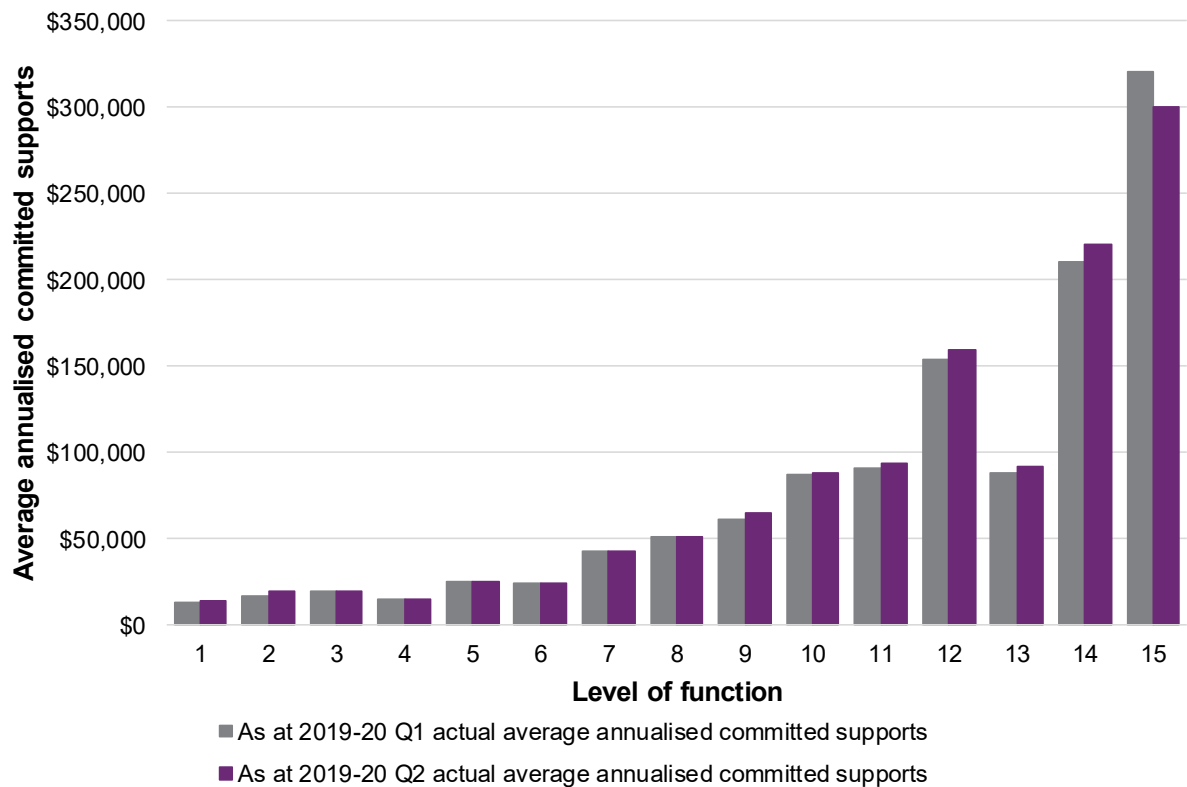


Figure F.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales

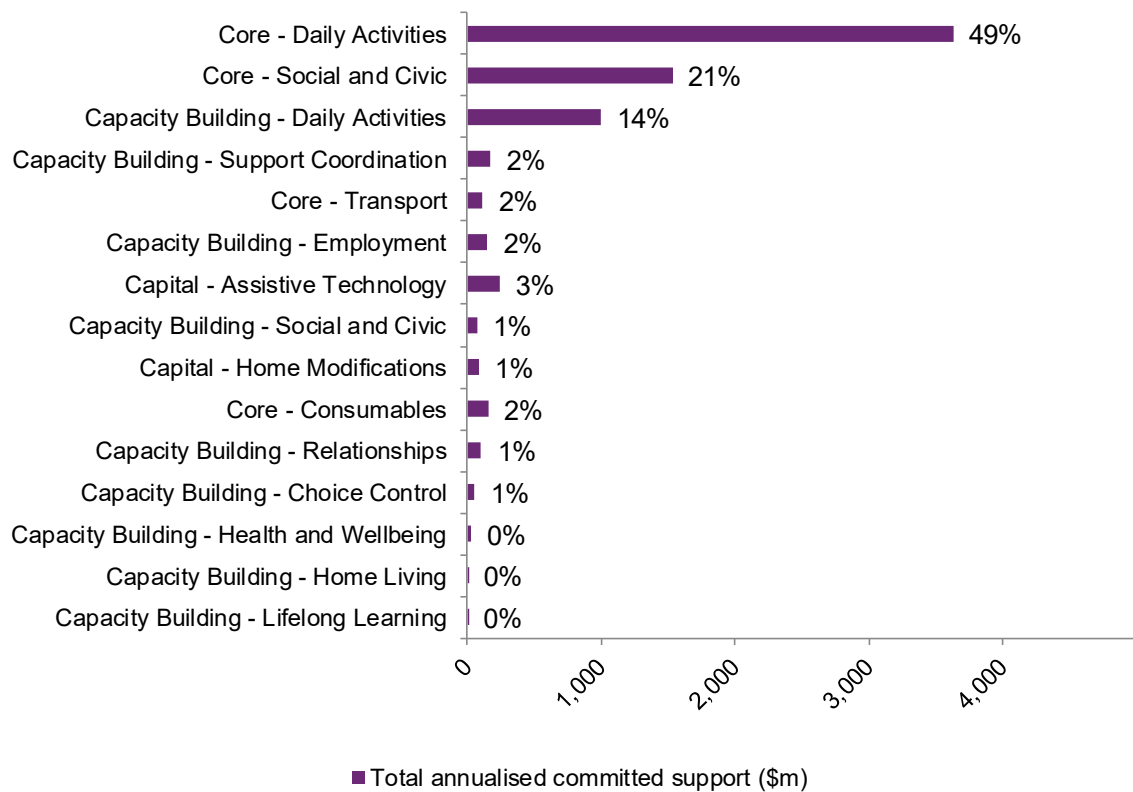


Table F.59 Payments by financial year, compared to committed supports (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	50.3	184.3	351.6	1,776.3	4,295.4	5,960.6	3,738.9
Total Paid	37.1	141.1	258.6	1,213.6	3,117.9	4,437.8	2,490.4
% utilised to date	74%	77%	74%	68%	73%	74%	67%

Figure F.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – New South Wales

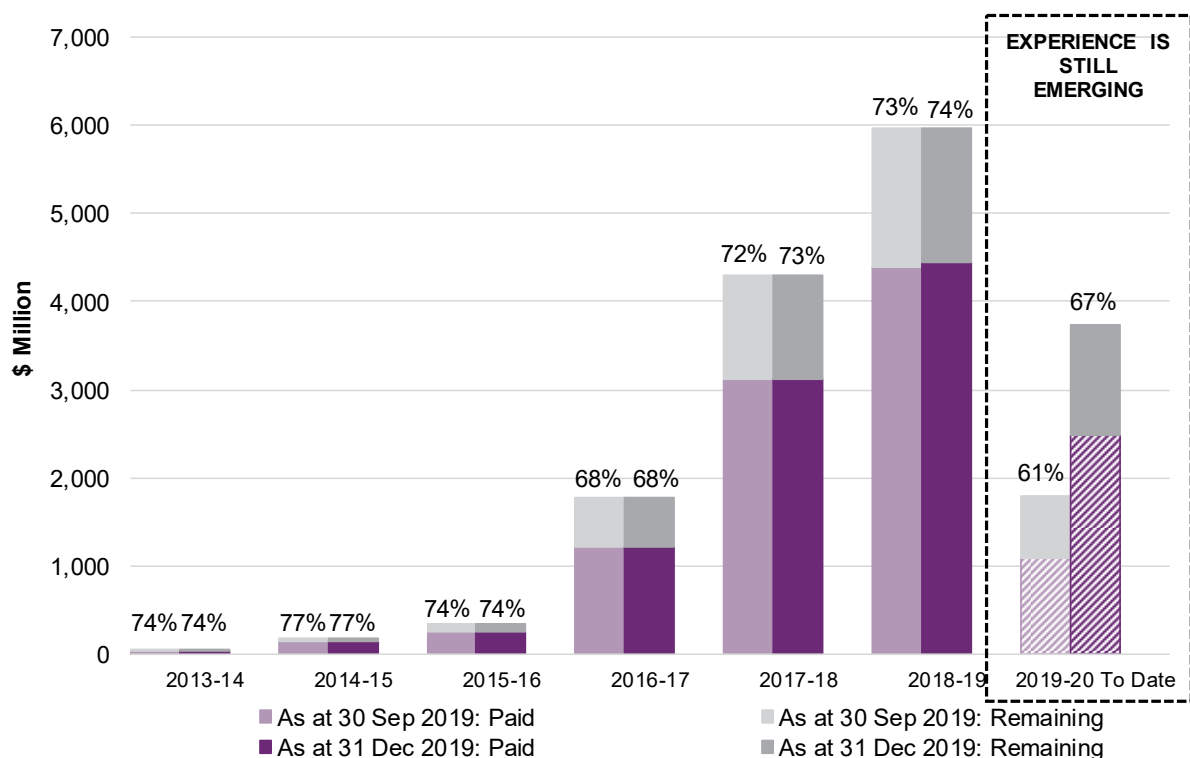


Figure F.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – New South Wales ¹²⁴

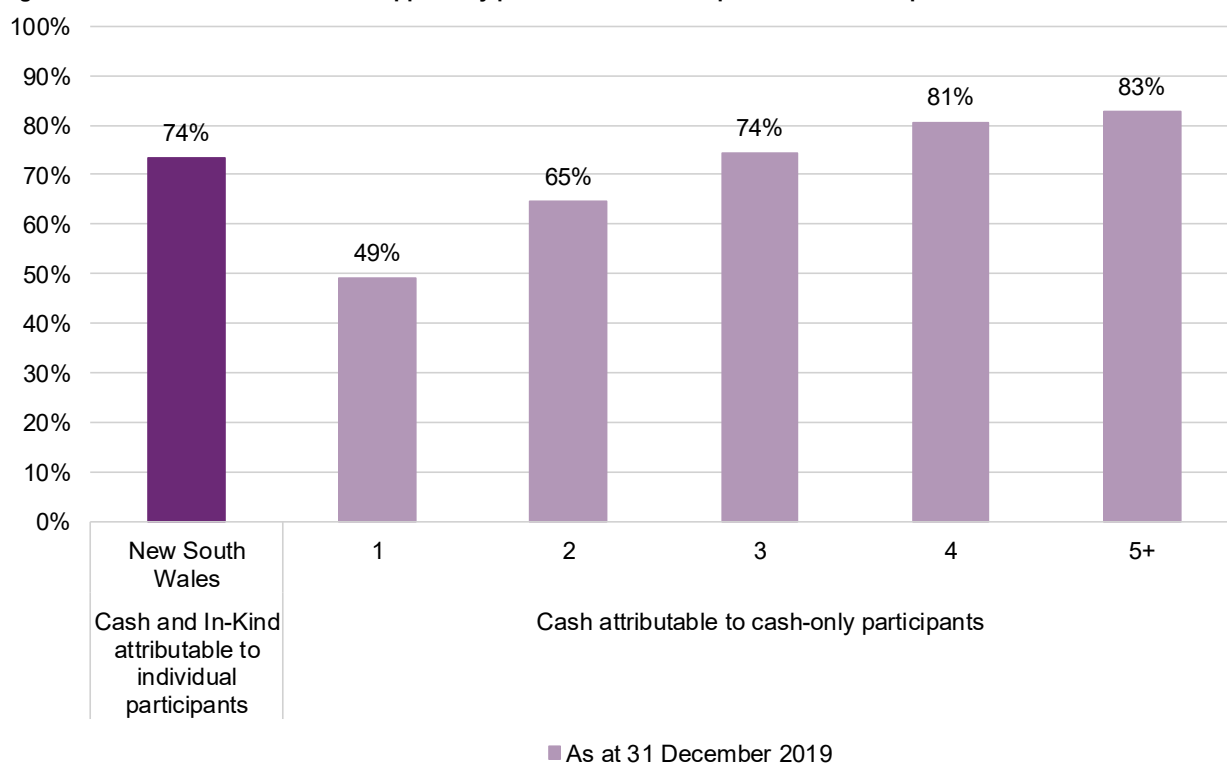
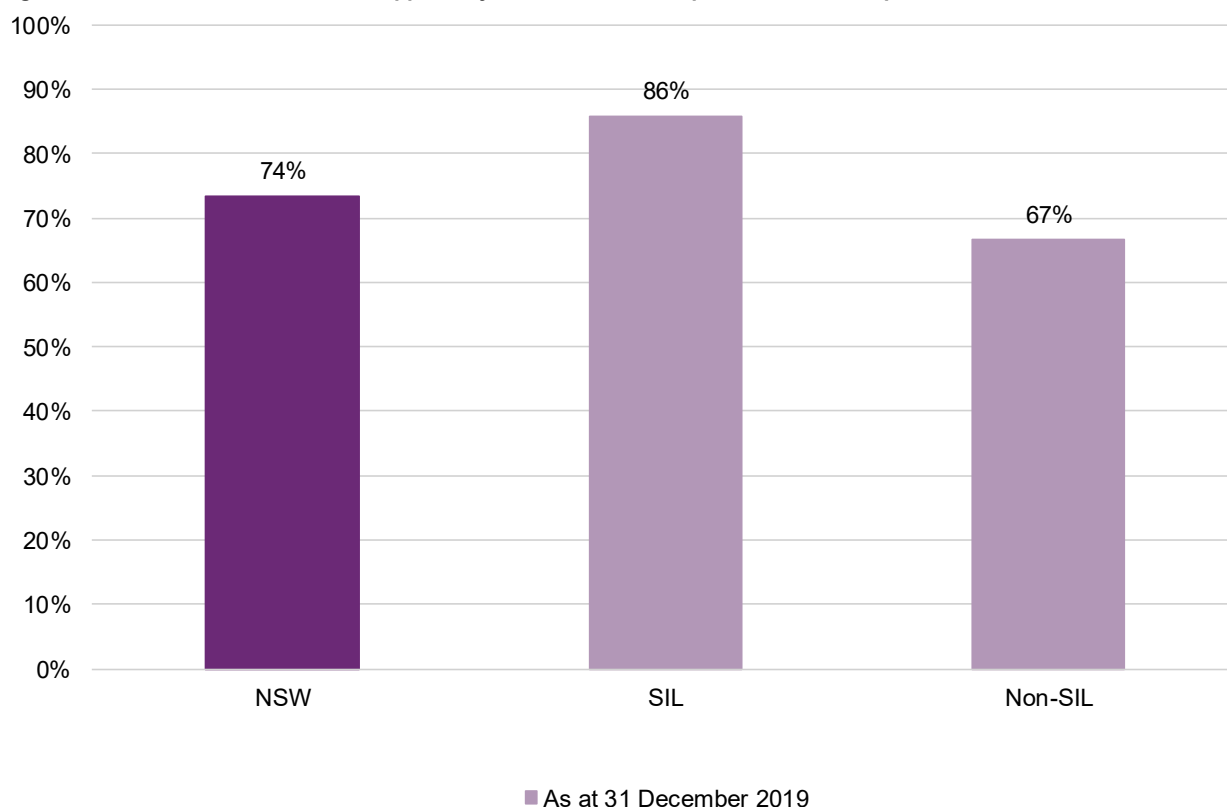


Figure F.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – New South Wales ¹²⁵



¹²⁴ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

¹²⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure F.25 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – New South Wales ¹²⁶

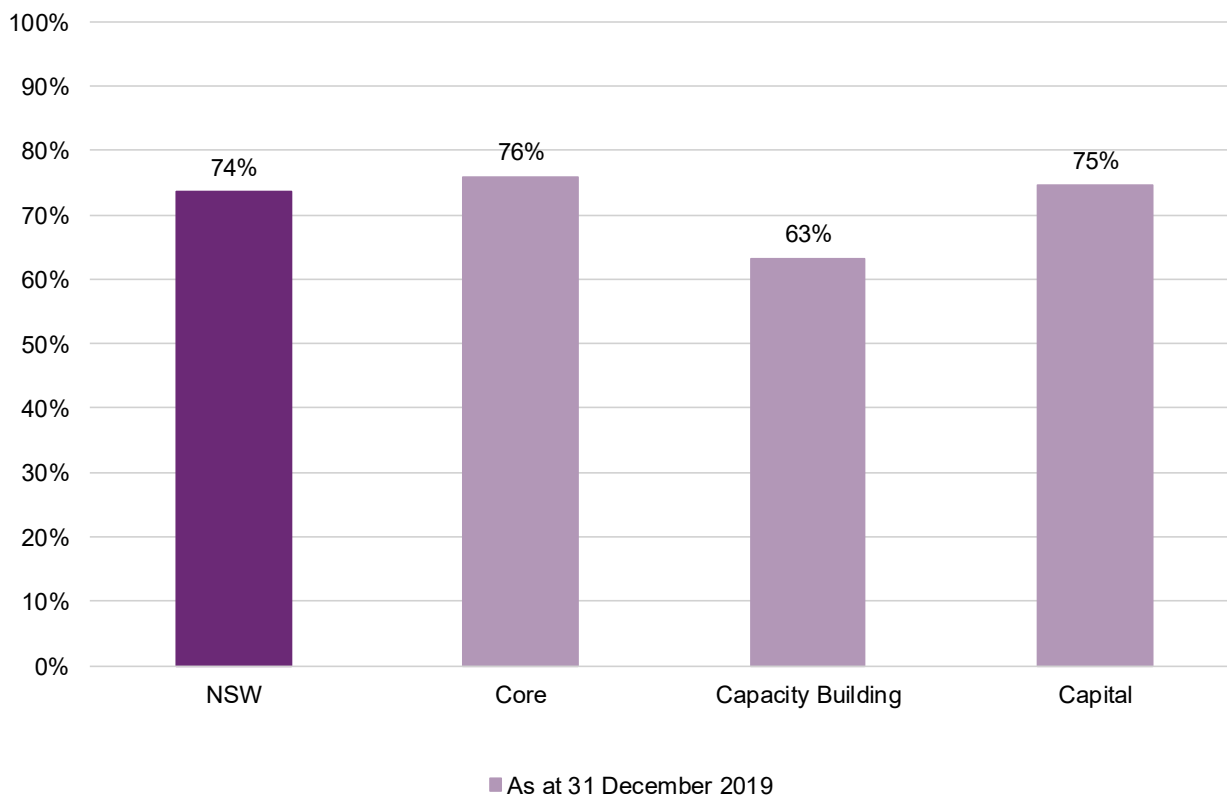
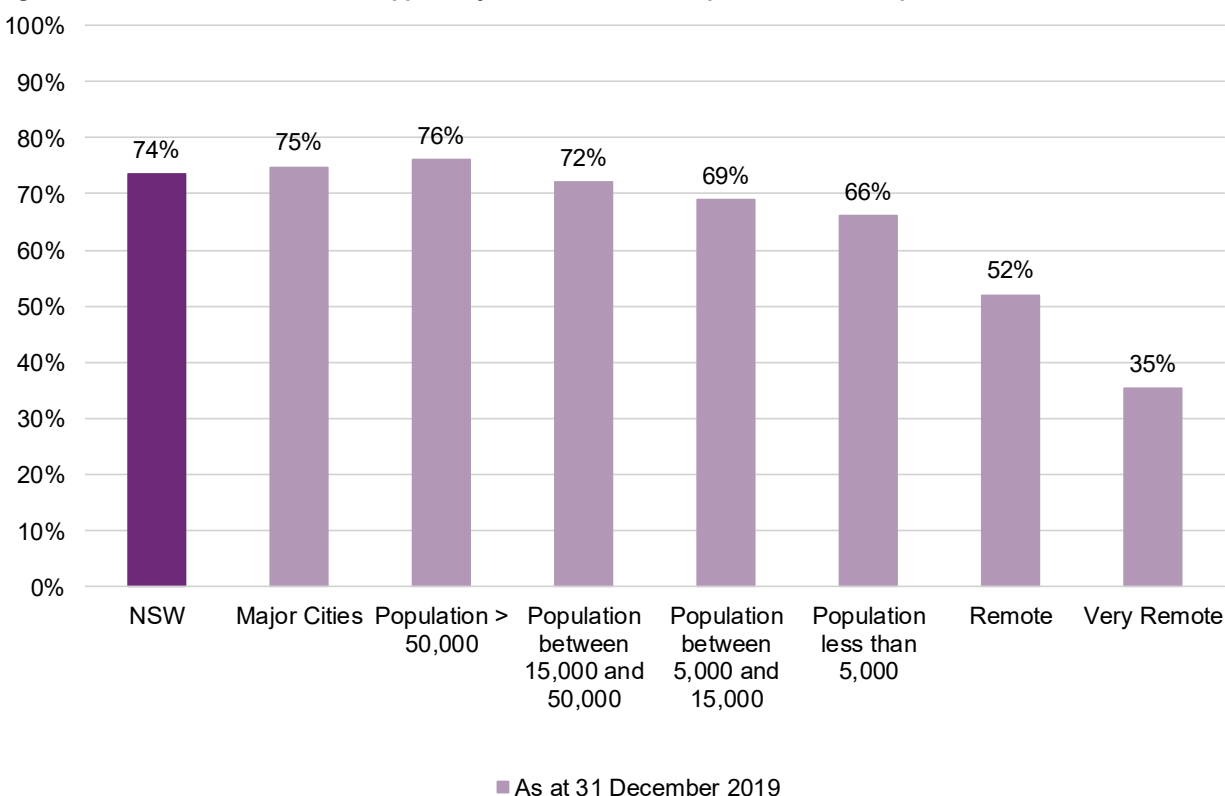


Figure F.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – New South Wales ¹²⁷



¹²⁶ Ibid.

¹²⁷ Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ¹²⁸

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
Victoria	83,170	7,524	90,694	340	91,034

Table G.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Victoria ^{129 130}

	Prior Quarters	2019-20 Q2	Total
Access decisions	109,171	9,193	118,364
Active Eligible	92,105	6,884	98,989
<i>New</i>	25,663	5,303	30,966
<i>State</i>	58,344	1,156	59,500
<i>Commonwealth</i>	8,098	425	8,523
Active Participant Plans (excl ECEI)	83,170	7,524	90,694
<i>New</i>	21,518	4,912	26,430
<i>State</i>	54,154	2,123	56,277
<i>Commonwealth</i>	7,498	489	7,987
Active Participant Plans	83,370	7,864	91,034
<i>Early Intervention (s25)</i>	12,817	2,330	15,147
<i>Permanent Disability (s24)</i>	70,353	5,194	75,547
<i>ECEI</i>	200	340	340

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – Victoria

Exits	Total
Total participant exits	1,835
<i>Early Intervention participants</i>	174
<i>Permanent disability participants</i>	1,661

¹²⁸ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

¹²⁹ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 90% of people with a hearing impairment met the access criteria compared to 75% overall.

¹³⁰ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table G.4 Cumulative numbers of active participants by services previously received – Victoria ^{131 132}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	9,944	1,060	4,254	1,050	16,308
End of 2017-18	26,816	3,789	8,063	3,024	41,692
End of 2018-19 Q1	32,177	4,467	9,902	3,595	50,141
End of 2018-19 Q2	37,801	5,266	11,877	4,868	59,812
End of 2018-19 Q3	44,217	6,116	14,460	5,895	70,688
End of 2018-19 Q4	51,369	6,969	17,532	1,921	77,791
End of 2019-20 Q1	54,719	7,497	21,633	200	84,049
End of 2019-20 Q2	56,277	7,987	26,430	340	91,034

Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria ^{133 134 135 136}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	2,730	12,528	1,050	16,308
End of 2017-18	5,225	33,443	3,024	41,692
End of 2018-19 Q1	6,456	40,090	3,595	50,141
End of 2018-19 Q2	7,690	47,254	4,868	59,812
End of 2018-19 Q3	9,103	55,690	5,895	70,688
End of 2018-19 Q4	10,805	65,065	1,921	77,791
End of 2019-20 Q1	12,850	70,999	200	84,049
End of 2019-20 Q2	15,147	75,547	340	91,034

¹³¹ This table shows the total numbers of active participants at the end of each period. 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.

¹³² Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

¹³³ This table shows the total numbers of active participants at the end of each period.

¹³⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹³⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹³⁶ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table G.6 Assessment of access by age group – Victoria ¹³⁷

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	22,563	98%	2,727	97%	25,290	98%
7 to 14	17,389	90%	1,366	82%	18,755	89%
15 to 18	5,870	92%	435	84%	6,305	92%
19 to 24	6,415	92%	290	73%	6,705	91%
25 to 34	9,057	90%	360	62%	9,417	89%
35 to 44	9,531	86%	441	61%	9,972	84%
45 to 54	11,967	82%	538	52%	12,505	80%
55 to 64	12,482	74%	728	52%	13,210	73%
65+	465	58%	22	44%	487	58%
Missing	<11		<11		<11	
Total	95,739	88%	6,907	75%	102,646	87%

Table G.7 Assessment of access by disability – Victoria ¹³⁸

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,024	94%	162	80%	3,186	93%
Autism	25,397	95%	2,027	92%	27,424	95%
Cerebral Palsy	3,541	97%	100	74%	3,641	96%
Developmental Delay	7,595	98%	1,483	97%	9,078	98%
Global Developmental Delay	1,244	99%	179	98%	1,423	98%
Hearing Impairment	3,709	89%	712	90%	4,421	89%
Intellectual Disability	22,265	96%	681	83%	22,946	96%
Multiple Sclerosis	2,218	91%	89	63%	2,307	89%
Psychosocial disability	12,521	78%	722	54%	13,243	76%
Spinal Cord Injury	717	94%	32	89%	749	94%
Stroke	1,140	84%	97	70%	1,237	83%
Visual Impairment	2,681	95%	81	69%	2,762	94%
Other Neurological	4,350	82%	243	56%	4,593	80%
Other Physical	3,619	46%	263	28%	3,882	44%
Other Sensory/Speech	746	67%	23	21%	769	63%
Other	183	31%	13	17%	196	29%
Missing	789	98%	<11		789	98%
Total	95,739	88%	6,907	75%	102,646	87%

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

¹³⁷ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

¹³⁸ Ibid.

Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,035	2.4%	258	3.4%	2,293	2.5%
Not Aboriginal and Torres Strait Islander	63,622	76.5%	6,084	80.9%	69,706	76.9%
Not Stated	17,513	21.1%	1,182	15.7%	18,695	20.6%
Total	83,170	100%	7,524	100%	90,694	100%

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria ¹³⁹

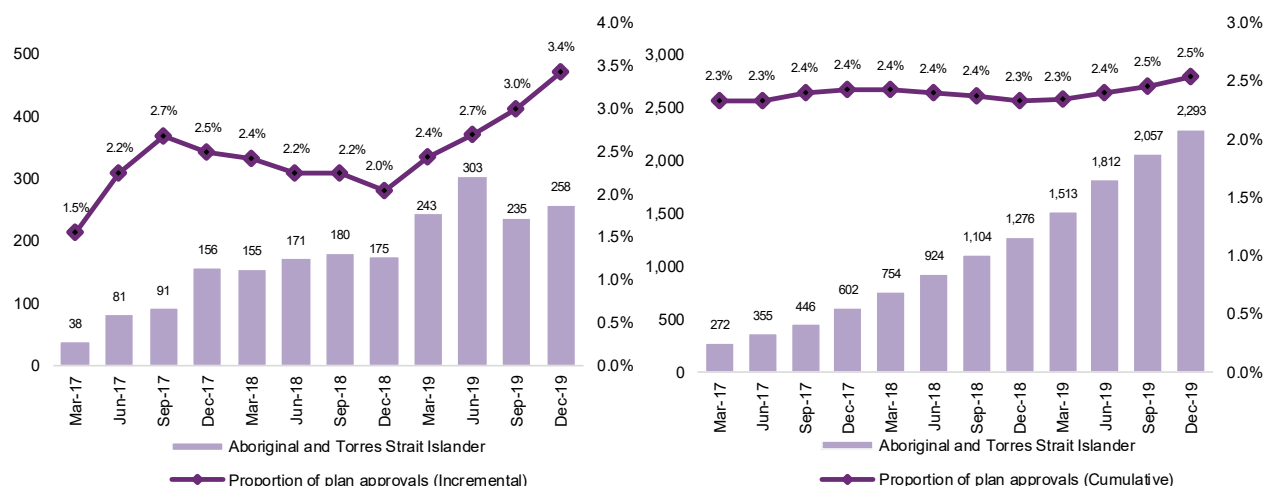
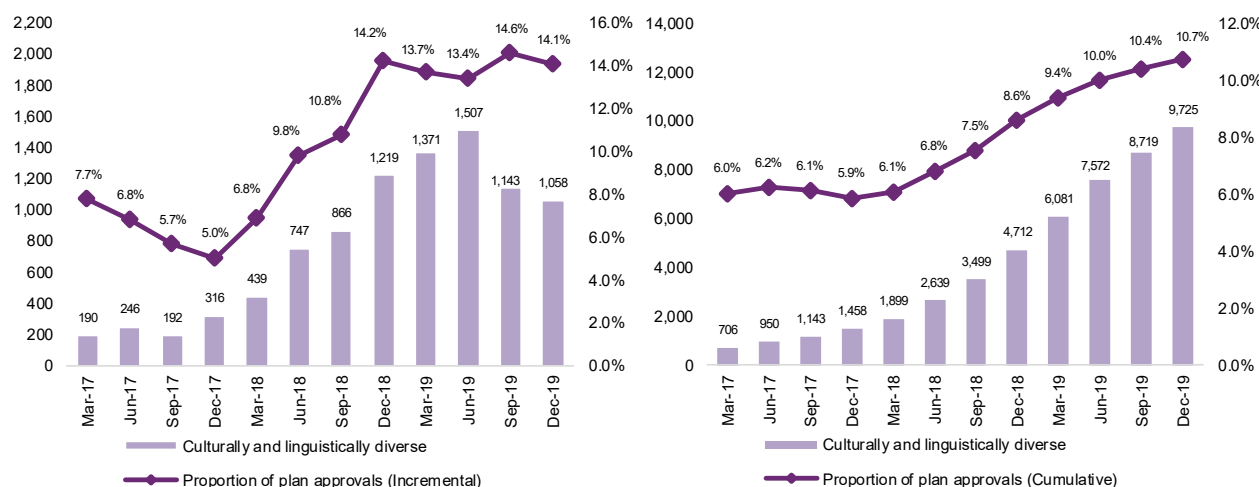


Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	8,667	10.4%	1,058	14.1%	9,725	10.7%
Not culturally and linguistically diverse	74,218	89.2%	6,462	85.9%	80,680	89.0%
Not stated	285	0.3%	<11		289	0.3%
Total	83,170	100%	7,524	100%	90,694	100%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria ¹⁴⁰



¹³⁹ 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.

¹⁴⁰ Ibid.

Table G.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – Victoria

	Total
Age group	N
Under 45	54
45 to 54	235
55 to 64	711
Total YPIRAC (under 65)	1,000
65 and above	242
Total participants in residential aged care	1,242
Participants not in residential aged care	89,452
Total	90,694

Figure G.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – Victoria ¹⁴¹

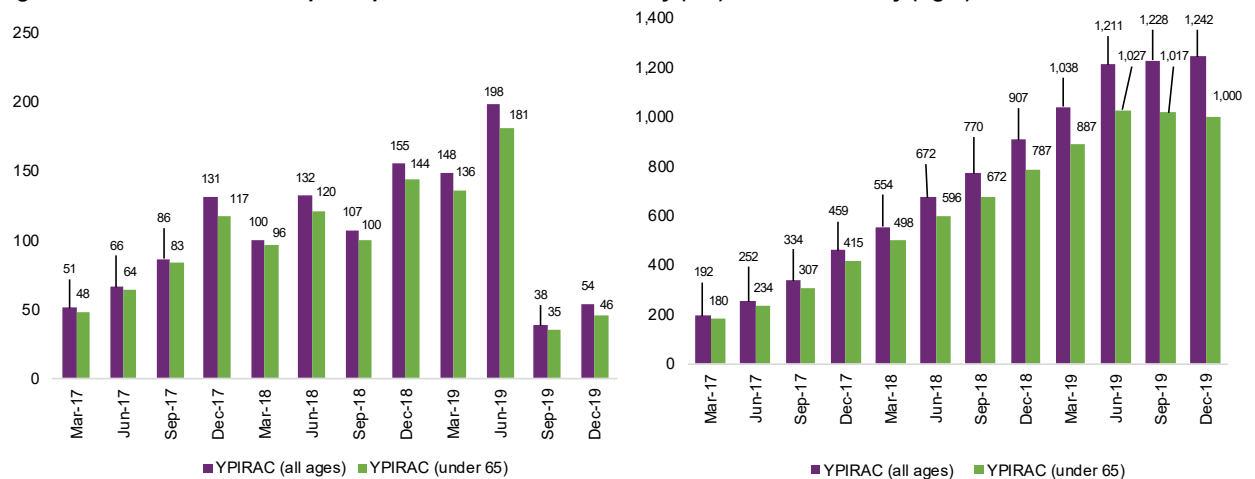


Table G.11 Participant profile per quarter by remoteness – Victoria ^{142 143}

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	58,712	70.6%	5,353	71.1%	64,065	70.6%
Population > 50,000	8,323	10.0%	716	9.5%	9,039	10.0%
Population between 15,000 and 50,000	5,680	6.8%	537	7.1%	6,217	6.9%
Population between 5,000 and 15,000	4,922	5.9%	369	4.9%	5,291	5.8%
Population less than 5,000	5,481	6.6%	544	7.2%	6,025	6.6%
Remote	37	0.0%	<11		42	0.0%
Very Remote	<11		<11		<11	
Missing	15	0.0%	<11		15	0.0%
Total	83,170	100%	7,524	100%	90,694	100%

¹⁴¹ Ibid.

¹⁴² This table is based on the Modified Monash Model measure of remoteness.

¹⁴³ 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 – Victoria ^{144 145}

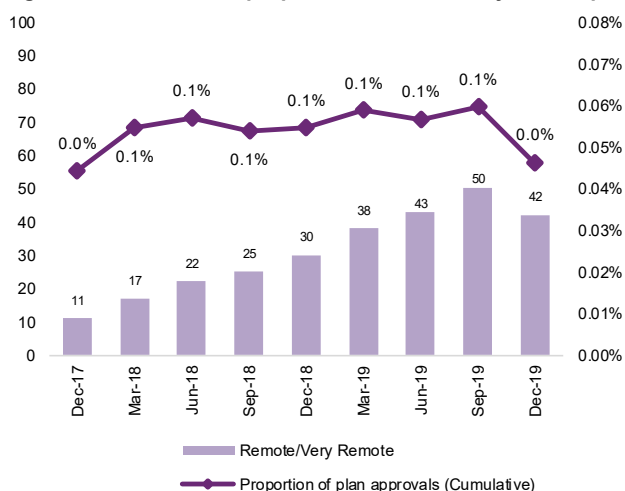


Table G.12 Participant profile per quarter by disability group – Victoria ^{146 147 148}

Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	23,007	28%	2,350	31%	25,357	28%
Intellectual Disability	20,416	25%	853	11%	21,269	23%
Psychosocial disability	10,499	13%	861	11%	11,360	13%
Developmental Delay	6,161	7%	1,466	19%	7,627	8%
Other Neurological	3,538	4%	233	3%	3,771	4%
Hearing Impairment	3,012	4%	611	8%	3,623	4%
Other Physical	2,864	3%	307	4%	3,171	3%
Cerebral Palsy	3,368	4%	104	1%	3,472	4%
ABI	2,591	3%	158	2%	2,749	3%
Visual Impairment	2,311	3%	120	2%	2,431	3%
Multiple Sclerosis	2,009	2%	116	2%	2,125	2%
Global Developmental Delay	1,062	1%	159	2%	1,221	1%
Stroke	953	1%	100	1%	1,053	1%
Spinal Cord Injury	632	1%	30	0%	662	1%
Other Sensory/Speech	624	1%	46	1%	670	1%
Other	123	0%	<11		133	0%
Total	83,170	100%	7,524	100%	90,694	100%

¹⁴⁴ The cumulative chart shows the number of active participants as at each quarter over time, and also insufficient numbers to show the cumulative count of remote/very remote participants prior to the December 2017 quarter.

¹⁴⁵ There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

¹⁴⁶ Table order based on national proportions (highest to lowest).

¹⁴⁷ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁴⁸ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,585).

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ¹⁴⁹

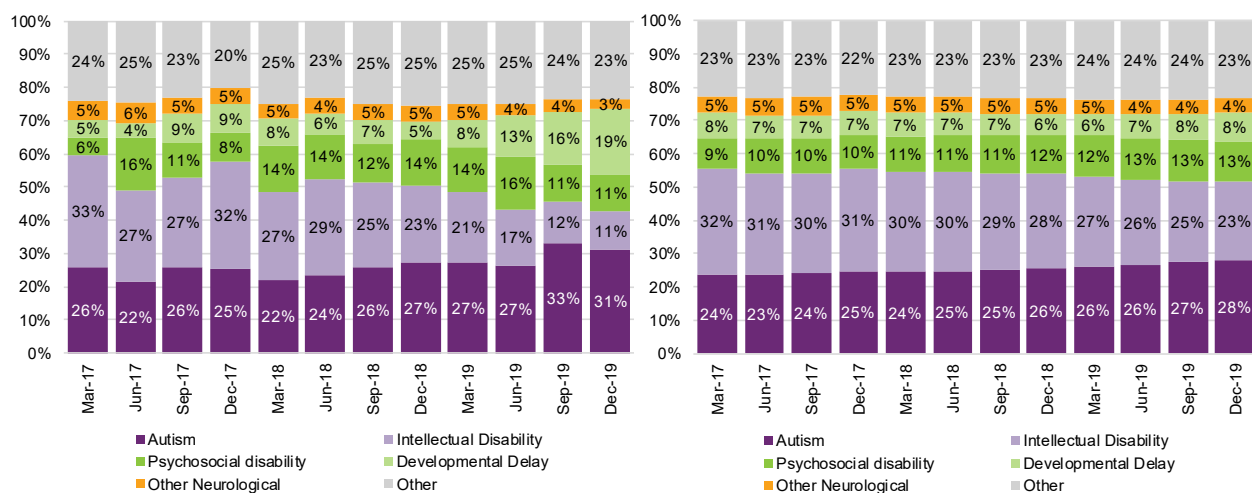


Table G.13 Participant profile per quarter by level of functions – Victoria ¹⁵⁰

Level of Function	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	6,082	7%	1,054	14%	7,136	8%
2 (High Function)	248	0%	15	0%	263	0%
3 (High Function)	4,842	6%	545	7%	5,387	6%
4 (High Function)	4,234	5%	609	8%	4,843	5%
5 (High Function)	6,753	8%	860	11%	7,613	8%
6 (Moderate Function)	13,473	16%	1,524	20%	14,997	17%
7 (Moderate Function)	5,332	6%	522	7%	5,854	6%
8 (Moderate Function)	6,711	8%	403	5%	7,114	8%
9 (Moderate Function)	350	0%	26	0%	376	0%
10 (Moderate Function)	10,230	12%	615	8%	10,845	12%
11 (Low Function)	3,711	4%	256	3%	3,967	4%
12 (Low Function)	14,368	17%	728	10%	15,096	17%
13 (Low Function)	5,006	6%	340	5%	5,346	6%
14 (Low Function)	1,717	2%	27	0%	1,744	2%
15 (Low Function)	<11		<11		<11	
Missing	103	0%	<11		103	0%
Total	83,170	100%	7,524	100%	90,694	100%

¹⁴⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁵⁰ The distributions are calculated excluding participants with a missing level of function.

Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria ¹⁵¹

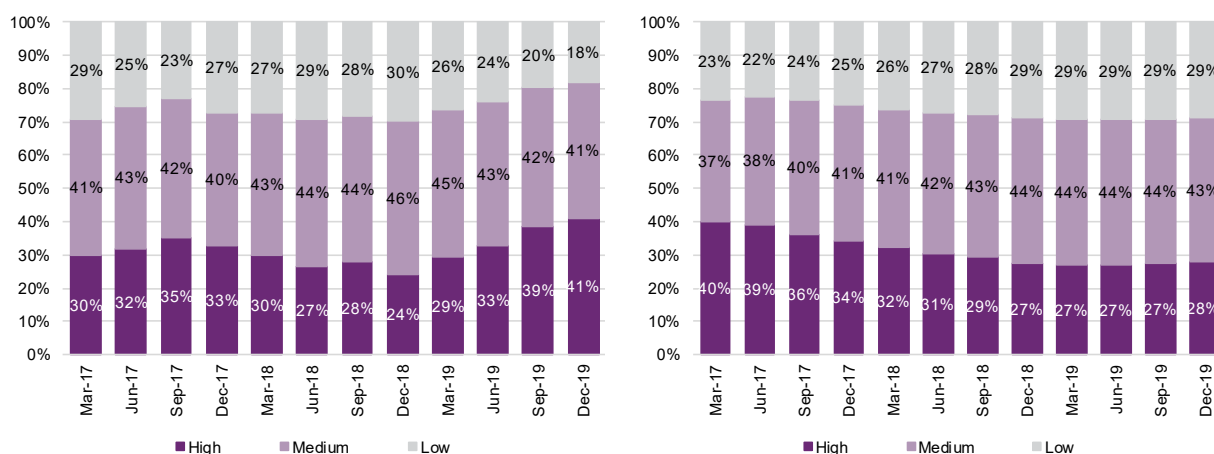
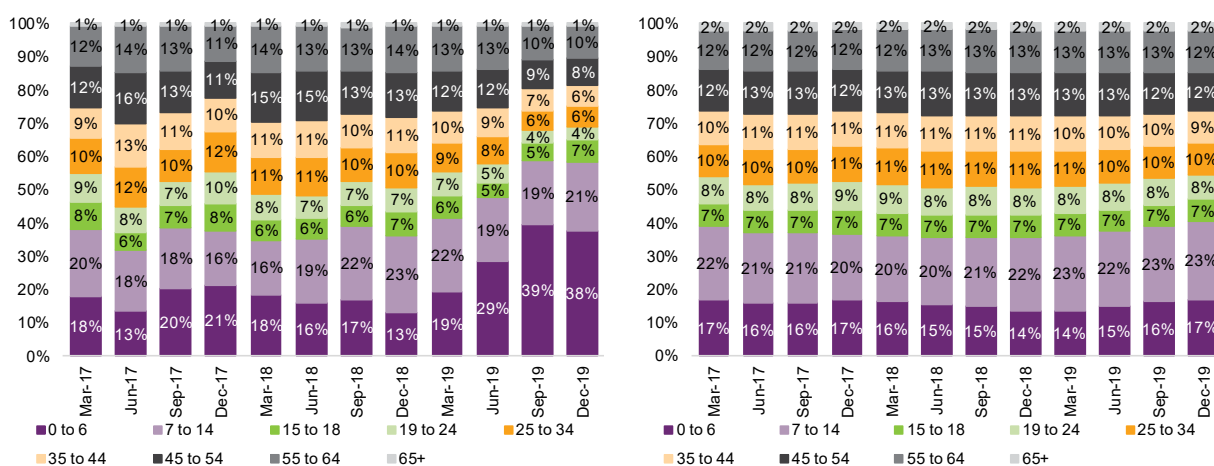


Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
0 to 6	12,634	15%	2,824	38%	15,458	17%
7 to 14	19,577	24%	1,573	21%	21,150	23%
15 to 18	5,492	7%	507	7%	5,999	7%
19 to 24	6,532	8%	296	4%	6,828	8%
25 to 34	8,239	10%	454	6%	8,693	10%
35 to 44	8,091	10%	475	6%	8,566	9%
45 to 54	10,126	12%	606	8%	10,732	12%
55 to 64	10,409	13%	723	10%	11,132	12%
65+	2,070	2%	66	1%	2,136	2%
Total	83,170	100%	7,524	100%	90,694	100%

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria ¹⁵²



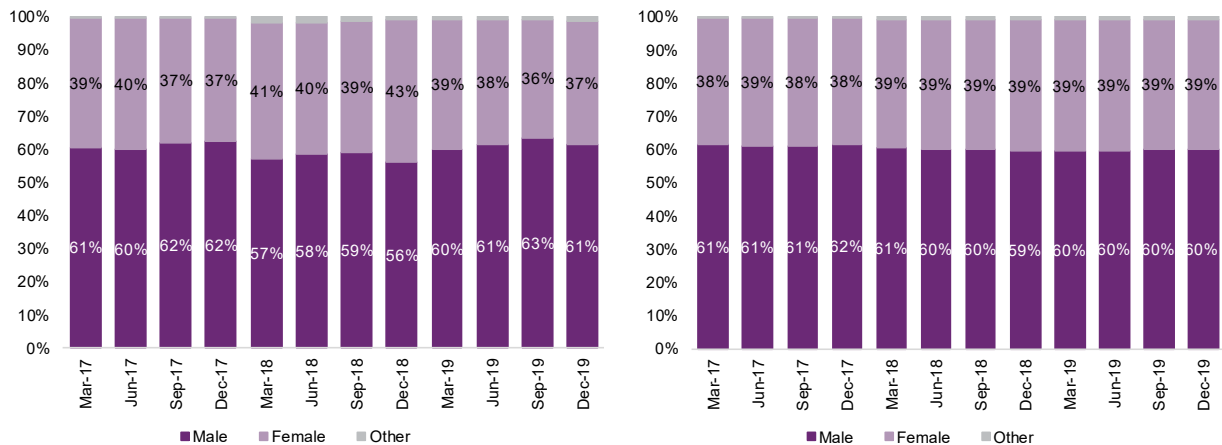
¹⁵¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁵² Ibid.

Table G.15 Participant profile per quarter by gender – Victoria

	Prior Quarters		2019-20 Q2		Total	
Gender	N	%	N	%	N	%
Male	50,061	60%	4,621	61%	54,682	60%
Female	32,276	39%	2,793	37%	35,069	39%
Other	833	1%	110	1%	943	1%
Total	83,170	100%	7,524	100%	90,694	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ¹⁵³



Part Two: Participant experience and outcomes

Table G.16 Number of baseline questionnaires completed by SFOF version – Victoria ¹⁵⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	1,916	3,370	5,311	4,316	14,913
Participant school to 14	1,917	5,257	10,658	4,293	22,125
Participant 15 to 24	1,230	3,265	4,647	1,471	10,613
Participant 25 and over	4,504	10,847	16,644	4,735	36,730
Total Participant	9,567	22,739	37,260	14,815	84,381
Family 0 to 14	3,653	8,339	15,405	8,404	35,801
Family 15 to 24	312	2,456	3,367	1,003	7,138
Family 25 and over	126	3,672	4,978	1,362	10,138
Total Family	4,091	14,467	23,750	10,769	53,077
Total	13,658	37,206	61,010	25,584	137,458

¹⁵³ Ibid.

¹⁵⁴ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table G.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Victoria

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
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		65%		
CC	% who are happy with the level of independence/control they have now			30%	
CC	% who choose who supports them			35%	57%
CC	% who choose what they do each day			43%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	28%
CC	% who want more choice and control in their life			81%	80%

Table G.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Victoria

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	59%		
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		37%		
REL	Of these, % who are welcomed or actively included	65%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			34%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	35%

Table G.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Victoria

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		67%		
HM	% who are happy with their home			78%	70%
HM	% who feel safe or very safe in their home			83%	71%
HW	% who rate their health as good, very good or excellent			66%	42%
HW	% who did not have any difficulties accessing health services			67%	60%
LL	% who currently attend or previously attended school in a mainstream class			32%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				41%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			16%	21%
WK	% who volunteer			11%	12%

Table G.20 Selected key baseline indicators for families/carers of participants – Victoria

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	20%	28%	24%
% receiving Carer Allowance	46%	50%	38%
% working in a paid job	46%	50%	37%
Of those in a paid job, % in permanent employment	80%	76%	77%
Of those in a paid job, % working 15 hours or more	77%	82%	83%
% who say they (and their partner) are able to work as much as they want	39%	42%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	28%	20%
% able to advocate for their child/family member	73%	64%	61%
% who have friends and family they see as often as they like	41%	39%	45%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		34%	
% who feel in control selecting services		35%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	72%	60%	57%

Table G.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=2,187) - participants who entered from 1 January 2018 to 31 December 2018 – Victoria¹⁵⁵

	Question	% Yes
DL	Has the NDIS improved your child's development?	90%
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?	85%
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?	64%

Table G.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=7,107) - participants who entered from 1 January 2018 to 31 December 2018 – Victoria

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	60%
LL	Has the NDIS improved your child's access to education?	39%
REL	Has the NDIS improved your child's relationships with family and friends?	49%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

Table G.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,566) and ‘Participant 25 and over’ (n=12,828) - participants who entered from 1 January 2018 to 31 December 2018 – Victoria

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	57%	64%
DL	Has the NDIS helped you with daily living activities?	59%	68%
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?	21%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	47%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	16%
S/CP	Has the NDIS helped you be more involved?	52%	55%

¹⁵⁵ Results in Tables G.21 to G.24 exclude participants who entered prior to 1 January 2018, as these participants have been included in Tables G.25 to G.34.

Table G.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=8,587); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,167) - participants who entered from 1 January 2018 to 31 December 2018 – Victoria

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	51%
Has the NDIS improved the level of support for your family?	68%	63%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	
Has the NDIS improved your health and wellbeing?	42%	36%

Table G.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=907) - participants who entered from 1 January 2017 and 31 December 2017 – Victoria ¹⁵⁶

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	95%	+5%
DL	Has the NDIS improved your child's access to specialist services?	87%	95%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	88%	+6%
REL	Has the NDIS improved how your child fits into family life?	68%	77%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	55%	63%	+8%

Table G.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=2,475) - participants who entered from 1 January 2017 and 31 December 2017 – Victoria

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	54%	64%	+10%
LL	Has the NDIS improved your child's access to education?	32%	36%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	49%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	49%	+6%

¹⁵⁶ Results in Tables G.25 to G.28 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table G.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,515) and ‘Participant 25 and over’ (n=4,461) - participants who entered from 1 January 2017 and 31 December 2017 – Victoria

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	55%	63%	+9%	63%	72%	+9%
DL	Has the NDIS helped you with daily living activities?	57%	67%	+10%	67%	76%	+9%
REL	Has the NDIS helped you to meet more people?	45%	50%	+6%	47%	54%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	18%	-1%	25%	25%	+0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	+5%	44%	50%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	38%	2%	31%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	15%	-2%	18%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	52%	58%	+6%	55%	63%	+8%

Table G.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=2,542); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=736) - participants who entered from 1 January 2017 and 31 December 2017 – Victoria

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	57%	63%	+6%	47%	55%	+8%
	Has the NDIS improved the level of support for your family?	62%	70%	+7%	60%	70%	+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?	65%	71%	+6%	60%	69%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	75%	+5%			
	Has the NDIS improved your health and wellbeing?	34%	39%	+5%	35%	38%	+3%

Table G.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=246) - participants who entered from 1 July 2016 and 31 December 2016 – Victoria ¹⁵⁷

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS improved your child's development?	89%	97%	93%	+5%
DL	Has the NDIS improved your child's access to specialist services?	88%	94%	93%	+9%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	77%	86%	86%	+8%
REL	Has the NDIS improved how your child fits into family life?	72%	76%	80%	+13%
S/CP	Has the NDIS improved how your child fits into community life?	56%	68%	69%	+12%

Table G.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=395) - participants who entered from 1 July 2016 and 31 December 2016 – Victoria

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS helped your child to become more independent?	59%	67%	70%	+11%
LL	Has the NDIS improved your child's access to education?	38%	40%	37%	-0%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	51%	53%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	51%	50%	+2%

Table G.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=223) - participants who entered from 1 July 2016 and 31 December 2016 – Victoria

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	61%	62%	60%	-1%
Has the NDIS helped you with daily living activities?	60%	64%	69%	+9%
Has the NDIS helped you to meet more people?	47%	46%	50%	+2%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	17%	14%	-8%
Has your involvement with the NDIS improved your health and wellbeing?	42%	42%	41%	-0%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	40%	40%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	11%	8%	10%	-1%
Has the NDIS helped you be more involved?	52%	53%	56%	+5%

¹⁵⁷ Results in Tables G.29 to G.34 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date. 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.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=616) - participants who entered from 1 July 2016 and 31 December 2016 – Victoria

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	61%	69%	73%	+11%
Has the NDIS helped you with daily living activities?	69%	78%	81%	+13%
Has the NDIS helped you to meet more people?	49%	53%	57%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	24%	26%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	48%	55%	55%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	35%	38%	5%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	12%	13%	-2%
Has the NDIS helped you be more involved?	58%	64%	68%	+10%

Table G.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=464) - participants who entered from 1 July 2016 and 31 December 2016 – Victoria

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	66%	66%	+4%
Has the NDIS improved the level of support for your family?	72%	76%	74%	+2%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	76%	72%	-0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	83%	81%	-1%
Has the NDIS improved your health and wellbeing?	44%	44%	43%	-1%

Table G.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=46) - participants who entered from 1 July 2016 and 31 December 2016 – Victoria

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	61%	55%	+5%
Has the NDIS improved the level of support for your family?	61%	65%	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?	70%	64%	67%	-3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	29%	27%	35%	+6%

Table G.35 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=5,847), ‘participants in community and social activities’ (n=5,879) and ‘participants who choose who supports them’ (n=6,012) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – Victoria ¹⁵⁸

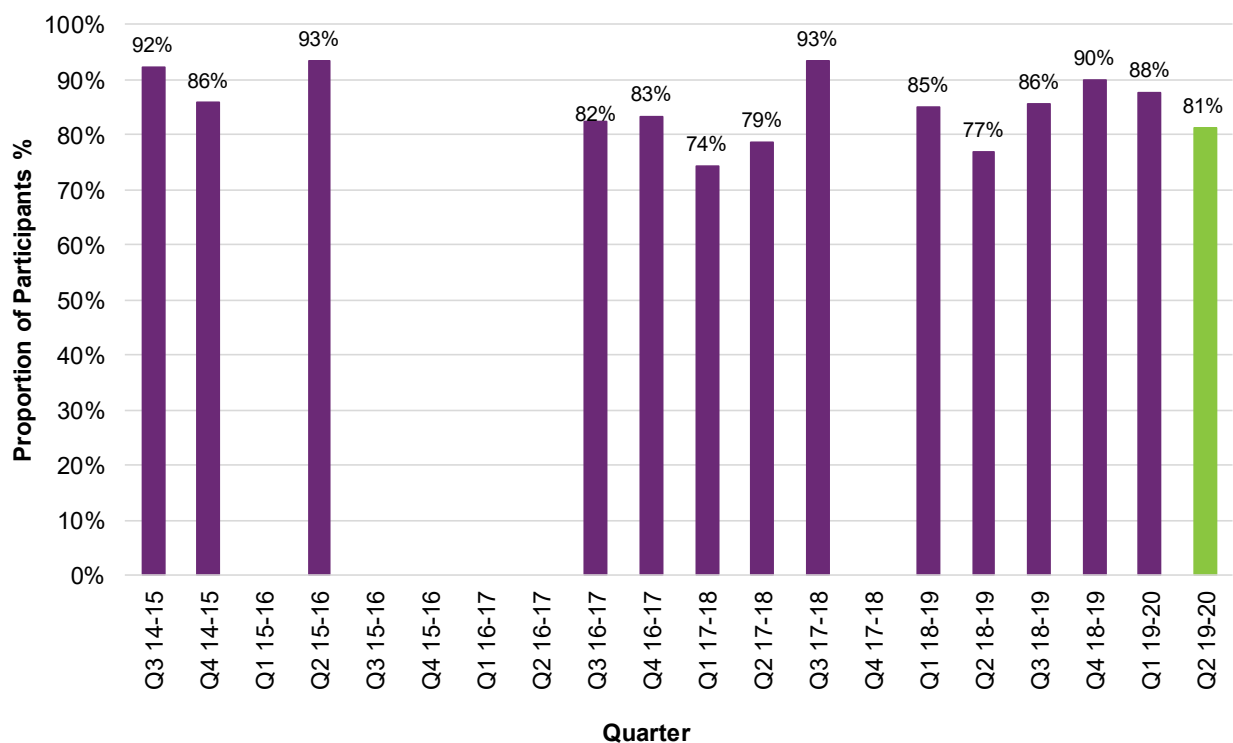
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	17%	21%	23%	24%
Aged 25+	25%	24%	24%	
Aged 15+ (Average)	24%	24%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	33%	40%	42%	47%
Aged 25+	35%	41%	44%	
Aged 15+ (Average)	35%	41%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	31%	33%	45%
Aged 25+	53%	53%	54%	
Aged 15+ (Average)	49%	49%	50%	

¹⁵⁸ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table G.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=870), 'participants in community and social activities' (n=906) and 'participants who choose who supports them' (n=938) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – Victoria ¹⁵⁹

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	10%	13%	22%	26%	24%
Aged 25+	17%	17%	17%	18%	
Aged 15+ (Average)	16%	17%	18%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	33%	25%	36%	36%	47%
Aged 25+	34%	38%	40%	43%	
Aged 15+ (Average)	34%	36%	39%	42%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	25%	25%	29%	29%	45%
Aged 25+	42%	45%	45%	44%	
Aged 15+ (Average)	39%	41%	42%	42%	

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 – Victoria* ¹⁶⁰



* The result for 2019-20 Q2 is based on 197 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 81% rated the process as either good or very good, 13% rated the process as neutral rating and 6% rated the process as poor or very poor.

¹⁵⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

¹⁶⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table G.37 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 – Victoria

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	90%	5%	5%
I had enough time to tell my story and say what support I need	93%	4%	4%
The planner knows what I can do well	80%	12%	8%
The planner had some good ideas for my plan	80%	11%	10%
I know what is in my plan	84%	10%	6%
The planner helped me think about my future	79%	10%	12%
I think my plan will make my life better	83%	10%	8%
The planning meeting went well	88%	6%	6%

Table G.38 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Victoria

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
Access	n = 1,392	n = 424
Are you happy with how coming into the NDIS has gone?	78%	86%
Was the person from the NDIS respectful?	95%	96%
Do you understand what will happen next with your plan?	71%	73%
Pre-planning	n = 1,119	n = 435
Did the person from the NDIS understand how your disability affects your life?	88%	86%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	83%	79%
Are you clear on what happens next with your plan?	76%	81%
Do you know where to go for more help with your plan?	82%	83%
Planning	n = 1,514	n = 644
Did the person from the NDIS understand how your disability affects your life?	89%	87%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	82%	84%
Are you clear on what happens next with your plan?	77%	83%
Do you know where to go for more help with your plan?	84%	85%
Plan review	n = 1,058	n = 97
Did the person from the NDIS understand how your disability affects your life?	84%	85%
Did you feel prepared for your plan review?	83%	78%
Is your NDIS plan helping you to make progress towards your goals?	84%	91%

Table G.39 Plan reviews conducted per quarter – excluding plans less than 30 days – Victoria ¹⁶¹

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	90,056	18,378	108,434
<i>Early intervention plans</i>	13,110	2,459	15,569
<i>Permanent disability plans</i>	76,946	15,919	92,865

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

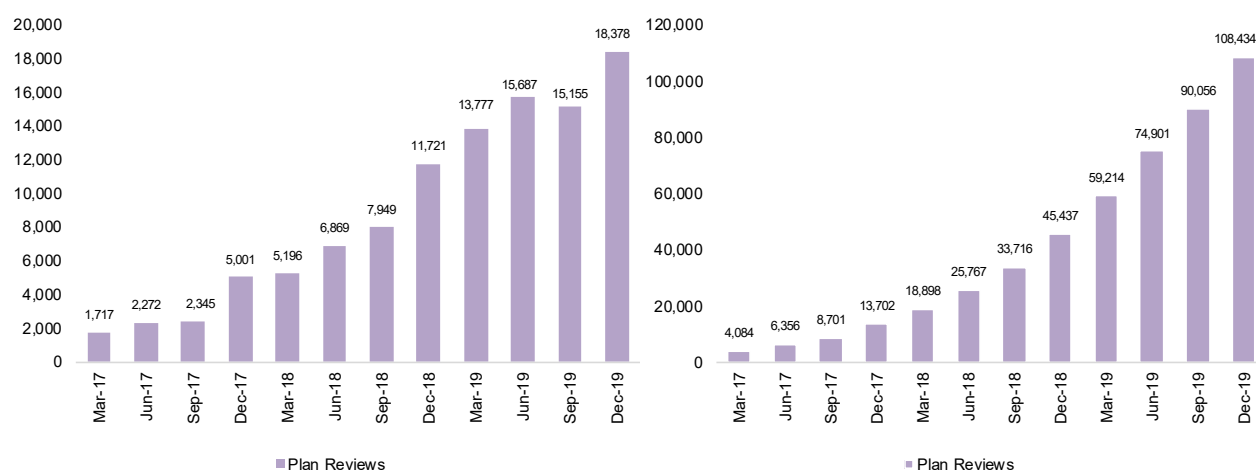
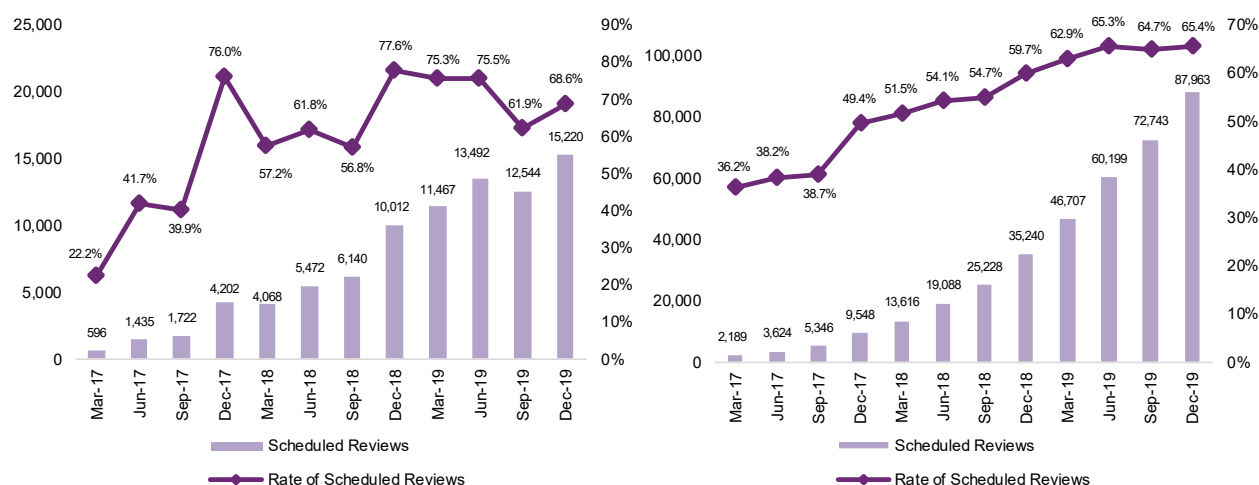


Table G.40 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – Victoria

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	72,743	15,220	87,963
<i>Trial participants</i>	14,034	1,016	15,050
<i>Transition participants</i>	58,709	14,204	72,913

Figure G.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – Victoria ¹⁶²



¹⁶¹ 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.

¹⁶² 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 G.41 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Victoria

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	17,313	3,158	20,471
<i>Trial participants</i>	2,553	208	2,761
<i>Transition participants</i>	14,760	2,950	17,710

Table G.42 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – Victoria ¹⁶³

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	15.4%	14.2%	15.2%

Figure G.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Victoria ¹⁶⁴

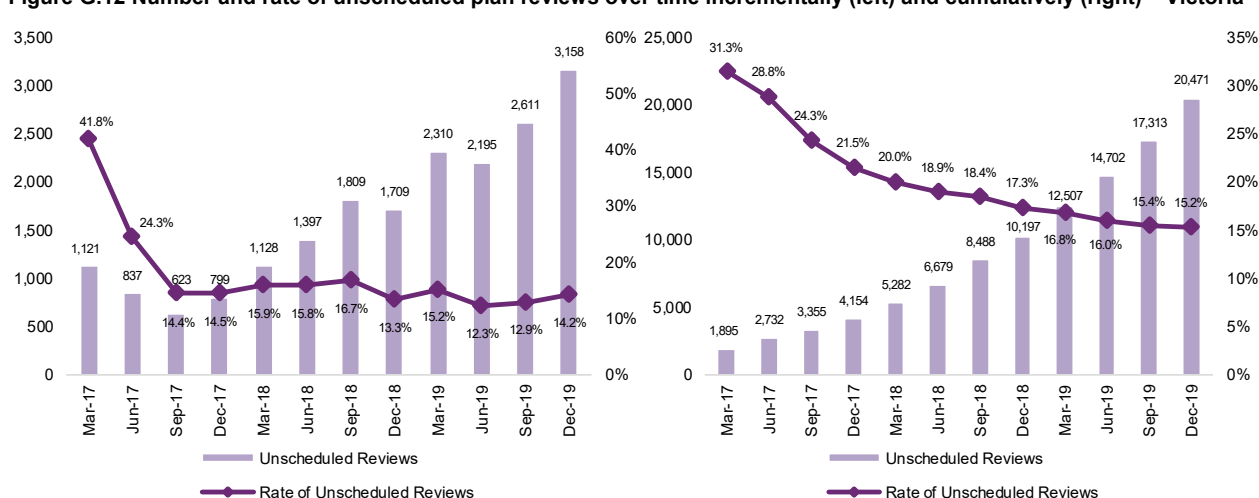


Table G.43 Complaints by quarter – Victoria ^{165 166 167}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	440	103	543	480
Complaints about the Agency	9,350	1,668	11,018	6,912
Unclassified	637	0	637	588
Total	10,427	1,771	12,198	7,469
% of all access requests	6.9%	6.1%	6.7%	

¹⁶³ 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.

¹⁶⁴ 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.

¹⁶⁵ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

¹⁶⁶ Note that 69% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

¹⁶⁷ % of all access requests 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.

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

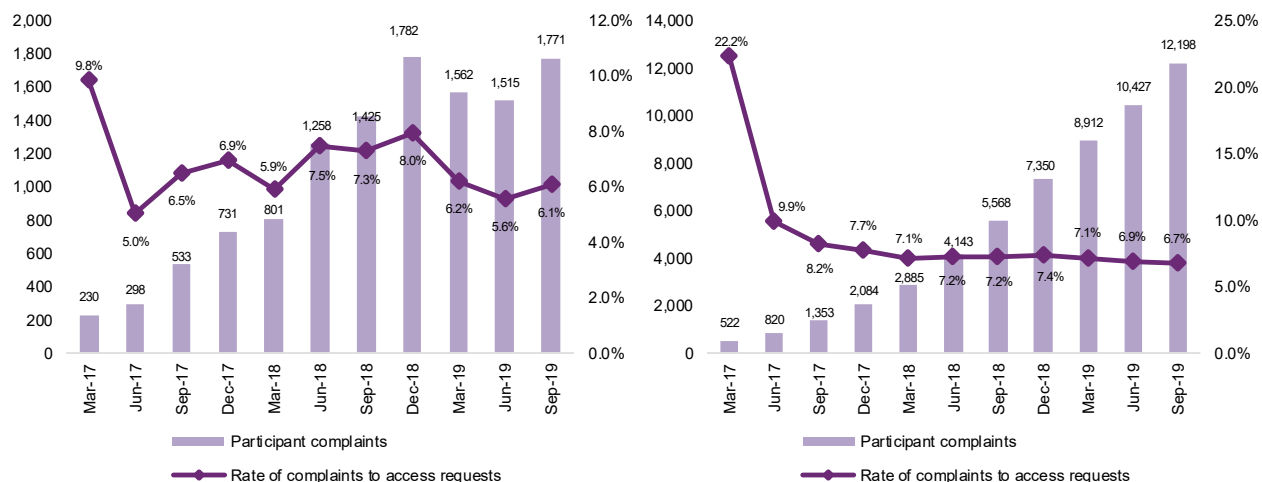


Table G.44 Complaints by type – Victoria ¹⁶⁸

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q1		Transition Total	
Participants or those who have sought access						
Complaints about service providers						
Supports being provided	94	(21%)	14	(14%)	108	(20%)
Service Delivery	74	(17%)	19	(18%)	93	(17%)
Staff conduct	69	(16%)	22	(21%)	91	(17%)
Provider process	54	(12%)	12	(12%)	66	(12%)
Provider costs.	37	(8%)	7	(7%)	44	(8%)
Other	112	(25%)	29	(28%)	141	(26%)
Total	440		103		543	
Complaints about the Agency						
Timeliness	3,655	(39%)	634	(38%)	4,289	(39%)
Individual needs	1,002	(11%)	114	(7%)	1,116	(10%)
Reasonable and necessary supports	1,188	(13%)	239	(14%)	1,427	(13%)
Information unclear	418	(4%)	27	(2%)	445	(4%)
The way the NDIA carried out its decision making	453	(5%)	124	(7%)	577	(5%)
Other	2,634	(28%)	530	(32%)	3,164	(29%)
Total	9,350		1,668		11,018	
Unclassified	637		0		637	

¹⁶⁸ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table G.45 AAT Cases by category – Victoria ¹⁶⁹

Category	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Access	166	32%	77	47%	243	36%
Plan	246	48%	62	38%	308	45%
Plan Review	45	9%	<11		53	8%
Other	57	11%	17	10%	74	11%
Total	514	100%	164	100%	678	100%
% of all access decisions	0.29%		0.57%		0.33%	

Figure G.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

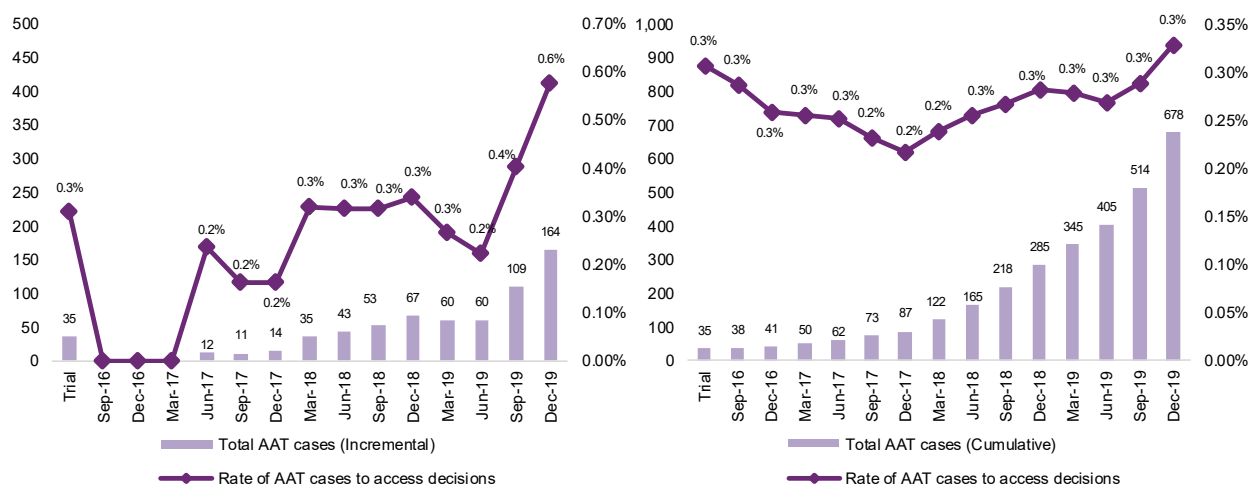


Table G.46 AAT cases by open/closed and decision – Victoria

	N
AAT Cases	678
Open AAT Cases	265
Closed AAT Cases	413
Resolved before hearing	393
Gone to hearing and received a substantive decision	20*

*Of the 20 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 3 varied the Agency's decision and 10 set aside the Agency's decision.

¹⁶⁹ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table G.47 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria
170 171

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	20%	22%	21%
Self-managed partly	12%	12%	12%
Plan managed	39%	46%	41%
Agency managed	28%	19%	26%
Total	100%	100%	100%

Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria¹⁷²

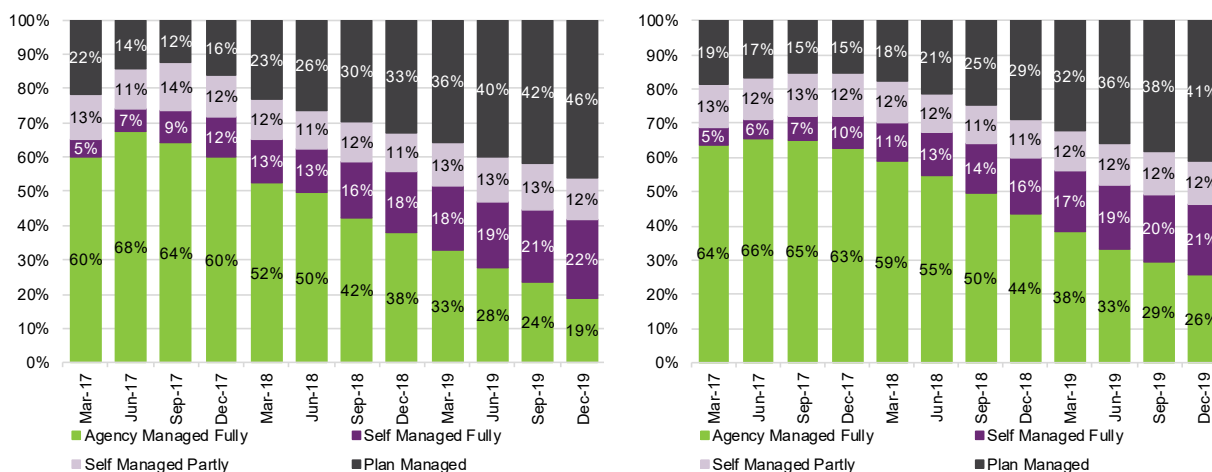


Table G.48 Distribution of active participants by support coordination and quarter of plan approval – Victoria¹⁷³

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	43%	44%	43%

¹⁷⁰ 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.

¹⁷¹ Trial participants are not included.

¹⁷² 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.

¹⁷³ Trial participants are not included.

Table G.49 Duration to plan activation by quarter of initial plan approval for active participants – Victoria ¹⁷⁴

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
Plan activation				
Less than 30 days	41,573	70%	7,190	64%
30 to 59 days	6,543	11%	1,570	14%
60 to 89 days	3,150	5%	723	6%
Activated within 90 days	51,266	87%	9,483	84%
90 to 119 days	1,781	3%	370	3%
120 days and over	4,417	7%	407	4%
Activated after 90 days	6,198	10%	777	7%
No payments	1,723	3%	971	9%
Total plans approved	59,187	100%	11,231	100%

Table G.50 Proportion of participants who have activated within 12 months – Victoria

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,176	1,258	93%
Not Aboriginal and Torres Strait Islander	38,408	39,840	96%
Not Stated	12,692	13,093	97%
Total	52,276	54,191	96%
by Culturally and Linguistically Diverse status			
CALD	4,526	4,661	97%
Not CALD	47,481	49,258	96%
Not Stated	269	272	99%
Total	52,276	54,191	96%
by Remoteness			
Major Cities	35,617	36,841	97%
Regional	16,631	17,319	96%
Remote	16	19	84%
Missing	12	12	100%
Total	52,276	54,191	96%
by Primary Disability type			
Autism	14,193	14,624	97%
Intellectual Disability (including Down Syndrome)	15,053	15,444	97%
Psychosocial Disability	6,161	6,516	95%
Developmental Delay (including Global Developmental Delay)	3,046	3,251	94%
Other	13,823	14,356	96%
Total	52,276	54,191	96%

¹⁷⁴ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table G.51 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Victoria ^{175 176}

Plan utilisation	Total
0 to 50%	43%
50% to 75%	24%
> 75%	33%
Total	100%

Table G.52 Proportion of active participants with approved plans accessing mainstream supports – Victoria ¹⁷⁷

	Prior Quarters	2019-20 Q2	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	42%	43%	42%
Lifelong Learning	10%	11%	10%
Other	11%	11%	11%
Non-categorised	34%	34%	34%
Any mainstream service	92%	93%	93%

Part Three: Providers and the growing market

Table G.53 Key markets indicators by quarter – Victoria ^{178 179}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.33	1.30
b) Number of providers delivering new types of supports	754	549
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	91%	89%
<i>Therapeutic Supports (%)</i>	93%	94%
<i>Participation in community, social and civic activities (%)</i>	89%	88%
<i>Early Intervention supports for early childhood (%)</i>	90%	90%
<i>Daily Personal Activities (%)</i>	92%	92%

¹⁷⁵ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁷⁶ 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.

¹⁷⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁷⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁷⁹ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table G.54 Cumulative number of providers that have been ever active by registration group – Victoria ¹⁸⁰

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	103	8	111	8%
Assistance Animals	40	6	46	15%
Assistance with daily life tasks in a group or shared living arrangement	257	26	283	10%
Assistance with travel/transport arrangements	486	35	521	7%
Daily Personal Activities	675	43	718	6%
Group and Centre Based Activities	466	25	491	5%
High Intensity Daily Personal Activities	488	26	514	5%
Household tasks	1,033	64	1,097	6%
Interpreting and translation	89	8	97	9%
Participation in community, social and civic activities	742	34	776	5%
Assistive Technology				
Assistive equipment for recreation	69	9	78	13%
Assistive products for household tasks	75	4	79	5%
Assistance products for personal care and safety	659	58	717	9%
Communication and information equipment	116	18	134	16%
Customised Prosthetics	241	22	263	9%
Hearing Equipment	79	18	97	23%
Hearing Services	16	2	18	13%
Personal Mobility Equipment	288	38	326	13%
Specialised Hearing Services	21	3	24	14%
Vision Equipment	66	20	86	30%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	667	38	705	6%
Behaviour Support	263	24	287	9%
Community nursing care for high needs	229	21	250	9%
Development of daily living and life skills	485	28	513	6%
Early Intervention supports for early childhood	601	18	619	3%
Exercise Physiology and Physical Wellbeing activities	255	29	284	11%
Innovative Community Participation	138	22	160	16%
Specialised Driving Training	81	13	94	16%
Therapeutic Supports	2,275	99	2,374	4%
Capital services				
Home modification design and construction	145	30	175	21%
Specialist Disability Accommodation	54	8	62	15%
Vehicle Modifications	56	8	64	14%
Choice and control support services				
Management of funding for supports in participants plan	324	27	351	8%
Support Coordination	171	17	188	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	138	6	144	4%
Specialised Supported Employment	147	5	152	3%
Total approved active providers	4,308	223	4,531	5%

¹⁸⁰ 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 G.55 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	19	92	111	17%	83%	100%
Assistance Animals	5	41	46	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	21	262	283	7%	93%	100%
Assistance with travel/transport arrangements	77	444	521	15%	85%	100%
Daily Personal Activities	60	658	718	8%	92%	100%
Group and Centre Based Activities	32	459	491	7%	93%	100%
High Intensity Daily Personal Activities	42	472	514	8%	92%	100%
Household tasks	360	737	1,097	33%	67%	100%
Interpreting and translation	11	86	97	11%	89%	100%
Participation in community, social and civic activities	75	701	776	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	5	73	78	6%	94%	100%
Assistive products for household tasks	8	71	79	10%	90%	100%
Assistance products for personal care and safety	82	635	717	11%	89%	100%
Communication and information equipment	24	110	134	18%	82%	100%
Customised Prosthetics	30	233	263	11%	89%	100%
Hearing Equipment	12	85	97	12%	88%	100%
Hearing Services	1	17	18	6%	94%	100%
Personal Mobility Equipment	37	289	326	11%	89%	100%
Specialised Hearing Services	2	22	24	8%	92%	100%
Vision Equipment	12	74	86	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	97	608	705	14%	86%	100%
Behaviour Support	60	227	287	21%	79%	100%
Community nursing care for high needs	28	222	250	11%	89%	100%
Development of daily living and life skills	53	460	513	10%	90%	100%
Early Intervention supports for early childhood	229	390	619	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	62	222	284	22%	78%	100%
Innovative Community Participation	40	120	160	25%	75%	100%
Specialised Driving Training	25	69	94	27%	73%	100%
Therapeutic Supports	1,099	1,275	2,374	46%	54%	100%
Capital services						
Home modification design and construction	36	139	175	21%	79%	100%
Specialist Disability Accommodation	2	60	62	3%	97%	100%
Vehicle Modifications	4	60	64	6%	94%	100%
Choice and control support services						
Management of funding for supports in participants plan	51	300	351	15%	85%	100%
Support Coordination	24	164	188	13%	87%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	139	144	3%	97%	100%
Specialised Supported Employment	11	141	152	7%	93%	100%
Total	1,713	2,818	4,531	38%	62%	100%

Table G.56 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – Victoria

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	35	8	43	19%
Assistance Animals	26	6	32	19%
Assistance with daily life tasks in a group or shared living arrangement	175	26	201	13%
Assistance with travel/transport arrangements	256	35	291	12%
Daily Personal Activities	436	43	479	9%
Group and Centre Based Activities	267	25	292	9%
High Intensity Daily Personal Activities	277	26	303	9%
Household tasks	686	64	750	9%
Interpreting and translation	43	8	51	16%
Participation in community, social and civic activities	457	34	491	7%
Assistive Technology				
Assistive equipment for recreation	24	9	33	27%
Assistive products for household tasks	16	4	20	20%
Assistance products for personal care and safety	386	58	444	13%
Communication and information equipment	61	18	79	23%
Customised Prosthetics	128	22	150	15%
Hearing Equipment	28	18	46	39%
Hearing Services	3	2	5	40%
Personal Mobility Equipment	164	38	202	19%
Specialised Hearing Services	4	3	7	43%
Vision Equipment	38	20	58	34%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	434	38	472	8%
Behaviour Support	166	24	190	13%
Community nursing care for high needs	110	21	131	16%
Development of daily living and life skills	294	28	322	9%
Early Intervention supports for early childhood	293	18	311	6%
Exercise Physiology and Physical Wellbeing activities	165	29	194	15%
Innovative Community Participation	59	22	81	27%
Specialised Driving Training	42	13	55	24%
Therapeutic Supports	1,329	99	1,428	7%
Capital services				
Home modification design and construction	62	30	92	33%
Specialist Disability Accommodation	35	8	43	19%
Vehicle Modifications	28	8	36	22%
Choice and control support services				
Management of funding for supports in participants plan	223	27	250	11%
Support Coordination	84	17	101	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	69	6	75	8%
Specialised Supported Employment	110	5	115	4%
Total	2,670	223	2,893	8%

Table G.57 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	8	35	43	19%	81%	100%
Assistance Animals	4	28	32	13%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	17	184	201	8%	92%	100%
Assistance with travel/transport arrangements	40	251	291	14%	86%	100%
Daily Personal Activities	42	437	479	9%	91%	100%
Group and Centre Based Activities	24	268	292	8%	92%	100%
High Intensity Daily Personal Activities	34	269	303	11%	89%	100%
Household tasks	248	502	750	33%	67%	100%
Interpreting and translation	5	46	51	10%	90%	100%
Participation in community, social and civic activities	57	434	491	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	1	32	33	3%	97%	100%
Assistive products for household tasks	3	17	20	15%	85%	100%
Assistance products for personal care and safety	47	397	444	11%	89%	100%
Communication and information equipment	8	71	79	10%	90%	100%
Customised Prosthetics	15	135	150	10%	90%	100%
Hearing Equipment	7	39	46	15%	85%	100%
Hearing Services	1	4	5	20%	80%	100%
Personal Mobility Equipment	19	183	202	9%	91%	100%
Specialised Hearing Services	1	6	7	14%	86%	100%
Vision Equipment	7	51	58	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	75	397	472	16%	84%	100%
Behaviour Support	34	156	190	18%	82%	100%
Community nursing care for high needs	16	115	131	12%	88%	100%
Development of daily living and life skills	30	292	322	9%	91%	100%
Early Intervention supports for early childhood	115	196	311	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	38	156	194	20%	80%	100%
Innovative Community Participation	23	58	81	28%	72%	100%
Specialised Driving Training	16	39	55	29%	71%	100%
Therapeutic Supports	656	772	1,428	46%	54%	100%
Capital services						
Home modification design and construction	11	81	92	12%	88%	100%
Specialist Disability Accommodation	1	42	43	2%	98%	100%
Vehicle Modifications	2	34	36	6%	94%	100%
Choice and control support services						
Management of funding for supports in participants plan	44	206	250	18%	82%	100%
Support Coordination	12	89	101	12%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	74	75	1%	99%	100%
Specialised Supported Employment	11	104	115	10%	90%	100%
Total	1,040	1,853	2,893	36%	64%	100%

Part Four: Financial sustainability

Table G.58 Committed supports by financial year (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 and beyond
Total Committed	53.0	162.9	204.6	497.9	1,432.6	3,472.9	2,771.4

Figure G.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria

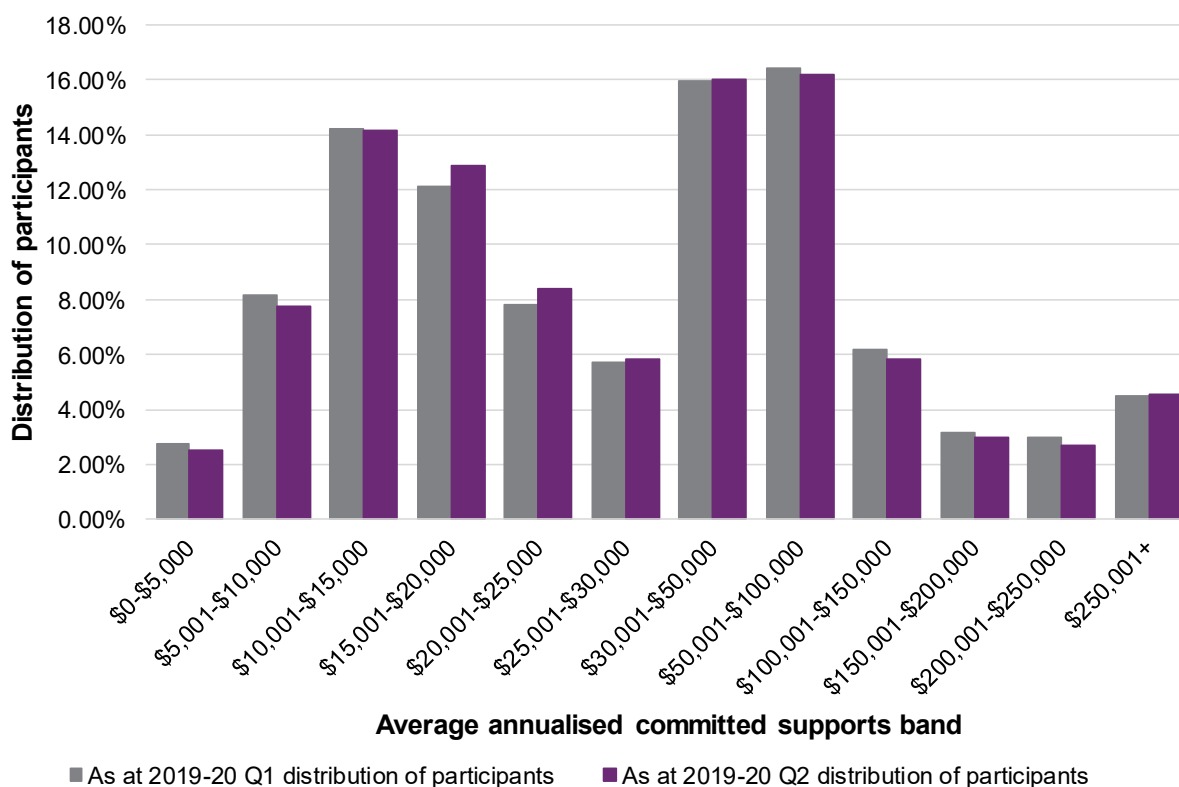


Figure G.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria

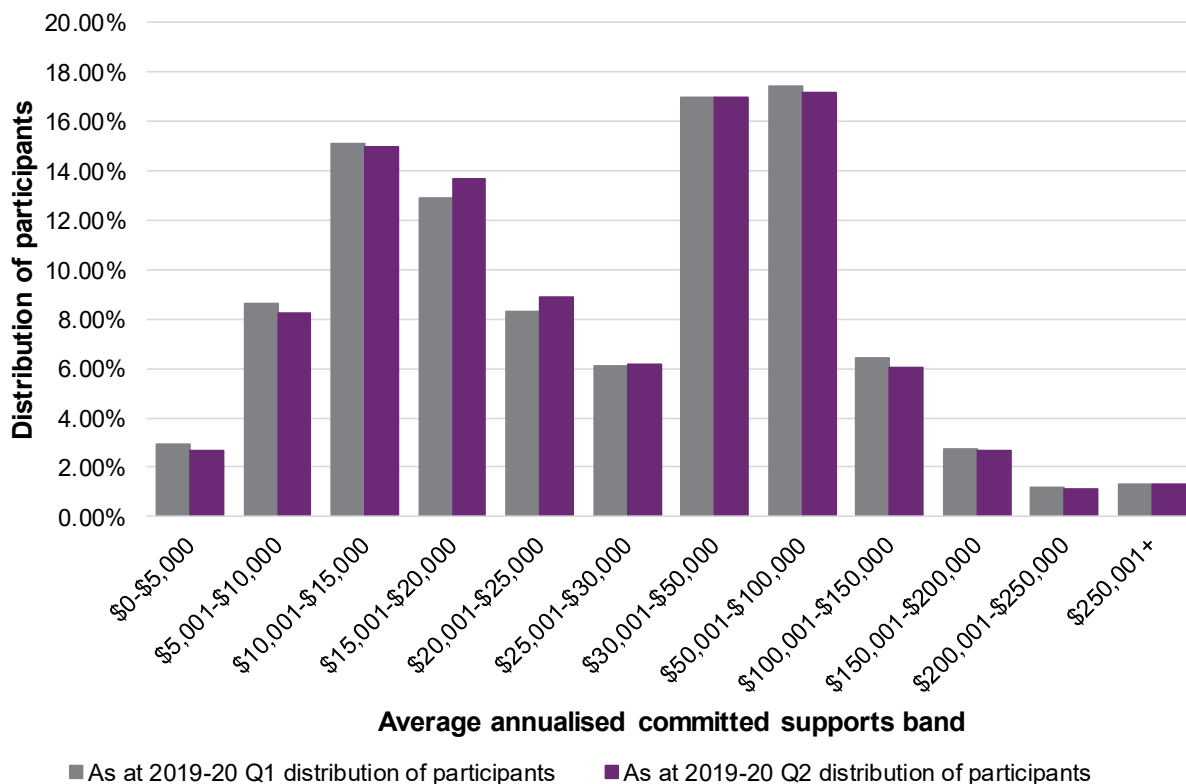


Figure G.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria

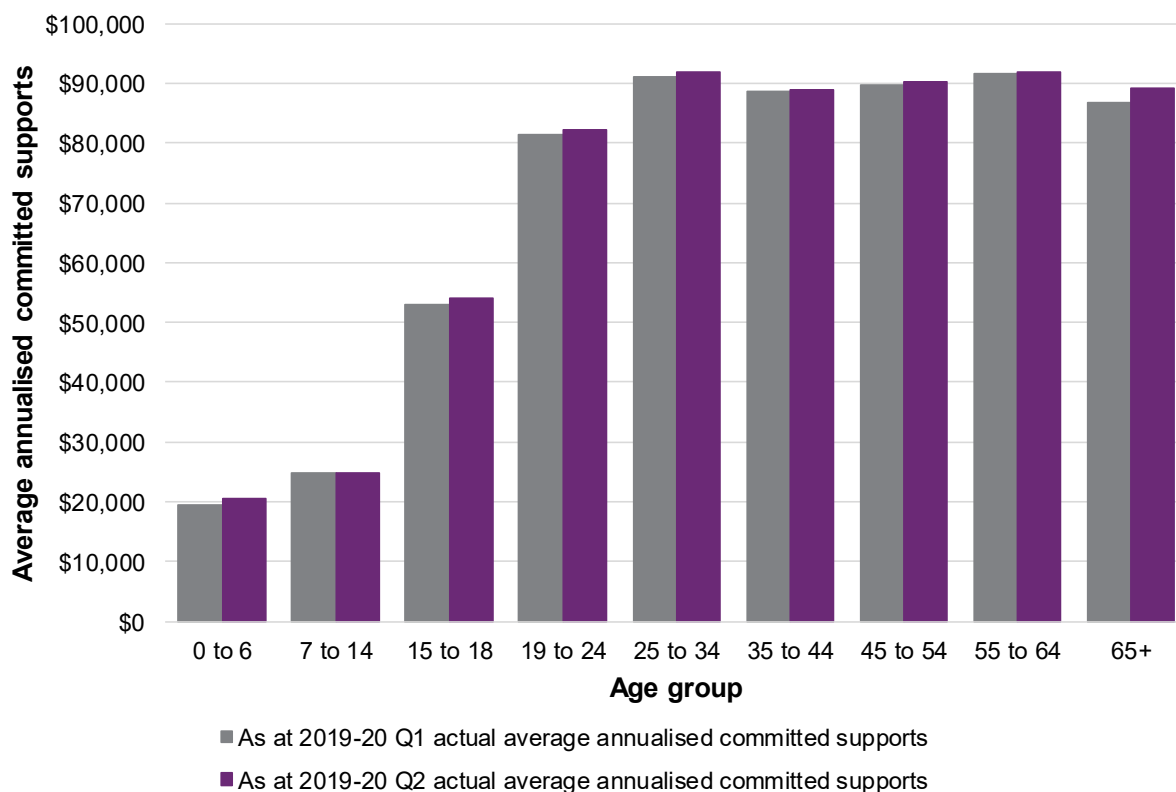


Figure G.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria

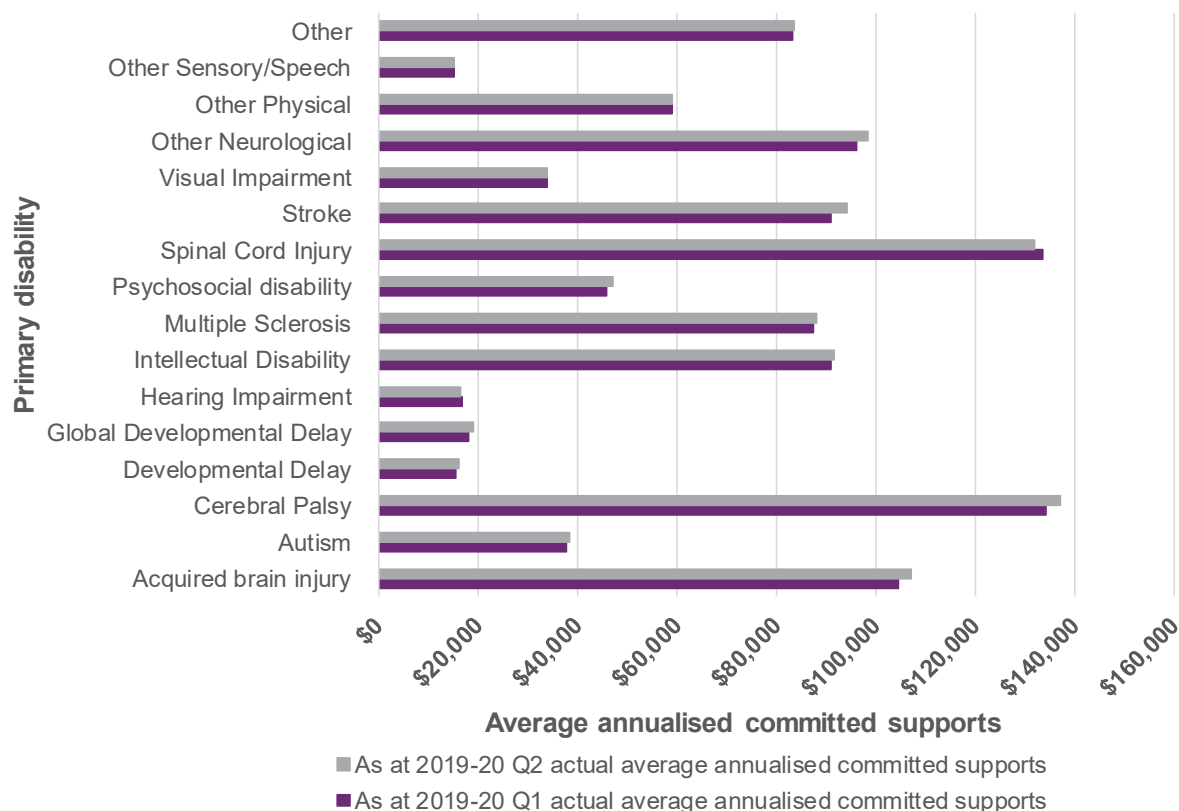


Figure G.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria

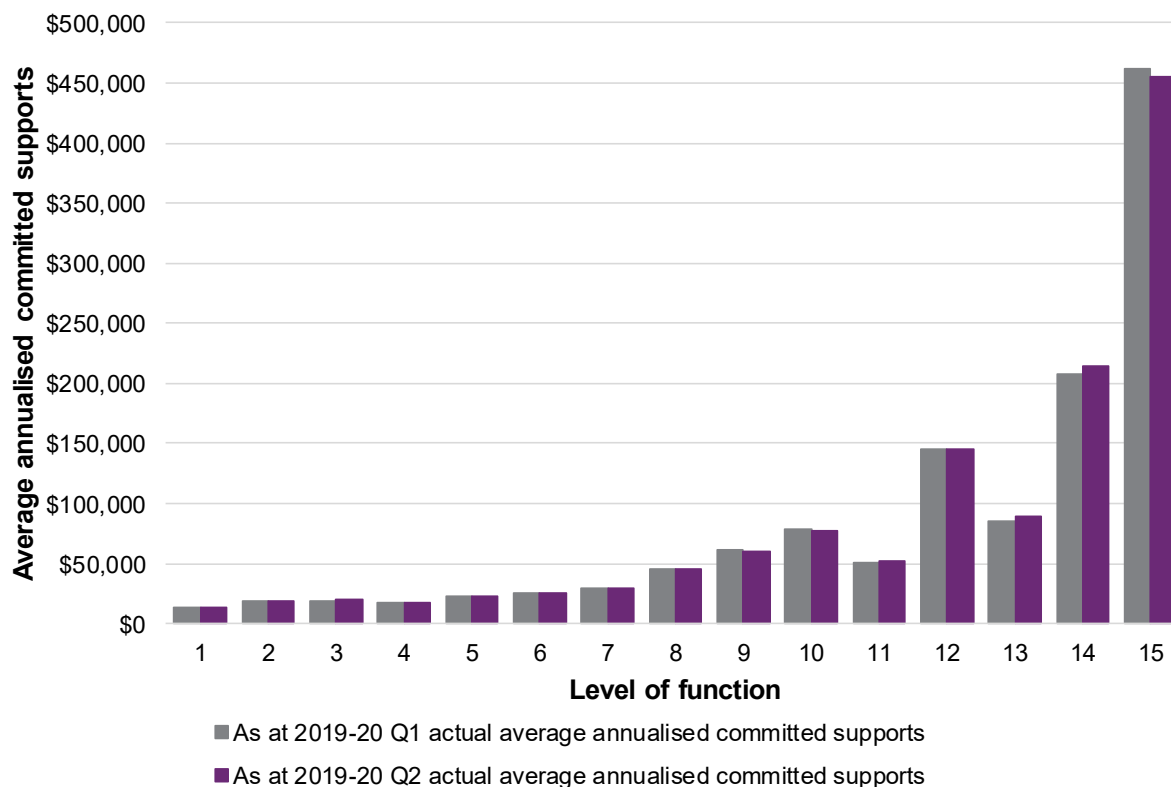


Figure G.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Victoria

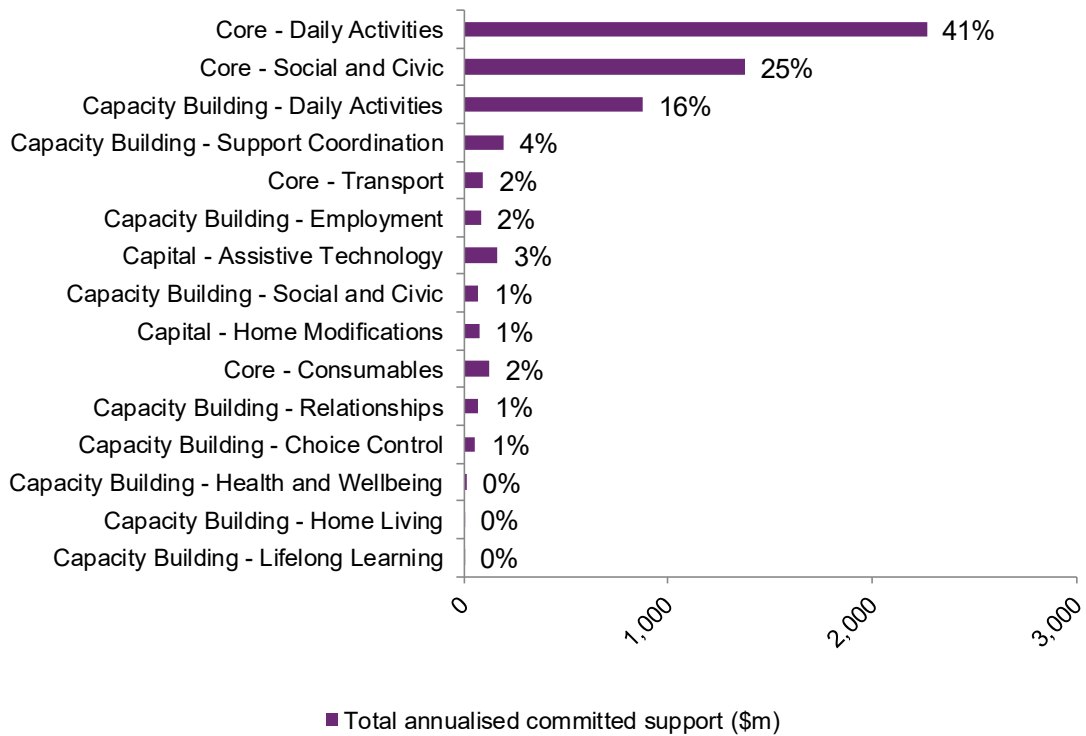


Table G.59 Payments by financial year, compared to committed supports (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	53.0	162.9	204.6	497.9	1,432.6	3,472.9	2,771.4
Total Paid	32.6	128.2	161.4	336.9	953.6	2,326.0	1,685.1
% utilised to date	61%	79%	79%	68%	67%	67%	61%

Figure G.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Victoria

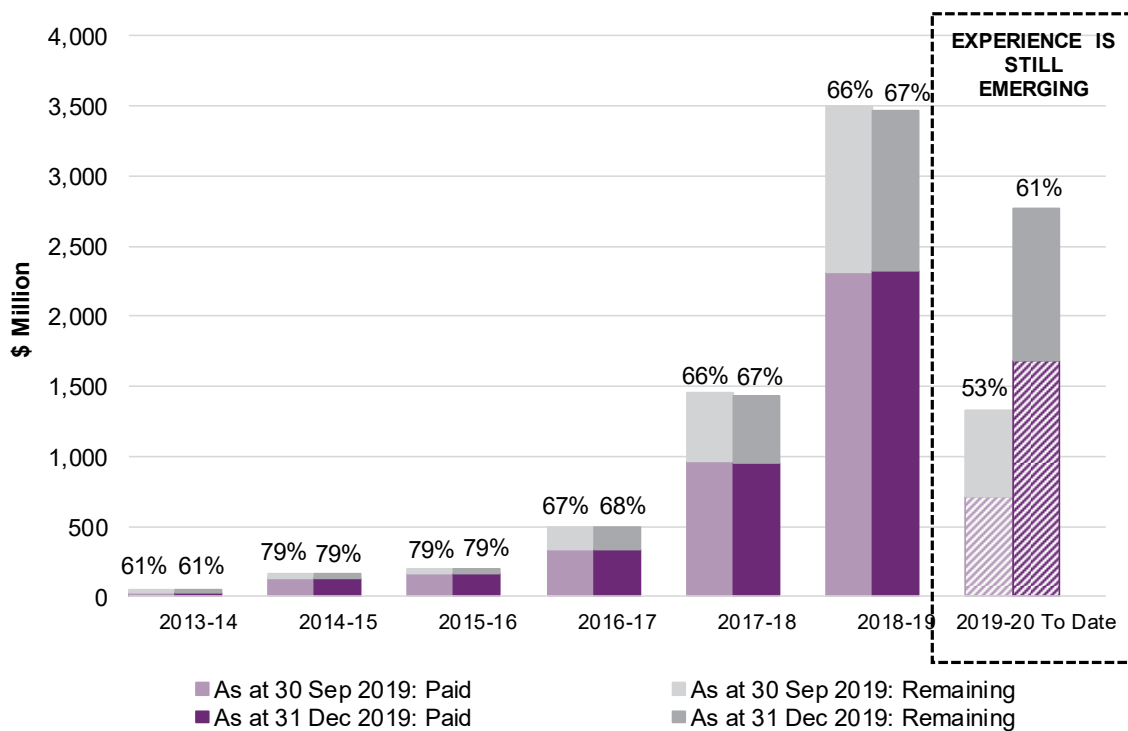


Figure G.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Victoria ¹⁸¹

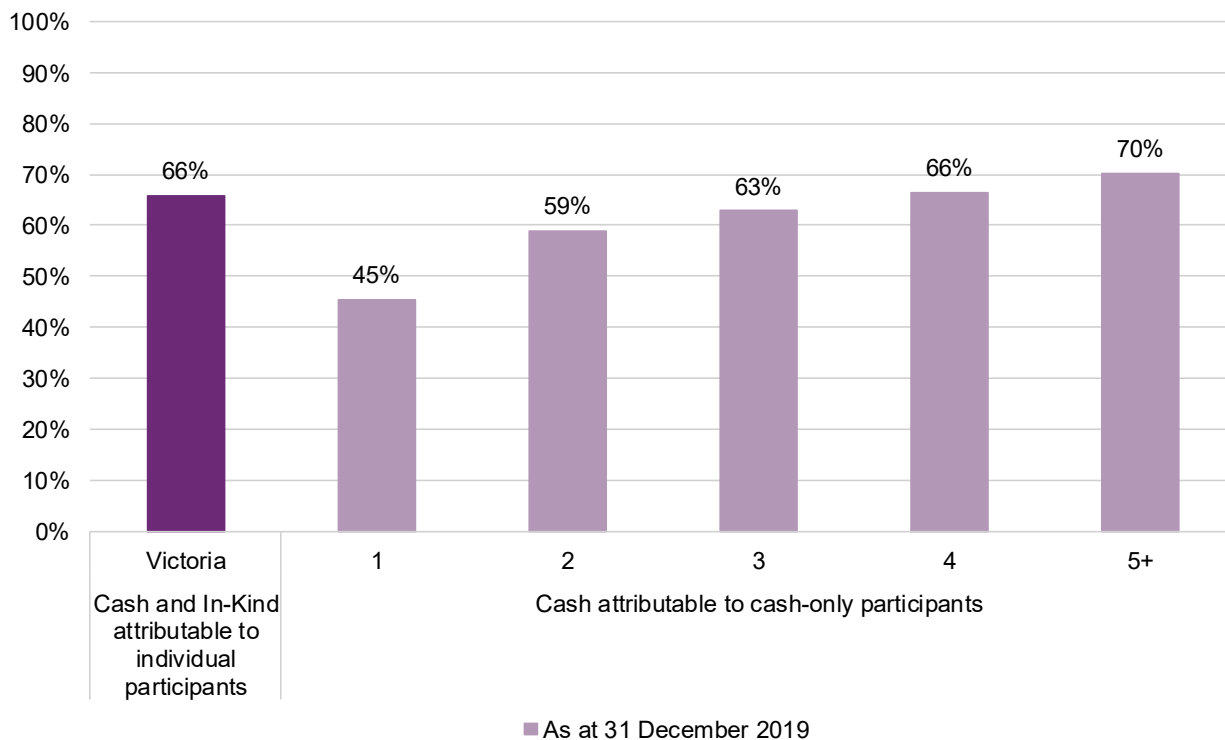
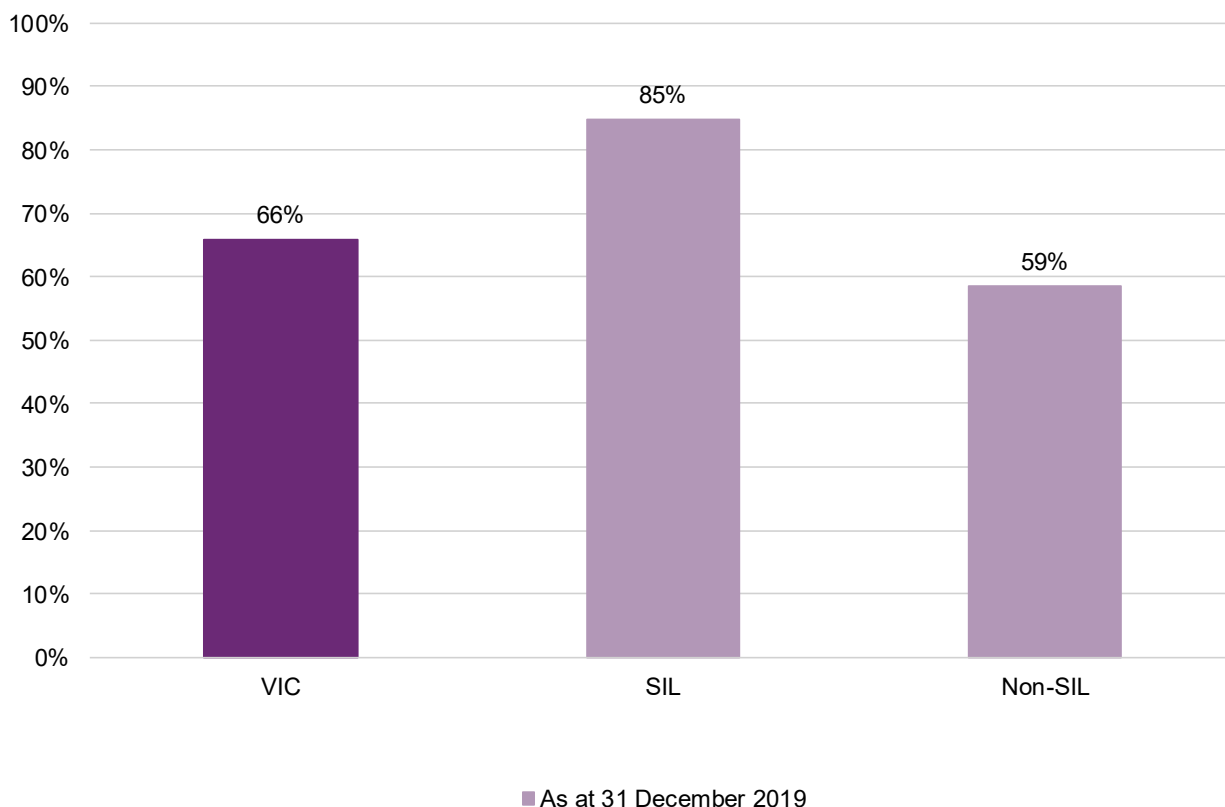


Figure G.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Victoria ¹⁸²



¹⁸¹ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

¹⁸² Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure G.25 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – Victoria ¹⁸³

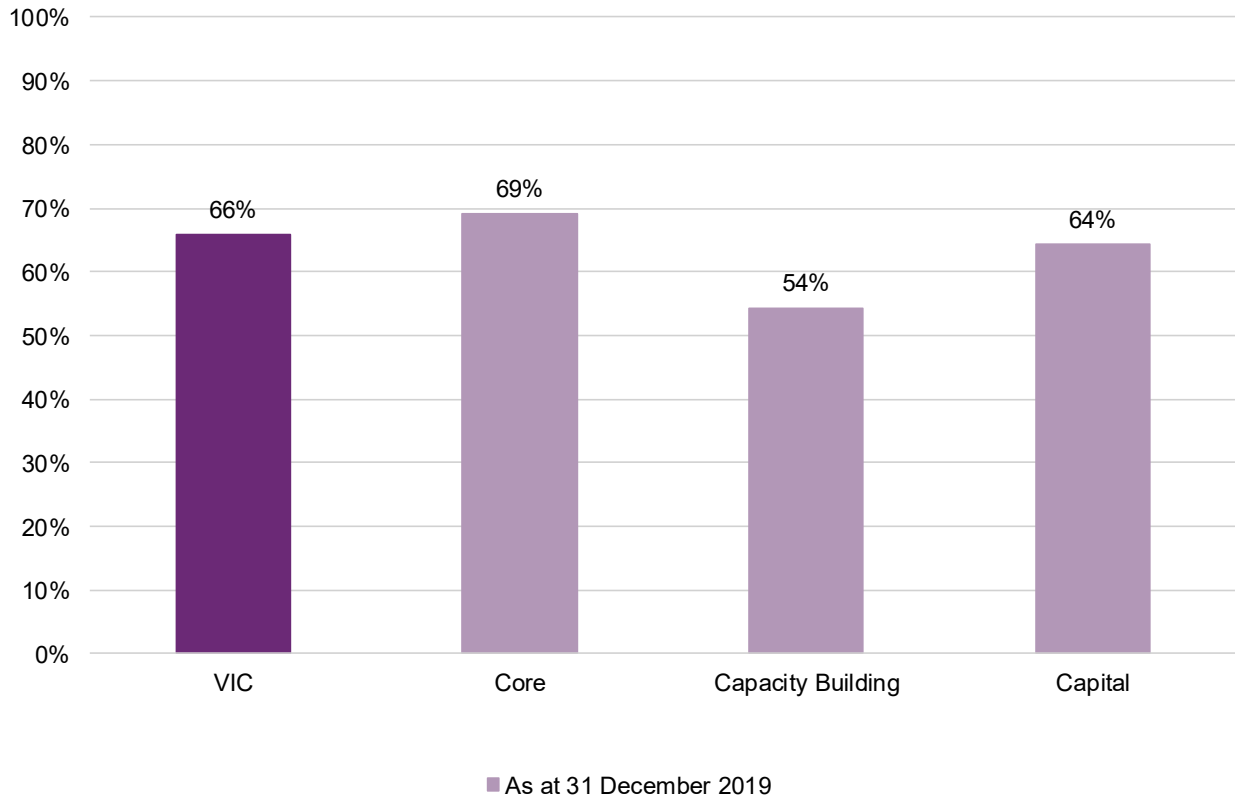
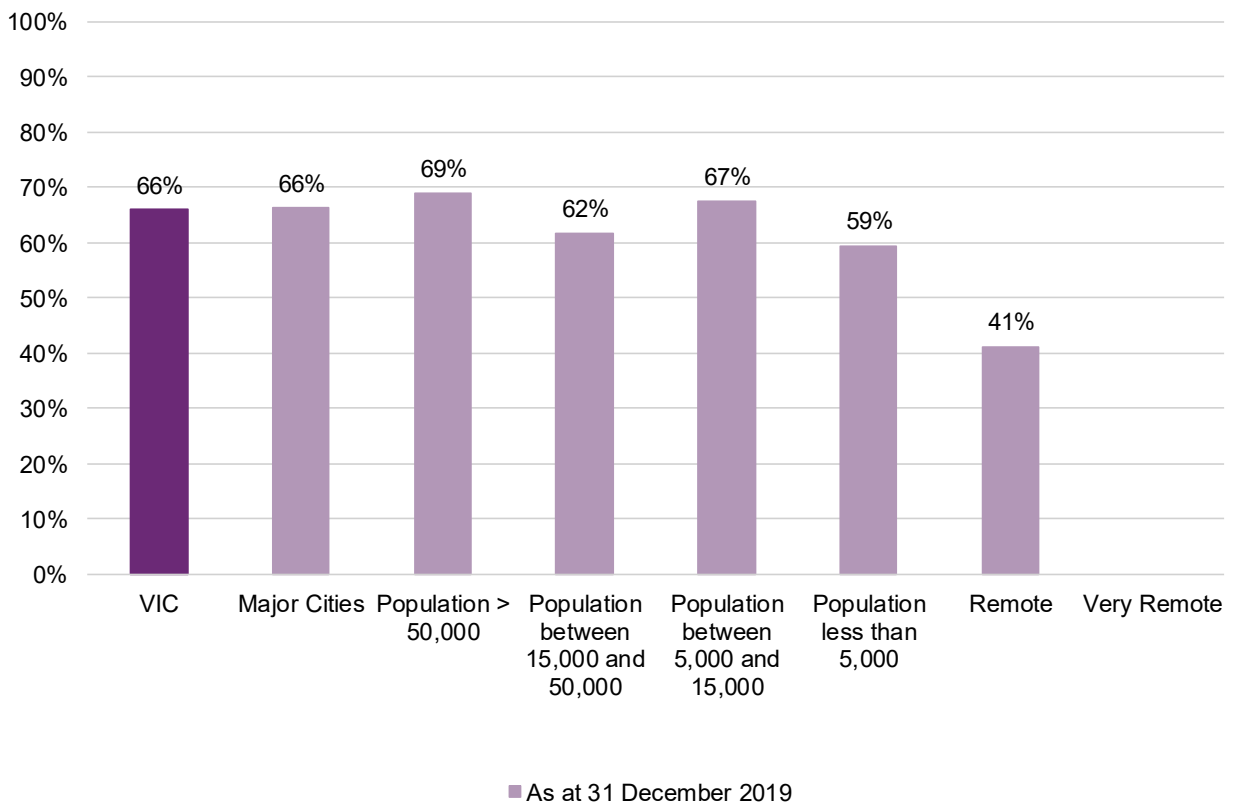


Figure G.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Victoria ^{184 185}



¹⁸³ Ibid.

¹⁸⁴ Ibid.

¹⁸⁵ Utilisation is not shown if there is insufficient data in the group.

Appendix H:

Queensland

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland ¹⁸⁶

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
Queensland	55,010	6,573	61,583	549	62,132

Table H.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Queensland ^{187 188}

	Prior Quarters	2019-20 Q2	Total
Access decisions	75,060	7,797	82,857
Active Eligible	60,159	5,897	66,056
<i>New</i>	22,055	4,760	26,815
<i>State</i>	31,350	494	31,844
<i>Commonwealth</i>	6,754	643	7,397
Active Participant Plans (excl ECEI)	55,010	6,573	61,583
<i>New</i>	18,422	5,133	23,555
<i>State</i>	30,535	680	31,215
<i>Commonwealth</i>	6,053	760	6,813
Active Participant Plans	55,573	7,122	62,132
<i>Early Intervention (s25)</i>	10,009	2,220	12,229
<i>Permanent Disability (s24)</i>	45,001	4,353	49,354
<i>ECEI</i>	563	549	549

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – Queensland

Exits	Total
Total participant exits	1,287
<i>Early Intervention participants</i>	239
<i>Permanent disability participants</i>	1,048

¹⁸⁶ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

¹⁸⁷ 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 2019-20 Q2, 90% of people with a hearing impairment met the access criteria compared to 76% overall.

¹⁸⁸ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table H.4 Cumulative numbers of active participants by services previously received – Queensland ^{189 190}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	5,134	459	1,793	254	7,640
End of 2017-18	10,114	1,431	5,189	475	17,209
End of 2018-19 Q1	15,890	2,130	6,946	828	25,794
End of 2018-19 Q2	20,644	3,073	9,381	2,606	35,704
End of 2018-19 Q3	26,683	4,275	12,337	2,949	46,244
End of 2018-19 Q4	29,667	5,365	14,965	2,390	52,387
End of 2019-20 Q1	30,369	6,086	18,559	563	55,577
End of 2019-20 Q2	31,215	6,813	23,555	549	62,132

Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland ^{191 192 193 194}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,443	5,943	254	7,640
End of 2017-18	3,510	13,224	475	17,209
End of 2018-19 Q1	4,340	20,626	828	25,794
End of 2018-19 Q2	5,542	27,556	2,606	35,704
End of 2018-19 Q3	6,905	36,390	2,949	46,244
End of 2018-19 Q4	8,402	41,595	2,390	52,387
End of 2019-20 Q1	10,045	44,969	563	55,577
End of 2019-20 Q2	12,229	49,354	549	62,132

¹⁸⁹ This table shows the total numbers of active participants at the end of each period. 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.

¹⁹⁰ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

¹⁹¹ This table shows the total numbers of active participants at the end of each period.

¹⁹² Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹⁹³ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁹⁴ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table H.6 Assessment of access by age group – Queensland ¹⁹⁵

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	12,036	97%	2,053	97%	14,089	97%
7 to 14	12,582	87%	1,429	84%	14,011	87%
15 to 18	4,497	90%	350	83%	4,847	89%
19 to 24	4,658	91%	261	77%	4,919	90%
25 to 34	5,787	88%	302	68%	6,089	87%
35 to 44	5,891	81%	358	60%	6,249	80%
45 to 54	7,659	76%	508	57%	8,167	74%
55 to 64	9,222	68%	629	50%	9,851	67%
65+	413	63%	22	55%	435	63%
Missing	<11		<11		<11	
Total	62,745	84%	5,912	76%	68,657	83%

Table H.7 Assessment of access by disability – Queensland ¹⁹⁶

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	2,489	93%	132	76%	2,621	92%
Autism	18,309	93%	2,098	93%	20,407	93%
Cerebral Palsy	3,052	96%	98	80%	3,150	95%
Developmental Delay	2,978	96%	860	98%	3,838	97%
Global Developmental Delay	777	97%	201	100%	978	98%
Hearing Impairment	3,324	89%	641	90%	3,965	89%
Intellectual Disability	13,875	95%	496	80%	14,371	95%
Multiple Sclerosis	1,038	85%	64	56%	1,102	82%
Psychosocial disability	5,226	67%	571	59%	5,797	66%
Spinal Cord Injury	1,158	93%	41	93%	1,199	93%
Stroke	1,008	82%	104	70%	1,112	81%
Visual Impairment	1,276	88%	81	76%	1,357	87%
Other Neurological	3,343	78%	236	56%	3,579	76%
Other Physical	3,602	46%	266	30%	3,868	44%
Other Sensory/Speech	333	44%	<11		340	41%
Other	116	20%	16	21%	132	20%
Missing	841	99%	<11		841	99%
Total	62,745	84%	5,912	76%	68,657	83%

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

¹⁹⁵ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

¹⁹⁶ Ibid.

Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	4,578	8.3%	633	9.6%	5,211	8.5%
Not Aboriginal and Torres Strait Islander	43,313	78.7%	4,998	76.0%	48,311	78.4%
Not Stated	7,119	12.9%	942	14.3%	8,061	13.1%
Total	55,010	100%	6,573	100%	61,583	100%

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland¹⁹⁷

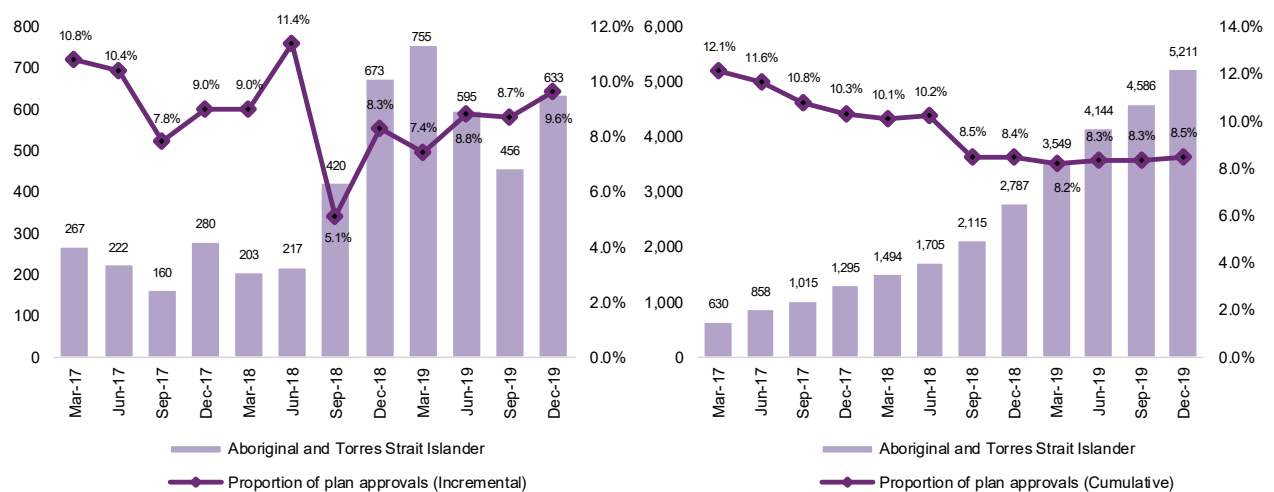
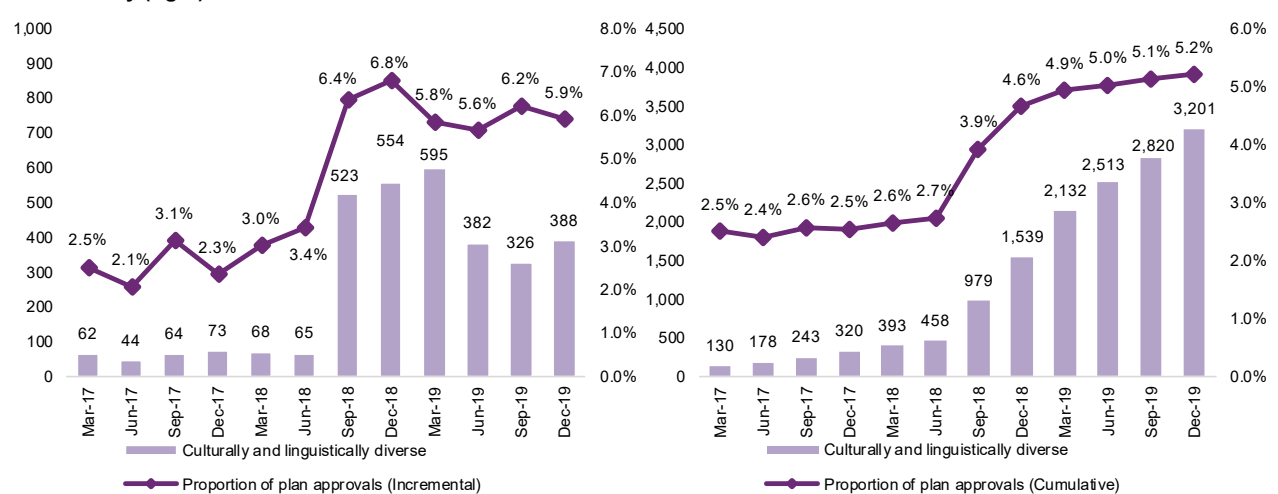


Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	2,813	5.1%	388	5.9%	3,201	5.2%
Not culturally and linguistically diverse	52,160	94.8%	6,185	94.1%	58,345	94.7%
Not stated	37	0.1%	<11		37	0.1%
Total	55,010	100%	6,573	100%	61,583	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland¹⁹⁸



¹⁹⁷ 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.

¹⁹⁸ Ibid.

Table H.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – Queensland

	Total
Age group	N
Under 45	31
45 to 54	150
55 to 64	630
Total YPIRAC (under 65)	811
65 and above	238
Total participants in residential aged care	1,049
Participants not in residential aged care	60,534
Total	61,583

Figure H.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – Queensland¹⁹⁹

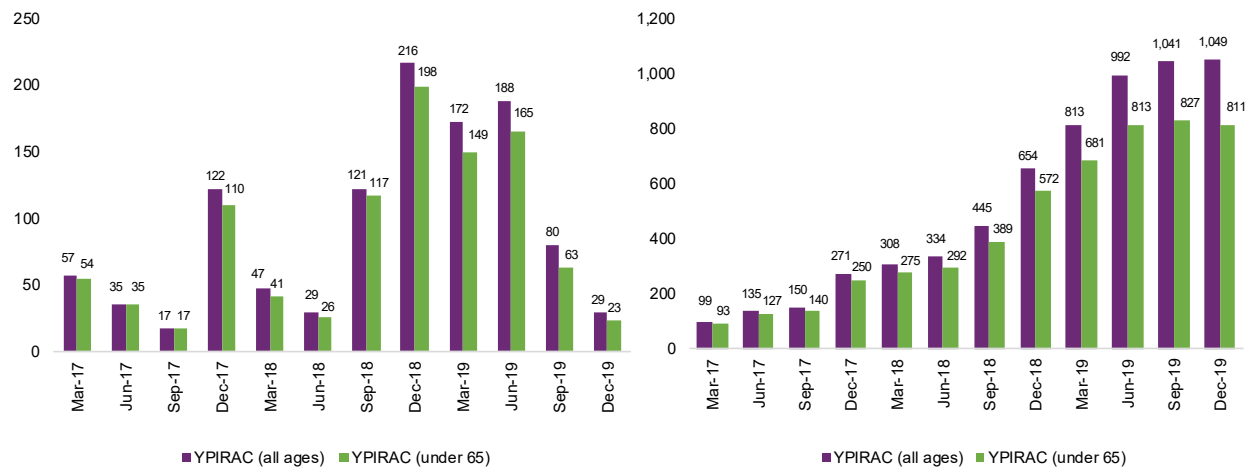


Table H.11 Participant profile per quarter by remoteness – Queensland^{200 201}

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	30,719	55.8%	4,029	61.3%	34,748	56.4%
Population > 50,000	14,895	27.1%	1,437	21.9%	16,332	26.5%
Population between 15,000 and 50,000	2,054	3.7%	324	4.9%	2,378	3.9%
Population between 5,000 and 15,000	2,441	4.4%	200	3.0%	2,641	4.3%
Population less than 5,000	3,903	7.1%	478	7.3%	4,381	7.1%
Remote	522	0.9%	50	0.8%	572	0.9%
Very Remote	462	0.8%	53	0.8%	515	0.8%
Missing	14	0.0%	<11		16	0.0%
Total	55,010	100%	6,573	100%	61,583	100%

¹⁹⁹ Ibid.

²⁰⁰ This table is based on the Modified Monash Model measure of remoteness.

²⁰¹ 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) – Queensland ²⁰²

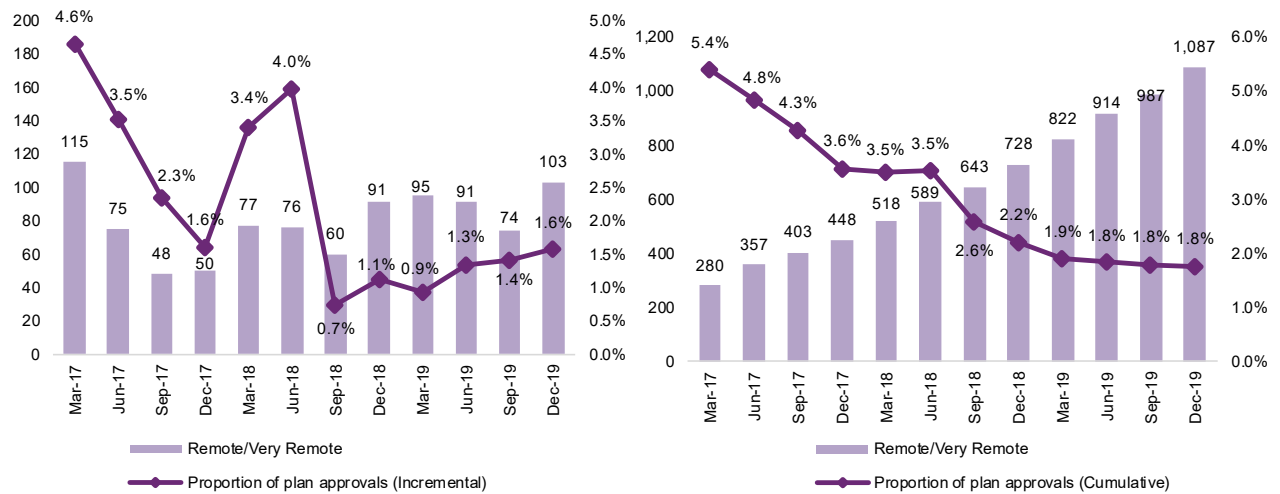


Table H.12 Participant profile per quarter by disability group – Queensland ^{203 204 205}

Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	16,375	30%	2,381	36%	18,756	30%
Intellectual Disability	13,074	24%	575	9%	13,649	22%
Psychosocial disability	4,427	8%	642	10%	5,069	8%
Developmental Delay	2,429	4%	879	13%	3,308	5%
Other Neurological	2,821	5%	263	4%	3,084	5%
Hearing Impairment	2,668	5%	659	10%	3,327	5%
Other Physical	3,037	6%	347	5%	3,384	5%
Cerebral Palsy	2,914	5%	104	2%	3,018	5%
ABI	2,230	4%	158	2%	2,388	4%
Visual Impairment	1,154	2%	91	1%	1,245	2%
Multiple Sclerosis	960	2%	70	1%	1,030	2%
Global Developmental Delay	619	1%	228	3%	847	1%
Stroke	882	2%	101	2%	983	2%
Spinal Cord Injury	1,081	2%	43	1%	1,124	2%
Other Sensory/Speech	262	0%	17	0%	279	0%
Other	77	0%	15	0%	92	0%
Total	55,010	100%	6,573	100%	61,583	100%

²⁰² 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.

²⁰³ Table order based on national proportions (highest to lowest).

²⁰⁴ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁰⁵ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in QLD (2,207).

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ²⁰⁶

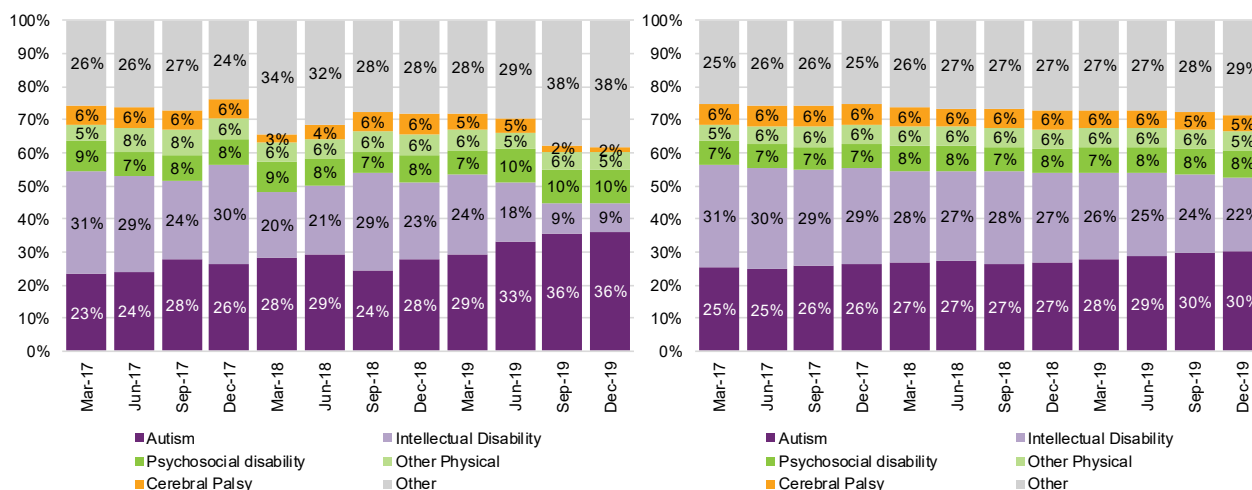


Table H.13 Participant profile per quarter by level of functions – Queensland ²⁰⁷

Level of Function	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	3,442	6%	945	14%	4,387	7%
2 (High Function)	48	0%	<11		52	0%
3 (High Function)	2,979	5%	421	6%	3,400	6%
4 (High Function)	3,204	6%	640	10%	3,844	6%
5 (High Function)	3,135	6%	505	8%	3,640	6%
6 (Moderate Function)	10,604	19%	1,862	28%	12,466	20%
7 (Moderate Function)	2,868	5%	348	5%	3,216	5%
8 (Moderate Function)	5,038	9%	411	6%	5,449	9%
9 (Moderate Function)	303	1%	33	1%	336	1%
10 (Moderate Function)	7,686	14%	577	9%	8,263	13%
11 (Low Function)	2,208	4%	127	2%	2,335	4%
12 (Low Function)	8,285	15%	476	7%	8,761	14%
13 (Low Function)	3,469	6%	201	3%	3,670	6%
14 (Low Function)	1,706	3%	21	0%	1,727	3%
15 (Low Function)	23	0%	<11		25	0%
Missing	12	0%	<11		12	0%
Total	55,010	100%	6,573	100%	61,583	100%

²⁰⁶ 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.

²⁰⁷ The distributions are calculated excluding participants with a missing level of function.

Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland ²⁰⁸

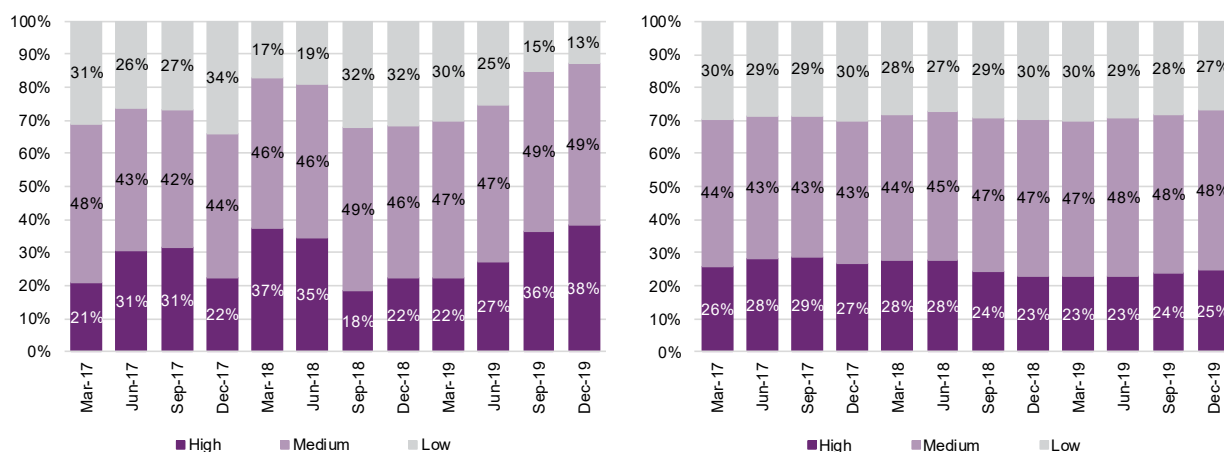
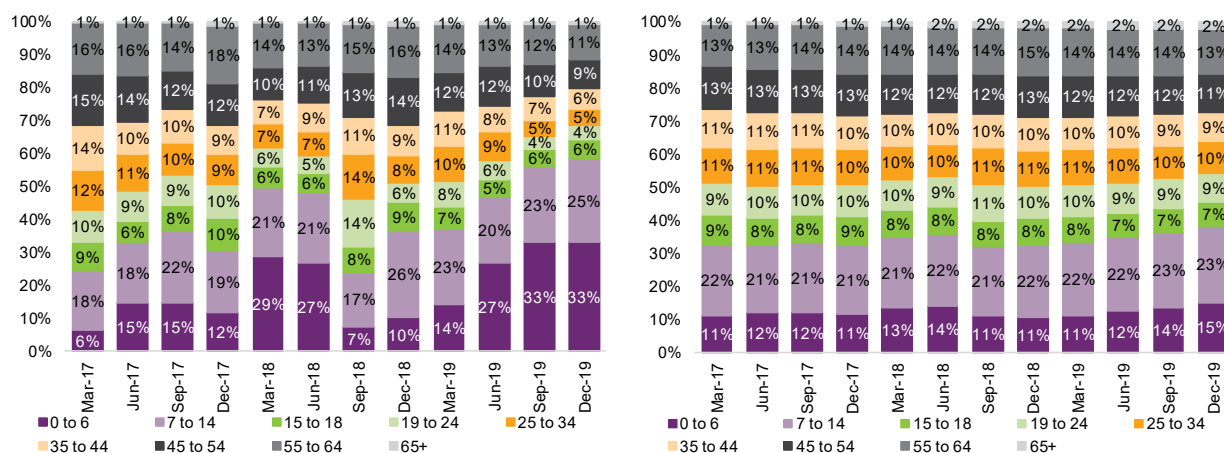


Table H.14 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
0 to 6	7,034	13%	2,182	33%	9,216	15%
7 to 14	12,801	23%	1,635	25%	14,436	23%
15 to 18	3,960	7%	409	6%	4,369	7%
19 to 24	4,982	9%	266	4%	5,248	9%
25 to 34	5,592	10%	338	5%	5,930	10%
35 to 44	5,211	9%	414	6%	5,625	9%
45 to 54	6,456	12%	574	9%	7,030	11%
55 to 64	7,562	14%	692	11%	8,254	13%
65+	1,412	3%	63	1%	1,475	2%
Total	55,010	100%	6,573	100%	61,583	100%

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ²⁰⁹



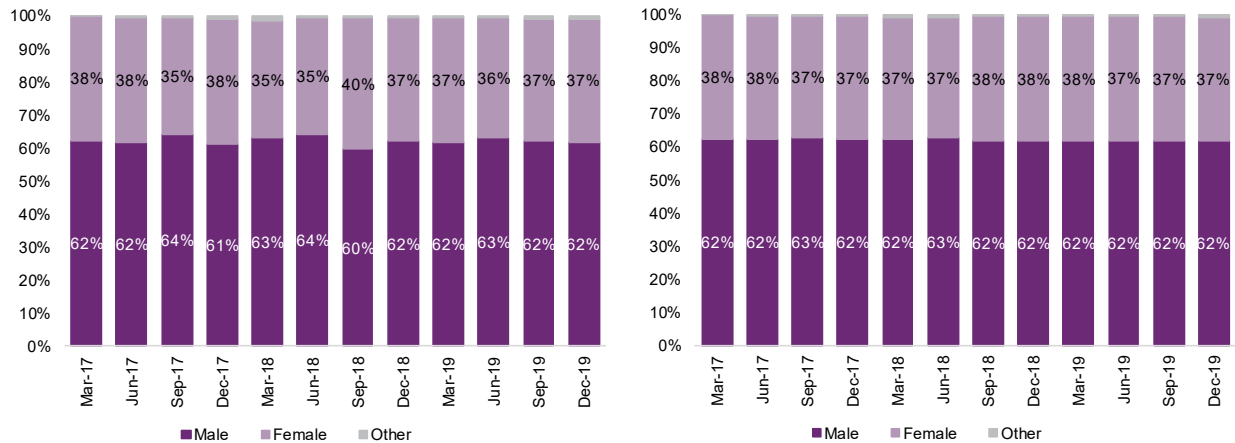
²⁰⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁰⁹ Ibid.

Table H.15 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Male	34,059	62%	4,070	62%	38,129	62%
Female	20,579	37%	2,442	37%	23,021	37%
Other	372	1%	61	1%	433	1%
Total	55,010	100%	6,573	100%	61,583	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ²¹⁰



Part Two: Participant experience and outcomes

Table H.16 Number of baseline questionnaires completed by SFQF version – Queensland ²¹¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	775	1,337	3,090	2,787	7,989
Participant school to 14	1,397	2,610	9,070	3,914	16,991
Participant 15 to 24	1,065	1,437	5,069	1,104	8,675
Participant 25 and over	3,364	3,965	15,611	3,855	26,795
Total Participant	6,601	9,349	32,840	11,660	60,450
Family 0 to 14	2,018	3,802	11,238	6,404	23,462
Family 15 to 24	264	948	3,305	723	5,240
Family 25 and over	170	1,187	4,413	1,002	6,772
Total Family	2,452	5,937	18,956	8,129	35,474
Total	9,053	15,286	51,796	19,789	95,924

²¹⁰ Ibid.

²¹¹ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table H.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Queensland

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	69%			
CC	% who say their child is able to tell them what he/she wants	68%			
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		66%		
CC	% who are happy with the level of independence/control they have now			34%	
CC	% who choose who supports them			34%	55%
CC	% who choose what they do each day			42%	64%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	25%
CC	% who want more choice and control in their life			85%	80%

Table H.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Queensland

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		33%		
REL	Of these, % who are welcomed or actively included	59%	74%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			33%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	39%

Table H.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Queensland

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		62%		
HM	% who are happy with their home			79%	71%
HM	% who feel safe or very safe in their home			82%	70%
HW	% who rate their health as good, very good or excellent			67%	46%
HW	% who did not have any difficulties accessing health services			68%	64%
LL	% who currently attend or previously attended school in a mainstream class			27%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				57%
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			13%	13%

Table H.20 Selected key baseline indicators for families/carers of participants – Queensland

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	25%	31%	28%
% receiving Carer Allowance	52%	56%	42%
% working in a paid job	44%	48%	34%
Of those in a paid job, % in permanent employment	75%	73%	76%
Of those in a paid job, % working 15 hours or more	80%	85%	84%
% who say they (and their partner) are able to work as much as they want	41%	46%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	90%	88%
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%	74%
% who have friends and family they see as often as they like	41%	41%	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		45%	
% who feel in control selecting services		44%	43%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			43%
% who rate their health as good, very good or excellent	70%	59%	58%

Table H.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=1,053) - participants who entered from 1 January 2018 to 31 December 2018 – Queensland ²¹²

	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?	82%
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?	60%

Table H.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,992) - participants who entered from 1 January 2018 to 31 December 2018 – Queensland

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	65%
LL	Has the NDIS improved your child's access to education?	44%
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?	52%

Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,101) and ‘Participant 25 and over’ (n=8,530) - participants who entered from 1 January 2018 to 31 December 2018 – Queensland

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	72%	77%
DL	Has the NDIS helped you with daily living activities?	73%	80%
REL	Has the NDIS helped you to meet more people?	63%	62%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	36%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	59%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	43%	36%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%
S/CP	Has the NDIS helped you be more involved?	68%	69%

²¹² Results in Tables H.21 to H.24 exclude participants who entered prior to 1 January 2018, as these participants have been included in Tables H.25 to H.34.

Table H.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=5,295); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,559) - participants who entered from 1 January 2018 to 31 December 2018 – Queensland

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	60%
Has the NDIS improved the level of support for your family?	72%	75%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	72%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	46%	46%

Table H.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=308) - participants who entered from 1 January 2017 and 31 December 2017 – Queensland ²¹³

	Question	Review 1	Review 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?	90%	92%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	87%	+8%
REL	Has the NDIS improved how your child fits into family life?	69%	73%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	60%	64%	+4%

Table H.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,860) - participants who entered from 1 January 2017 and 31 December 2017 – Queensland

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	58%	68%	+10%
LL	Has the NDIS improved your child's access to education?	33%	41%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	54%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	47%	+6%

²¹³ Results in Tables H.25 to H.28 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,173) and ‘Participant 25 and over’ (n=2,930) - participants who entered from 1 January 2017 and 31 December 2017 – Queensland

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	63%	67%	+4%	70%	78%	+9%
DL	Has the NDIS helped you with daily living activities?	63%	70%	+7%	76%	84%	+8%
REL	Has the NDIS helped you to meet more people?	51%	55%	+4%	57%	64%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	-1%	27%	28%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	48%	+2%	50%	58%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	33%	0%	30%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	16%	-0%	15%	15%	-0%
S/CP	Has the NDIS helped you be more involved?	59%	64%	+4%	63%	70%	+7%

Table H.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,658); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=458) - participants who entered from 1 January 2017 and 31 December 2017 – Queensland

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	53%	59%	+5%	50%	59%	+9%
	Has the NDIS improved the level of support for your family?	62%	70%	+9%	59%	70%	+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?	69%	76%	+7%	59%	68%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	76%	+8%			
	Has the NDIS improved your health and wellbeing?	35%	40%	+5%	33%	40%	+7%

Table H.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=97) - participants who entered from 1 July 2016 and 31 December 2016 – Queensland ²¹⁴

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS improved your child's development?	87%	97%	100%	+15%
DL	Has the NDIS improved your child's access to specialist services?	85%	93%	100%	+15%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	75%	83%	90%	+23%
REL	Has the NDIS improved how your child fits into family life?	62%	77%	85%	+38%
S/CP	Has the NDIS improved how your child fits into community life?	52%	70%	90%	+18%

Table H.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=303) - participants who entered from 1 July 2016 and 31 December 2016 – Queensland

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS helped your child to become more independent?	53%	64%	67%	+14%
LL	Has the NDIS improved your child's access to education?	26%	28%	35%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	41%	46%	54%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	41%	45%	+4%

Table H.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=207) - participants who entered from 1 July 2016 and 31 December 2016 – Queensland

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	66%	69%	70%	+4%
Has the NDIS helped you with daily living activities?	71%	70%	74%	+3%
Has the NDIS helped you to meet more people?	57%	54%	51%	-6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	21%	18%	-5%
Has your involvement with the NDIS improved your health and wellbeing?	46%	47%	46%	-1%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	31%	35%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	11%	13%	-6%
Has the NDIS helped you be more involved?	62%	61%	64%	+3%

²¹⁴ Results in Tables H.29 to H.34 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date. 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.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=418) - participants who entered from 1 July 2016 and 31 December 2016 – Queensland

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	72%	70%	79%	+7%
Has the NDIS helped you with daily living activities?	75%	78%	85%	+10%
Has the NDIS helped you to meet more people?	57%	55%	65%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	26%	31%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	51%	50%	59%	+8%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	26%	31%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	12%	14%	-5%
Has the NDIS helped you be more involved?	64%	62%	76%	+11%

Table H.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=281) - participants who entered from 1 July 2016 and 31 December 2016 – Queensland

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	48%	53%	63%	+14%
Has the NDIS improved the level of support for your family?	55%	56%	69%	+14%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	63%	65%	77%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	65%	73%	+8%
Has the NDIS improved your health and wellbeing?	32%	32%	34%	+3%

Table H.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=50) - participants who entered from 1 July 2016 and 31 December 2016 – Queensland

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	30%	56%	55%	+25%
Has the NDIS improved the level of support for your family?	65%	70%	71%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	63%	64%	66%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	35%	40%	40%	+6%

Table H.35 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=3,940), ‘participants in community and social activities’ (n=3,993) and ‘participants who choose who supports them’ (n=4,058) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – Queensland ²¹⁵

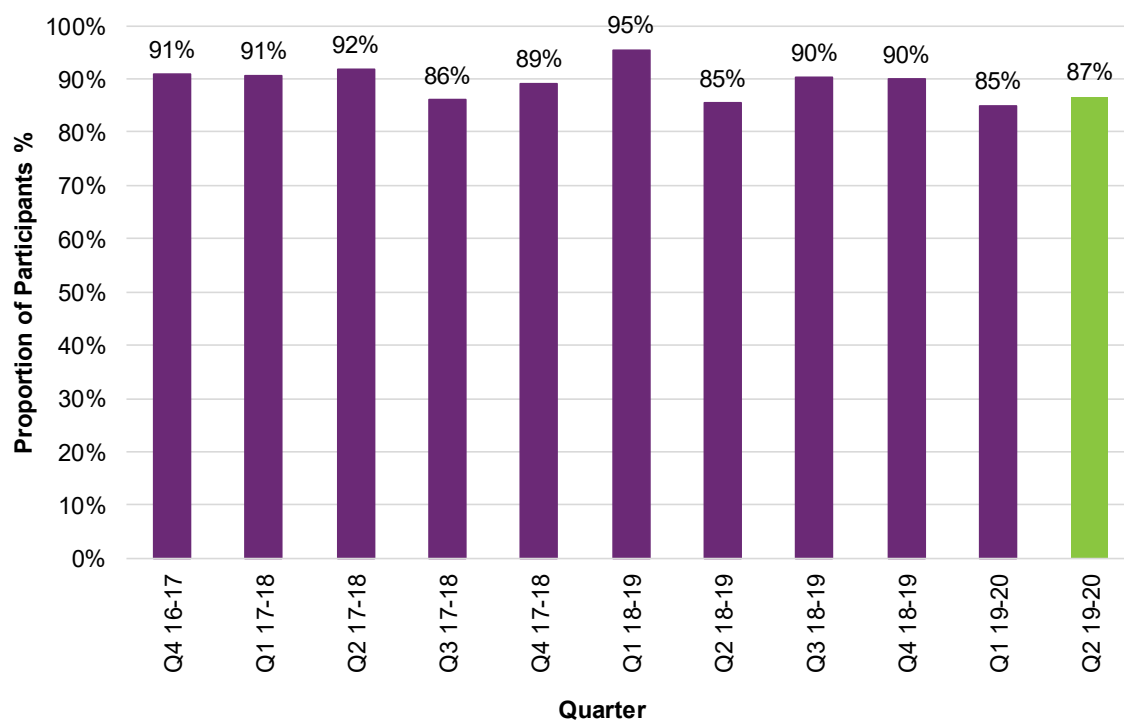
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	18%	21%	23%	24%
Aged 25+	20%	20%	19%	
Aged 15+ (Average)	20%	20%	20%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	29%	38%	41%	47%
Aged 25+	36%	46%	50%	
Aged 15+ (Average)	35%	44%	48%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	36%	40%	41%	45%
Aged 25+	55%	56%	57%	
Aged 15+ (Average)	51%	53%	54%	

²¹⁵ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table H.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=610), 'participants in community and social activities' (n=635) and 'participants who choose who supports them' (n=649) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – Queensland ²¹⁶

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	15%	20%	17%	20%	24%
Aged 25+	17%	19%	17%	18%	
Aged 15+ (Average)	17%	19%	17%	18%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	39%	43%	42%	44%	47%
Aged 25+	42%	44%	49%	49%	
Aged 15+ (Average)	41%	44%	47%	48%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	25%	27%	29%	26%	45%
Aged 25+	43%	45%	48%	47%	
Aged 15+ (Average)	39%	41%	43%	43%	

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 – Queensland* ²¹⁷



* The result for 2019-20 Q2 is based on 180 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 87% rated the process as either good or very good, 11% rated the process as neutral rating and 3% rated the process as poor or very poor.

²¹⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

²¹⁷ Participant satisfaction results are not shown if there is insufficient data in the group.

Table H.37 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 – Queensland

	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	91%	4%	5%
The planner knows what I can do well	86%	7%	7%
The planner had some good ideas for my plan	87%	6%	7%
I know what is in my plan	86%	9%	5%
The planner helped me think about my future	84%	8%	7%
I think my plan will make my life better	91%	7%	3%
The planning meeting went well	92%	7%	2%

Table H.38 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Queensland

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
Access	n = 968	n = 267
Are you happy with how coming into the NDIS has gone?	80%	81%
Was the person from the NDIS respectful?	96%	95%
Do you understand what will happen next with your plan?	74%	75%
Pre-planning	n = 933	n = 187
Did the person from the NDIS understand how your disability affects your life?	87%	83%
Did you understand why you needed to give the information you did?	96%	92%
Were decisions about your plan clearly explained?	81%	82%
Are you clear on what happens next with your plan?	79%	82%
Do you know where to go for more help with your plan?	83%	81%
Planning	n = 1,180	n = 307
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?	97%	96%
Were decisions about your plan clearly explained?	80%	83%
Are you clear on what happens next with your plan?	77%	81%
Do you know where to go for more help with your plan?	84%	90%
Plan review	n = 510	n = 59
Did the person from the NDIS understand how your disability affects your life?	82%	88%
Did you feel prepared for your plan review?	82%	85%
Is your NDIS plan helping you to make progress towards your goals?	85%	90%

Table H.39 Plan reviews conducted per quarter – excluding plans less than 30 days – Queensland ²¹⁸

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	50,275	14,414	64,689
<i>Early intervention plans</i>	8,413	2,127	10,540
<i>Permanent disability plans</i>	41,862	12,287	54,149

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

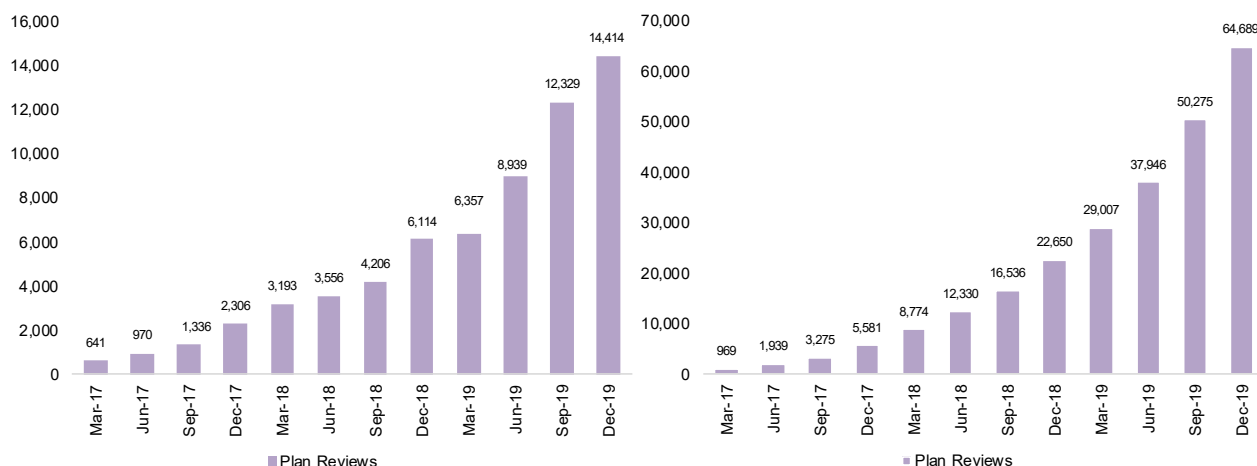
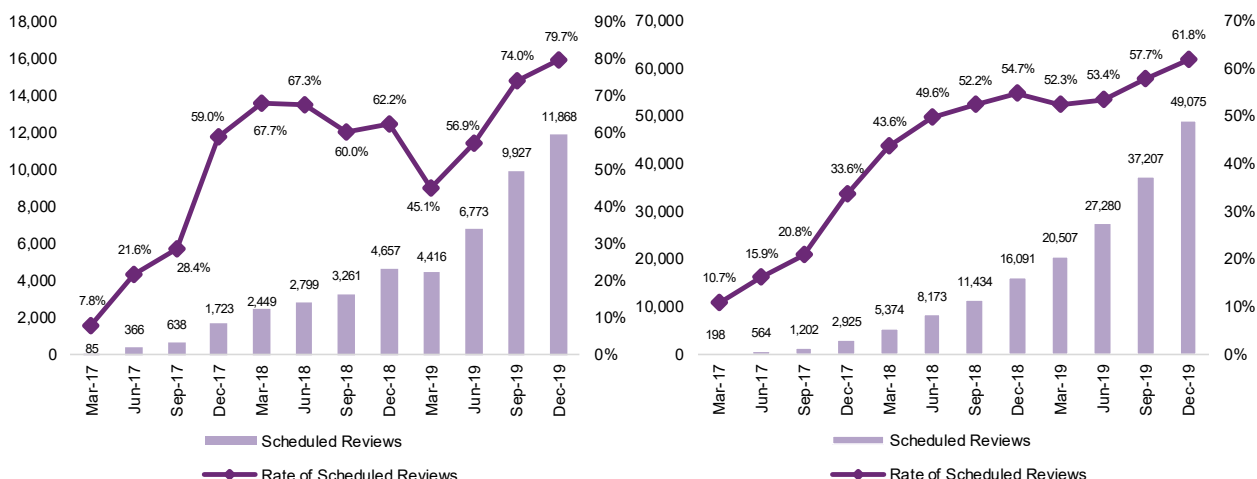


Table H.40 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – Queensland

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	37,207	11,868	49,075
<i>Trial participants</i>	1,922	109	2,031
<i>Transition participants</i>	35,285	11,759	47,044

Figure H.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – Queensland ²¹⁹



²¹⁸ 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.

²¹⁹ 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 H.41 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Queensland

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	13,068	2,546	15,614
<i>Trial participants</i>	401	28	429
<i>Transition participants</i>	12,667	2,518	15,185

Table H.42 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – Queensland ²²⁰

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	20.3%	17.1%	19.7%

Figure H.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Queensland ²²¹

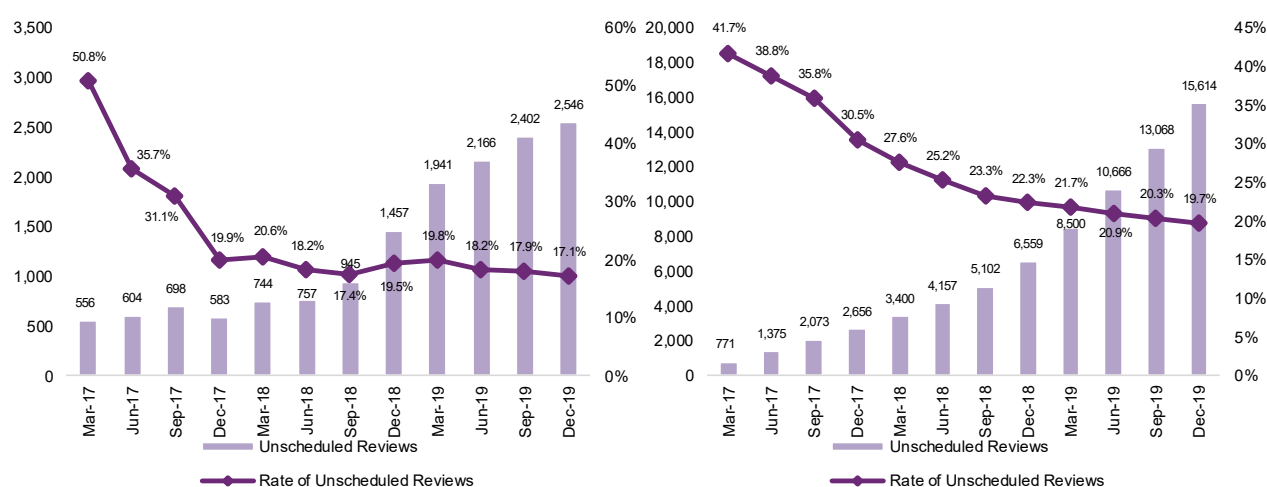


Table H.43 Complaints by quarter – Queensland ^{222 223 224}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	402	86	488	397
Complaints about the Agency	4,102	903	5,005	3,316
Unclassified	204	1	205	187
Total	4,708	990	5,698	3,690
% of all access requests	5.0%	4.9%	4.9%	

²²⁰ 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.

²²¹ 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.

²²² Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

²²³ Note that 72% of all complainants made only one complaint, 17% made two complaints and 11% made three or more complaints.

²²⁴ % of all access requests 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.

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

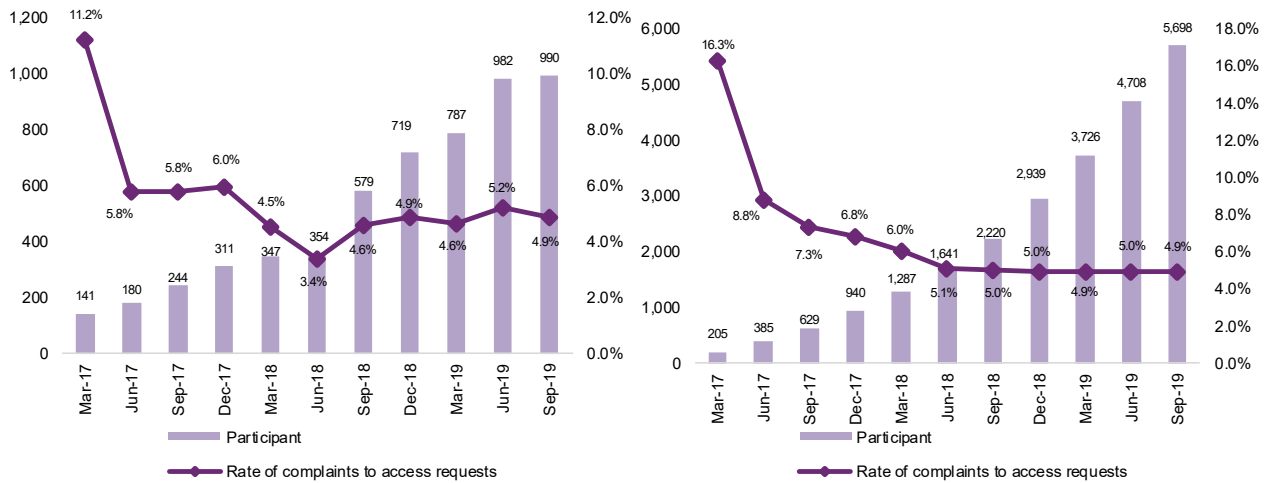


Table H.44 Complaints by type – Queensland ²²⁵

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q1		Transition Total	
Participants or those who have sought access						
Complaints about service providers						
Supports being provided	83	(21%)	11	(13%)	94	(19%)
Service Delivery	56	(14%)	16	(19%)	72	(15%)
Staff conduct	77	(19%)	16	(19%)	93	(19%)
Provider process	38	(9%)	11	(13%)	49	(10%)
Provider costs.	46	(11%)	9	(10%)	55	(11%)
Other	102	(25%)	23	(27%)	125	(26%)
Total	402		86		488	
Complaints about the Agency						
Timeliness	1,126	(27%)	286	(32%)	1,412	(28%)
Individual needs	603	(15%)	78	(9%)	681	(14%)
Reasonable and necessary supports	562	(14%)	122	(14%)	684	(14%)
Information unclear	170	(4%)	60	(7%)	230	(5%)
The way the NDIA carried out its decision making	281	(7%)	76	(8%)	357	(7%)
Other	1,360	(33%)	281	(31%)	1,641	(33%)
Total	4,102		903		5,005	
Unclassified	204		1		205	

²²⁵ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table H.45 AAT Cases by category – Queensland ²²⁶

	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
Access	140	39%	57	66%	197	44%
Plan	157	44%	28	33%	185	42%
Plan Review	38	11%	<11		38	9%
Other	23	6%	<11		24	5%
Total	358	100%	86	100%	444	100%
% of all access decisions	0.36%		0.43%		0.38%	

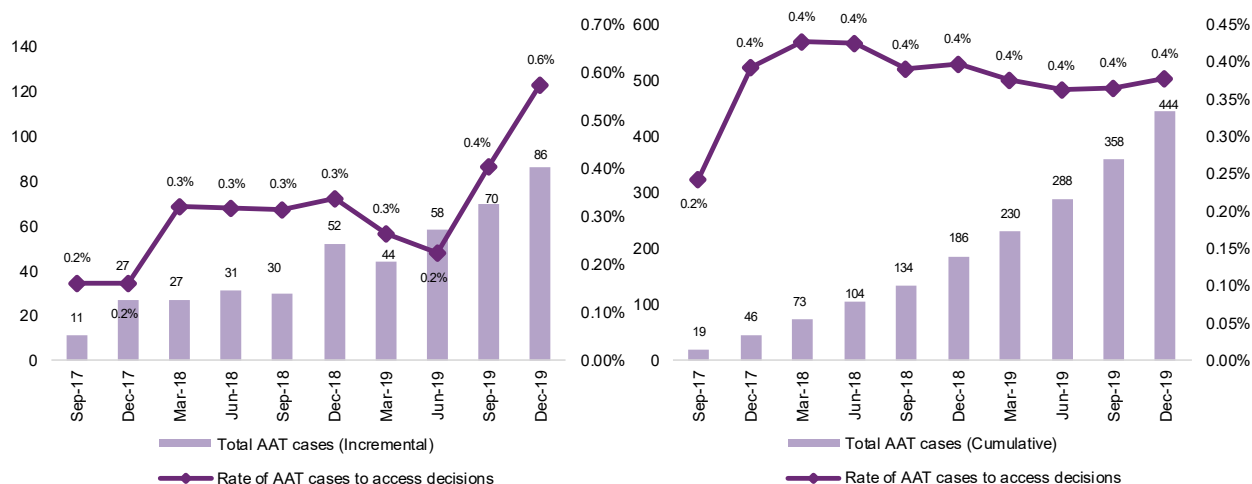
Figure H.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland ²²⁷

Table H.46 AAT cases by open/closed and decision – Queensland

	N
AAT Cases	444
Open AAT Cases	144
Closed AAT Cases	300
Resolved before hearing	295
Gone to hearing and received a substantive decision	<11

Table H.47 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ^{228 229}

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	18%	20%	19%
Self-managed partly	12%	11%	12%
Plan managed	35%	42%	37%
Agency managed	35%	26%	32%
Total	100%	100%	100%

²²⁶ % of all access decisions 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.

²²⁷ There are insufficient numbers to show the count of AAT cases in QLD prior to the September 2017 quarter.

²²⁸ 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.

²²⁹ Trial participants are not included.

Figure H.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ²³⁰

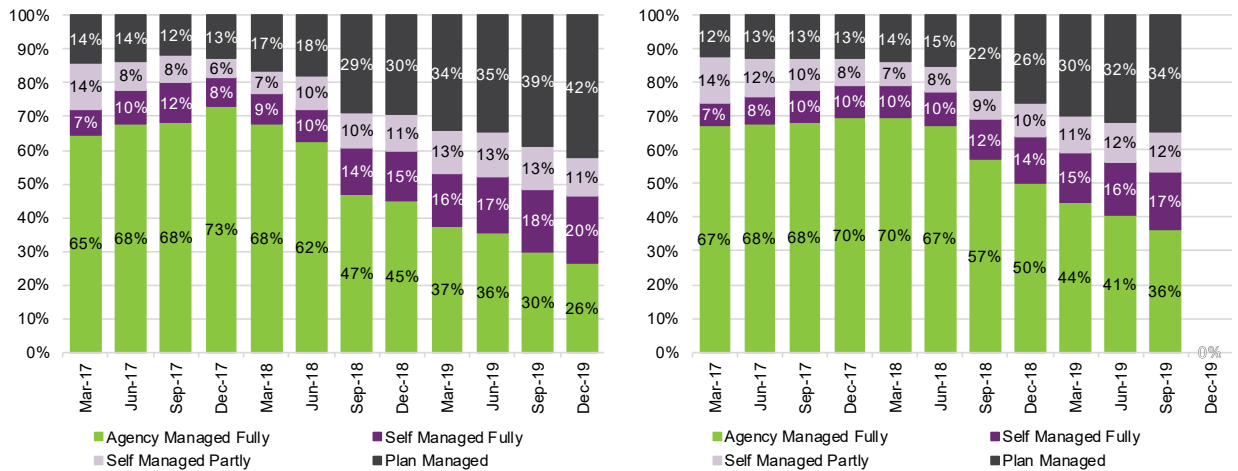


Table H.48 Distribution of active participants by support coordination and quarter of plan approval – Queensland ²³¹

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	35%	39%	36%

Table H.49 Duration to plan activation by quarter of initial plan approval for active participants – Queensland ²³²

	Prior Quarters (Transition Only)		2018-19 Q4	
Plan activation	N	%	N	%
Less than 30 days	30,387	72%	4,816	71%
30 to 59 days	4,537	11%	817	12%
60 to 89 days	2,219	5%	330	5%
Activated within 90 days	37,143	88%	5,963	89%
90 to 119 days	1,358	3%	152	2%
120 days and over	3,001	7%	194	3%
Activated after 90 days	4,359	10%	346	5%
No payments	878	2%	427	6%
Total plans approved	42,380	100%	6,736	100%

²³⁰ 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.

²³¹ Trial participants are not included.

²³² Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.50 Proportion of participants who have activated within 12 months – Queensland

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	2,668	2,788	96%
Not Aboriginal and Torres Strait Islander	24,757	25,390	98%
Not Stated	4,607	4,762	97%
Total	32,032	32,940	97%
by Culturally and Linguistically Diverse status			
CALD	1,485	1,520	98%
Not CALD	30,524	31,396	97%
Not Stated	23	24	96%
Total	32,032	32,940	97%
by Remoteness			
Major Cities	14,496	14,827	98%
Regional	16,851	17,376	97%
Remote	677	729	93%
Missing	<11	<11	
Total	32,032	32,940	97%
by Primary Disability type			
Autism	8,941	9,269	96%
Intellectual Disability (including Down Syndrome)	8,715	8,914	98%
Psychosocial Disability	2,471	2,526	98%
Developmental Delay (including Global Developmental Delay)	1,193	1,248	96%
Other	10,712	10,983	98%
Total	32,032	32,940	97%

Table H.51 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Queensland ^{233 234}

Plan utilisation	Total
0 to 50%	47%
50% to 75%	25%
> 75%	28%
Total	100%

²³³ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²³⁴ 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 H.52 Proportion of active participants with approved plans accessing mainstream supports – Queensland ²³⁵

	Prior Quarters	2019-20 Q2	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	46%	49%	47%
Lifelong Learning	11%	13%	11%
Other	10%	11%	11%
Non-categorised	35%	33%	35%
Any mainstream service	93%	94%	93%

Part Three: Providers and the growing market

Table H.53 Key markets indicators by quarter – Queensland ^{236 237}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.41	1.35
b) Number of providers delivering new types of supports	816	571
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	87%	84%
<i>Therapeutic Supports (%)</i>	90%	91%
<i>Participation in community, social and civic activities (%)</i>	83%	85%
<i>Early Intervention supports for early childhood (%)</i>	91%	90%
<i>Daily Personal Activities (%)</i>	85%	86%

²³⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²³⁶ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²³⁷ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table H.54 Cumulative number of providers that have been ever active by registration group – Queensland ²³⁸

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	73	20	93	27%
Assistance Animals	67	4	71	6%
Assistance with daily life tasks in a group or shared living arrangement	425	29	454	7%
Assistance with travel/transport arrangements	458	34	492	7%
Daily Personal Activities	750	28	778	4%
Group and Centre Based Activities	510	18	528	4%
High Intensity Daily Personal Activities	502	21	523	4%
Household tasks	904	39	943	4%
Interpreting and translation	75	10	85	13%
Participation in community, social and civic activities	796	45	841	6%
Assistive Technology				
Assistive equipment for recreation	104	17	121	16%
Assistive products for household tasks	85	9	94	11%
Assistance products for personal care and safety	845	54	899	6%
Communication and information equipment	158	34	192	22%
Customised Prosthetics	309	28	337	9%
Hearing Equipment	64	28	92	44%
Hearing Services	11	4	15	36%
Personal Mobility Equipment	423	59	482	14%
Specialised Hearing Services	21	0	21	0%
Vision Equipment	82	26	108	32%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	724	41	765	6%
Behaviour Support	337	30	367	9%
Community nursing care for high needs	172	26	198	15%
Development of daily living and life skills	475	25	500	5%
Early Intervention supports for early childhood	771	38	809	5%
Exercise Physiology and Physical Wellbeing activities	403	44	447	11%
Innovative Community Participation	121	20	141	17%
Specialised Driving Training	93	12	105	13%
Therapeutic Supports	2,021	87	2,108	4%
Capital services				
Home modification design and construction	199	30	229	15%
Specialist Disability Accommodation	28	5	33	18%
Vehicle Modifications	105	16	121	15%
Choice and control support services				
Management of funding for supports in participants plan	373	15	388	4%
Support Coordination	176	22	198	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	99	10	109	10%
Specialised Supported Employment	120	10	130	8%
Total approved active providers	4,307	183	4,490	4%

²³⁸ 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 H.55 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	26	67	93	28%	72%	100%
Assistance Animals	5	66	71	7%	93%	100%
Assistance with daily life tasks in a group or shared living arrangement	45	409	454	10%	90%	100%
Assistance with travel/transport arrangements	73	419	492	15%	85%	100%
Daily Personal Activities	93	685	778	12%	88%	100%
Group and Centre Based Activities	49	479	528	9%	91%	100%
High Intensity Daily Personal Activities	55	468	523	11%	89%	100%
Household tasks	304	639	943	32%	68%	100%
Interpreting and translation	18	67	85	21%	79%	100%
Participation in community, social and civic activities	105	736	841	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	19	102	121	16%	84%	100%
Assistive products for household tasks	9	85	94	10%	90%	100%
Assistance products for personal care and safety	130	769	899	14%	86%	100%
Communication and information equipment	27	165	192	14%	86%	100%
Customised Prosthetics	38	299	337	11%	89%	100%
Hearing Equipment	9	83	92	10%	90%	100%
Hearing Services	3	12	15	20%	80%	100%
Personal Mobility Equipment	58	424	482	12%	88%	100%
Specialised Hearing Services	1	20	21	5%	95%	100%
Vision Equipment	14	94	108	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	137	628	765	18%	82%	100%
Behaviour Support	122	245	367	33%	67%	100%
Community nursing care for high needs	26	172	198	13%	87%	100%
Development of daily living and life skills	59	441	500	12%	88%	100%
Early Intervention supports for early childhood	302	507	809	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	107	340	447	24%	76%	100%
Innovative Community Participation	41	100	141	29%	71%	100%
Specialised Driving Training	17	88	105	16%	84%	100%
Therapeutic Supports	877	1,231	2,108	42%	58%	100%
Capital services						
Home modification design and construction	27	202	229	12%	88%	100%
Specialist Disability Accommodation	2	31	33	6%	94%	100%
Vehicle Modifications	9	112	121	7%	93%	100%
Choice and control support services						
Management of funding for supports in participants plan	57	331	388	15%	85%	100%
Support Coordination	39	159	198	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	9	100	109	8%	92%	100%
Specialised Supported Employment	7	123	130	5%	95%	100%
Total	1,528	2,962	4,490	34%	66%	100%

Table H.56 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – Queensland

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	17	20	37	54%
Assistance Animals	42	4	46	9%
Assistance with daily life tasks in a group or shared living arrangement	318	29	347	8%
Assistance with travel/transport arrangements	287	34	321	11%
Daily Personal Activities	468	28	496	6%
Group and Centre Based Activities	289	18	307	6%
High Intensity Daily Personal Activities	249	21	270	8%
Household tasks	567	39	606	6%
Interpreting and translation	49	10	59	17%
Participation in community, social and civic activities	484	45	529	9%
Assistive Technology				
Assistive equipment for recreation	25	17	42	40%
Assistive products for household tasks	13	9	22	41%
Assistance products for personal care and safety	529	54	583	9%
Communication and information equipment	79	34	113	30%
Customised Prosthetics	172	28	200	14%
Hearing Equipment	31	28	59	47%
Hearing Services	2	4	6	67%
Personal Mobility Equipment	244	59	303	19%
Specialised Hearing Services	4	0	4	0%
Vision Equipment	35	26	61	43%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	432	41	473	9%
Behaviour Support	162	30	192	16%
Community nursing care for high needs	84	26	110	24%
Development of daily living and life skills	291	25	316	8%
Early Intervention supports for early childhood	377	38	415	9%
Exercise Physiology and Physical Wellbeing activities	291	44	335	13%
Innovative Community Participation	56	20	76	26%
Specialised Driving Training	50	12	62	19%
Therapeutic Supports	1,167	87	1,254	7%
Capital services				
Home modification design and construction	93	30	123	24%
Specialist Disability Accommodation	19	5	24	21%
Vehicle Modifications	37	16	53	30%
Choice and control support services				
Management of funding for supports in participants plan	265	15	280	5%
Support Coordination	77	22	99	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	36	10	46	22%
Specialised Supported Employment	76	10	86	12%
Total	2,537	183	2,720	7%

Table H.57 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Queensland

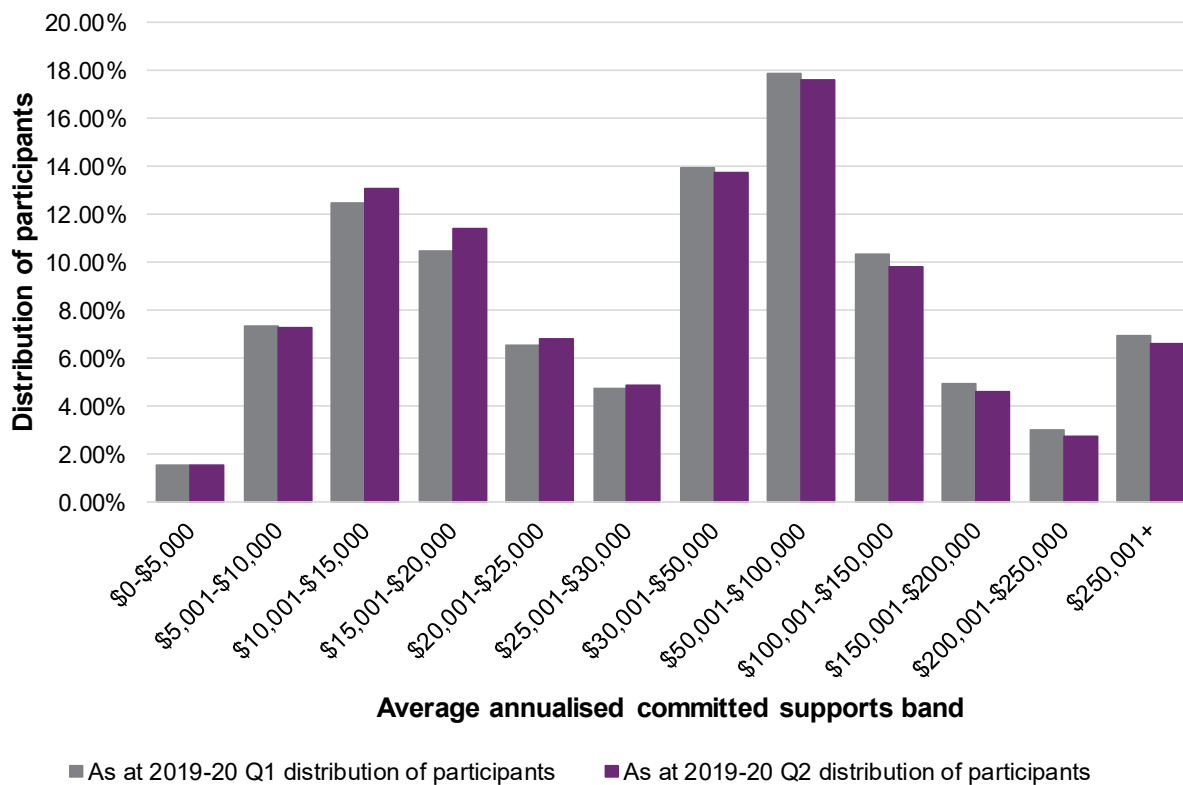
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	9	28	37	24%	76%	100%
Assistance Animals	4	42	46	9%	91%	100%
Assistance with daily life tasks in a group or shared living arrangement	34	313	347	10%	90%	100%
Assistance with travel/transport arrangements	36	285	321	11%	89%	100%
Daily Personal Activities	65	431	496	13%	87%	100%
Group and Centre Based Activities	30	277	307	10%	90%	100%
High Intensity Daily Personal Activities	29	241	270	11%	89%	100%
Household tasks	188	418	606	31%	69%	100%
Interpreting and translation	15	44	59	25%	75%	100%
Participation in community, social and civic activities	74	455	529	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	4	38	42	10%	90%	100%
Assistive products for household tasks	4	18	22	18%	82%	100%
Assistance products for personal care and safety	70	513	583	12%	88%	100%
Communication and information equipment	14	99	113	12%	88%	100%
Customised Prosthetics	22	178	200	11%	89%	100%
Hearing Equipment	7	52	59	12%	88%	100%
Hearing Services	1	5	6	17%	83%	100%
Personal Mobility Equipment	32	271	303	11%	89%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	7	54	61	11%	89%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	90	383	473	19%	81%	100%
Behaviour Support	56	136	192	29%	71%	100%
Community nursing care for high needs	16	94	110	15%	85%	100%
Development of daily living and life skills	38	278	316	12%	88%	100%
Early Intervention supports for early childhood	146	269	415	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	77	258	335	23%	77%	100%
Innovative Community Participation	16	60	76	21%	79%	100%
Specialised Driving Training	8	54	62	13%	87%	100%
Therapeutic Supports	493	761	1,254	39%	61%	100%
Capital services						
Home modification design and construction	10	113	123	8%	92%	100%
Specialist Disability Accommodation	2	22	24	8%	92%	100%
Vehicle Modifications	3	50	53	6%	94%	100%
Choice and control support services						
Management of funding for supports in participants plan	48	232	280	17%	83%	100%
Support Coordination	16	83	99	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	42	46	9%	91%	100%
Specialised Supported Employment	7	79	86	8%	92%	100%
Total	890	1,830	2,720	33%	67%	100%

Part Four: Financial sustainability

Table H.58 Committed supports by financial year (\$m) – Queensland ²³⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.8	2.8	7.2	214.4	824.6	2,465.8	2,293.6

Figure H.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland



²³⁹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Qld.

Figure H.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland

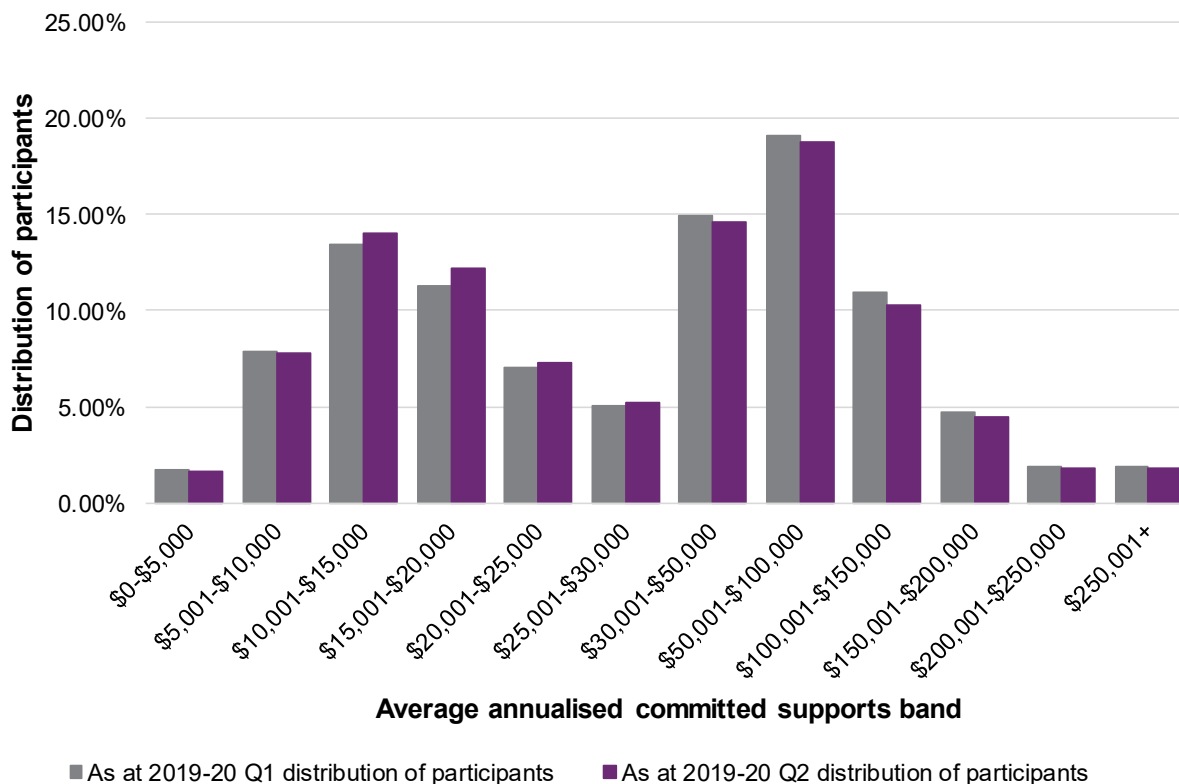


Figure H.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland

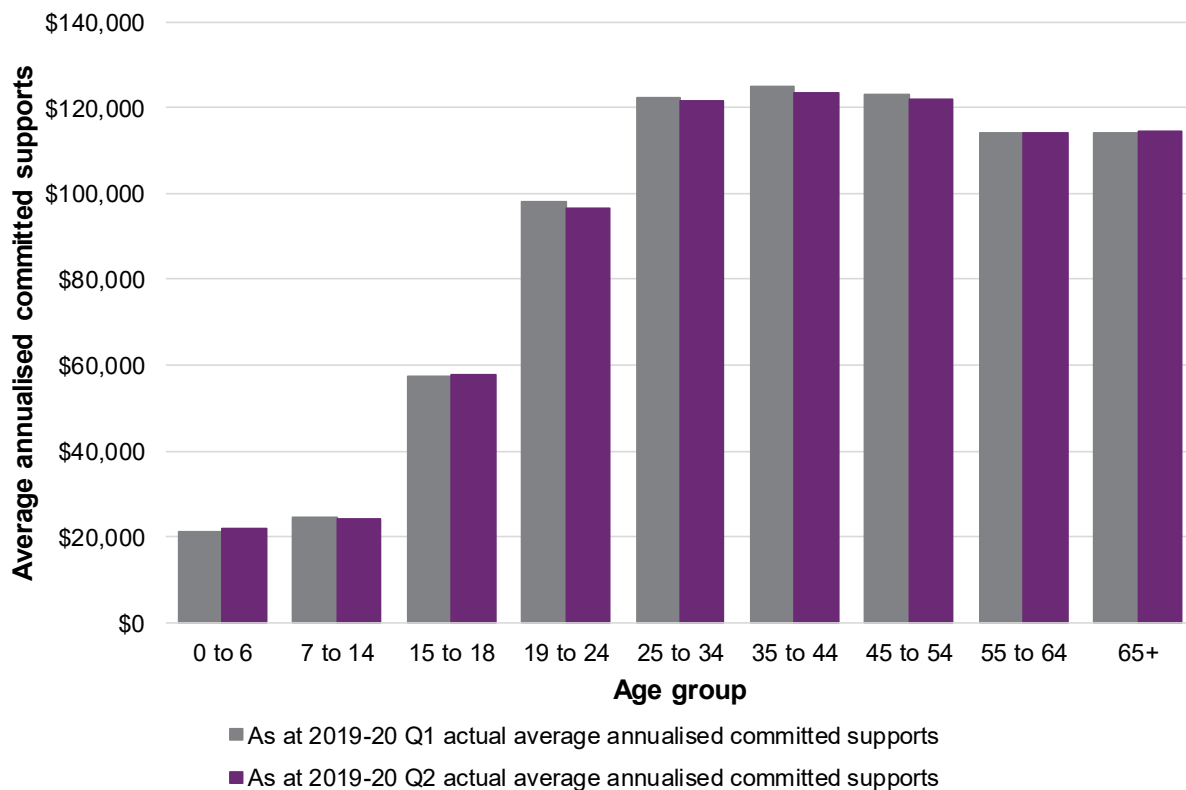


Figure H.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland

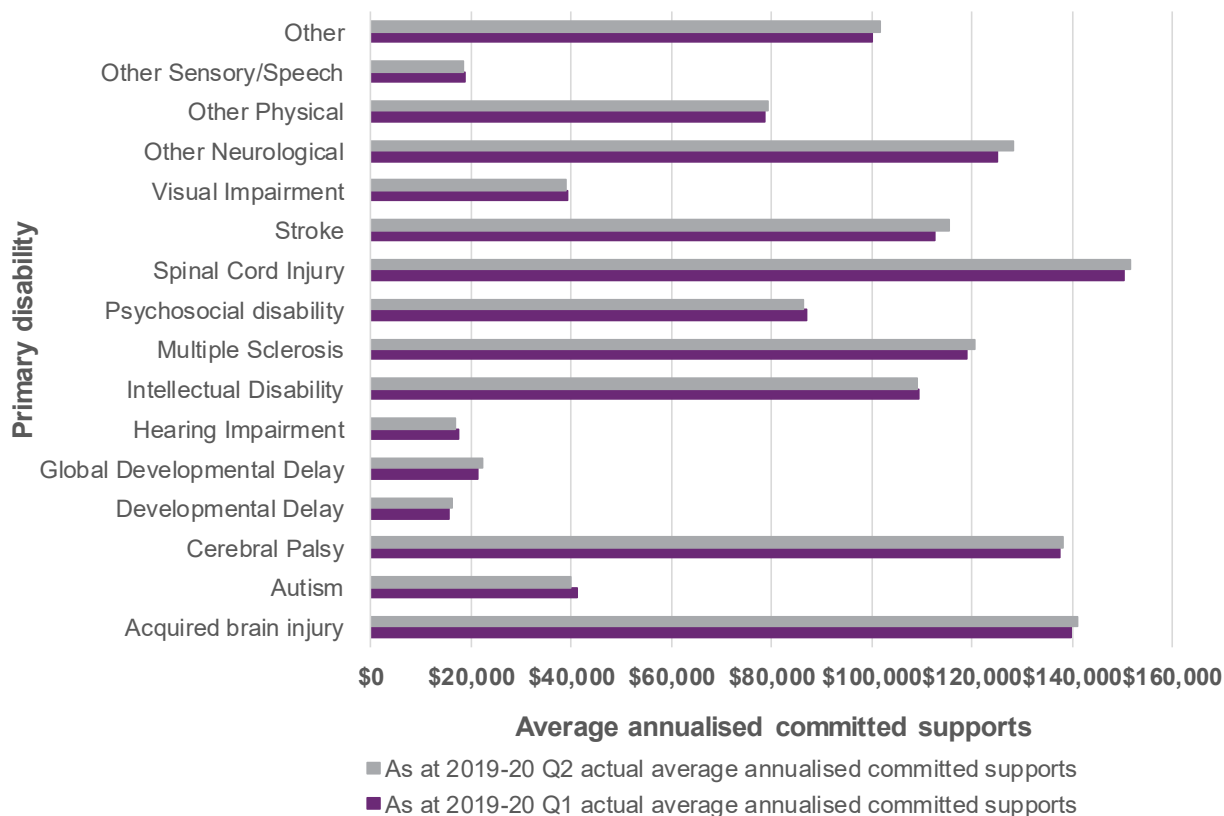


Figure H.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland

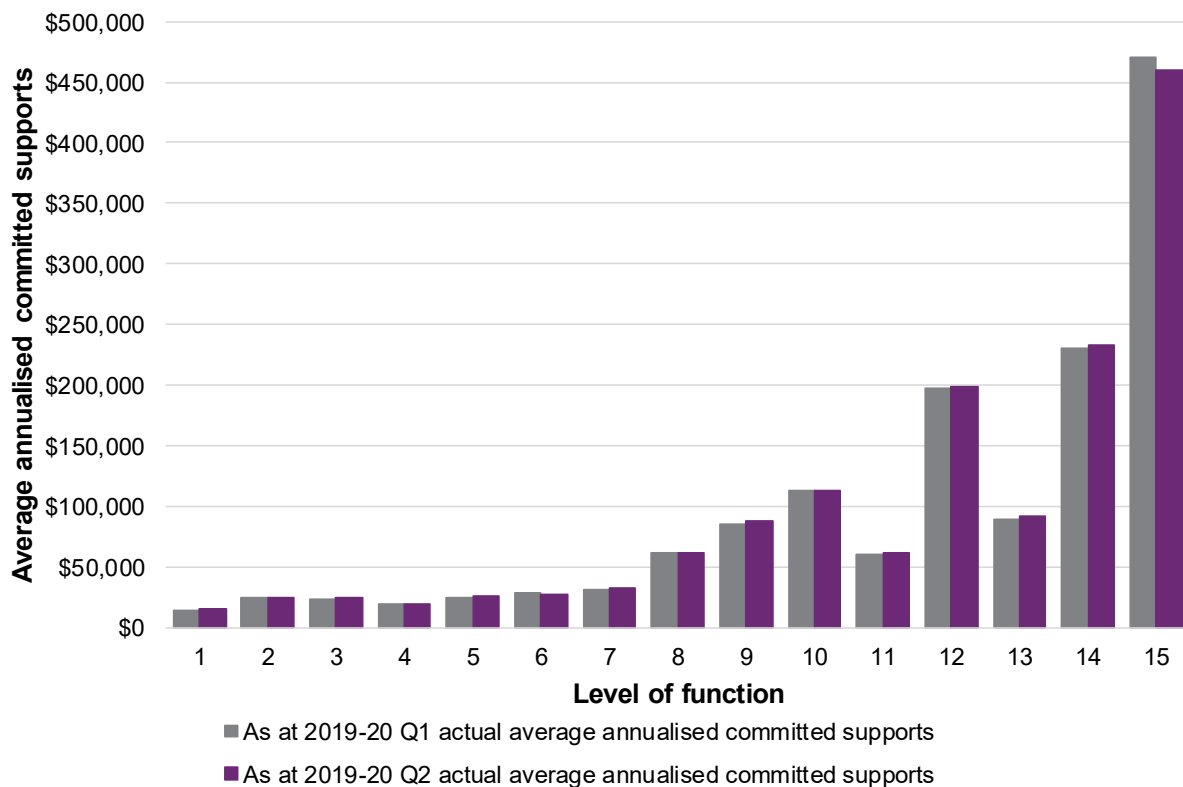


Figure H.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Queensland

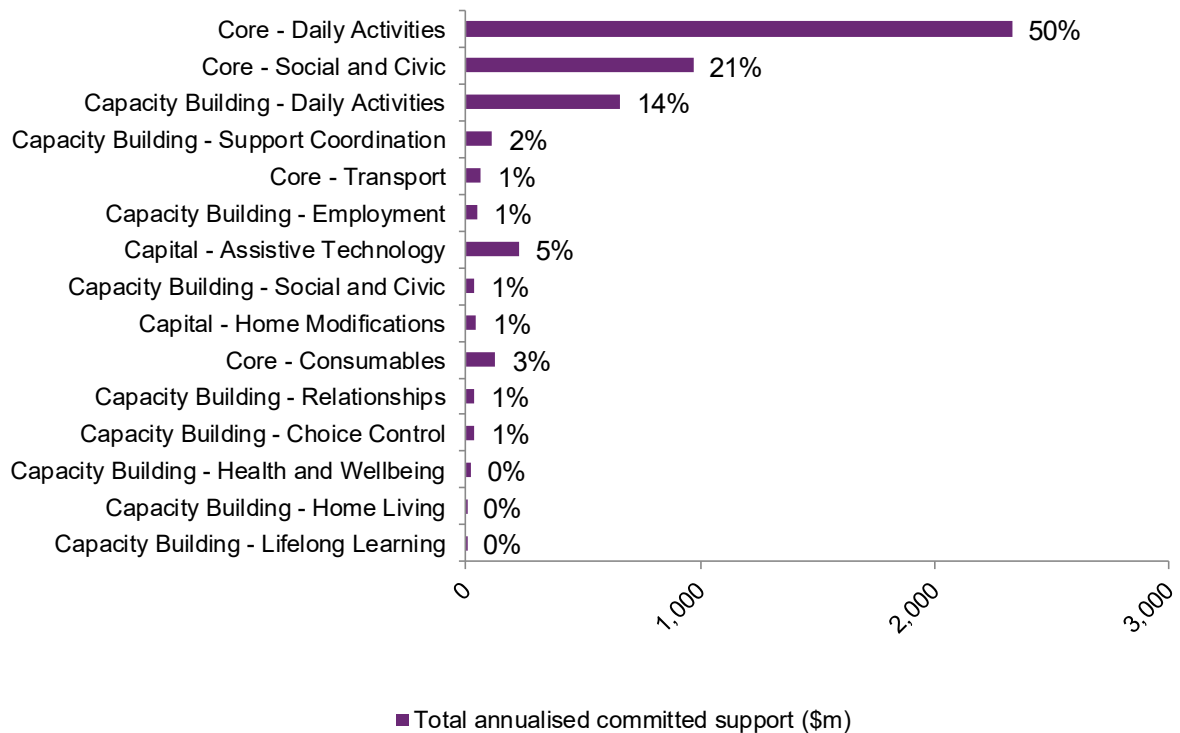
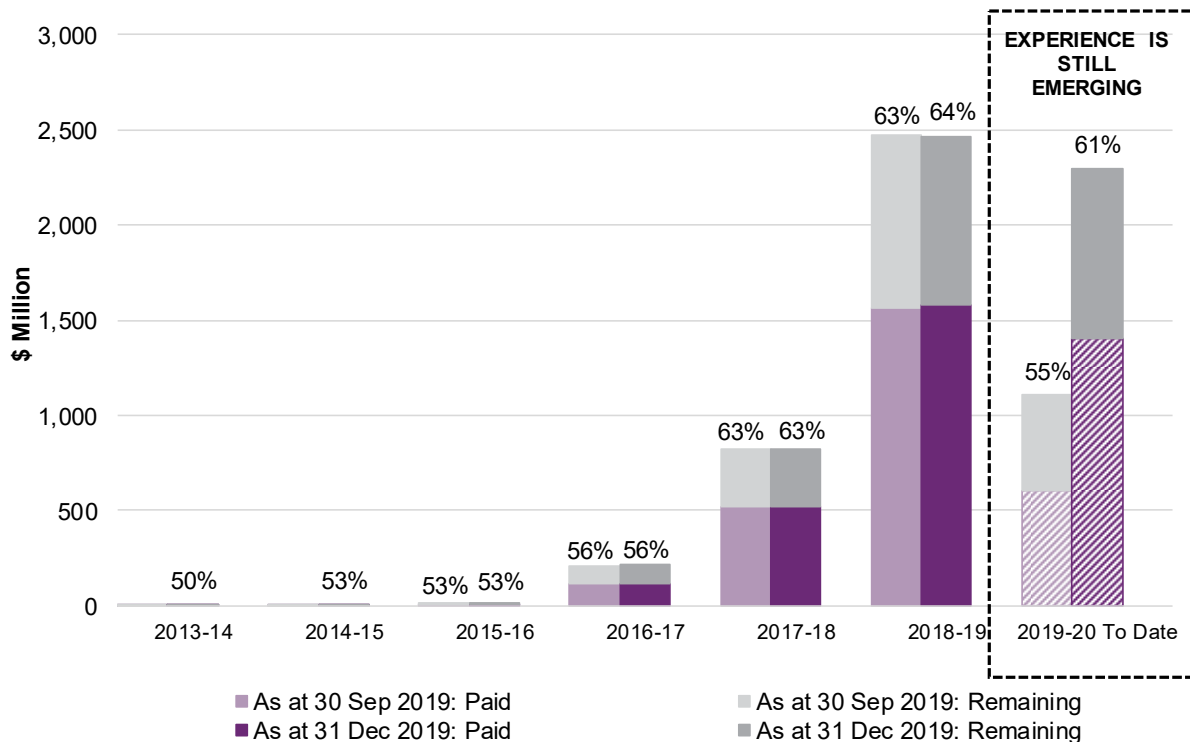


Table H.59 Payments by financial year, compared to committed supports (\$m) – Queensland ²⁴⁰

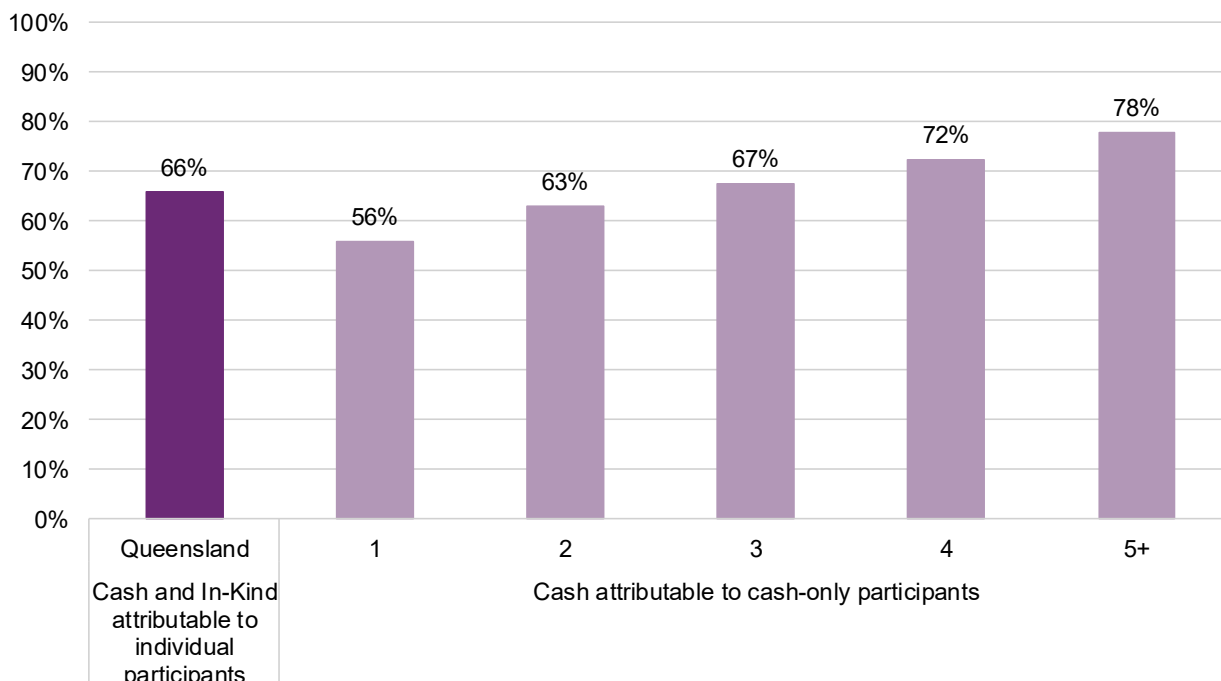
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.8	2.8	7.2	214.4	824.6	2,465.8	2,293.6
Total Paid	0.4	1.5	3.8	120.4	520.7	1,581.9	1,403.9
% utilised to date	50%	53%	53%	56%	63%	64%	61%

Figure H.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Queensland



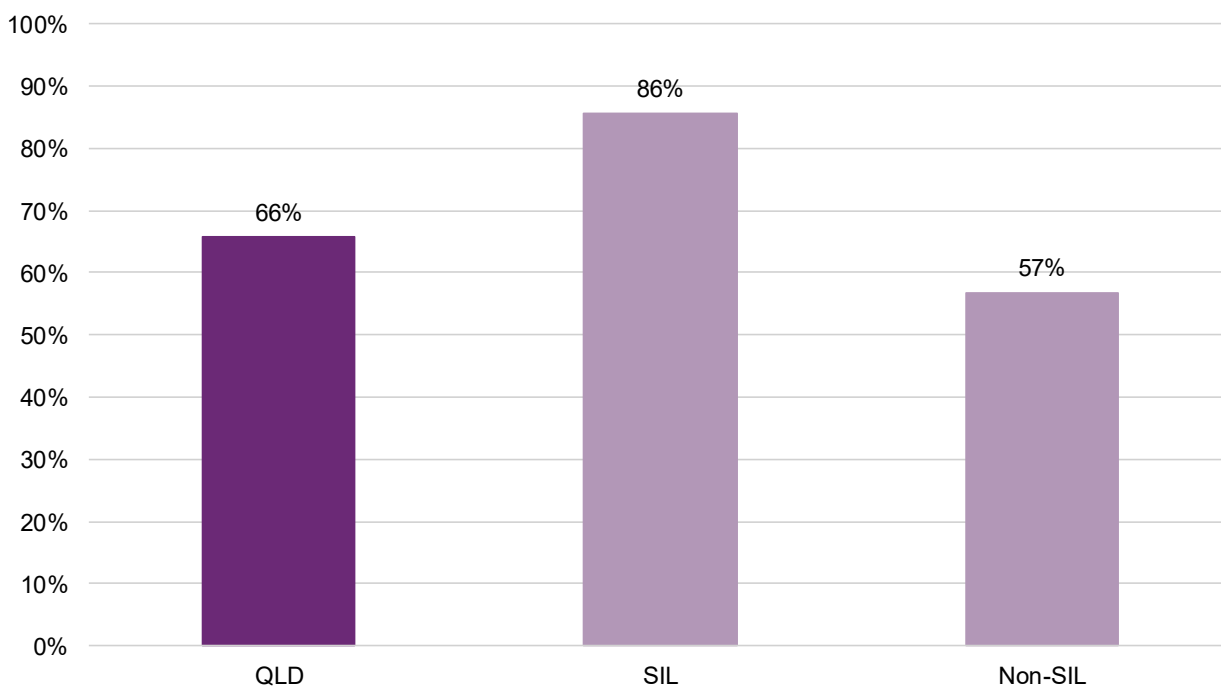
²⁴⁰ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Qld.

Figure H.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Queensland ²⁴¹



■ As at 31 December 2019

Figure H.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Queensland ²⁴²



■ As at 31 December 2019

²⁴¹ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

²⁴² Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure H.25 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – Queensland ²⁴³

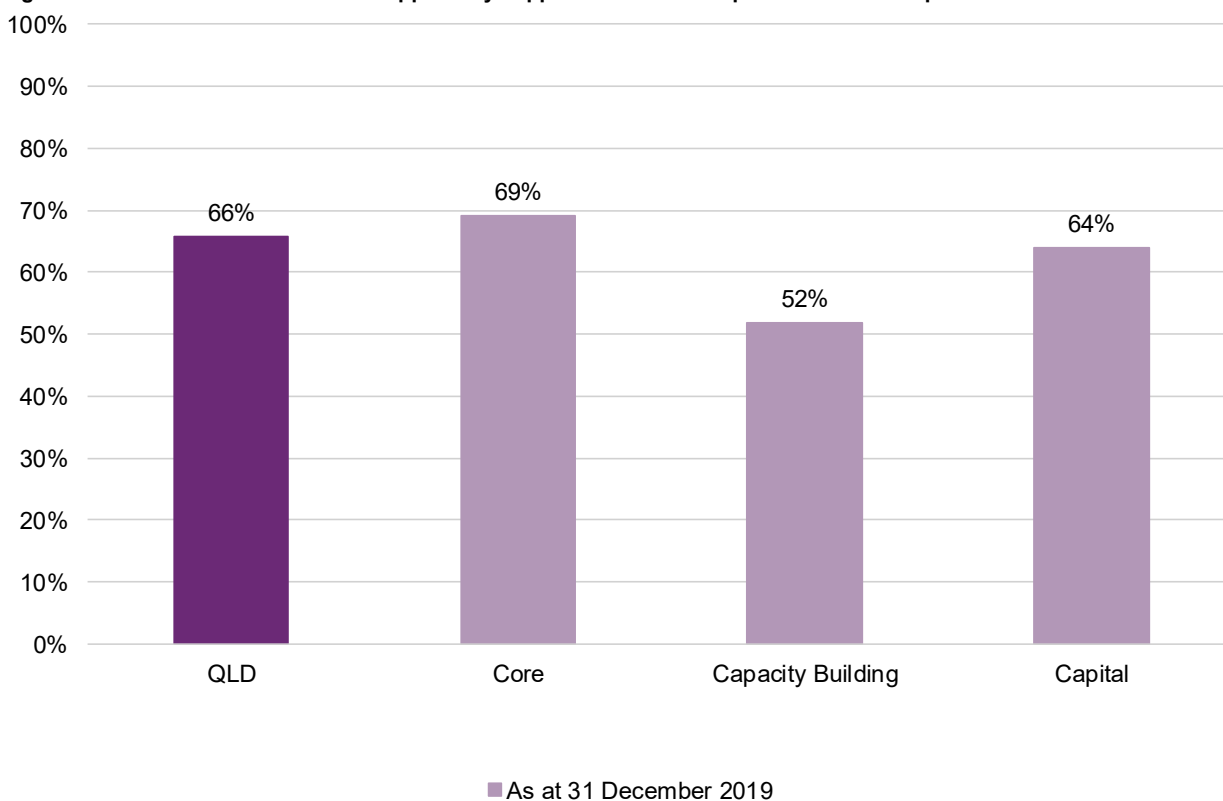
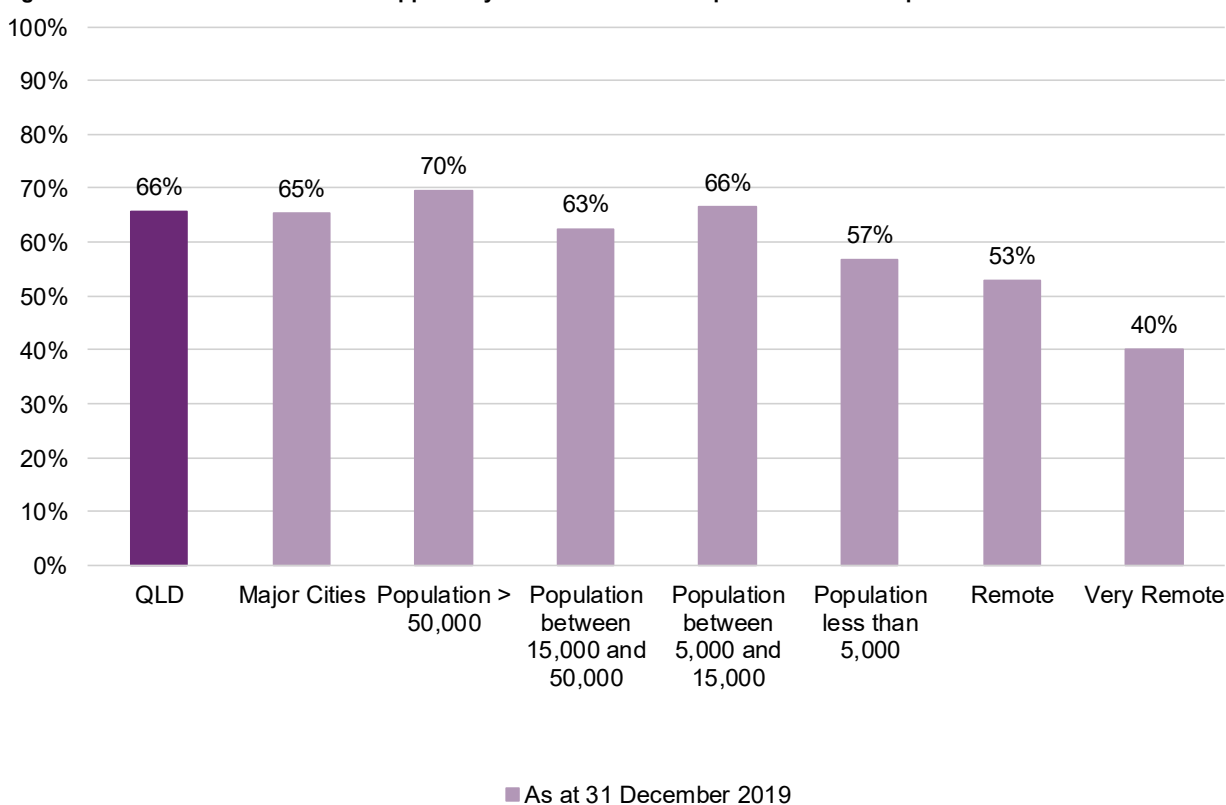


Figure H.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Queensland ²⁴⁴



²⁴³ Ibid.

²⁴⁴ Ibid.

Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ²⁴⁵

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	20,090	4,112	24,202	52	24,254

Table I.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Western Australia ^{246 247}

	Prior Quarters	2019-20 Q2	Total
Access decisions	28,970	4,043	33,013
Active Eligible	25,438	3,072	28,510
New	10,992	1,934	12,926
State	13,217	870	14,087
Commonwealth	1,229	268	1,497
Active Participant Plans (excl ECEI)	20,090	4,112	24,202
New	8,945	1,981	10,926
State	10,376	1,774	12,150
Commonwealth	769	357	1,126
Active Participant Plans	20,213	4,164	24,254
Early Intervention (s25)	2,006	571	2,577
Permanent Disability (s24)	18,084	3,541	21,625
ECEI	123	52	52

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – Western Australia

Exits	Total
Total participant exits	307
Early Intervention participants	35
Permanent disability participants	272

²⁴⁵ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

²⁴⁶ 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 2019-20 Q2, 94% of people with a hearing impairment met the access criteria compared to 76% overall.

²⁴⁷ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table I.4 Cumulative numbers of active participants by services previously received – Western Australia ^{248 249}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,759	59	1,914	0	3,732
End of 2017-18	1,743	41	2,677	0	4,461
End of 2018-19 Q1	2,489	175	2,921	2	5,587
End of 2018-19 Q2	5,987	307	3,195	80	9,569
End of 2018-19 Q3	8,993	451	4,150	6	13,600
End of 2018-19 Q4	8,348	484	7,584	57	16,473
End of 2019-20 Q1	10,391	766	8,970	38	20,165
End of 2019-20 Q2	12,150	1,126	10,926	52	24,254

Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia ^{250 251 252 253}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	669	3,063	0	3,732
End of 2017-18	856	3,605	0	4,461
End of 2018-19 Q1	973	4,612	2	5,587
End of 2018-19 Q2	1,213	8,276	80	9,569
End of 2018-19 Q3	1,465	12,129	6	13,600
End of 2018-19 Q4	1,683	14,733	57	16,473
End of 2019-20 Q1	2,007	18,120	38	20,165
End of 2019-20 Q2	2,577	21,625	52	24,254

²⁴⁸ This table shows the total numbers of active participants (including transfer participants) at the end of each period. 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.

²⁴⁹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

²⁵⁰ This table shows the total numbers of active participants at the end of each period.

²⁵¹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

²⁵² Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

²⁵³ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table I.6 Assessment of access by age group – Western Australia ²⁵⁴

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	4,178	97%	664	96%	4,842	97%
7 to 14	6,556	96%	679	87%	7,235	95%
15 to 18	2,259	96%	218	90%	2,477	96%
19 to 24	2,216	95%	194	85%	2,410	94%
25 to 34	2,568	91%	285	75%	2,853	89%
35 to 44	2,139	85%	271	70%	2,410	83%
45 to 54	2,787	83%	356	65%	3,143	80%
55 to 64	3,207	76%	400	53%	3,607	73%
65+	215	85%	17	65%	232	83%
Missing	<11		<11		<11	
Total	26,125	90%	3,084	76%	29,209	88%

Table I.7 Assessment of access by disability – Western Australia ²⁵⁵

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	804	95%	89	81%	893	93%
Autism	9,066	99%	909	95%	9,975	99%
Cerebral Palsy	1,126	98%	82	90%	1,208	97%
Developmental Delay	469	95%	127	94%	596	95%
Global Developmental Delay	789	100%	165	99%	954	100%
Hearing Impairment	852	89%	312	94%	1,164	91%
Intellectual Disability	6,377	98%	496	93%	6,873	98%
Multiple Sclerosis	553	88%	41	71%	594	87%
Psychosocial disability	1,838	69%	358	57%	2,196	67%
Spinal Cord Injury	445	98%	48	84%	493	96%
Stroke	272	83%	44	69%	316	81%
Visual Impairment	507	94%	59	79%	566	92%
Other Neurological	1,386	85%	152	64%	1,538	83%
Other Physical	1,308	59%	180	34%	1,488	54%
Other Sensory/Speech	114	46%	<11		123	43%
Other	40	27%	13	28%	53	27%
Missing	179	81%	<11		179	81%
Total	26,125	90%	3,084	76%	29,209	88%

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

²⁵⁴ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

²⁵⁵ Ibid.

Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,237	6.2%	237	5.8%	1,474	6.1%
Not Aboriginal and Torres Strait Islander	17,034	84.8%	3,421	83.2%	20,455	84.5%
Not Stated	1,819	9.1%	454	11.0%	2,273	9.4%
Total	20,090	100%	4,112	100%	24,202	100%

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ^{256 257}

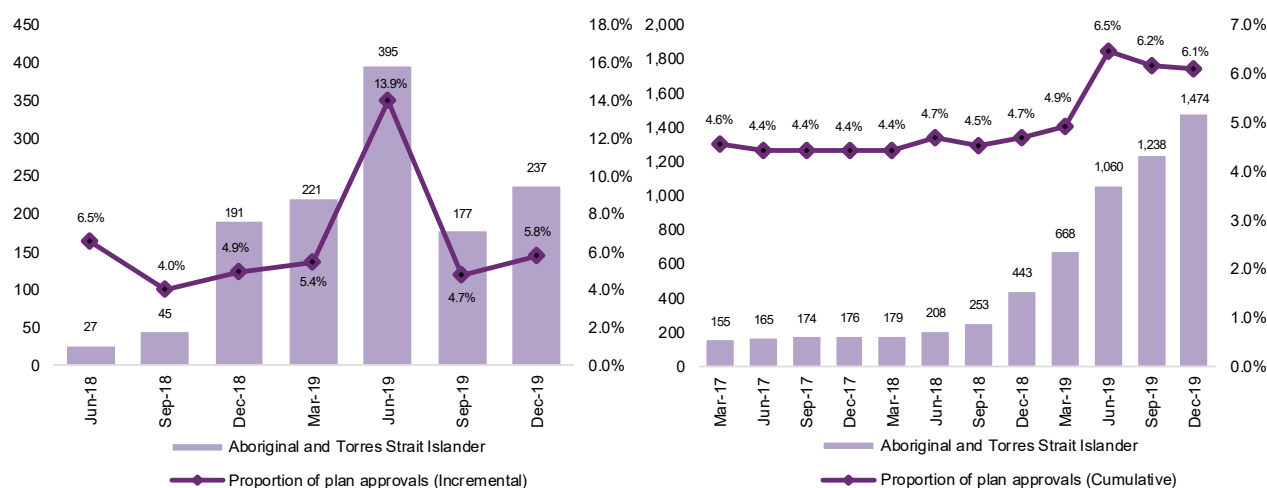


Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	1,372	6.8%	533	13.0%	1,905	7.9%
Not culturally and linguistically diverse	12,972	64.6%	3,564	86.7%	16,536	68.3%
Not stated	5,746	28.6%	15	0.4%	5,761	23.8%
Total	20,090	100%	4,112	100%	24,202	100%

²⁵⁶ 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.

²⁵⁷ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia ^{258 259}

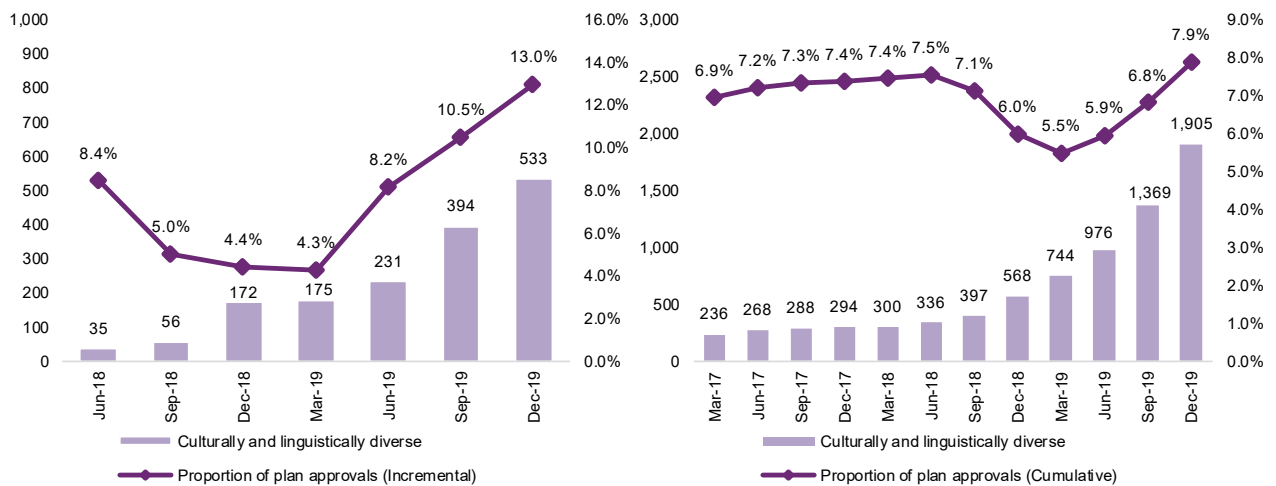
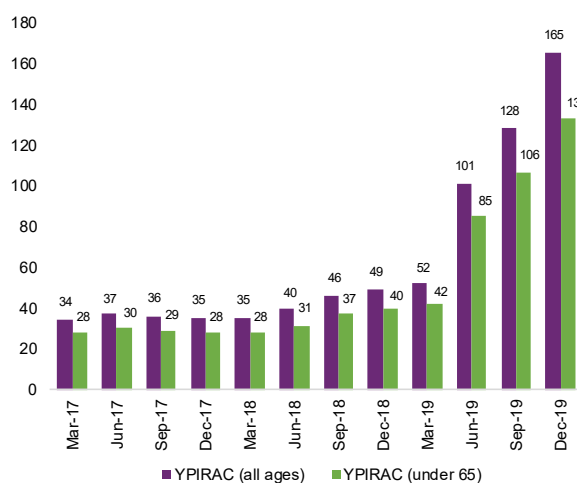


Table I.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – Western Australia

	Total
Age group	N
Under 45	<11
45 to 54	34
55 to 64	95
Total YPIRAC (under 65)	133
65 and above	32
Total participants in residential aged care	165
Participants not in residential aged care	24,037
Total	24,202

Figure I.3 Number of YPIRAC participants over time cumulatively – Western Australia ^{260 261}



²⁵⁸ 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.

²⁵⁹ There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

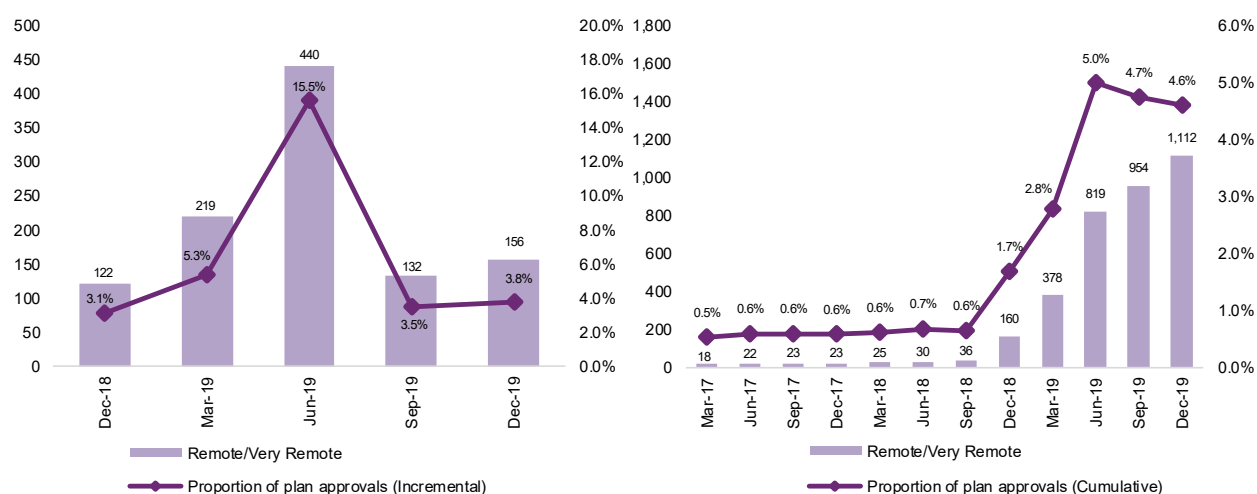
²⁶⁰ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁶¹ There are insufficient numbers to show the incremental count of YPIRAC participants in WA over time.

Table I.11 Participant profile per quarter by remoteness – Western Australia ^{262 263}

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Major cities	15,548	77.4%	3,236	78.7%	18,784	77.6%
Population > 50,000	1,175	5.8%	202	4.9%	1,377	5.7%
Population between 15,000 and 50,000	1,091	5.4%	333	8.1%	1,424	5.9%
Population between 5,000 and 15,000	325	1.6%	20	0.5%	345	1.4%
Population less than 5,000	993	4.9%	165	4.0%	1,158	4.8%
Remote	703	3.5%	114	2.8%	817	3.4%
Very Remote	253	1.3%	42	1.0%	295	1.2%
Missing	<11		<11		<11	
Total	20,090	100%	4,112	100%	24,202	100%

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{264 265}



²⁶² This table is based on the Modified Monash Model measure of remoteness.

²⁶³ The distributions are calculated excluding active participants with a missing remoteness classification.

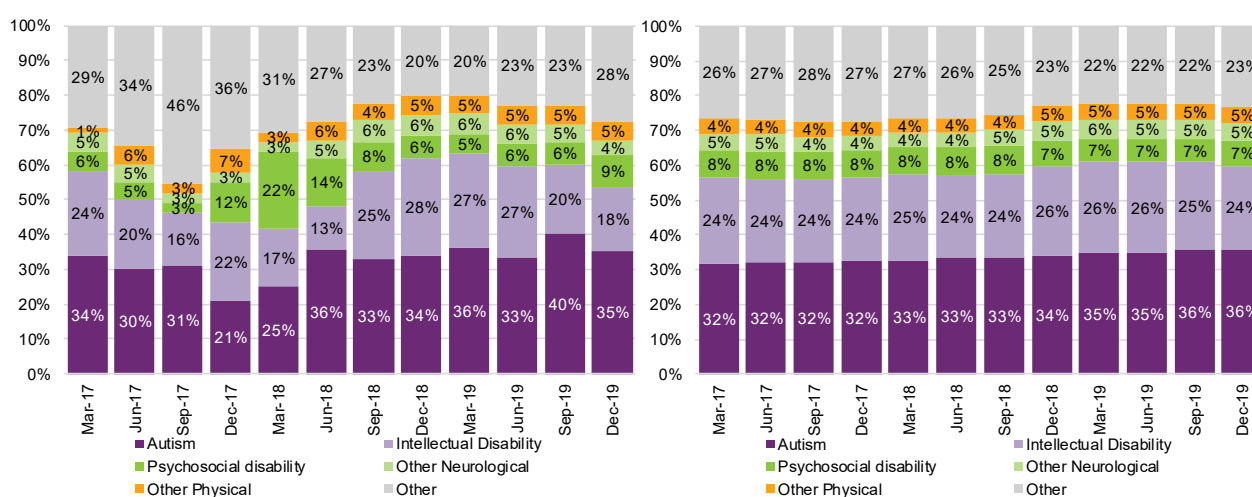
²⁶⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁶⁵ There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

Table I.12 Participant profile per quarter by disability group – Western Australia ^{266 267 268}

	Prior Quarters		2019-20 Q2		Total	
Disability	N	%	N	%	N	%
Autism	7,269	36%	1,456	35%	8,725	36%
Intellectual Disability	5,026	25%	749	18%	5,775	24%
Psychosocial disability	1,324	7%	379	9%	1,703	7%
Developmental Delay	347	2%	110	3%	457	2%
Other Neurological	1,044	5%	175	4%	1,219	5%
Hearing Impairment	563	3%	271	7%	834	3%
Other Physical	963	5%	217	5%	1,180	5%
Cerebral Palsy	862	4%	160	4%	1,022	4%
ABI	599	3%	106	3%	705	3%
Visual Impairment	379	2%	86	2%	465	2%
Multiple Sclerosis	456	2%	60	1%	516	2%
Global Developmental Delay	586	3%	205	5%	791	3%
Stroke	200	1%	51	1%	251	1%
Spinal Cord Injury	346	2%	69	2%	415	2%
Other Sensory/Speech	99	0%	<11		107	0%
Other	27	0%	<11		37	0%
Total	20,090	100%	4,112	100%	24,202	100%

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ²⁶⁹



²⁶⁶ Table order based on national proportions (highest to lowest).

²⁶⁷ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁶⁸ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (738).

²⁶⁹ 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.13 Participant profile per quarter by level of functions – Western Australia ²⁷⁰

	Prior Quarters		2019-20 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	1,204	6%	205	5%	1,409	6%
2 (High Function)	54	0%	11	0%	65	0%
3 (High Function)	1,281	6%	201	5%	1,482	6%
4 (High Function)	839	4%	307	7%	1,146	5%
5 (High Function)	1,568	8%	363	9%	1,931	8%
6 (Moderate Function)	3,275	16%	748	18%	4,023	17%
7 (Moderate Function)	1,373	7%	230	6%	1,603	7%
8 (Moderate Function)	1,508	8%	277	7%	1,785	7%
9 (Moderate Function)	78	0%	<11		88	0%
10 (Moderate Function)	2,226	11%	478	12%	2,704	11%
11 (Low Function)	1,224	6%	163	4%	1,387	6%
12 (Low Function)	3,678	18%	745	18%	4,423	18%
13 (Low Function)	1,370	7%	314	8%	1,684	7%
14 (Low Function)	341	2%	60	1%	401	2%
15 (Low Function)	<11		<11		<11	
Missing	67	0%	<11		67	0%
Total	20,090	100%	4,112	100%	24,202	100%

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia ²⁷¹

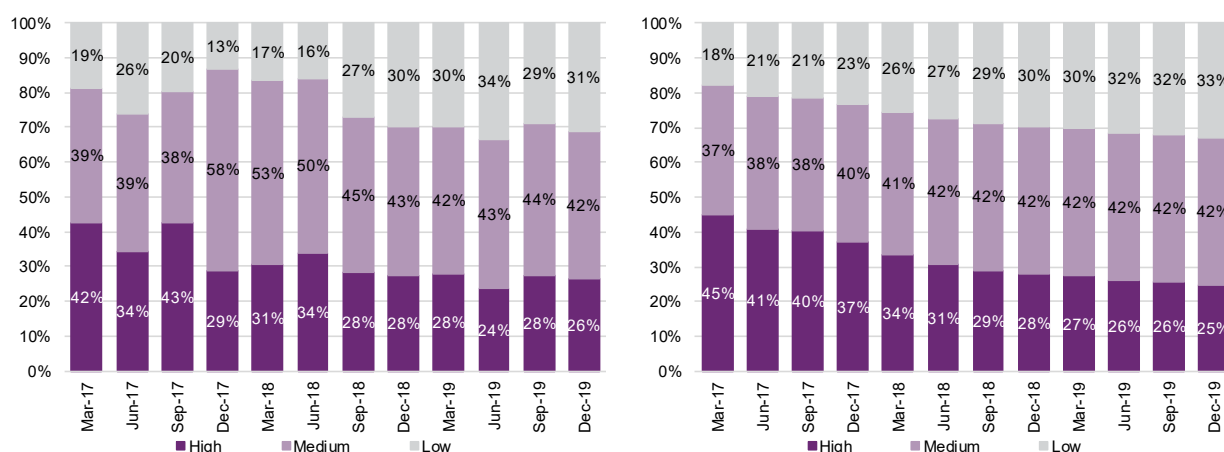


Table I.14 Participant profile per quarter by age group – Western Australia

	Prior Quarters		2019-20 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	1,965	10%	816	20%	2,781	11%
7 to 14	5,701	28%	931	23%	6,632	27%
15 to 18	2,031	10%	313	8%	2,344	10%
19 to 24	1,994	10%	337	8%	2,331	10%
25 to 34	2,105	10%	353	9%	2,458	10%
35 to 44	1,596	8%	338	8%	1,934	8%
45 to 54	1,976	10%	425	10%	2,401	10%
55 to 64	2,190	11%	548	13%	2,738	11%
65+	532	3%	51	1%	583	2%
Total	20,090	100%	4,112	100%	24,202	100%

²⁷⁰ The distributions are calculated excluding participants with a missing level of function.

²⁷¹ 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 I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia ²⁷²

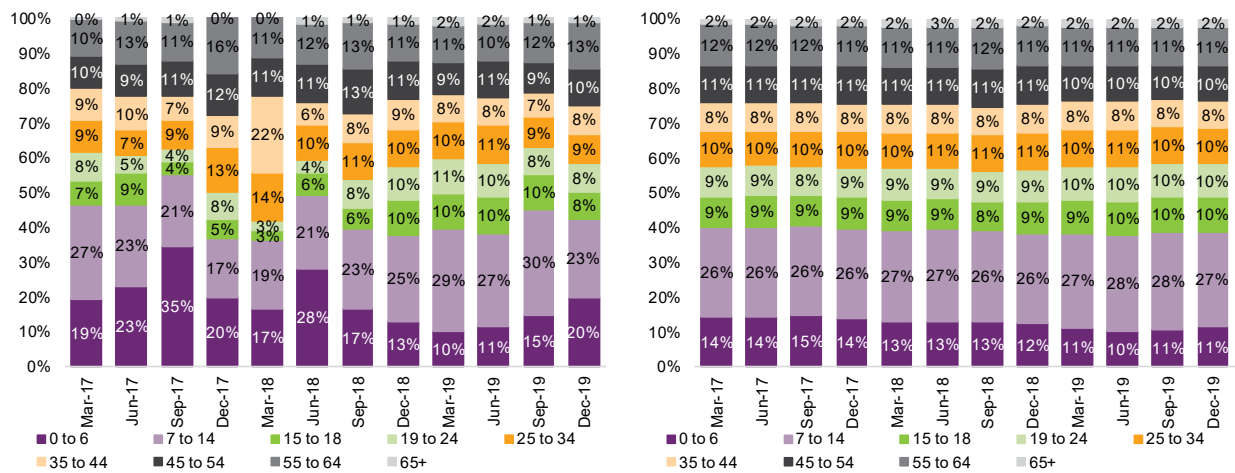
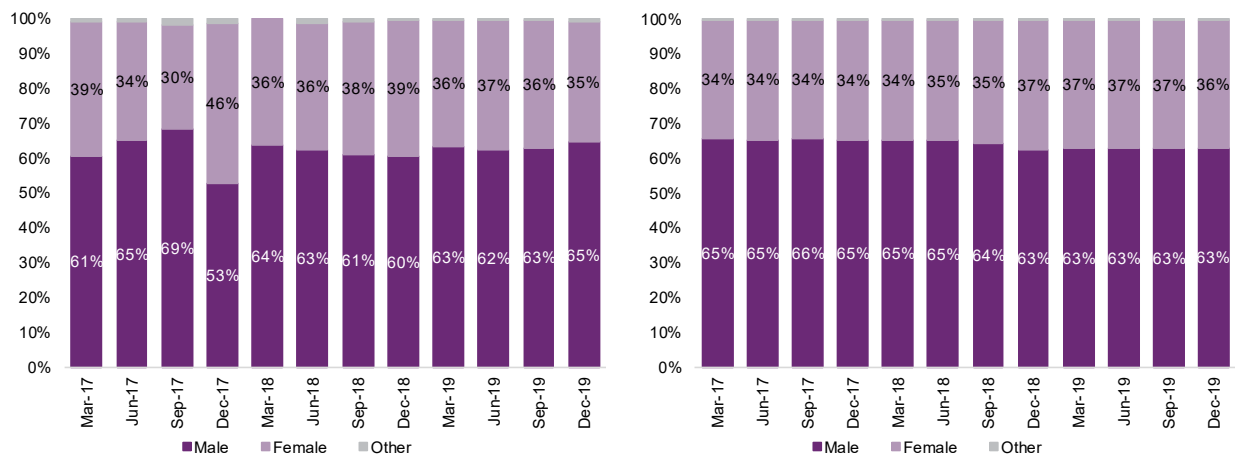


Table I.15 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Male	12,593	63%	2,653	65%	15,246	63%
Female	7,399	37%	1,421	35%	8,820	36%
Other	98	0%	38	1%	136	1%
Total	20,090	100%	4,112	100%	24,202	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ²⁷³



²⁷² Ibid.

²⁷³ Ibid.

Part Two: Participant experience and outcomes

Table I.16 Number of baseline questionnaires completed by SFOF version – Western Australia ²⁷⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	303	155	589	452	1,499
Participant school to 14	297	248	4,196	2,480	7,221
Participant 15 to 24	148	74	2,207	1,239	3,668
Participant 25 and over	511	305	4,797	3,049	8,662
Total Participant	1,259	782	11,789	7,220	21,050
Family 0 to 14	582	391	4,132	2,728	7,833
Family 15 to 24	35	50	1,468	931	2,484
Family 25 and over	21	76	1,530	1,184	2,811
Total Family	638	517	7,130	4,843	13,128
Total	1,897	1,299	18,919	12,063	34,178

Table I.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Western Australia

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	69%			
CC	% who say their child is able to tell them what he/she wants	60%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		31%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		69%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			37%	61%
CC	% who choose what they do each day			46%	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			72%	63%

²⁷⁴ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.
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Table I.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Western Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	51%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	47%			
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	65%	78%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			35%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			38%	40%

Table I.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Western Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		66%		
HM	% who are happy with their home			84%	79%
HM	% who feel safe or very safe in their home			83%	72%
HW	% who rate their health as good, very good or excellent			72%	46%
HW	% who did not have any difficulties accessing health services			81%	76%
LL	% who currently attend or previously attended school in a mainstream class			40%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				70%
LL	% unable to do a course or training they wanted to do in the last 12 months				30%
WK	% who have a paid job			23%	26%
WK	% who volunteer			18%	14%

Table I.20 Selected key baseline indicators for families/carers of participants – Western Australia

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	20%	21%
% receiving Carer Allowance	49%	45%	36%
% working in a paid job	48%	54%	37%
Of those in a paid job, % in permanent employment	76%	77%	82%
Of those in a paid job, % working 15 hours or more	77%	84%	83%
% who say they (and their partner) are able to work as much as they want	42%	52%	64%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	21%	17%
% able to advocate for their child/family member	75%	72%	72%
% who have friends and family they see as often as they like	40%	48%	55%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		51%	
% who feel in control selecting services		55%	57%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			44%
% who rate their health as good, very good or excellent	74%	67%	64%

Table I.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=187) - participants who entered from 1 January 2018 to 31 December 2018 – Western Australia²⁷⁵

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?	81%
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?	57%

²⁷⁵ Results in Tables I.21 to I.24 exclude participants who entered prior to 1 January 2018, as these participants have been included in Tables I.25 to I.30.

Table I.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=1,284) - participants who entered from 1 January 2018 to 31 December 2018 – Western Australia

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?	53%
REL	Has the NDIS improved your child's relationships with family and friends?	58%
S/CP	Has the NDIS improved your child's social and recreational life?	56%

Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=695) and ‘Participant 25 and over’ (n=1,705) - participants who entered from 1 January 2018 to 31 December 2018 – Western Australia

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?	69%	86%
REL	Has the NDIS helped you to meet more people?	58%	67%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	45%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	66%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	40%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	29%	29%
S/CP	Has the NDIS helped you be more involved?	64%	73%

Table I.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,314); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=820) - participants who entered from 1 January 2018 to 31 December 2018 – Western Australia

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	66%	62%
Has the NDIS improved the level of support for your family?	69%	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?	71%	67%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	47%	49%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second plan reviews, for participants 0 to school.

Table I.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=342) - participants who entered from 1 January 2017 and 31 December 2017 – Western Australia²⁷⁶

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	69%	74%	+5%
LL	Has the NDIS improved your child's access to education?	43%	45%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	60%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	54%	+5%

Table I.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=121) and ‘Participant 25 and over’ (n=312) - participants who entered from 1 January 2017 and 31 December 2017 – Western Australia

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	69%	74%	+4%	82%	82%	+0%
DL	Has the NDIS helped you with daily living activities?	71%	73%	+3%	83%	85%	+2%
REL	Has the NDIS helped you to meet more people?	54%	50%	-4%	63%	65%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	18%	-0%	26%	29%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	48%	-4%	57%	62%	+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?	33%	37%	4%	34%	34%	-0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	24%	+1%	22%	21%	-2%
S/CP	Has the NDIS helped you be more involved?	66%	67%	+1%	71%	73%	+2%

²⁷⁶ Results in Tables I.25 to I.27 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. 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.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=289); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=35) - participants who entered from 1 January 2017 and 31 December 2017 – Western Australia

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	65%	+6%	47%	67%	+20%
Has the NDIS improved the level of support for your family?	70%	70%	+0%	70%	77%	+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?	77%	79%	+2%	75%	77%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	78%	+4%			
Has the NDIS improved your health and wellbeing?	47%	48%	+1%	52%	58%	+6%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan reviews, for participants 0 to school.

Table I.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=80) - participants who entered from 1 July 2016 and 31 December 2016 – Western Australia ²⁷⁷

Question		Review 1	Review 2	Review 3	Change
DL	Has the NDIS helped your child to become more independent?	78%	77%	80%	+3%
LL	Has the NDIS improved your child’s access to education?	34%	45%	49%	+14%
REL	Has the NDIS improved your child’s relationships with family and friends?	60%	57%	63%	+3%
S/CP	Has the NDIS improved your child’s social and recreational life?	62%	59%	65%	+3%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan reviews, for participants 15 to 24.

²⁷⁷ Results in Tables I.28 to I.30 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date. 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.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=106) - participants who entered from 1 July 2016 and 31 December 2016 – Western Australia

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	69%	71%	77%	+8%
Has the NDIS helped you with daily living activities?	80%	85%	89%	+9%
Has the NDIS helped you to meet more people?	51%	62%	67%	+16%
Has your involvement with the NDIS helped you to choose a home that's right for you?	43%	38%	42%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	49%	48%	53%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	31%	34%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	30%	25%	23%	-7%
Has the NDIS helped you be more involved?	71%	73%	79%	+7%

Table I.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=81) - participants who entered from 1 July 2016 and 31 December 2016 – Western Australia

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	65%	69%	+4%
Has the NDIS improved the level of support for your family?	79%	78%	76%	-4%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	82%	90%	85%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	86%	83%	77%	-9%
Has the NDIS improved your health and wellbeing?	58%	53%	51%	-7%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second plan reviews, for family 25 and over.

Table I.31 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=376), 'participants in community and social activities' (n=377) and 'participants who choose who supports them' (n=407) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – Western Australia ²⁷⁸

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	19%	18%	24%
Aged 25+	27%	28%	28%	
Aged 15+ (Average)	25%	26%	26%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	40%	48%	52%	47%
Aged 25+	43%	48%	48%	
Aged 15+ (Average)	42%	48%	49%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	36%	45%	44%	45%
Aged 25+	54%	55%	52%	
Aged 15+ (Average)	51%	53%	51%	

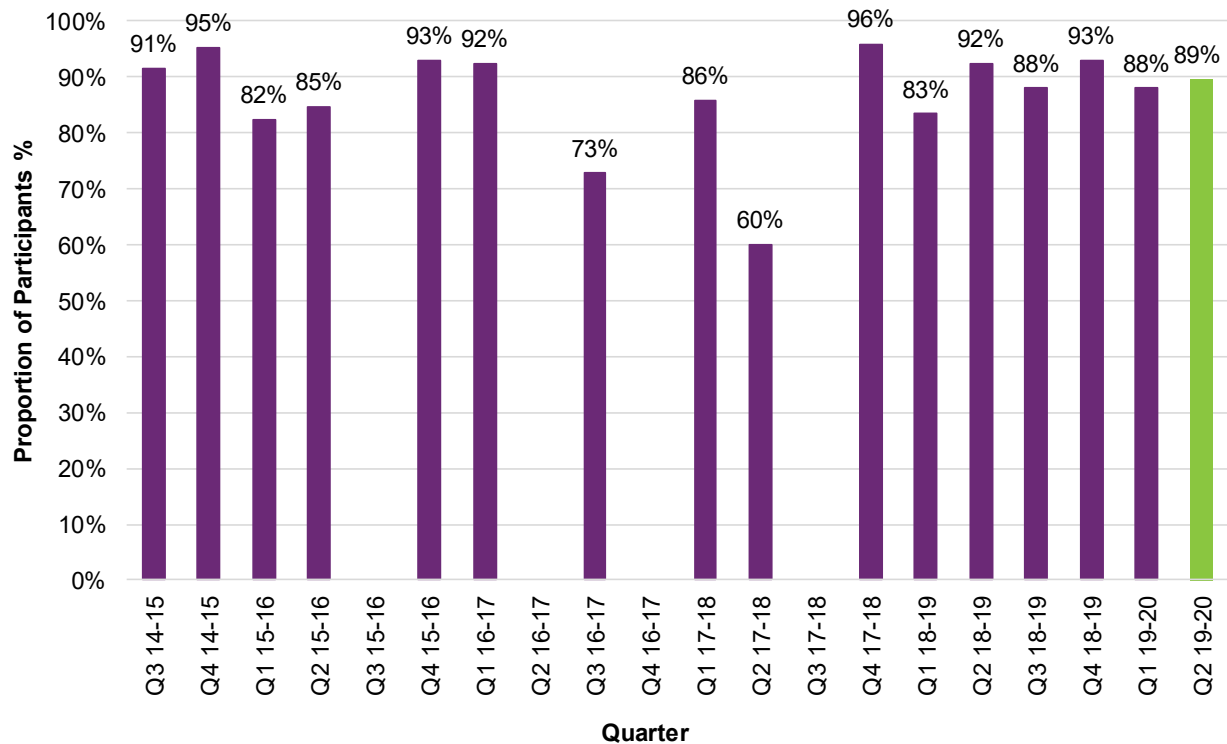
Table I.32 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=124), 'participants in community and social activities' (n=124) and 'participants who choose who supports them' (n=136) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – Western Australia ²⁷⁹

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	24%
Aged 25+	22%	20%	23%	22%	
Aged 15+ (Average)	22%	19%	22%	22%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	47%
Aged 25+	32%	37%	38%	43%	
Aged 15+ (Average)	31%	37%	38%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	45%
Aged 25+	48%	47%	47%	47%	
Aged 15+ (Average)	48%	46%	47%	48%	

²⁷⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

²⁷⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

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 – Western Australia* ²⁸⁰



* The result for 2019-20 Q2 is based on 38 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 89% rated the process as either good or very good, 5% rated the process as neutral rating and 5% rated the process as poor or very poor.

Table I.33 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 – Western Australia

	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%	0%	8%
The planner knows what I can do well	84%	11%	5%
The planner had some good ideas for my plan	87%	8%	5%
I know what is in my plan	71%	18%	11%
The planner helped me think about my future	79%	11%	11%
I think my plan will make my life better	95%	0%	5%
The planning meeting went well	92%	3%	5%

²⁸⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table I.34 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Western Australia

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
Access	n = 627	n = 211
Are you happy with how coming into the NDIS has gone?	74%	76%
Was the person from the NDIS respectful?	92%	93%
Do you understand what will happen next with your plan?	72%	61%
Pre-planning	n = 376	n = 101
Did the person from the NDIS understand how your disability affects your life?	81%	85%
Did you understand why you needed to give the information you did?	94%	95%
Were decisions about your plan clearly explained?	74%	84%
Are you clear on what happens next with your plan?	64%	74%
Do you know where to go for more help with your plan?	74%	81%
Planning	n = 490	n = 209
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?	96%	97%
Were decisions about your plan clearly explained?	79%	85%
Are you clear on what happens next with your plan?	72%	78%
Do you know where to go for more help with your plan?	77%	84%
Plan review	n = 205	n = 23
Did the person from the NDIS understand how your disability affects your life?	83%	91%
Did you feel prepared for your plan review?	80%	74%
Is your NDIS plan helping you to make progress towards your goals?	87%	91%

Table I.35 Plan reviews conducted per quarter – excluding plans less than 30 days – Western Australia ²⁸¹

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	14,641	4,380	19,021
<i>Early intervention plans</i>	2,293	437	2,730
<i>Permanent disability plans</i>	12,348	3,943	16,291

²⁸¹ 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) – Western Australia

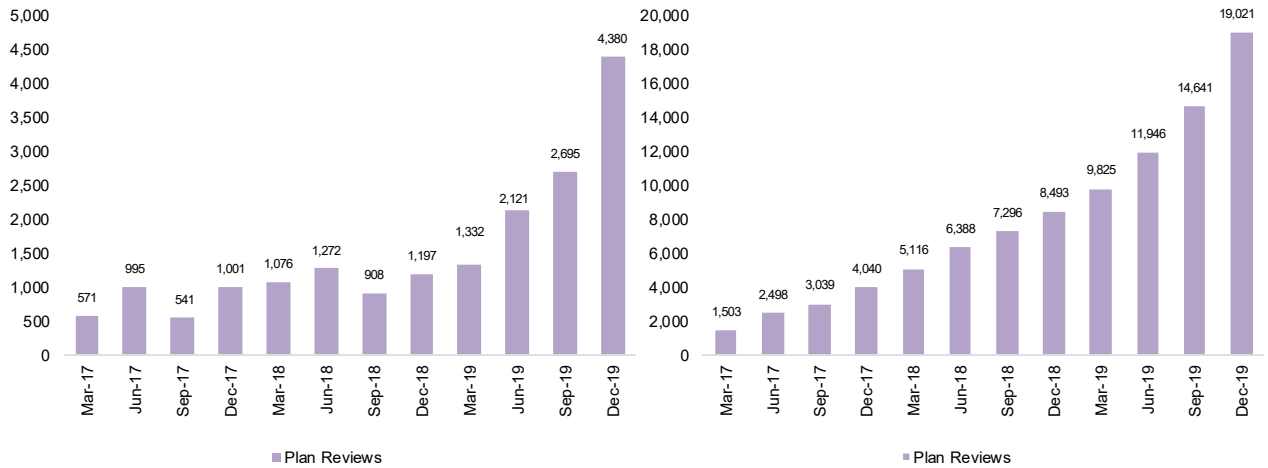


Table I.36 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – Western Australia

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	11,815	3,733	15,548
<i>Trial participants</i>	6,835	526	7,361
<i>Transition participants</i>	4,980	3,207	8,187

Figure I.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – Western Australia

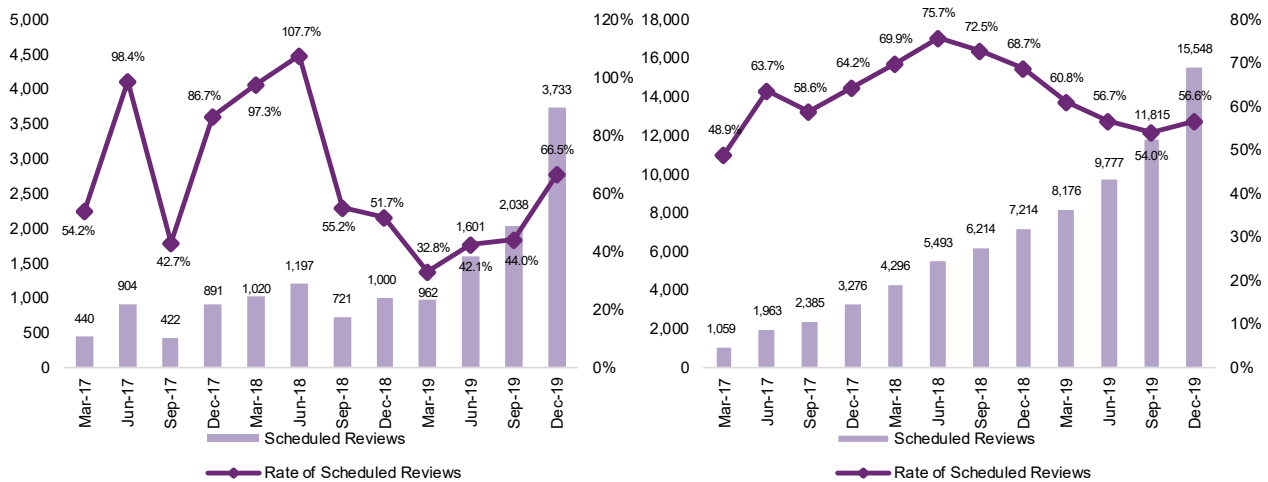


Table I.37 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Western Australia

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	2,826	647	3,473
<i>Trial participants</i>	960	58	1,018
<i>Transition participants</i>	1,866	589	2,455

²⁸² 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 I.38 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – Western Australia ²⁸³

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	12.9%	11.5%	12.6%

Figure I.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Western Australia ²⁸⁴

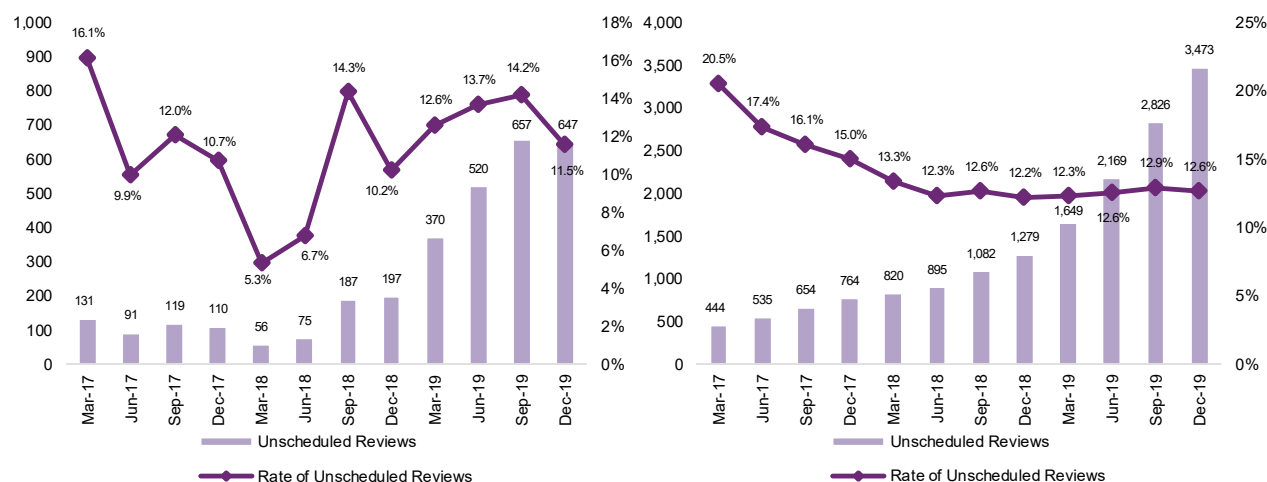


Table I.39 Complaints by quarter – Western Australia ^{285 286 287}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	50	22	72	61
Complaints about the Agency	824	375	1,199	862
Unclassified	71	0	71	69
Total	945	397	1,342	943
% of all access requests	3.4%	5.3%	3.8%	

²⁸³ 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.

²⁸⁴ 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.

²⁸⁵ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

²⁸⁶ Note that 76% of all complainants made only one complaint, 16% made two complaints and 9% made three or more complaints.

²⁸⁷ % of all access requests 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.

Figure I.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia

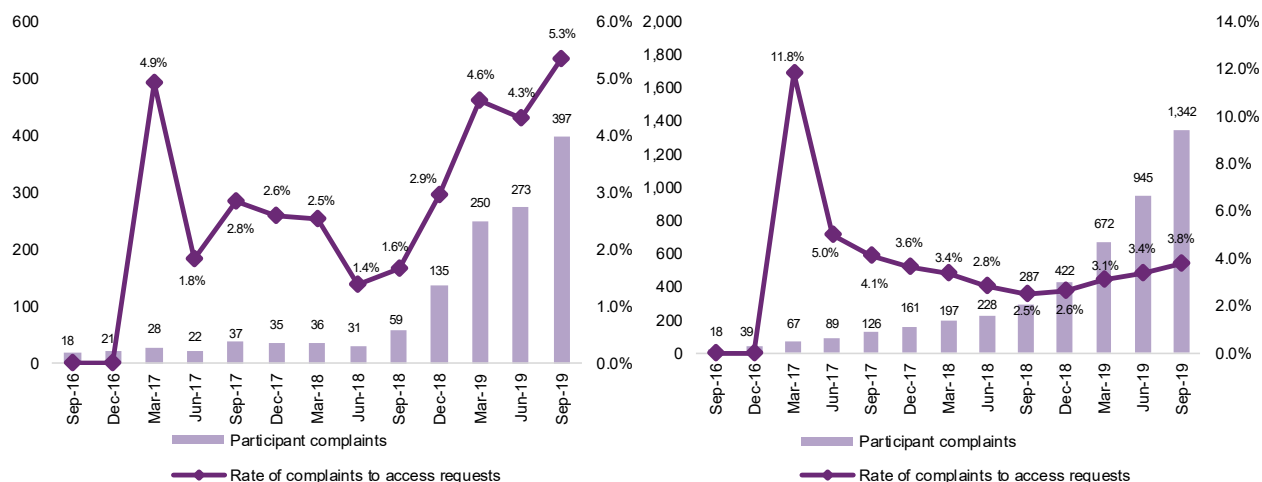


Table I.40 Complaints by type – Western Australia ²⁸⁸

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Participants or those who have sought access			
<i>Complaints about service providers</i>			
Supports being provided	<11	<11	12 (17%)
Service Delivery	<11	<11	<11
Staff conduct	<11	<11	11 (15%)
Provider process	<11	<11	<11
Provider costs.	<11	<11	<11
Other	21 (42%)	<11	24 (33%)
Total	50	22	72
<i>Complaints about the Agency</i>			
Timeliness	261 (32%)	169 (45%)	430 (36%)
Individual needs	98 (12%)	27 (7%)	125 (10%)
Reasonable and necessary supports	88 (11%)	53 (14%)	141 (12%)
Information unclear	36 (4%)	19 (5%)	55 (5%)
The way the NDIA carried out its decision making	47 (6%)	23 (6%)	70 (6%)
Other	294 (36%)	84 (22%)	378 (32%)
Total	824	375	1,199
<i>Unclassified</i>	71	-	71

²⁸⁸ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table I.41 AAT Cases by category – Western Australia ²⁸⁹

Category	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Access	21	26%	13	46%	34	31%
Plan	38	48%	13	46%	51	47%
Plan Review	14	18%	<11		15	14%
Other	<11		<11		<11	
Total	80	100%	28	100%	108	100%
% of all access decisions	0.21%		0.36%		0.23%	

Figure I.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ²⁹⁰

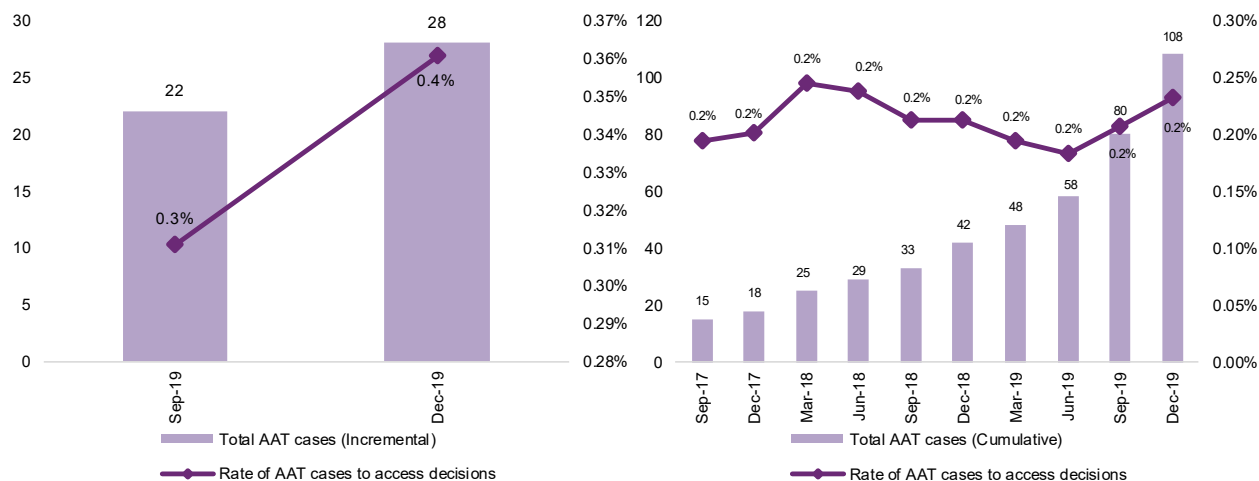


Table I.42 AAT cases by open/closed and decision – Western Australia

	N
AAT Cases	108
Open AAT Cases	34
Closed AAT Cases	74
Resolved before hearing	74
Gone to hearing and received a substantive decision	<11

²⁸⁹ % of all access decisions 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.

²⁹⁰ There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter, and also insufficient numbers to show the cumulative count of AAT cases prior to the September 2017 quarter.

Table I.43 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ^{291 292}

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	12%	14%	13%
Self-managed partly	23%	22%	23%
Plan managed	10%	19%	13%
Agency managed	54%	45%	51%
Total	100%	100%	100%

Figure I.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ²⁹³

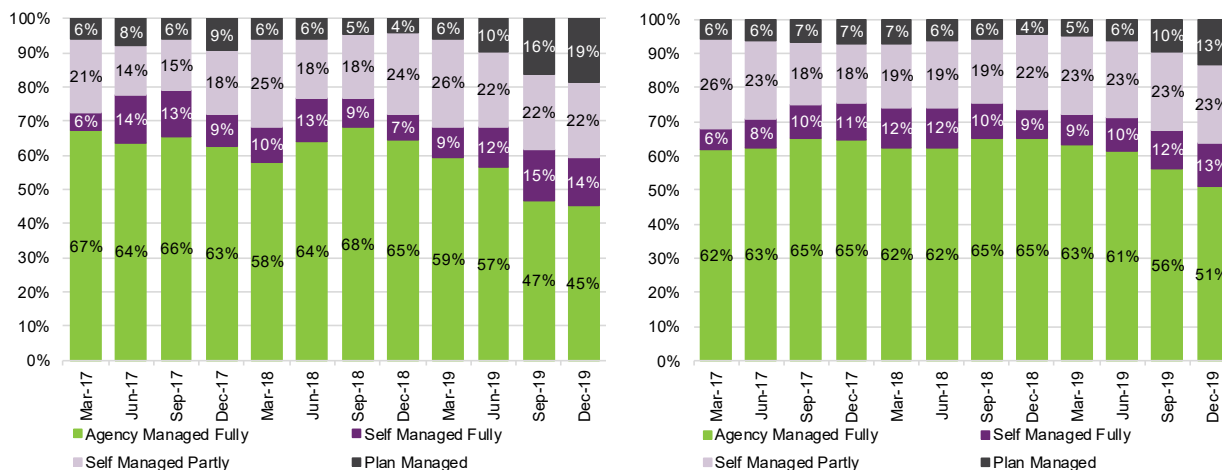


Table I.44 Distribution of active participants by support coordination and quarter of plan approval – Western Australia ²⁹⁴

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	38%	41%	39%

²⁹¹ 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.

²⁹² Trial participants are not included.

²⁹³ 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.

²⁹⁴ Trial participants are not included.

Table I.45 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia ²⁹⁵

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
Plan activation				
Less than 30 days	8,525	77%	2,038	72%
30 to 59 days	897	8%	237	8%
60 to 89 days	456	4%	121	4%
Activated within 90 days	9,878	89%	2,396	85%
90 to 119 days	263	2%	73	3%
120 days and over	518	5%	89	3%
Activated after 90 days	781	7%	162	6%
No payments	483	4%	264	9%
Total plans approved	11,142	100%	2,822	100%

Table I.46 Proportion of participants who have activated within 12 months – Western Australia

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	418	444	94%
Not Aboriginal and Torres Strait Islander	7,601	7,906	96%
Not Stated	1,046	1,092	96%
Total	9,065	9,442	96%
by Culturally and Linguistically Diverse status			
CALD	551	569	97%
Not CALD	5,559	5,810	96%
Not Stated	2,955	3,063	96%
Total	9,065	9,442	96%
by Remoteness			
Major Cities	8,002	8,308	96%
Regional	916	972	94%
Remote	147	162	91%
Missing	<11	<11	
Total	9,065	9,442	96%
by Primary Disability type			
Autism	3,143	3,308	95%
Intellectual Disability (including Down Syndrome)	2,338	2,433	96%
Psychosocial Disability	675	692	98%
Developmental Delay (including Global Developmental Delay)	409	434	94%
Other	2,500	2,575	97%
Total	9,065	9,442	96%

²⁹⁵ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.47 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Western Australia ^{296 297}

Plan utilisation	Total
0 to 50%	37%
50% to 75%	27%
> 75%	36%
Total	100%

Table I.48 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ²⁹⁸

	Prior Quarters	2019-20 Q2	Total
Daily Activities	7%	9%	8%
Health & Wellbeing	47%	53%	49%
Lifelong Learning	22%	19%	21%
Other	16%	16%	16%
Non-categorised	27%	26%	27%
Any mainstream service	91%	93%	92%

Part Three: Providers and the growing market

Table I.49 Key markets indicators by quarter – Western Australia ^{299 300}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.24	1.24
b) Number of providers delivering new types of supports	173	197
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	81%	83%
<i>Therapeutic Supports (%)</i>	94%	93%
<i>Participation in community, social and civic activities (%)</i>	82%	85%
<i>Early Intervention supports for early childhood (%)</i>	87%	87%
<i>Daily Personal Activities (%)</i>	86%	88%

²⁹⁶ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²⁹⁷ 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.

²⁹⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²⁹⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁰⁰ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table I.50 Cumulative number of providers that have been ever active by registration group – Western Australia ³⁰¹

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	14	3	17	21%
Assistance Animals	7	3	10	43%
Assistance with daily life tasks in a group or shared living arrangement	99	17	116	17%
Assistance with travel/transport arrangements	118	14	132	12%
Daily Personal Activities	197	14	211	7%
Group and Centre Based Activities	107	7	114	7%
High Intensity Daily Personal Activities	140	18	158	13%
Household tasks	156	21	177	13%
Interpreting and translation	18	4	22	22%
Participation in community, social and civic activities	214	16	230	7%
Assistive Technology				
Assistive equipment for recreation	23	6	29	26%
Assistive products for household tasks	20	4	24	20%
Assistance products for personal care and safety	238	26	264	11%
Communication and information equipment	34	17	51	50%
Customised Prosthetics	69	9	78	13%
Hearing Equipment	8	4	12	50%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	113	19	132	17%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	13	4	17	31%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	178	12	190	7%
Behaviour Support	81	16	97	20%
Community nursing care for high needs	28	3	31	11%
Development of daily living and life skills	126	13	139	10%
Early Intervention supports for early childhood	177	9	186	5%
Exercise Physiology and Physical Wellbeing activities	27	9	36	33%
Innovative Community Participation	19	8	27	42%
Specialised Driving Training	23	2	25	9%
Therapeutic Supports	409	18	427	4%
Capital services				
Home modification design and construction	28	5	33	18%
Specialist Disability Accommodation	2	0	2	0%
Vehicle Modifications	11	4	15	36%
Choice and control support services				
Management of funding for supports in participants plan	82	7	89	9%
Support Coordination	54	10	64	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	46	6	52	13%
Specialised Supported Employment	17	3	20	18%
Total approved active providers	1,015	83	1,098	8%

³⁰¹ 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 I.51 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	17	17	0%	100%	100%
Assistance Animals	0	10	10	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	3	113	116	3%	97%	100%
Assistance with travel/transport arrangements	10	122	132	8%	92%	100%
Daily Personal Activities	11	200	211	5%	95%	100%
Group and Centre Based Activities	4	110	114	4%	96%	100%
High Intensity Daily Personal Activities	7	151	158	4%	96%	100%
Household tasks	25	152	177	14%	86%	100%
Interpreting and translation	3	19	22	14%	86%	100%
Participation in community, social and civic activities	13	217	230	6%	94%	100%
Assistive Technology						
Assistive equipment for recreation	2	27	29	7%	93%	100%
Assistive products for household tasks	1	23	24	4%	96%	100%
Assistance products for personal care and safety	27	237	264	10%	90%	100%
Communication and information equipment	4	47	51	8%	92%	100%
Customised Prosthetics	9	69	78	12%	88%	100%
Hearing Equipment	0	12	12	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	10	122	132	8%	92%	100%
Specialised Hearing Services	0	5	5	0%	100%	100%
Vision Equipment	1	16	17	6%	94%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	13	177	190	7%	93%	100%
Behaviour Support	16	81	97	16%	84%	100%
Community nursing care for high needs	1	30	31	3%	97%	100%
Development of daily living and life skills	7	132	139	5%	95%	100%
Early Intervention supports for early childhood	55	131	186	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	2	34	36	6%	94%	100%
Innovative Community Participation	4	23	27	15%	85%	100%
Specialised Driving Training	6	19	25	24%	76%	100%
Therapeutic Supports	136	291	427	32%	68%	100%
Capital services						
Home modification design and construction	1	32	33	3%	97%	100%
Specialist Disability Accommodation	0	2	2	0%	100%	100%
Vehicle Modifications	0	15	15	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	15	74	89	17%	83%	100%
Support Coordination	5	59	64	8%	92%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	52	52	0%	100%	100%
Specialised Supported Employment	0	20	20	0%	100%	100%
Total	229	869	1,098	21%	79%	100%

Table I.52 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – Western Australia

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	0	3	3	100%
Assistance Animals	5	3	8	38%
Assistance with daily life tasks in a group or shared living arrangement	72	17	89	19%
Assistance with travel/transport arrangements	72	14	86	16%
Daily Personal Activities	121	14	135	10%
Group and Centre Based Activities	55	7	62	11%
High Intensity Daily Personal Activities	78	18	96	19%
Household tasks	96	21	117	18%
Interpreting and translation	11	4	15	27%
Participation in community, social and civic activities	124	16	140	11%
Assistive Technology				
Assistive equipment for recreation	8	6	14	43%
Assistive products for household tasks	2	4	6	67%
Assistance products for personal care and safety	147	26	173	15%
Communication and information equipment	18	17	35	49%
Customised Prosthetics	32	9	41	22%
Hearing Equipment	3	4	7	57%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	63	19	82	23%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	8	4	12	33%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	107	12	119	10%
Behaviour Support	47	16	63	25%
Community nursing care for high needs	15	3	18	17%
Development of daily living and life skills	84	13	97	13%
Early Intervention supports for early childhood	68	9	77	12%
Exercise Physiology and Physical Wellbeing activities	17	9	26	35%
Innovative Community Participation	8	8	16	50%
Specialised Driving Training	9	2	11	18%
Therapeutic Supports	217	18	235	8%
Capital services				
Home modification design and construction	11	5	16	31%
Specialist Disability Accommodation	0	0	0	
Vehicle Modifications	6	4	10	40%
Choice and control support services				
Management of funding for supports in participants plan	55	7	62	11%
Support Coordination	42	10	52	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	33	6	39	15%
Specialised Supported Employment	13	3	16	19%
Total	549	83	632	13%

Table I.53 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Western Australia

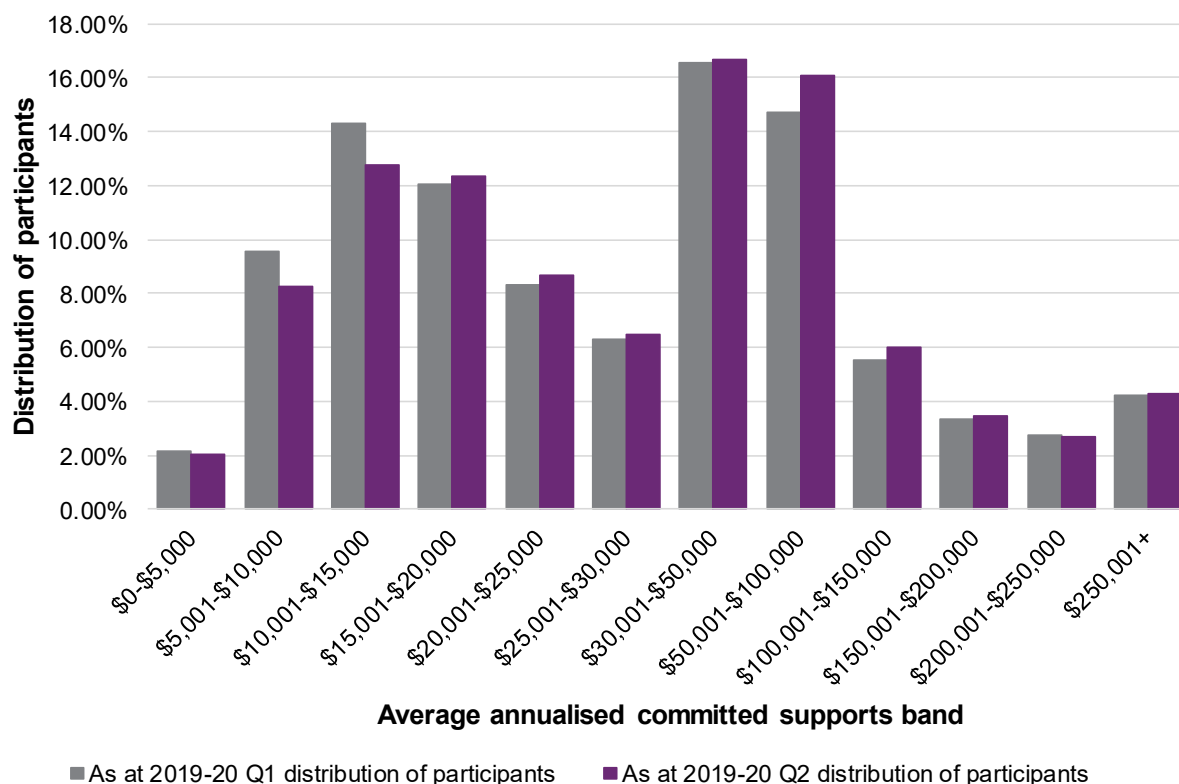
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	3	3	0%	100%	100%
Assistance Animals	0	8	8	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	2	87	89	2%	98%	100%
Assistance with travel/transport arrangements	4	82	86	5%	95%	100%
Daily Personal Activities	6	129	135	4%	96%	100%
Group and Centre Based Activities	2	60	62	3%	97%	100%
High Intensity Daily Personal Activities	5	91	96	5%	95%	100%
Household tasks	14	103	117	12%	88%	100%
Interpreting and translation	3	12	15	20%	80%	100%
Participation in community, social and civic activities	9	131	140	6%	94%	100%
Assistive Technology						
Assistive equipment for recreation	1	13	14	7%	93%	100%
Assistive products for household tasks	0	6	6	0%	100%	100%
Assistance products for personal care and safety	16	157	173	9%	91%	100%
Communication and information equipment	1	34	35	3%	97%	100%
Customised Prosthetics	2	39	41	5%	95%	100%
Hearing Equipment	0	7	7	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	7	75	82	9%	91%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	1	11	12	8%	92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	7	112	119	6%	94%	100%
Behaviour Support	7	56	63	11%	89%	100%
Community nursing care for high needs	0	18	18	0%	100%	100%
Development of daily living and life skills	3	94	97	3%	97%	100%
Early Intervention supports for early childhood	20	57	77	26%	74%	100%
Exercise Physiology and Physical Wellbeing activities	2	24	26	8%	92%	100%
Innovative Community Participation	1	15	16	6%	94%	100%
Specialised Driving Training	3	8	11	27%	73%	100%
Therapeutic Supports	74	161	235	31%	69%	100%
Capital services						
Home modification design and construction	1	15	16	6%	94%	100%
Specialist Disability Accommodation	0	0	0			0%
Vehicle Modifications	0	10	10	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	11	51	62	18%	82%	100%
Support Coordination	5	47	52	10%	90%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	39	39	0%	100%	100%
Specialised Supported Employment	0	16	16	0%	100%	100%
Total	121	511	632	19%	81%	100%

Part Four: Financial sustainability

Table I.54 Committed supports by financial year (\$m) – Western Australia ³⁰²

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.2	69.8	168.3	221.1	542.2	619.6

Figure I.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia



³⁰² Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for WA.

Figure I.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia

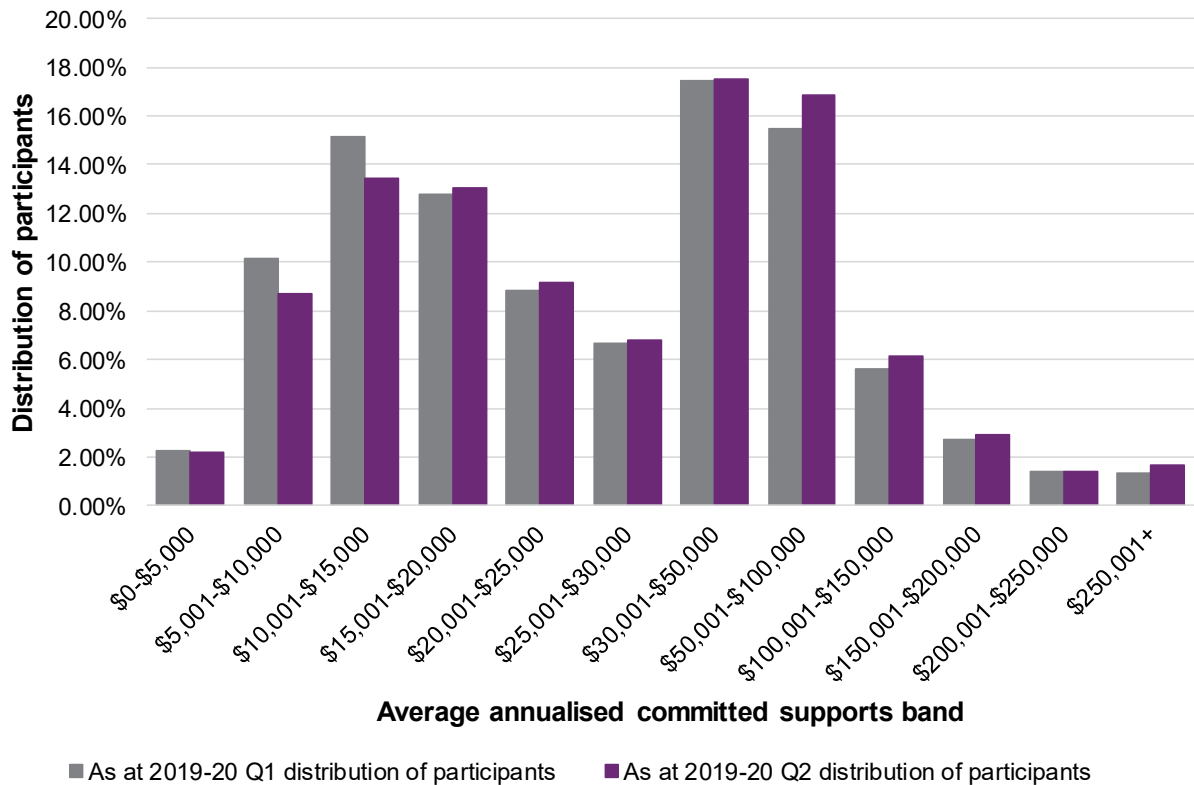


Figure I.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia

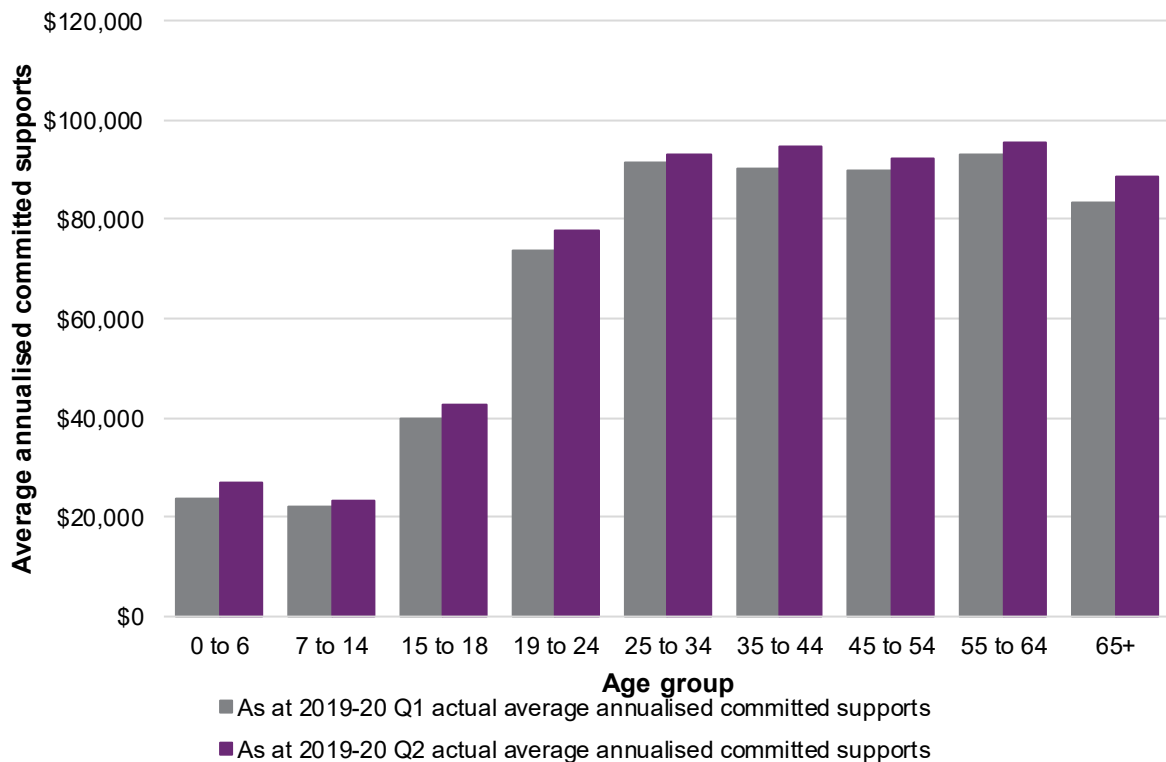


Figure I.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia

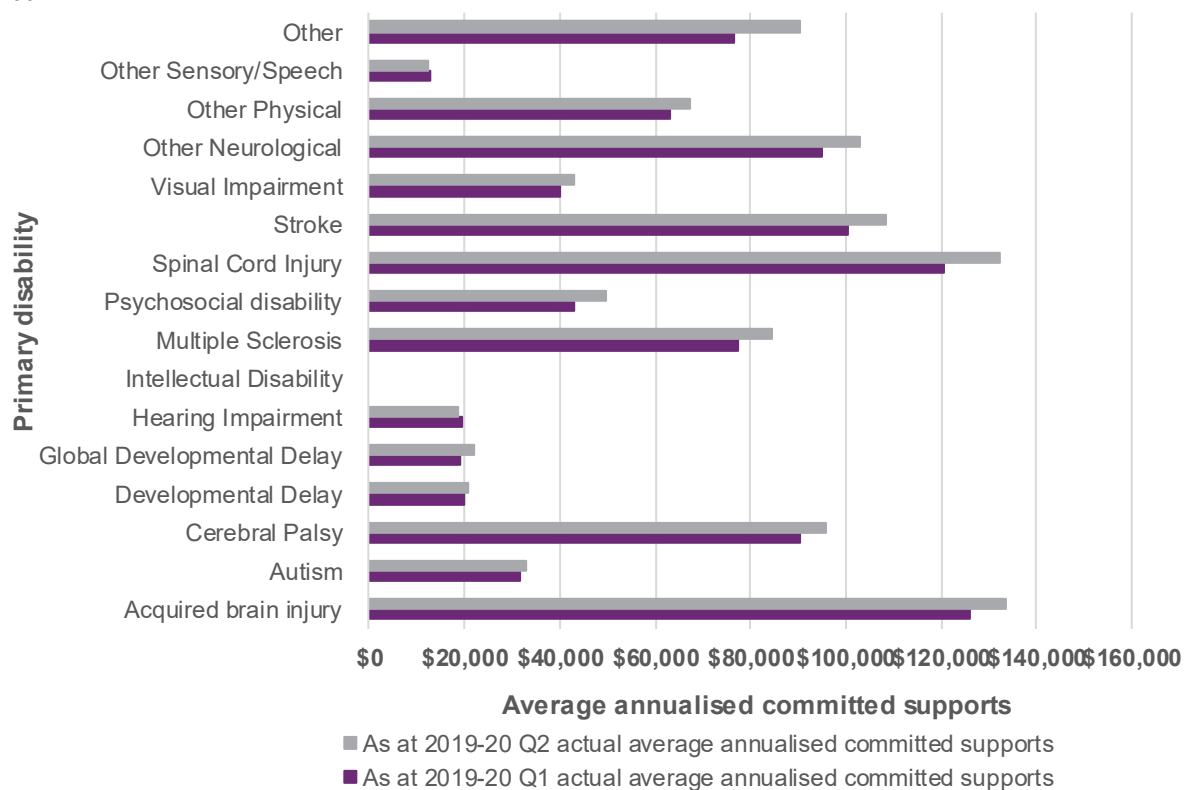
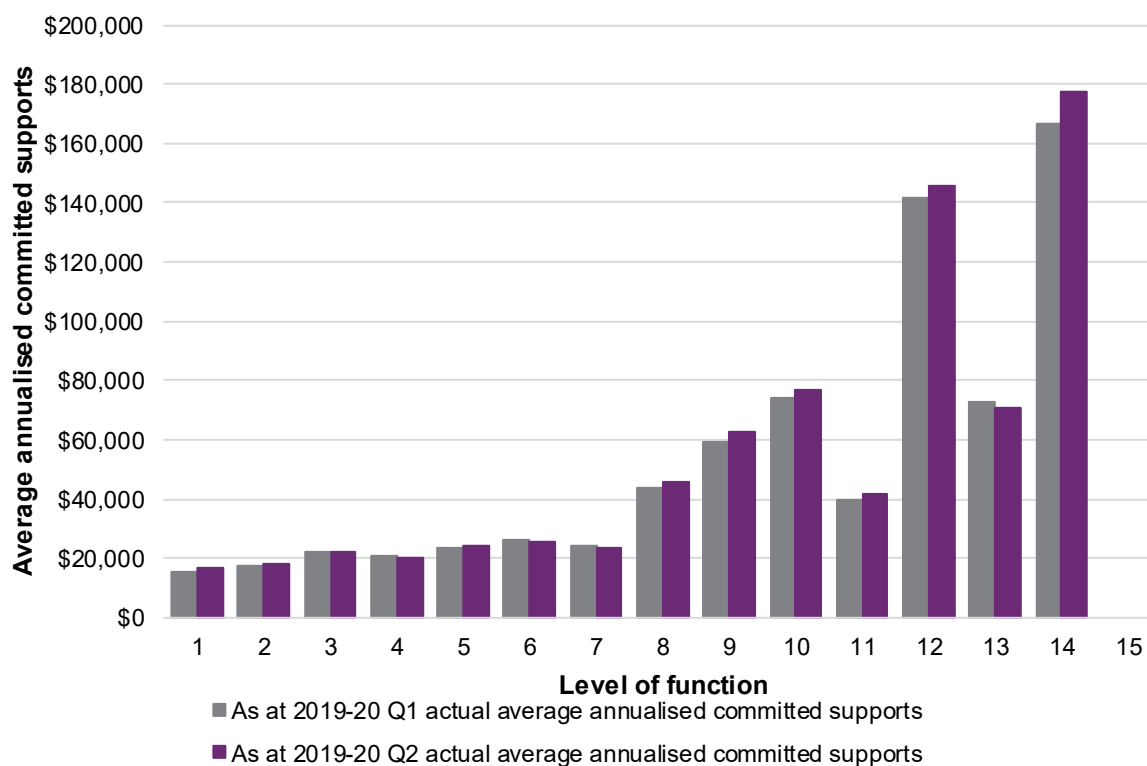


Figure I.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia ³⁰³



³⁰³ 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.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia

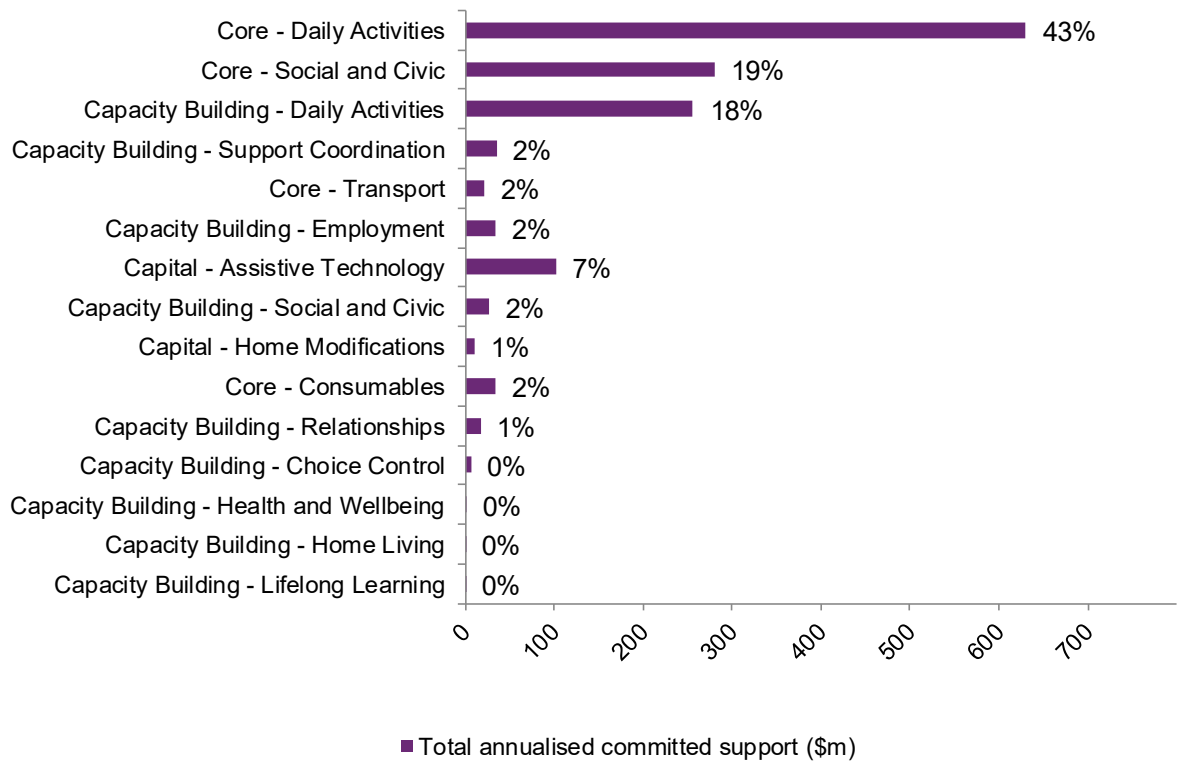
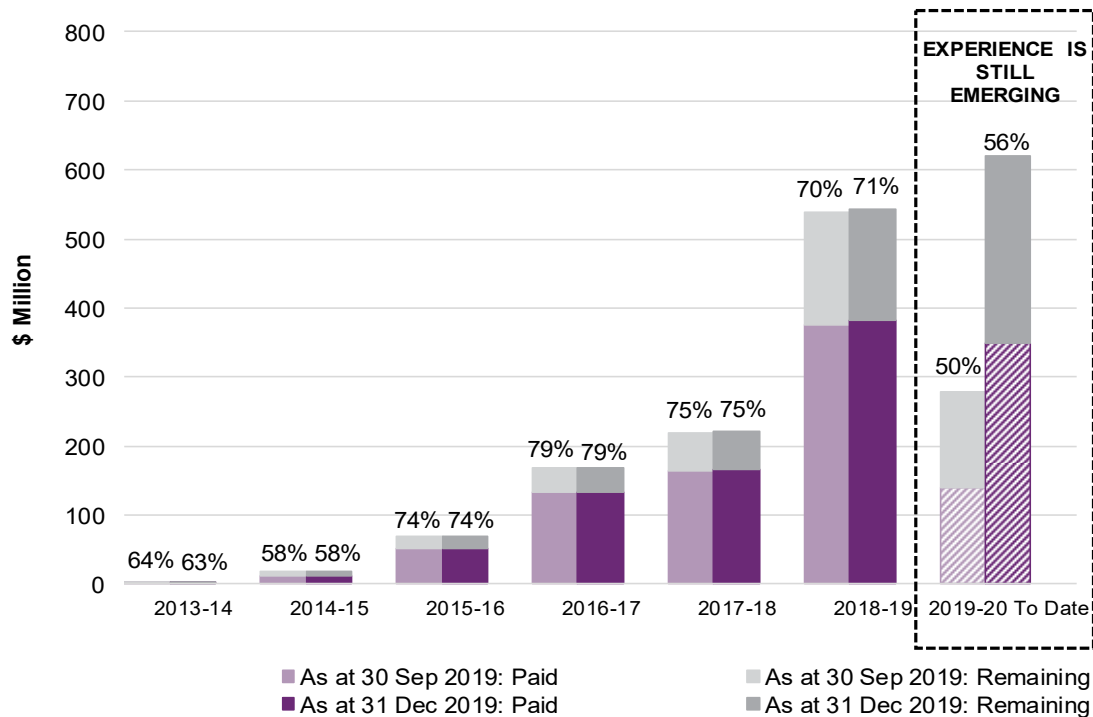


Table I.55 Payments by financial year, compared to committed supports (\$m) – Western Australia ³⁰⁴

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.2	69.8	168.3	221.1	542.2	619.6
Total Paid	0.2	11.2	51.4	133.1	165.3	382.6	348.3
% utilised to date	63%	58%	74%	79%	75%	71%	56%

Figure I.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Western Australia



³⁰⁴ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for WA.

Figure I.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Western Australia ³⁰⁵

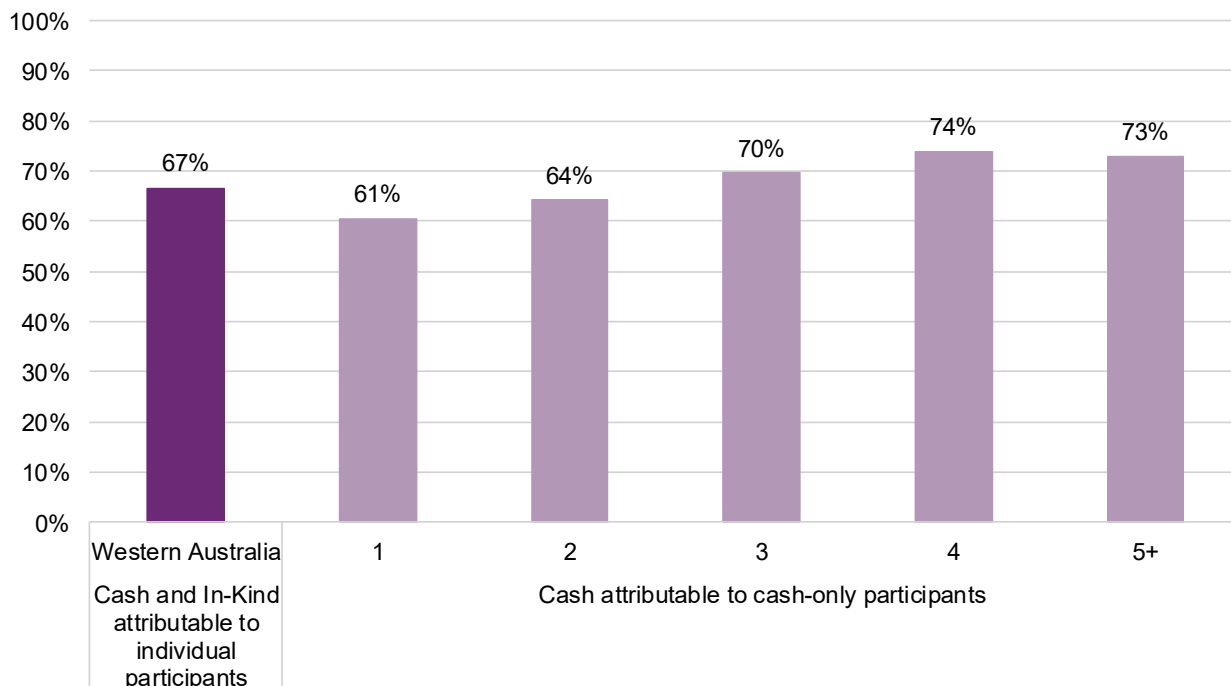
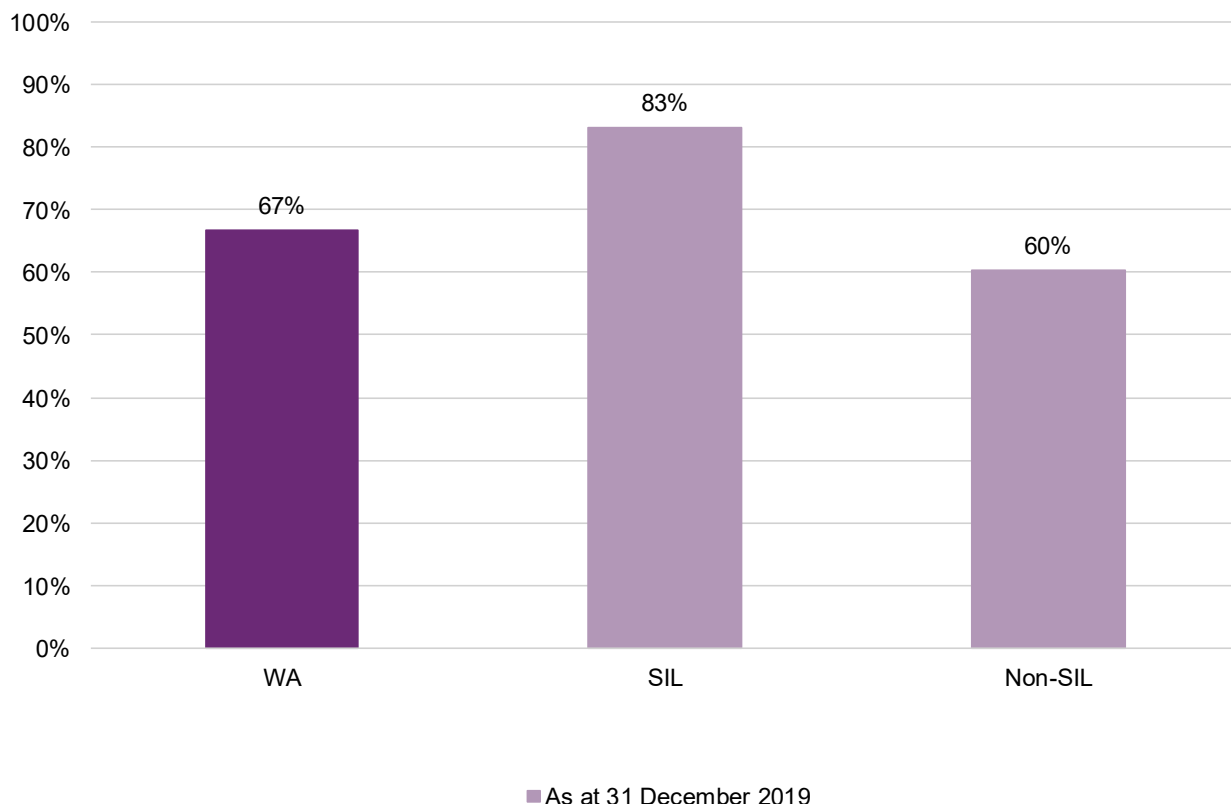


Figure I.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Western Australia ³⁰⁶



³⁰⁵ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

³⁰⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure I.25 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – Western Australia ³⁰⁷

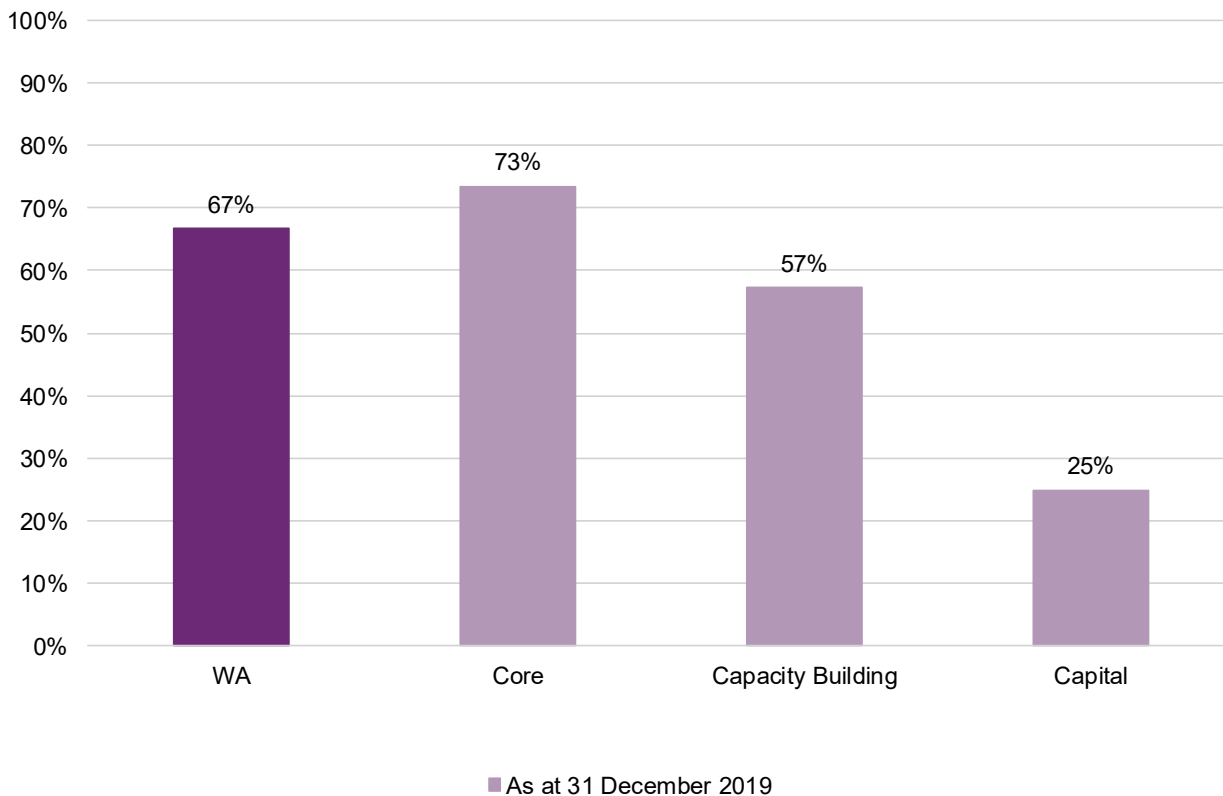
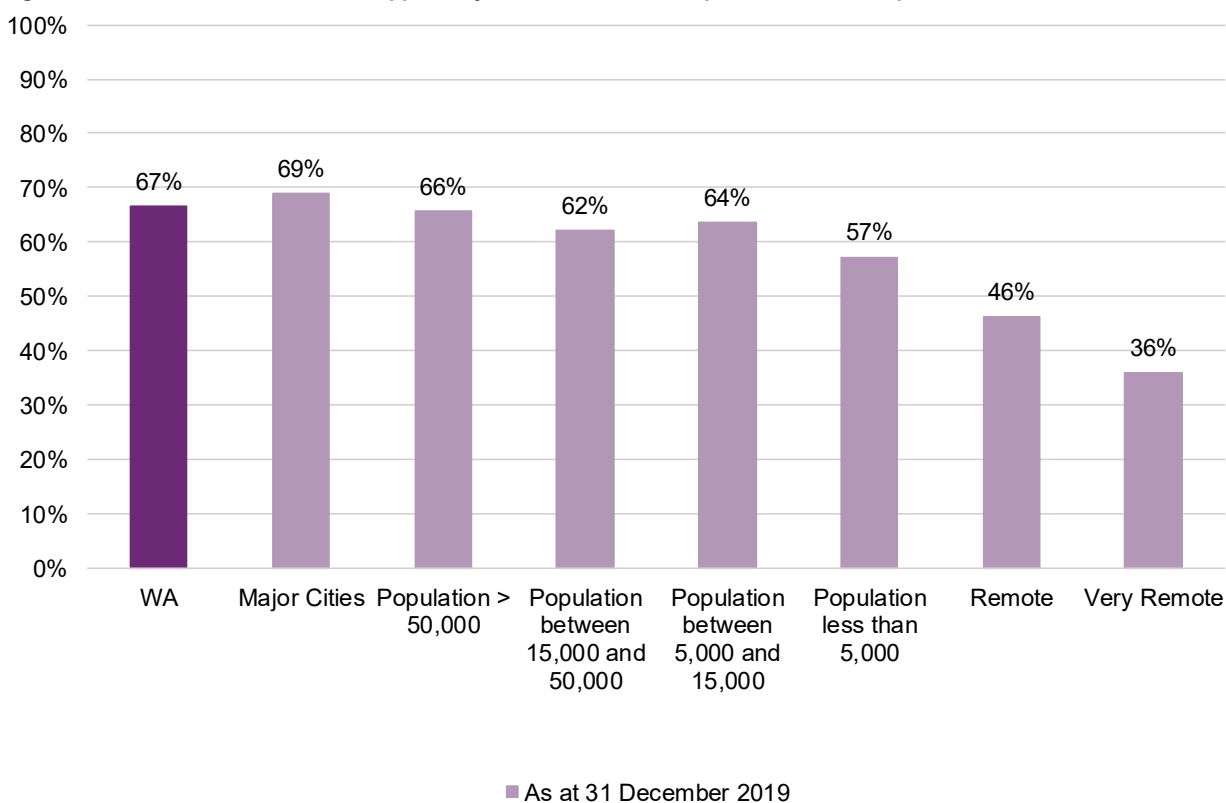


Figure I.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Western Australia ³⁰⁸



³⁰⁷ Ibid.

³⁰⁸ Ibid.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ³⁰⁹

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
South Australia	29,622	1,510	31,132	98	31,230

Table J.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – South Australia ^{310 311}

	Prior Quarters	2019-20 Q2	Total
Access decisions	38,616	2,285	40,901
Active Eligible	31,669	1,657	33,326
New	16,285	1,516	17,801
State	12,966	61	13,027
Commonwealth	2,418	80	2,498
Active Participant Plans (excl ECEI)	29,622	1,510	31,132
New	14,669	1,348	16,017
State	12,712	77	12,789
Commonwealth	2,241	85	2,326
Active Participant Plans	29,660	1,608	31,230
Early Intervention (s25)	9,674	450	10,124
Permanent Disability (s24)	19,948	1,060	21,008
ECEI	38	98	98

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – South Australia

Exits	Total
Total participant exits	1,272
Early Intervention participants	829
Permanent disability participants	443

³⁰⁹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

³¹⁰ 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 2019-20 Q2, 97% of people with a hearing impairment met the access criteria compared to 73% overall.

³¹¹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table J.4 Cumulative numbers of active participants by services previously received – South Australia ^{312 313}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	4,584	383	6,409	482	11,858
End of 2017-18	7,627	1,240	8,696	105	17,668
End of 2018-19 Q1	8,902	1,435	9,373	132	19,842
End of 2018-19 Q2	11,055	1,818	10,569	200	23,642
End of 2018-19 Q3	12,186	2,028	11,793	198	26,205
End of 2018-19 Q4	12,737	2,144	12,797	8	27,686
End of 2019-20 Q1	12,459	2,243	14,713	123	29,538
End of 2019-20 Q2	12,789	2,326	16,017	98	31,230

Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia ^{314 315 316 317}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	7,384	3,992	482	11,858
End of 2017-18	8,000	9,563	105	17,668
End of 2018-19 Q1	8,179	11,531	132	19,842
End of 2018-19 Q2	8,410	15,032	200	23,642
End of 2018-19 Q3	8,689	17,318	198	26,205
End of 2018-19 Q4	8,921	18,757	8	27,686
End of 2019-20 Q1	9,722	19,693	123	29,538
End of 2019-20 Q2	10,124	21,008	98	31,230

³¹² This table shows the total numbers of active participants at the end of each period. 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.

³¹³ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

³¹⁴ This table shows the total numbers of active participants at the end of each period.

³¹⁵ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³¹⁶ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³¹⁷ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table J.6 Assessment of access by age group – South Australia ³¹⁸

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	9,695	95%	612	96%	10,307	95%
7 to 14	7,551	89%	305	82%	7,856	89%
15 to 18	1,644	89%	87	81%	1,731	89%
19 to 24	1,797	89%	63	67%	1,860	88%
25 to 34	2,481	87%	101	64%	2,582	86%
35 to 44	2,452	82%	105	62%	2,557	81%
45 to 54	3,528	80%	155	56%	3,683	78%
55 to 64	4,183	75%	229	50%	4,412	73%
65+	188	64%	<11		196	64%
Missing	<11		<11		<11	
Total	33,519	87%	1,665	73%	35,184	86%

Table J.7 Assessment of access by disability – South Australia ³¹⁹

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,432	94%	45	85%	1,477	93%
Autism	11,783	98%	573	96%	12,356	98%
Cerebral Palsy	1,120	97%	21	84%	1,141	97%
Developmental Delay	1,852	93%	177	95%	2,029	93%
Global Developmental Delay	872	99%	133	96%	1,005	99%
Hearing Impairment	1,227	89%	159	97%	1,386	90%
Intellectual Disability	7,340	96%	142	79%	7,482	95%
Multiple Sclerosis	588	88%	31	50%	619	85%
Psychosocial disability	1,674	57%	155	53%	1,829	56%
Spinal Cord Injury	332	95%	<11		339	95%
Stroke	343	80%	22	54%	365	78%
Visual Impairment	649	89%	30	67%	679	88%
Other Neurological	1,383	80%	56	48%	1,439	78%
Other Physical	1,622	54%	107	34%	1,729	52%
Other Sensory/Speech	1,020	59%	<11		1,022	58%
Other	75	35%	<11		80	33%
Missing	207	91%	<11		207	91%
Total	33,519	87%	1,665	73%	35,184	86%

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

³¹⁸ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

³¹⁹ Ibid.

Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,465	4.9%	122	8.1%	1,587	5.1%
Not Aboriginal and Torres Strait Islander	23,578	79.6%	1,144	75.8%	24,722	79.4%
Not Stated	4,579	15.5%	244	16.2%	4,823	15.5%
Total	29,622	100%	1,510	100%	31,132	100%

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia ³²⁰

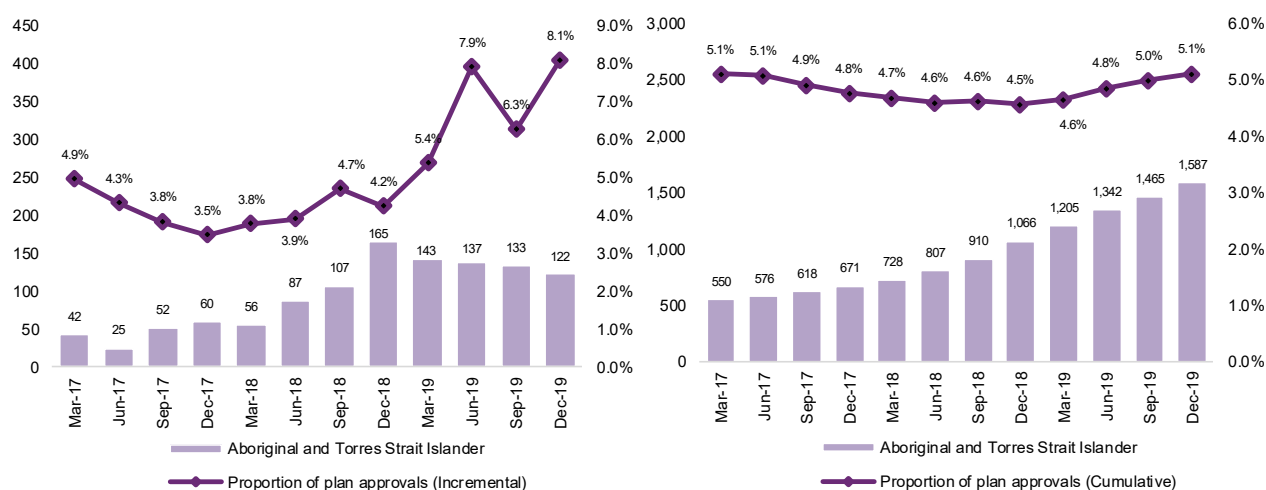
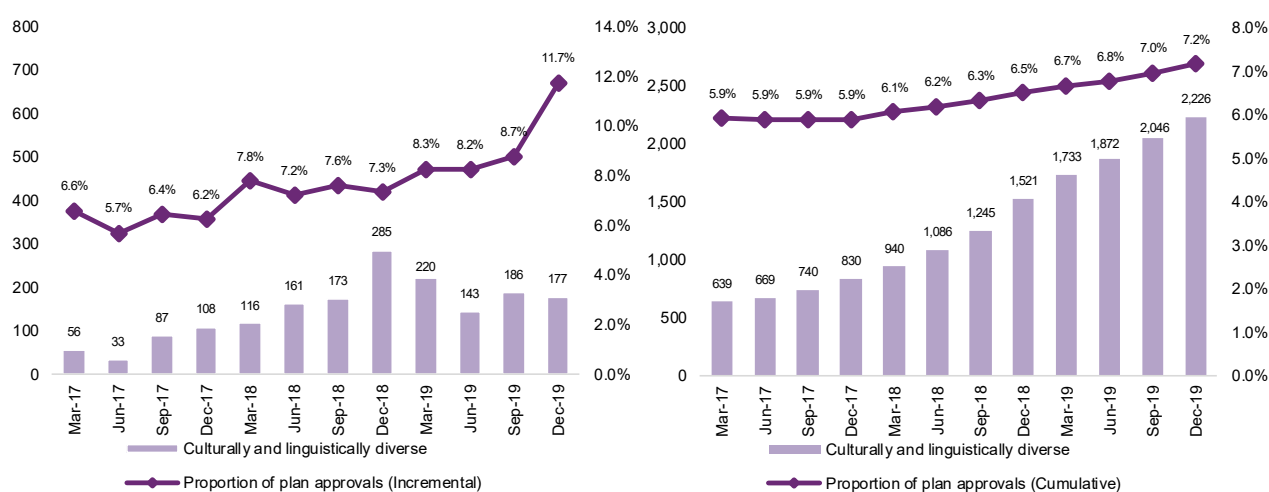


Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	2,049	6.9%	177	11.7%	2,226	7.2%
Not culturally and linguistically diverse	27,433	92.6%	1,332	88.2%	28,765	92.4%
Not stated	140	0.5%	<11		141	0.5%
Total	29,622	100%	1,510	100%	31,132	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia ³²¹



³²⁰ 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.

³²¹ Ibid.

Table J.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – South Australia

	Total
Age group	N
Under 45	<11
45 to 54	38
55 to 64	172
Total YPIRAC (under 65)	220
65 and above	77
Total participants in residential aged care	297
Participants not in residential aged care	30,835
Total	31,132

Figure J.3 Number of YPIRAC participants over time cumulatively – South Australia ^{322 323}

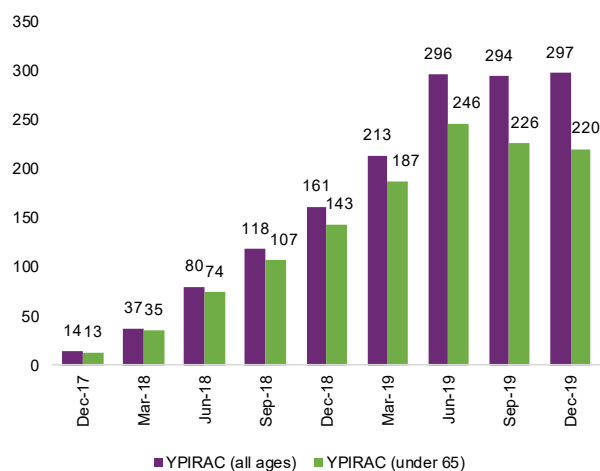


Table J.11 Participant profile per quarter by remoteness – South Australia ^{324 325}

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	22,357	75.5%	1,132	75.0%	23,489	75.4%
Population > 50,000	668	2.3%	23	1.5%	691	2.2%
Population between 15,000 and 50,000	2,470	8.3%	135	8.9%	2,605	8.4%
Population between 5,000 and 15,000	551	1.9%	35	2.3%	586	1.9%
Population less than 5,000	2,883	9.7%	135	8.9%	3,018	9.7%
Remote	501	1.7%	24	1.6%	525	1.7%
Very Remote	192	0.6%	26	1.7%	218	0.7%
Missing	<11		<11		<11	
Total	29,622	100%	1,510	100%	31,132	100%

³²² Ibid.

³²³ There are insufficient numbers to show the incremental count of YPIRAC participants in SA over time, and also insufficient numbers to show the cumulative count of YPIRAC participants in SA prior to the December 2017 quarter.

³²⁴ This table is based on the Modified Monash Model measure of remoteness.

³²⁵ 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) – South Australia ³²⁶

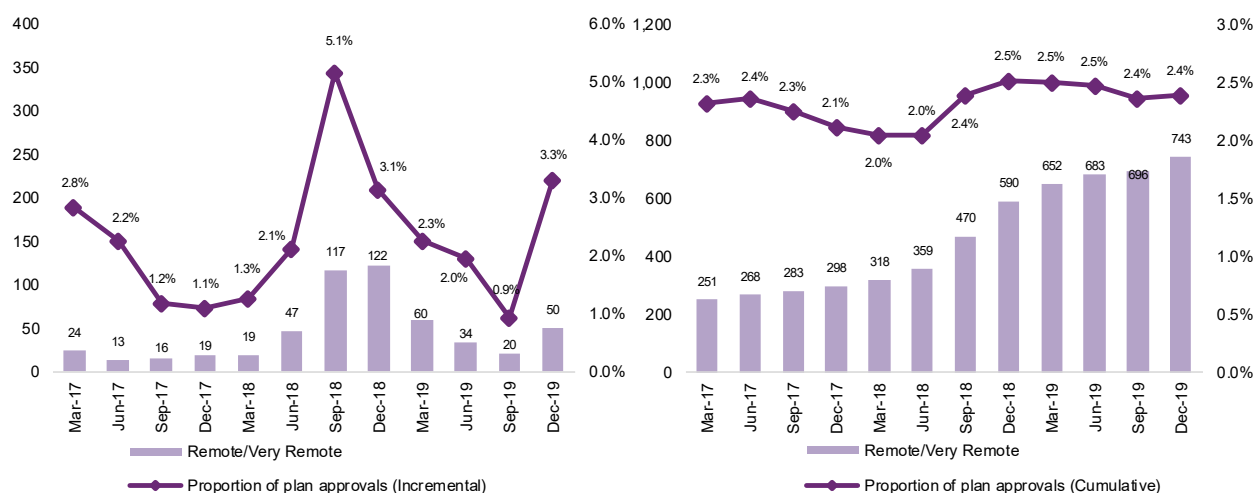


Table J.12 Participant profile per quarter by disability group – South Australia ^{327 328 329}

Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	10,989	37%	531	35%	11,520	37%
Intellectual Disability	6,935	23%	127	8%	7,062	23%
Psychosocial disability	1,351	5%	148	10%	1,499	5%
Developmental Delay	1,321	4%	187	12%	1,508	5%
Other Neurological	1,154	4%	58	4%	1,212	4%
Hearing Impairment	1,003	3%	120	8%	1,123	4%
Other Physical	1,339	5%	105	7%	1,444	5%
Cerebral Palsy	1,068	4%	15	1%	1,083	3%
ABI	1,249	4%	50	3%	1,299	4%
Visual Impairment	590	2%	24	2%	614	2%
Multiple Sclerosis	556	2%	18	1%	574	2%
Global Developmental Delay	725	2%	81	5%	806	3%
Stroke	298	1%	24	2%	322	1%
Spinal Cord Injury	295	1%	11	1%	306	1%
Other Sensory/Speech	705	2%	<11		709	2%
Other	44	0%	<11		51	0%
Total	29,622	100%	1,510	100%	31,132	100%

³²⁶ 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.

³²⁷ Table order based on national proportions (highest to lowest).

³²⁸ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³²⁹ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in SA (778).

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ³³⁰

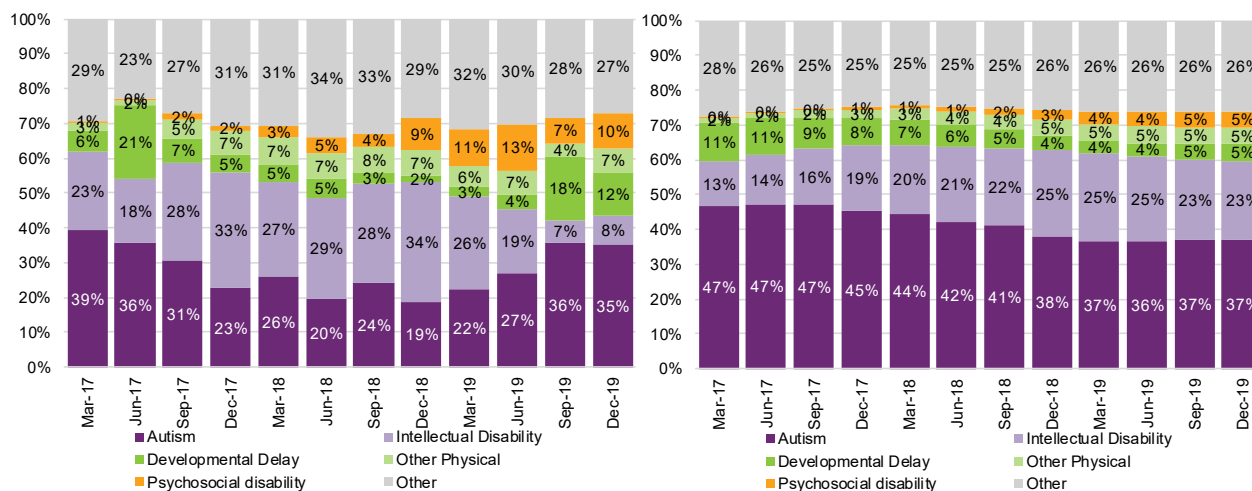


Table J.13 Participant profile per quarter by level of functions – South Australia ³³¹

Level of Function	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	1,587	5%	90	6%	1,677	5%
2 (High Function)	28	0%	<11		30	0%
3 (High Function)	1,703	6%	63	4%	1,766	6%
4 (High Function)	1,521	5%	164	11%	1,685	5%
5 (High Function)	2,493	8%	234	15%	2,727	9%
6 (Moderate Function)	7,044	24%	407	27%	7,451	24%
7 (Moderate Function)	1,841	6%	45	3%	1,886	6%
8 (Moderate Function)	2,283	8%	106	7%	2,389	8%
9 (Moderate Function)	123	0%	<11		128	0%
10 (Moderate Function)	3,105	10%	151	10%	3,256	10%
11 (Low Function)	1,342	5%	21	1%	1,363	4%
12 (Low Function)	3,751	13%	124	8%	3,875	12%
13 (Low Function)	2,252	8%	94	6%	2,346	8%
14 (Low Function)	431	1%	<11		435	1%
15 (Low Function)	<11		<11		<11	
Missing	118	0%	<11		118	0%
Total	29,622	100%	1,510	100%	31,132	100%

³³⁰ 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.

³³¹ The distributions are calculated excluding participants with a missing level of function.

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia ³³²

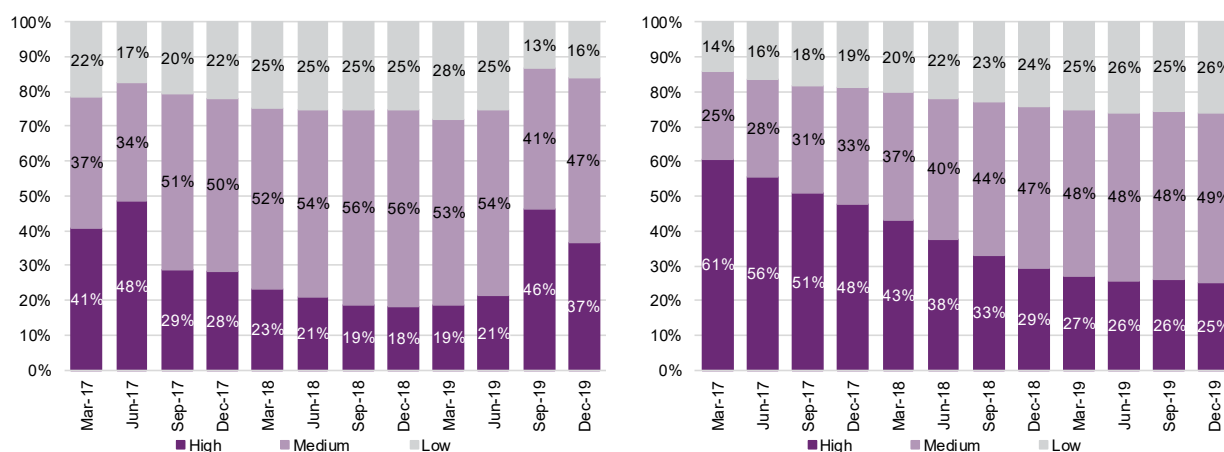
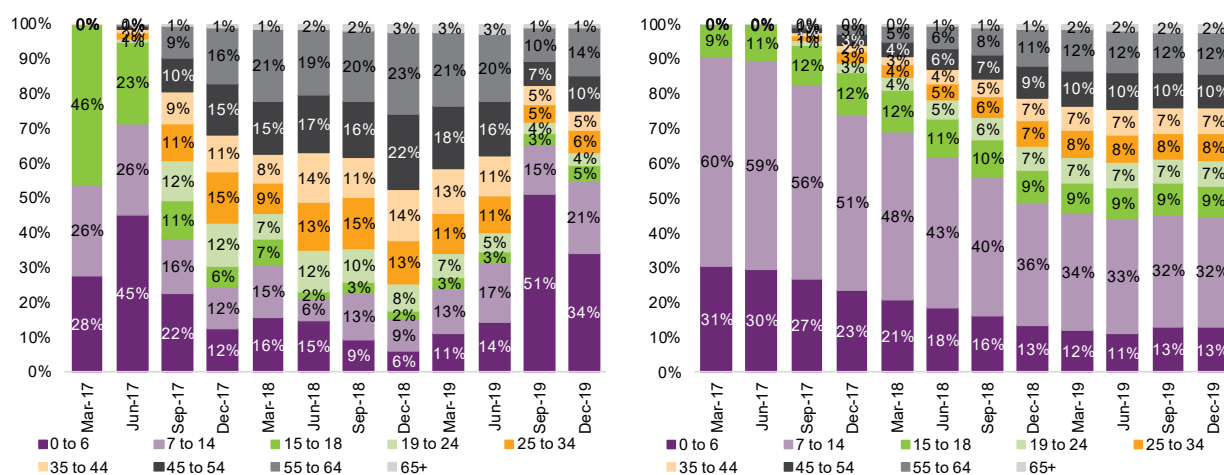


Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
0 to 6	3,498	12%	517	34%	4,015	13%
7 to 14	9,641	33%	311	21%	9,952	32%
15 to 18	2,662	9%	71	5%	2,733	9%
19 to 24	2,190	7%	55	4%	2,245	7%
25 to 34	2,306	8%	95	6%	2,401	8%
35 to 44	2,167	7%	81	5%	2,248	7%
45 to 54	2,957	10%	156	10%	3,113	10%
55 to 64	3,452	12%	206	14%	3,658	12%
65+	749	3%	18	1%	767	2%
Total	29,622	100%	1,510	100%	31,132	100%

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ³³³



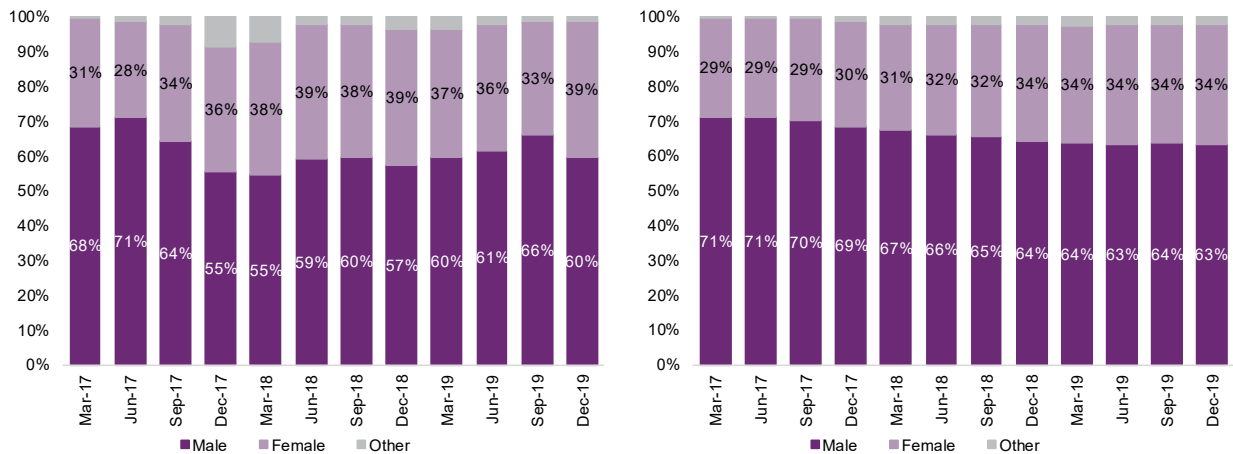
³³² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

³³³ Ibid.

Table J.15 Participant profile per quarter by gender – South Australia

	Prior Quarters		2019-20 Q2		Total	
Gender	N	%	N	%	N	%
Male	18,845	64%	902	60%	19,747	63%
Female	10,070	34%	586	39%	10,656	34%
Other	707	2%	22	1%	729	2%
Total	29,622	100%	1,510	100%	31,132	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia ³³⁴



Part Two: Participant experience and outcomes

Table J.16 Number of baseline questionnaires completed by SFQF version – South Australia ³³⁵

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	1,428	828	682	443	3,381
Participant school to 14	2,025	1,075	1,660	758	5,518
Participant 15 to 24	521	1,104	1,176	258	3,059
Participant 25 and over	44	3,559	6,865	1,140	11,608
Total Participant	4,018	6,566	10,383	2,599	23,566
Family 0 to 14	3,304	1,791	2,268	1,143	8,506
Family 15 to 24	464	762	690	165	2,081
Family 25 and over	1	1,218	1,928	294	3,441
Total Family	3,769	3,771	4,886	1,602	14,028
Total	7,787	10,337	15,269	4,201	37,594

³³⁴ Ibid.

³³⁵ Baseline outcomes for participants and/or their families and carers were collected for 96% of participants.

Table J.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – South Australia

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	61%			
CC	% who say their child is able to tell them what he/she wants	73%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		47%		
CC	% of children who have a genuine say in decisions about themselves		80%		
CC	% who are happy with the level of independence/control they have now			43%	
CC	% who choose who supports them			41%	58%
CC	% who choose what they do each day			52%	68%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	25%
CC	% who want more choice and control in their life			80%	77%

Table J.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – South Australia

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	59%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	56%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		44%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			29%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	39%

Table J.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – South Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		79%		
HM	% who are happy with their home			82%	79%
HM	% who feel safe or very safe in their home			87%	77%
HW	% who rate their health as good, very good or excellent			72%	50%
HW	% who did not have any difficulties accessing health services			76%	74%
LL	% who currently attend or previously attended school in a mainstream class			37%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				64%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			23%	27%
WK	% who volunteer			12%	11%

Table J.20 Selected key baseline indicators for families/carers of participants – South Australia

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	28%	24%
% receiving Carer Allowance	48%	50%	37%
% working in a paid job	48%	47%	35%
Of those in a paid job, % in permanent employment	76%	73%	74%
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	45%	55%	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	85%	87%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	25%	21%
% able to advocate for their child/family member	77%	77%	74%
% who have friends and family they see as often as they like	50%	52%	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		47%	
% who feel in control selecting services		45%	48%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			39%
% who rate their health as good, very good or excellent	72%	62%	63%

Table J.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=361) - participants who entered from 1 January 2018 to 31 December 2018 – South Australia ³³⁶

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	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?	60%

Table J.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=1,278) - participants who entered from 1 January 2018 to 31 December 2018 – South Australia

	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?	45%
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?	48%

Table J.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=875) and ‘Participant 25 and over’ (n=4,412) - participants who entered from 1 January 2018 to 31 December 2018 – South Australia

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	66%
DL	Has the NDIS helped you with daily living activities?	59%	72%
REL	Has the NDIS helped you to meet more people?	46%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	48%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	23%
S/CP	Has the NDIS helped you be more involved?	52%	55%

³³⁶ Results in Tables J.21 to J.24 exclude participants who entered prior to 1 January 2018, as these participants have been included in Tables J.25 to J.33.

Table J.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,510); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,562) - participants who entered from 1 January 2018 to 31 December 2018 – South Australia

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	48%
Has the NDIS improved the level of support for your family?	71%	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?	75%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	43%	36%

Table J.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=234) - participants who entered from 1 January 2017 and 31 December 2017 – South Australia ³³⁷

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	93%	95%	+2%
DL Has the NDIS improved your child's access to specialist services?	92%	95%	+4%
CC Has the NDIS helped increase your child's ability to communicate what they want?	86%	88%	+2%
REL Has the NDIS improved how your child fits into family life?	77%	78%	+1%
S/CP Has the NDIS improved how your child fits into community life?	64%	61%	-3%

Table J.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=545) - participants who entered from 1 January 2017 and 31 December 2017 – South Australia

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	62%	71%	+8%
LL Has the NDIS improved your child's access to education?	44%	49%	+5%
REL Has the NDIS improved your child's relationships with family and friends?	54%	59%	+5%
S/CP Has the NDIS improved your child's social and recreational life?	43%	50%	+7%

³³⁷ Results in Tables J.25 to J.28 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. 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.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=609) and ‘Participant 25 and over’ (n=750) - participants who entered from 1 January 2017 and 31 December 2017 – South Australia

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	54%	63%	+9%	65%	72%	+6%
DL	Has the NDIS helped you with daily living activities?	54%	62%	+8%	70%	78%	+8%
REL	Has the NDIS helped you to meet more people?	47%	52%	+5%	45%	54%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	-2%	23%	21%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	41%	+3%	41%	50%	+9%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	33%	1%	24%	25%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	23%	+5%	22%	24%	+2%
S/CP	Has the NDIS helped you be more involved?	49%	52%	+4%	52%	59%	+7%

Table J.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=603); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=290) - participants who entered from 1 January 2017 and 31 December 2017 – South Australia

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	64%	65%	+1%	44%	50%	+6%
	Has the NDIS improved the level of support for your family?	71%	74%	+4%	56%	64%	+8%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	72%	+2%	56%	63%	+7%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	82%	+5%			
	Has the NDIS improved your health and wellbeing?	47%	48%	+1%	42%	40%	-3%

Table J.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=120) - participants who entered from 1 July 2016 and 31 December 2016 – South Australia ³³⁸

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS improved your child's development?	95%	95%	96%	+2%
DL	Has the NDIS improved your child's access to specialist services?	94%	86%	96%	-5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	77%	82%	-9%
REL	Has the NDIS improved how your child fits into family life?	90%	85%	81%	-13%
S/CP	Has the NDIS improved how your child fits into community life?	70%	67%	57%	-4%

Table J.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=515) - participants who entered from 1 July 2016 and 31 December 2016 – South Australia

	Question	Review 1	Review 2	Review 3	Change
DL	Has the NDIS helped your child to become more independent?	67%	69%	74%	+7%
LL	Has the NDIS improved your child's access to education?	51%	46%	49%	-2%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	56%	61%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	52%	50%	57%	+5%

Table J.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=87) - participants who entered from 1 July 2016 and 31 December 2016 – South Australia

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	62%	63%	67%	+5%
Has the NDIS helped you with daily living activities?	62%	60%	63%	+1%
Has the NDIS helped you to meet more people?	45%	44%	47%	+2%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	17%	19%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	51%	42%	47%	-4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	30%	30%	-4%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	8%	9%	-5%
Has the NDIS helped you be more involved?	54%	54%	52%	-2%

³³⁸ Results in Tables J.29 to J.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date. 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.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for participants 25 and over.

Table J.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=429) - participants who entered from 1 July 2016 and 31 December 2016 – South Australia

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	59%	62%	+2%
Has the NDIS improved the level of support for your family?	75%	73%	76%	+1%
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%	71%	72%	-2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	77%	79%	+1%
Has the NDIS improved your health and wellbeing?	49%	41%	43%	-6%

Table J.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=62) - participants who entered from 1 July 2016 and 31 December 2016 – South Australia

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	42%	48%	49%	+7%
Has the NDIS improved the level of support for your family?	62%	62%	67%	+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?	59%	57%	62%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	46%	36%	37%	-8%

Table J.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=1,386), 'participants in community and social activities' (n=1,408) and 'participants who choose who supports them' (n=1,431) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – South Australia ³³⁹

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	16%	18%	27%	24%
Aged 25+	40%	36%	36%	
Aged 15+ (Average)	31%	29%	33%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	40%	40%	47%
Aged 25+	39%	43%	45%	
Aged 15+ (Average)	36%	42%	43%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	33%	38%	45%
Aged 25+	64%	62%	64%	
Aged 15+ (Average)	52%	51%	54%	

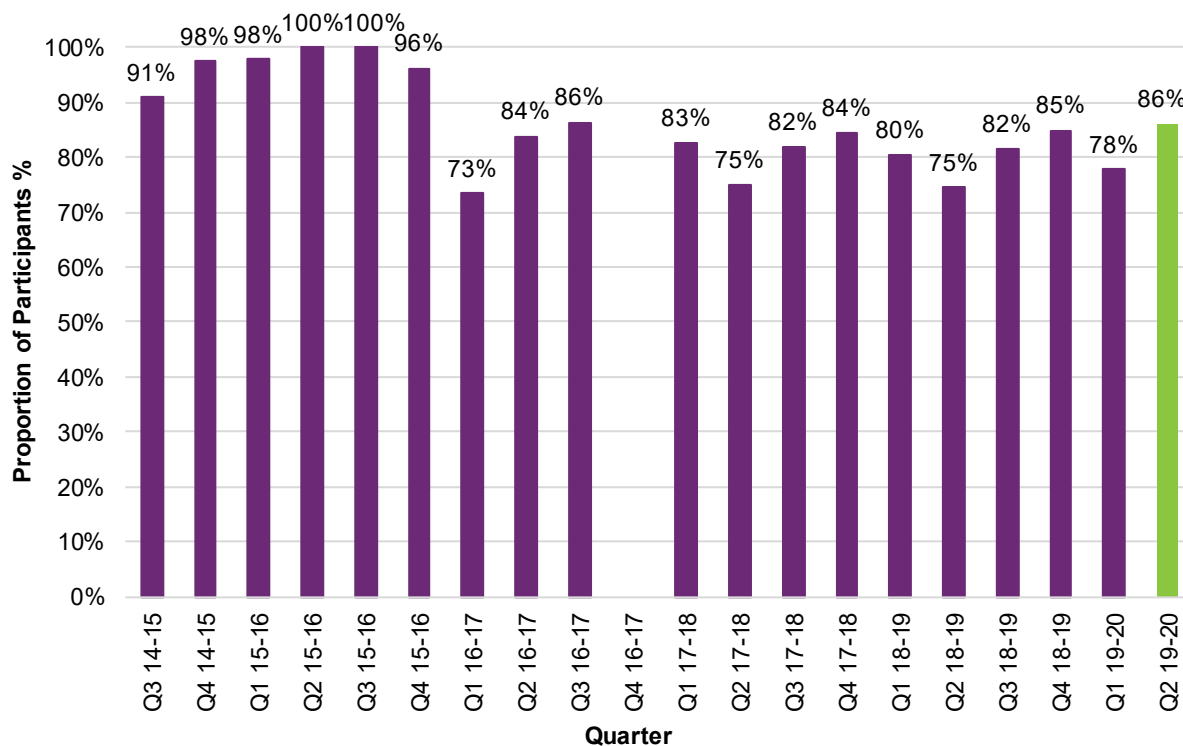
Table J.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=33), 'participants in community and social activities' (n=37) and 'participants who choose who supports them' (n=40) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – South Australia ³⁴⁰

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	0%	4%	8%	23%	24%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	3%	3%	8%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	44%	48%	50%	50%	47%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	41%	42%	46%	43%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	26%	28%	29%	37%	45%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	33%	33%	33%	40%	

³³⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

³⁴⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

Figure J.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions – South Australia* ³⁴¹



* The result for 2019-20 Q2 is based on 58 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 86% rated the process as either good or very good, 12% rated the process as neutral rating and 2% rated the process as poor or very poor.

Table J.36 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 – South Australia

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	97%	2%	2%
I had enough time to tell my story and say what support I need	97%	3%	0%
The planner knows what I can do well	83%	12%	5%
The planner had some good ideas for my plan	90%	5%	5%
I know what is in my plan	88%	10%	2%
The planner helped me think about my future	81%	14%	5%
I think my plan will make my life better	88%	9%	3%
The planning meeting went well	90%	10%	0%

³⁴¹ Participant satisfaction results are not shown if there is insufficient data in the group.
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Table J.37 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – South Australia

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
Access	n = 310	n = 101
Are you happy with how coming into the NDIS has gone?	75%	80%
Was the person from the NDIS respectful?	92%	92%
Do you understand what will happen next with your plan?	71%	71%
Pre-planning	n = 309	n = 161
Did the person from the NDIS understand how your disability affects your life?	87%	85%
Did you understand why you needed to give the information you did?	95%	95%
Were decisions about your plan clearly explained?	80%	82%
Are you clear on what happens next with your plan?	71%	80%
Do you know where to go for more help with your plan?	76%	83%
Planning	n = 351	n = 246
Did the person from the NDIS understand how your disability affects your life?	85%	85%
Did you understand why you needed to give the information you did?	95%	95%
Were decisions about your plan clearly explained?	78%	80%
Are you clear on what happens next with your plan?	69%	84%
Do you know where to go for more help with your plan?	77%	80%
Plan review	n = 455	n = 95
Did the person from the NDIS understand how your disability affects your life?	81%	79%
Did you feel prepared for your plan review?	85%	86%
Is your NDIS plan helping you to make progress towards your goals?	83%	81%

Table J.38 Plan reviews conducted per quarter – excluding plans less than 30 days – South Australia ³⁴²

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	46,504	7,503	54,007
<i>Early intervention plans</i>	23,412	1,947	25,359
<i>Permanent disability plans</i>	23,092	5,556	28,648

³⁴² 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 J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia

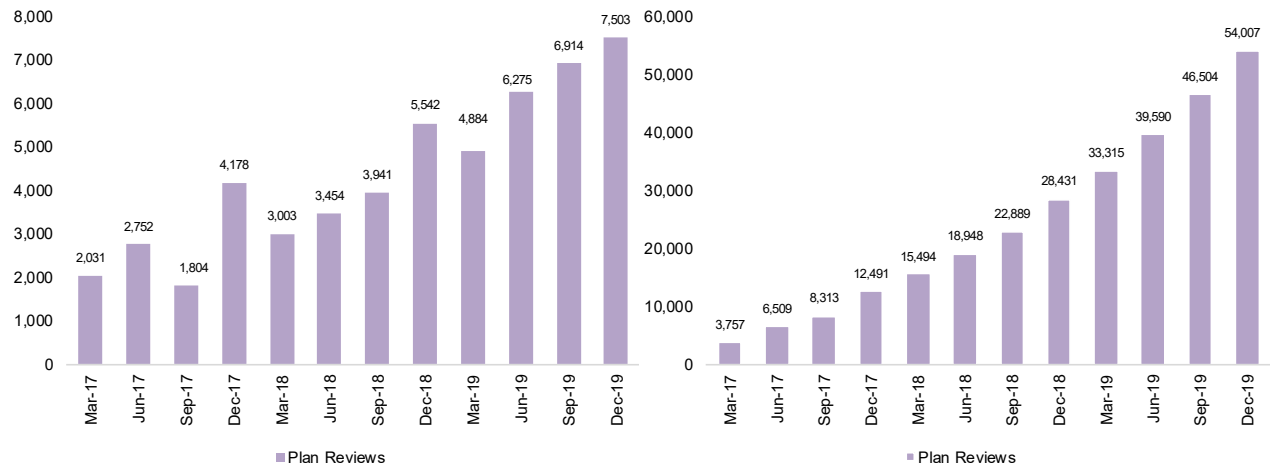


Table J.39 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – South Australia

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	39,853	6,491	46,344
<i>Trial participants</i>	19,693	1,261	20,954
<i>Transition participants</i>	20,160	5,230	25,390

Figure J.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – South Australia

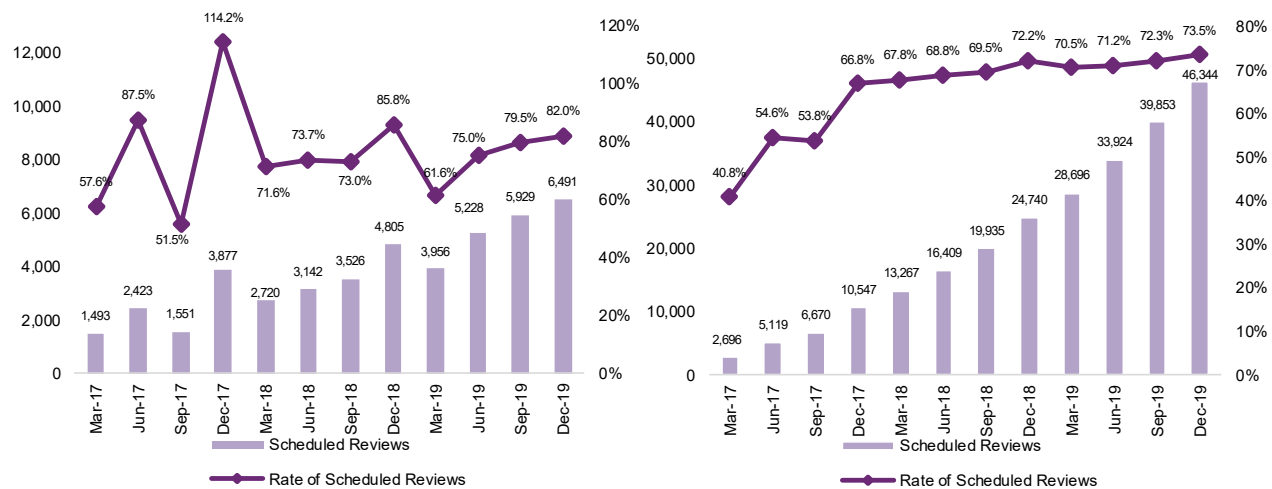


Table J.40 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – South Australia

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	6,651	1,012	7,663
<i>Trial participants</i>	2,174	210	2,384
<i>Transition participants</i>	4,477	802	5,279

³⁴³ 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.41 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – South Australia ³⁴⁴

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	12.1%	12.8%	12.2%

Figure J.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – South Australia ³⁴⁵

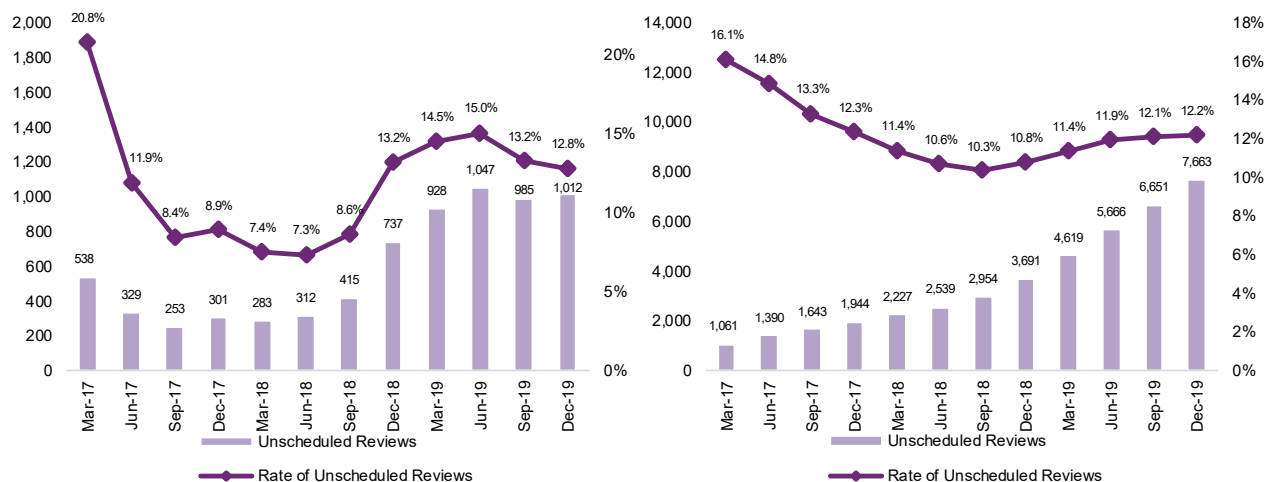


Table J.42 Complaints by quarter – South Australia ^{346 347 348}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	160	44	204	181
Complaints about the Agency	5,888	650	6,538	3,661
Unclassified	503	0	503	466
Total	6,551	694	7,245	3,963
% of all access requests	9.5%	6.7%	9.1%	

³⁴⁴ 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.

³⁴⁵ 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.

³⁴⁶ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

³⁴⁷ Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

³⁴⁸ % of all access requests 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.

Figure J.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

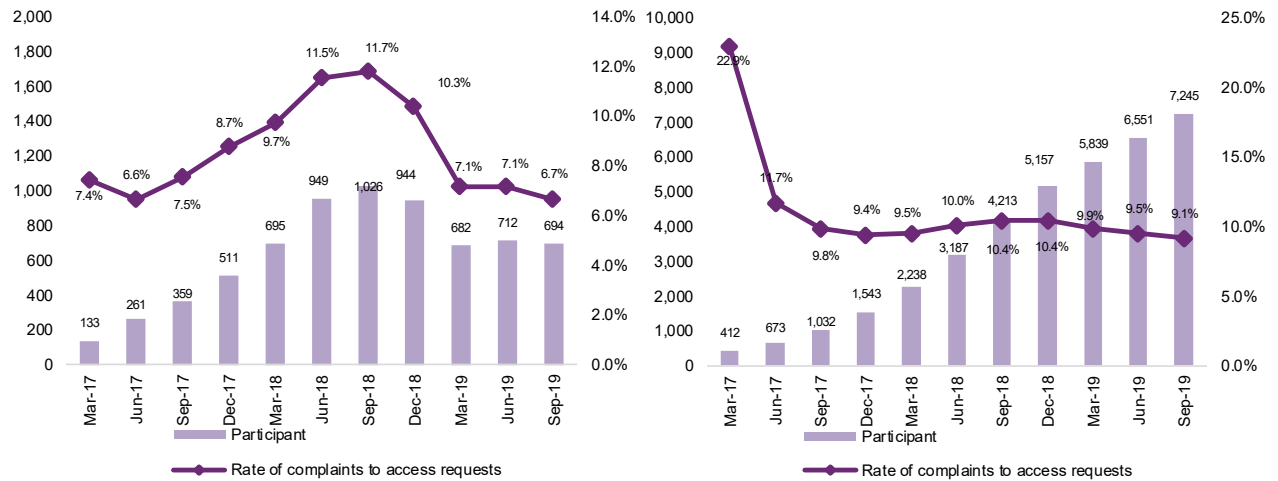


Table J.43 Complaints by type – South Australia ³⁴⁹

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q1		Transition Total	
Participants or those who have sought access						
Complaints about service providers						
Supports being provided	34	(21%)	<11		40	(20%)
Service Delivery	15	(9%)	<11		23	(11%)
Staff conduct	25	(16%)	<11		33	(16%)
Provider process	23	(14%)	<11		29	(14%)
Provider costs.	14	(9%)	<11		18	(9%)
Other	49	(31%)	12	(27%)	61	(30%)
Total	160		44		204	
Complaints about the Agency						
Timeliness	2,585	(44%)	272	(42%)	2,857	(44%)
Individual needs	492	(8%)	51	(8%)	543	(8%)
Reasonable and necessary supports	1,014	(17%)	116	(18%)	1,130	(17%)
Information unclear	274	(5%)	14	(2%)	288	(4%)
The way the NDIA carried out its decision making	197	(3%)	39	(6%)	236	(4%)
Other	1,326	(23%)	158	(24%)	1,484	(23%)
Total	5,888		650		6,538	
Unclassified	503		0		503	

³⁴⁹ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table J.44 AAT Cases by category – South Australia ³⁵⁰

	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
Access	83	25%	24	36%	107	27%
Plan	193	59%	38	57%	231	58%
Plan Review	30	9%	<11		34	9%
Other	22	7%	<11		23	6%
Total	328	100%	67	100%	395	100%
% of all access decisions	0.36%		0.67%		0.39%	

Figure J.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia ³⁵¹

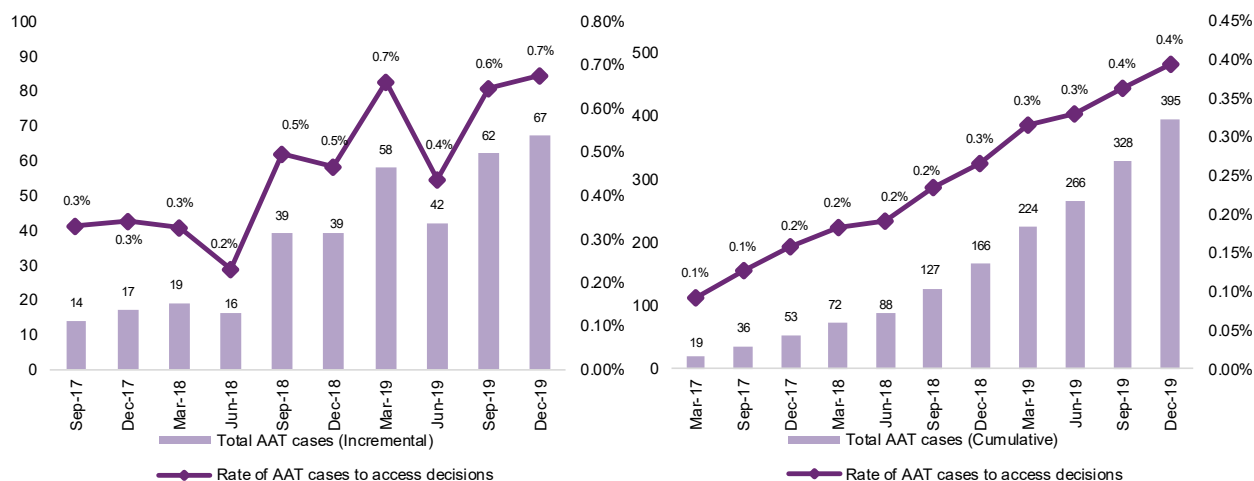


Table J.45 AAT cases by open/closed and decision – South Australia

	N
AAT Cases	395
Open AAT Cases	117
Closed AAT Cases	278
Resolved before hearing	275
Gone to hearing and received a substantive decision	<11

Table J.46 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ^{352 353}

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	15%	15%	15%
Self-managed partly	7%	6%	7%
Plan managed	42%	54%	45%
Agency managed	36%	25%	33%
Total	100%	100%	100%

³⁵⁰ % of all access decisions 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.

³⁵¹ There are insufficient numbers to show the incremental count of AAT cases in SA prior to the September 2017 quarter.

³⁵² 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.

³⁵³ Trial participants are not included.

Figure J.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ³⁵⁴

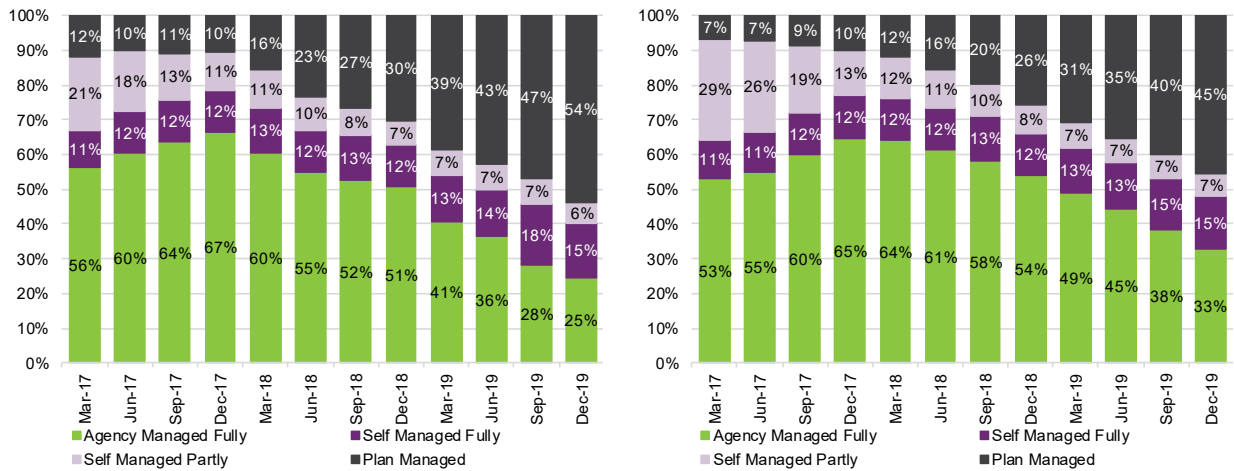


Table J.47 Distribution of active participants by support coordination and quarter of plan approval – South Australia ³⁵⁵

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	38%	41%	39%

Table J.48 Duration to plan activation by quarter of initial plan approval for active participants – South Australia ³⁵⁶

	Prior Quarters (Transition Only)		2018-19 Q4	
Plan activation	N	%	N	%
Less than 30 days	13,708	70%	1,109	64%
30 to 59 days	1,815	9%	214	12%
60 to 89 days	1,024	5%	119	7%
Activated within 90 days	16,547	85%	1,442	84%
90 to 119 days	578	3%	40	2%
120 days and over	1,677	9%	79	5%
Activated after 90 days	2,255	12%	119	7%
No payments	645	3%	161	9%
Total plans approved	19,447	100%	1,722	100%

³⁵⁴ 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.

³⁵⁵ Trial participants are not included.

³⁵⁶ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.49 Proportion of participants who have activated within 12 months – South Australia

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	976	1,055	93%
Not Aboriginal and Torres Strait Islander	17,677	18,262	97%
Not Stated	3,687	3,823	96%
Total	22,340	23,140	97%
by Culturally and Linguistically Diverse status			
CALD	1,453	1,500	97%
Not CALD	20,754	21,505	97%
Not Stated	133	135	99%
Total	22,340	23,140	97%
by Remoteness			
Major Cities	16,704	17,284	97%
Regional	5,080	5,275	96%
Remote	556	581	96%
Missing	<11	<11	
Total	22,340	23,140	97%
by Primary Disability type			
Autism	8,818	9,162	96%
Intellectual Disability (including Down Syndrome)	5,595	5,775	97%
Psychosocial Disability	660	679	97%
Developmental Delay (including Global Developmental Delay)	1,160	1,225	95%
Other	6,107	6,299	97%
Total	22,340	23,140	97%

Table J.50 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – South Australia ^{357 358}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	26%
> 75%	35%
Total	100%

³⁵⁷ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁵⁸ 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 J.51 Proportion of active participants with approved plans accessing mainstream supports – South Australia ³⁵⁹

	Prior Quarters	2019-20 Q2	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	39%	48%	42%
Lifelong Learning	18%	18%	18%
Other	12%	13%	13%
Non-categorised	37%	31%	36%
Any mainstream service	93%	94%	93%

Part Three: Providers and the growing market

Table J.52 Key markets indicators by quarter – South Australia ^{360 361}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.21	1.19
b) Number of providers delivering new types of supports	208	184
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	89%	87%
<i>Therapeutic Supports (%)</i>	93%	92%
<i>Participation in community, social and civic activities (%)</i>	83%	86%
<i>Early Intervention supports for early childhood (%)</i>	85%	87%
<i>Daily Personal Activities (%)</i>	88%	91%

³⁵⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁶⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁶¹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table J.53 Cumulative number of providers that have been ever active by registration group – South Australia ³⁶²

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	33	2	35	6%
Assistance Animals	19	1	20	5%
Assistance with daily life tasks in a group or shared living arrangement	120	11	131	9%
Assistance with travel/transport arrangements	158	13	171	8%
Daily Personal Activities	246	13	259	5%
Group and Centre Based Activities	187	6	193	3%
High Intensity Daily Personal Activities	185	4	189	2%
Household tasks	249	10	259	4%
Interpreting and translation	32	2	34	6%
Participation in community, social and civic activities	284	11	295	4%
Assistive Technology				
Assistive equipment for recreation	49	4	53	8%
Assistive products for household tasks	34	1	35	3%
Assistance products for personal care and safety	311	25	336	8%
Communication and information equipment	75	13	88	17%
Customised Prosthetics	120	9	129	8%
Hearing Equipment	42	9	51	21%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	153	8	161	5%
Specialised Hearing Services	12	1	13	8%
Vision Equipment	34	6	40	18%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	271	17	288	6%
Behaviour Support	137	12	149	9%
Community nursing care for high needs	53	12	65	23%
Development of daily living and life skills	187	7	194	4%
Early Intervention supports for early childhood	473	15	488	3%
Exercise Physiology and Physical Wellbeing activities	72	15	87	21%
Innovative Community Participation	33	3	36	9%
Specialised Driving Training	23	5	28	22%
Therapeutic Supports	758	20	778	3%
Capital services				
Home modification design and construction	37	10	47	27%
Specialist Disability Accommodation	10	2	12	20%
Vehicle Modifications	33	4	37	12%
Choice and control support services				
Management of funding for supports in participants plan	114	12	126	11%
Support Coordination	103	15	118	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	50	3	53	6%
Specialised Supported Employment	52	6	58	12%
Total approved active providers	1,521	65	1,586	4%

³⁶² 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 J.54 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	29	35	17%	83%	100%
Assistance Animals	3	17	20	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	17	114	131	13%	87%	100%
Assistance with travel/transport arrangements	27	144	171	16%	84%	100%
Daily Personal Activities	35	224	259	14%	86%	100%
Group and Centre Based Activities	23	170	193	12%	88%	100%
High Intensity Daily Personal Activities	31	158	189	16%	84%	100%
Household tasks	63	196	259	24%	76%	100%
Interpreting and translation	7	27	34	21%	79%	100%
Participation in community, social and civic activities	41	254	295	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	2	51	53	4%	96%	100%
Assistive products for household tasks	4	31	35	11%	89%	100%
Assistance products for personal care and safety	51	285	336	15%	85%	100%
Communication and information equipment	18	70	88	20%	80%	100%
Customised Prosthetics	23	106	129	18%	82%	100%
Hearing Equipment	8	43	51	16%	84%	100%
Hearing Services	1	8	9	11%	89%	100%
Personal Mobility Equipment	29	132	161	18%	82%	100%
Specialised Hearing Services	1	12	13	8%	92%	100%
Vision Equipment	6	34	40	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	47	241	288	16%	84%	100%
Behaviour Support	47	102	149	32%	68%	100%
Community nursing care for high needs	8	57	65	12%	88%	100%
Development of daily living and life skills	35	159	194	18%	82%	100%
Early Intervention supports for early childhood	237	251	488	49%	51%	100%
Exercise Physiology and Physical Wellbeing activities	21	66	87	24%	76%	100%
Innovative Community Participation	11	25	36	31%	69%	100%
Specialised Driving Training	3	25	28	11%	89%	100%
Therapeutic Supports	342	436	778	44%	56%	100%
Capital services						
Home modification design and construction	6	41	47	13%	87%	100%
Specialist Disability Accommodation	1	11	12	8%	92%	100%
Vehicle Modifications	5	32	37	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	27	99	126	21%	79%	100%
Support Coordination	32	86	118	27%	73%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	49	53	8%	92%	100%
Specialised Supported Employment	6	52	58	10%	90%	100%
Total	515	1,071	1,586	32%	68%	100%

Table J.55 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – South Australia

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	7	2	9	22%
Assistance Animals	12	1	13	8%
Assistance with daily life tasks in a group or shared living arrangement	83	11	94	12%
Assistance with travel/transport arrangements	77	13	90	14%
Daily Personal Activities	158	13	171	8%
Group and Centre Based Activities	96	6	102	6%
High Intensity Daily Personal Activities	96	4	100	4%
Household tasks	148	10	158	6%
Interpreting and translation	21	2	23	9%
Participation in community, social and civic activities	163	11	174	6%
Assistive Technology				
Assistive equipment for recreation	6	4	10	40%
Assistive products for household tasks	2	1	3	33%
Assistance products for personal care and safety	184	25	209	12%
Communication and information equipment	33	13	46	28%
Customised Prosthetics	58	9	67	13%
Hearing Equipment	7	9	16	56%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	86	8	94	9%
Specialised Hearing Services	2	1	3	33%
Vision Equipment	16	6	22	27%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	147	17	164	10%
Behaviour Support	52	12	64	19%
Community nursing care for high needs	27	12	39	31%
Development of daily living and life skills	93	7	100	7%
Early Intervention supports for early childhood	189	15	204	7%
Exercise Physiology and Physical Wellbeing activities	51	15	66	23%
Innovative Community Participation	9	3	12	25%
Specialised Driving Training	13	5	18	28%
Therapeutic Supports	387	20	407	5%
Capital services				
Home modification design and construction	18	10	28	36%
Specialist Disability Accommodation	8	2	10	20%
Vehicle Modifications	12	4	16	25%
Choice and control support services				
Management of funding for supports in participants plan	82	12	94	13%
Support Coordination	62	15	77	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	27	3	30	10%
Specialised Supported Employment	38	6	44	14%
Total	798	65	863	8%

Table J.56 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	8	9	11%	89%	100%
Assistance Animals	2	11	13	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	13	81	94	14%	86%	100%
Assistance with travel/transport arrangements	8	82	90	9%	91%	100%
Daily Personal Activities	22	149	171	13%	87%	100%
Group and Centre Based Activities	12	90	102	12%	88%	100%
High Intensity Daily Personal Activities	20	80	100	20%	80%	100%
Household tasks	41	117	158	26%	74%	100%
Interpreting and translation	4	19	23	17%	83%	100%
Participation in community, social and civic activities	23	151	174	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	10	10	0%	100%	100%
Assistive products for household tasks	0	3	3	0%	100%	100%
Assistance products for personal care and safety	28	181	209	13%	87%	100%
Communication and information equipment	8	38	46	17%	83%	100%
Customised Prosthetics	10	57	67	15%	85%	100%
Hearing Equipment	3	13	16	19%	81%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	17	77	94	18%	82%	100%
Specialised Hearing Services	0	3	3	0%	100%	100%
Vision Equipment	3	19	22	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	35	129	164	21%	79%	100%
Behaviour Support	15	49	64	23%	77%	100%
Community nursing care for high needs	5	34	39	13%	87%	100%
Development of daily living and life skills	20	80	100	20%	80%	100%
Early Intervention supports for early childhood	78	126	204	38%	62%	100%
Exercise Physiology and Physical Wellbeing activities	13	53	66	20%	80%	100%
Innovative Community Participation	2	10	12	17%	83%	100%
Specialised Driving Training	2	16	18	11%	89%	100%
Therapeutic Supports	156	251	407	38%	62%	100%
Capital services						
Home modification design and construction	4	24	28	14%	86%	100%
Specialist Disability Accommodation	1	9	10	10%	90%	100%
Vehicle Modifications	3	13	16	19%	81%	100%
Choice and control support services						
Management of funding for supports in participants plan	22	72	94	23%	77%	100%
Support Coordination	17	60	77	22%	78%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	28	30	7%	93%	100%
Specialised Supported Employment	5	39	44	11%	89%	100%
Total	269	594	863	31%	69%	100%

Part Four: Financial sustainability

Table J.57 Committed supports by financial year (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	10.5	48.5	102.4	186.5	366.4	1,172.8	976.6

Figure J.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia

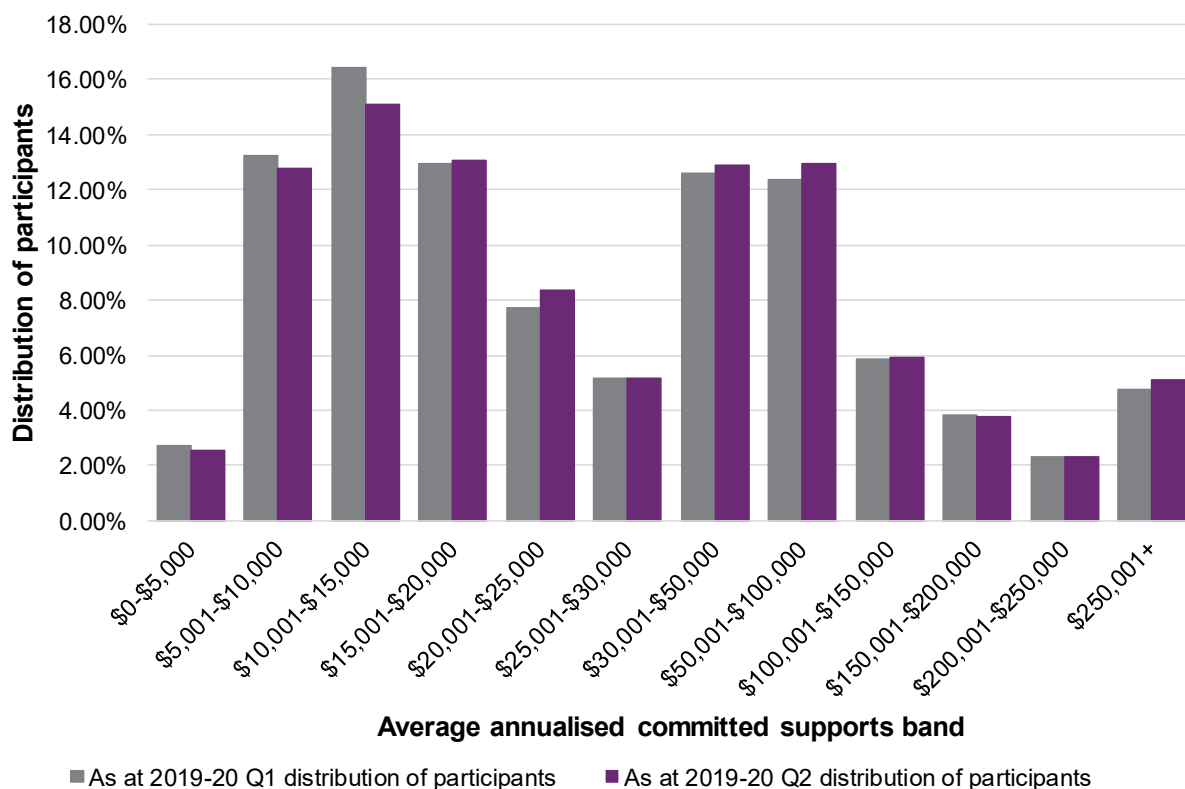


Figure J.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia

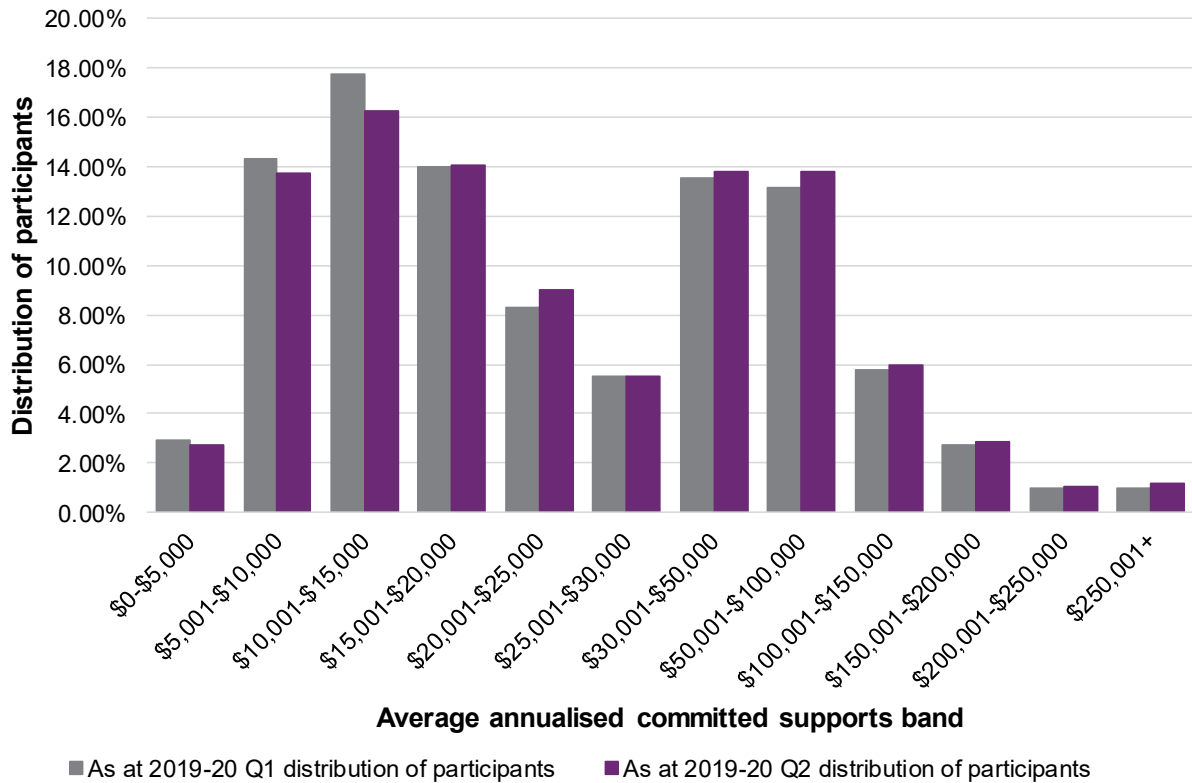


Figure J.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia

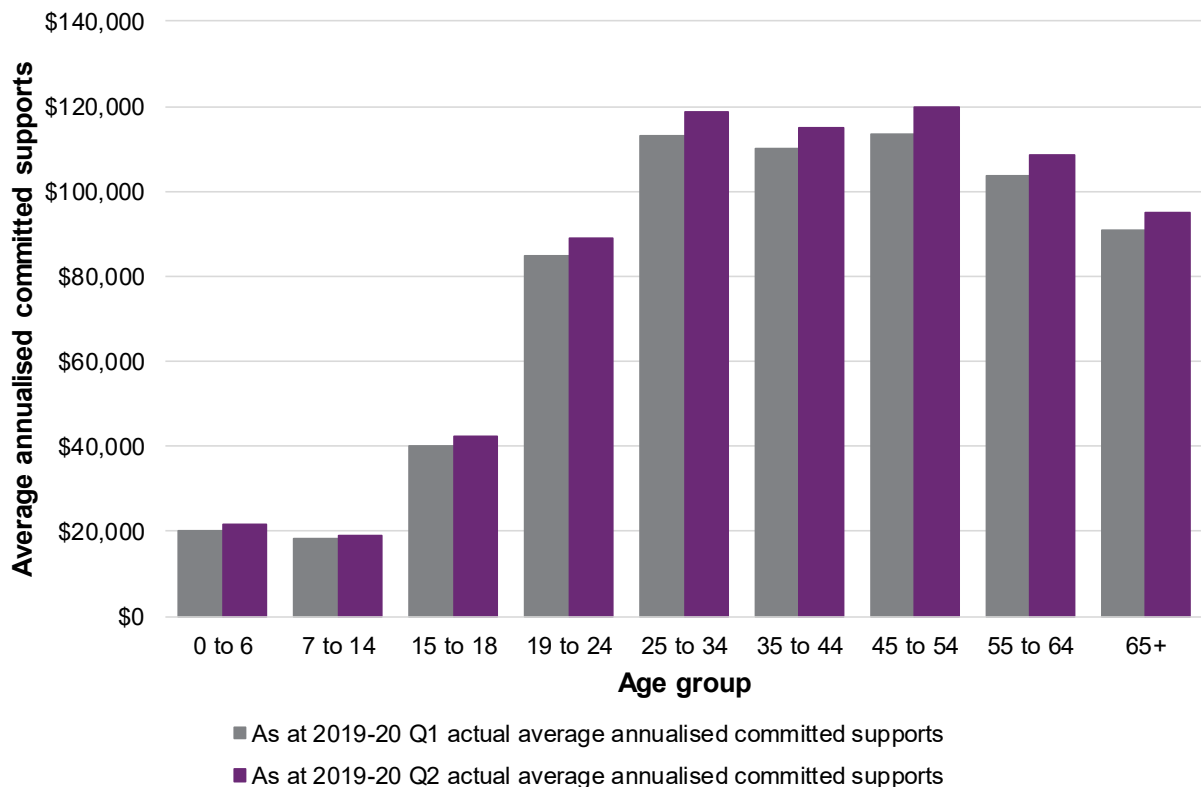


Figure J.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia

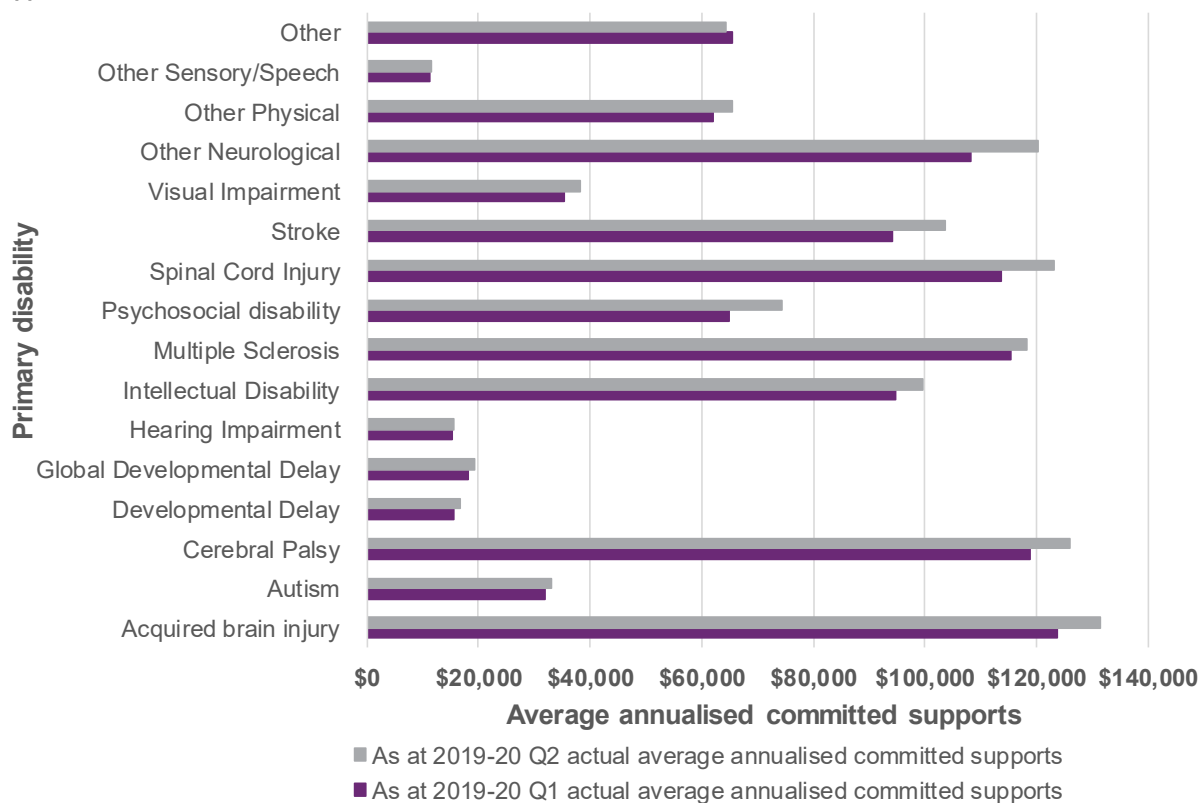
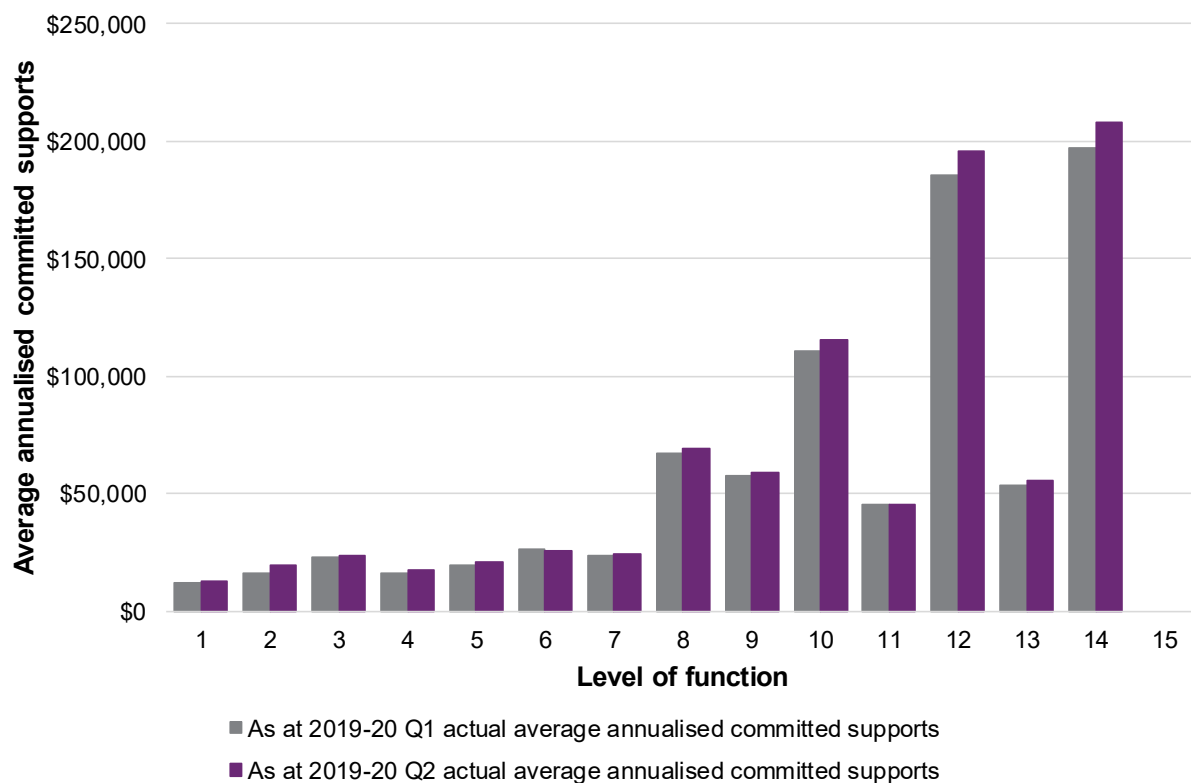


Figure J.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia ³⁶³



³⁶³ 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.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia

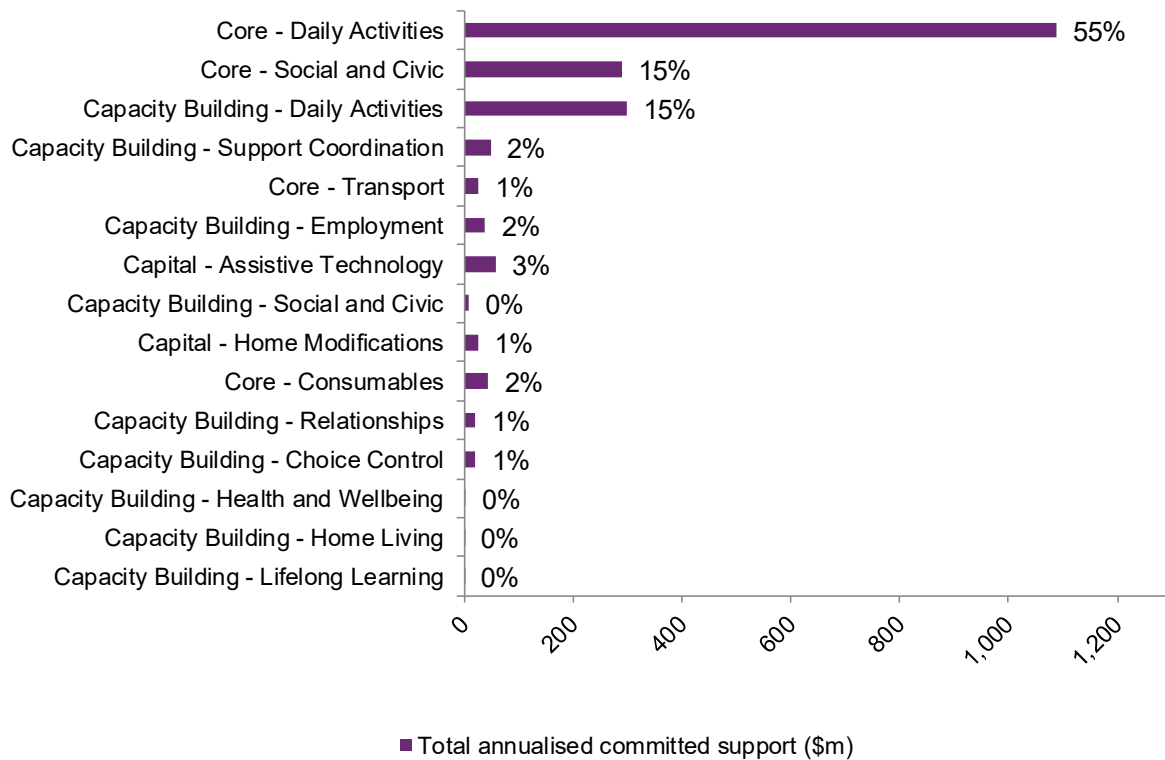


Table J.58 Payments by financial year, compared to committed supports (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	10.5	48.5	102.4	186.5	366.4	1,172.8	976.6
Total Paid	5.7	29.7	63.2	104.5	217.9	771.0	593.9
% utilised to date	54%	61%	62%	56%	59%	66%	61%

Figure J.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – South Australia

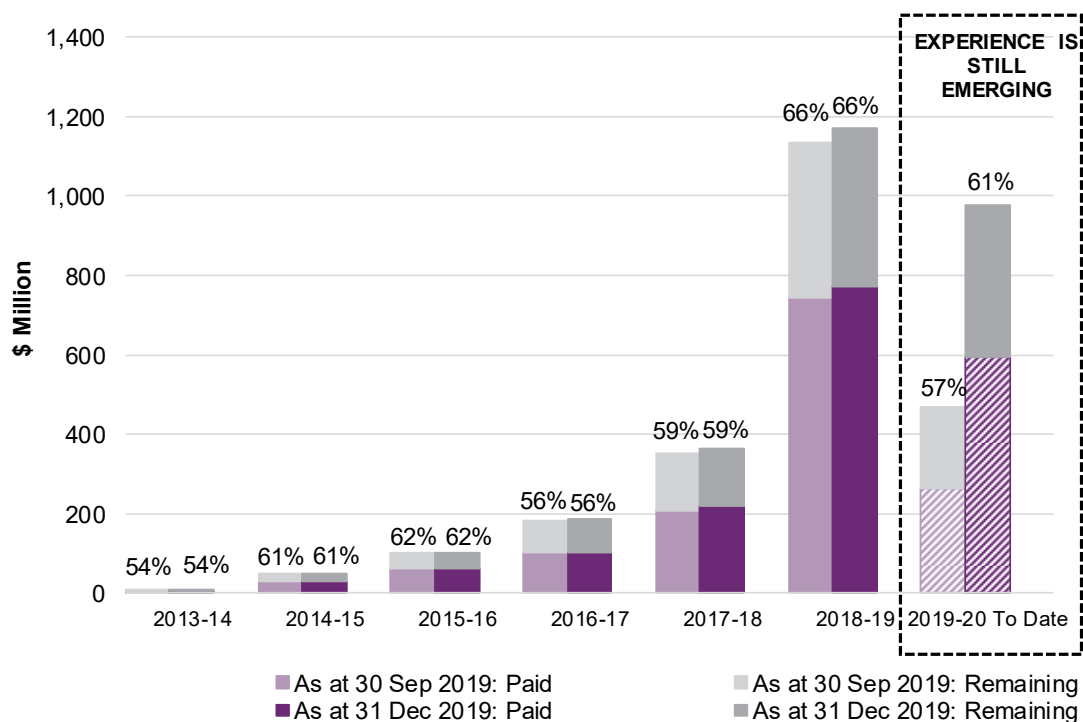


Figure J.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – South Australia ³⁶⁴

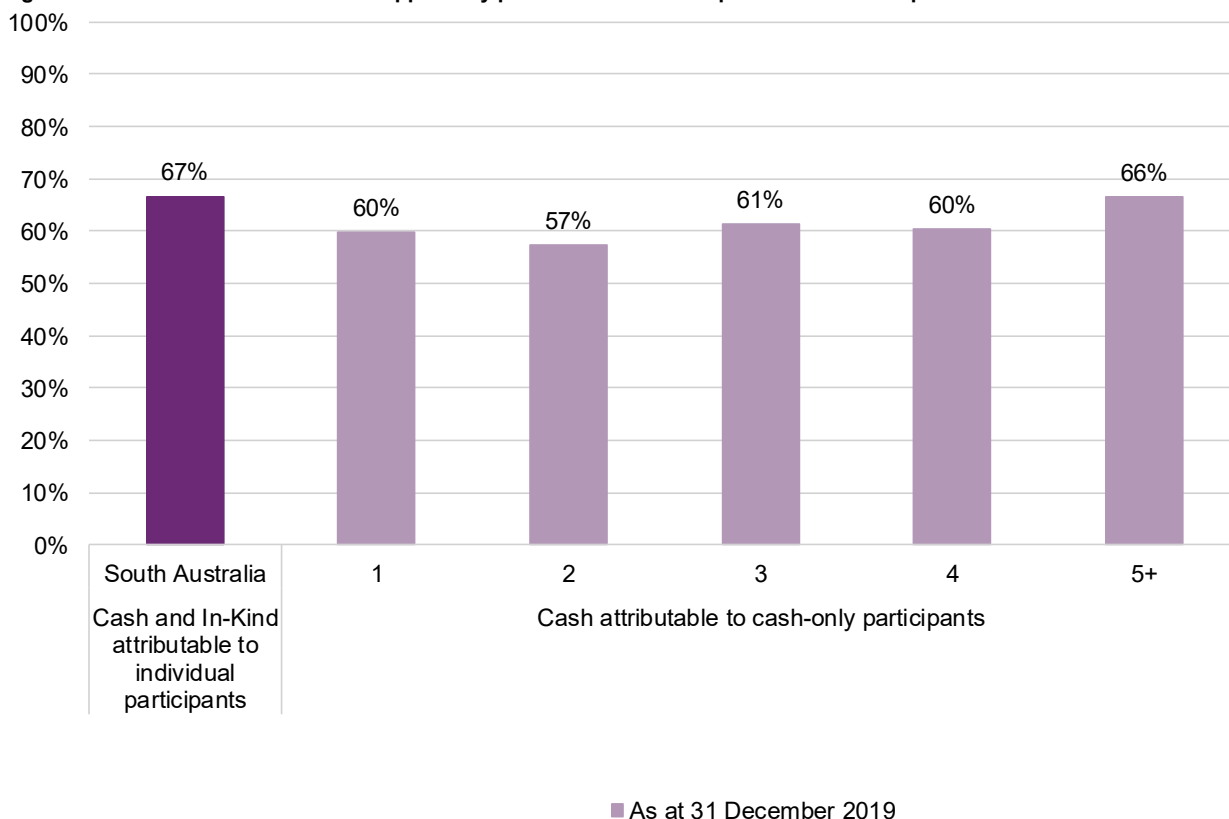
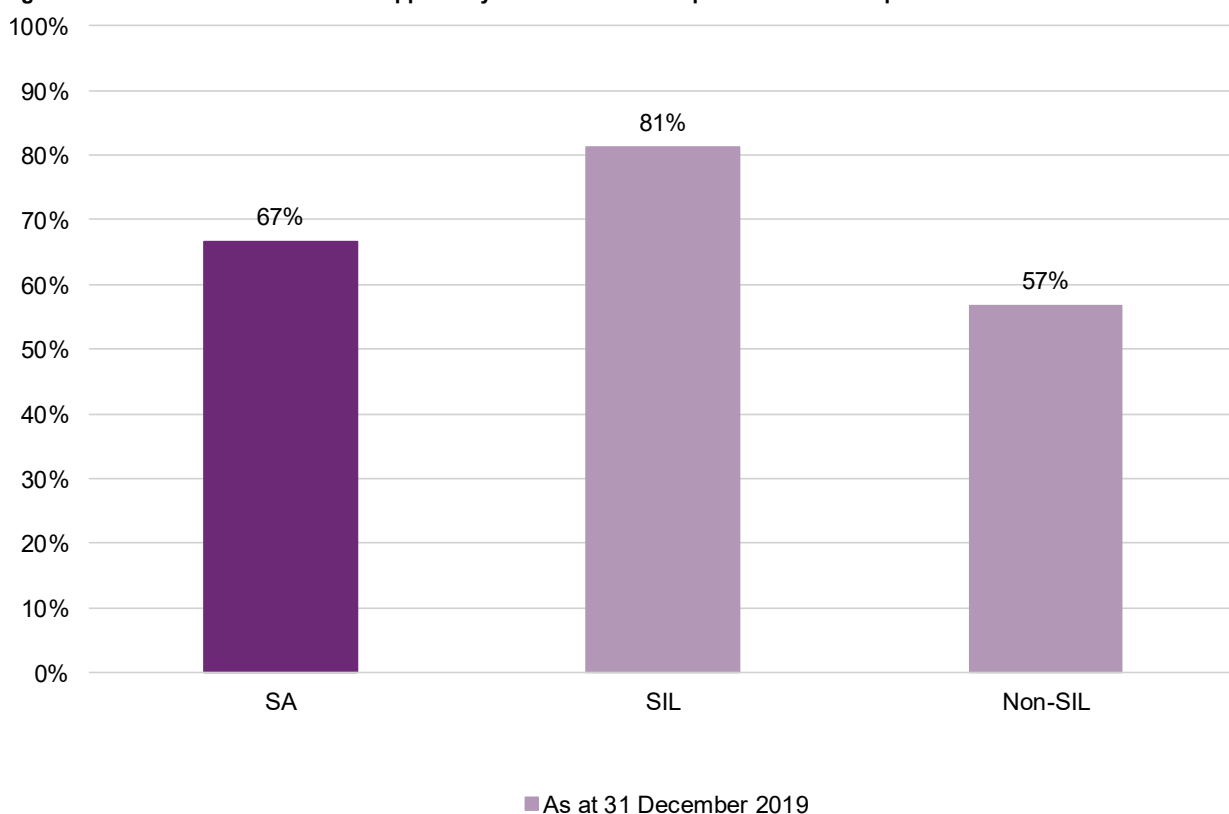


Figure J.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – South Australia ³⁶⁵



³⁶⁴ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

³⁶⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure J.25 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – South Australia ³⁶⁶

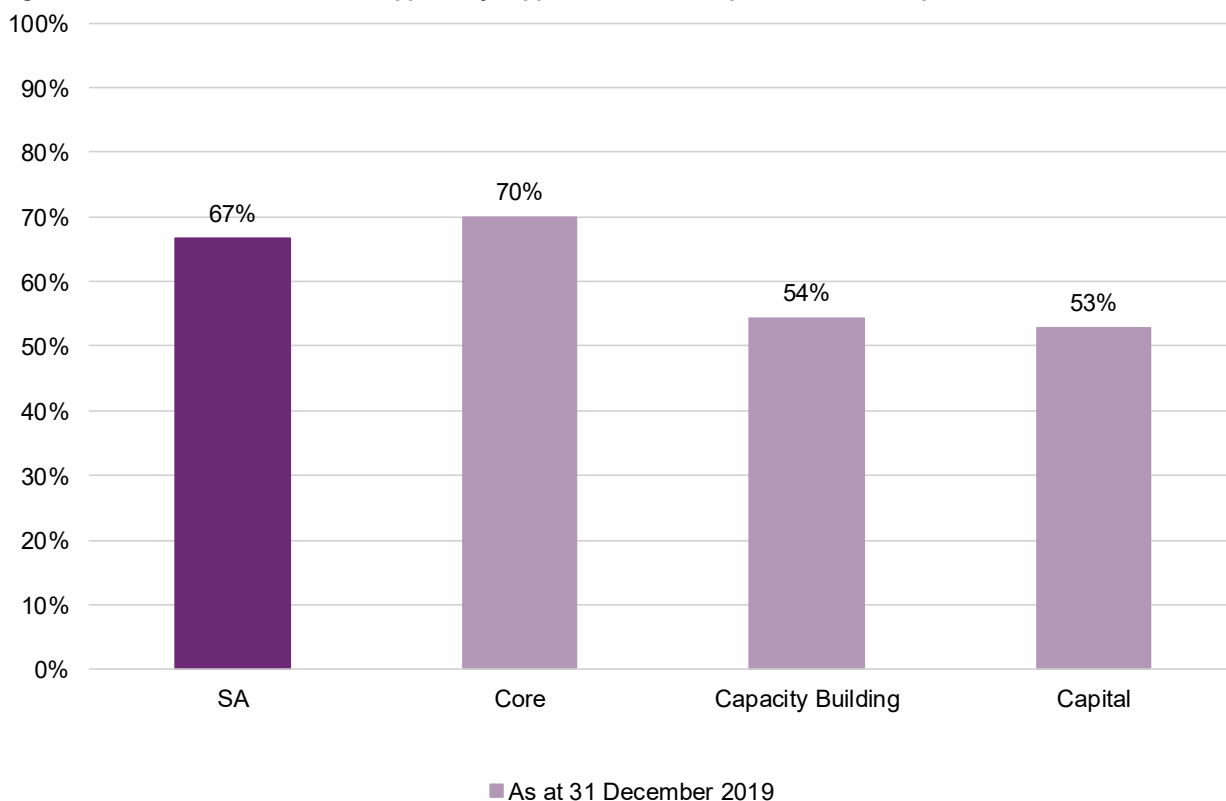
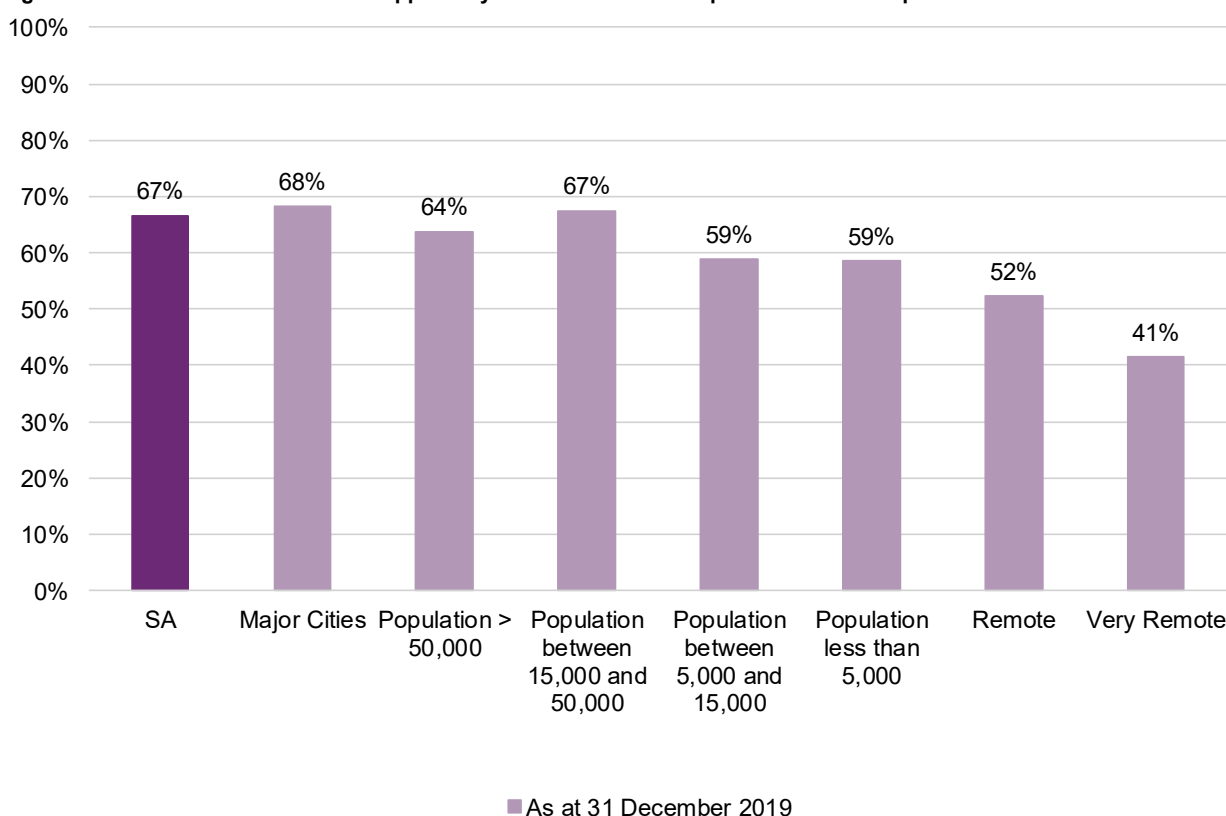


Figure J.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – South Australia ³⁶⁷



³⁶⁶ Ibid.

³⁶⁷ Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ³⁶⁸

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	6,990	689	7,679	105	7,784

Table K.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Tasmania ^{369 370}

	Prior Quarters	2019-20 Q2	Total
Access decisions	8,825	844	9,669
Active Eligible	7,537	594	8,131
New	3,485	480	3,965
State	2,922	23	2,945
Commonwealth	1,130	91	1,221
Active Participant Plans (excl ECEI)	6,990	689	7,679
New	3,058	564	3,622
State	2,878	21	2,899
Commonwealth	1,054	104	1,158
Active Participant Plans	7,037	794	7,784
Early Intervention (s25)	1,102	252	1,354
Permanent Disability (s24)	5,888	437	6,325
ECEI	47	105	105

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – Tasmania

Exits	Total
Total participant exits	126
Early Intervention participants	12
Permanent disability participants	114

³⁶⁸ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

³⁶⁹ 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 2019-20 Q2, 79% of people with a hearing impairment met the access criteria compared to 70% overall.

³⁷⁰ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table K.4 Cumulative numbers of active participants by services previously received – Tasmania ^{371 372}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,072	51	1,079	18	2,220
End of 2017-18	2,023	336	1,481	537	4,377
End of 2018-19 Q1	2,184	547	1,722	535	4,988
End of 2018-19 Q2	2,340	672	1,945	544	5,501
End of 2018-19 Q3	2,688	789	2,207	590	6,274
End of 2018-19 Q4	2,849	986	2,708	232	6,775
End of 2019-20 Q1	2,871	1,050	3,059	47	7,027
End of 2019-20 Q2	2,899	1,158	3,622	105	7,784

Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania ^{373 374 375 376}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	202	2,000	18	2,220
End of 2017-18	529	3,311	537	4,377
End of 2018-19 Q1	619	3,834	535	4,988
End of 2018-19 Q2	714	4,243	544	5,501
End of 2018-19 Q3	818	4,866	590	6,274
End of 2018-19 Q4	998	5,545	232	6,775
End of 2019-20 Q1	1,112	5,868	47	7,027
End of 2019-20 Q2	1,354	6,325	105	7,784

³⁷¹ This table shows the total numbers of active participants at the end of each period. 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.

³⁷² Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

³⁷³ This table shows the total numbers of active participants at the end of each period.

³⁷⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³⁷⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³⁷⁶ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table K.6 Assessment of access by age group – Tasmania ³⁷⁷

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,205	96%	182	92%	1,387	96%
7 to 14	1,752	88%	105	81%	1,857	87%
15 to 18	1,173	91%	29	69%	1,202	90%
19 to 24	674	90%	30	70%	704	89%
25 to 34	487	81%	35	64%	522	80%
35 to 44	629	87%	53	63%	682	85%
45 to 54	884	85%	53	51%	937	82%
55 to 64	939	82%	102	57%	1,041	79%
65+	13	46%	<11	67%	19	51%
Missing	<11		<11		<11	
Total	7,756	88%	595	70%	8,351	86%

Table K.7 Assessment of access by disability – Tasmania ³⁷⁸

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	307	94%	19	73%	326	93%
Autism	2,336	93%	165	92%	2,501	93%
Cerebral Palsy	379	97%	<11	75%	388	96%
Developmental Delay	254	93%	75	89%	329	92%
Global Developmental Delay	121	98%	16	100%	137	99%
Hearing Impairment	287	90%	57	79%	344	88%
Intellectual Disability	2,391	95%	75	72%	2,466	94%
Multiple Sclerosis	193	82%	11	58%	204	81%
Psychosocial disability	474	63%	76	57%	550	62%
Spinal Cord Injury	84	97%	<11	100%	88	97%
Stroke	72	87%	<11	59%	82	82%
Visual Impairment	148	92%	15	75%	163	90%
Other Neurological	333	82%	28	62%	361	80%
Other Physical	283	59%	33	34%	316	55%
Other Sensory/Speech	35	46%	<11	22%	37	44%
Other	24	52%	<11	0%	24	46%
Missing	35	88%	<11		35	88%
Total	7,756	88%	595	70%	8,351	86%

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

³⁷⁷ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

³⁷⁸ Ibid.

Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	525	7.5%	63	9.1%	588	7.7%
Not Aboriginal and Torres Strait Islander	5,048	72.2%	511	74.2%	5,559	72.4%
Not Stated	1,417	20.3%	115	16.7%	1,532	20.0%
Total	6,990	100%	689	100%	7,679	100%

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ³⁷⁹

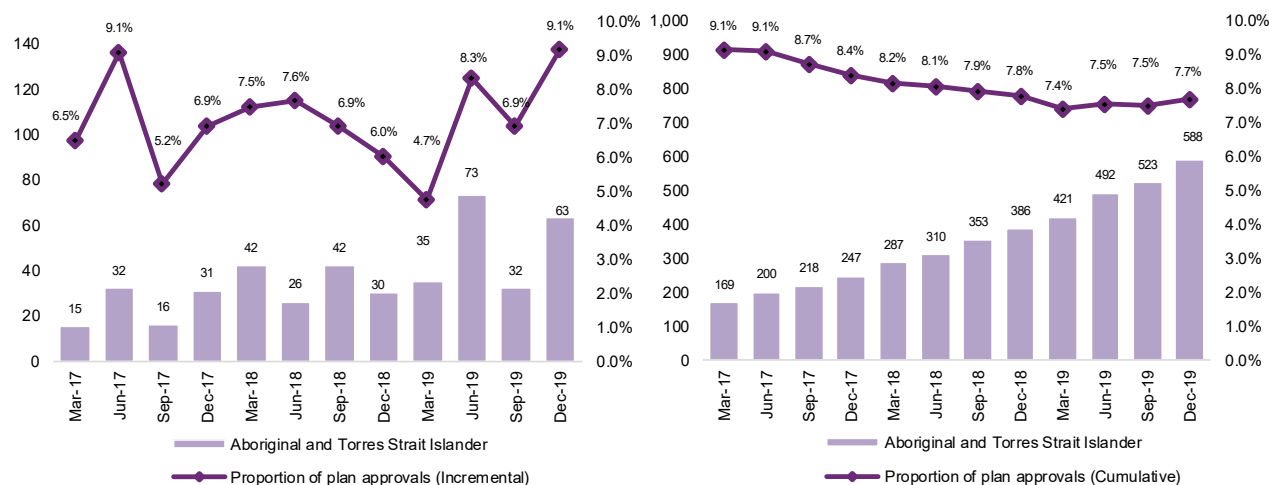
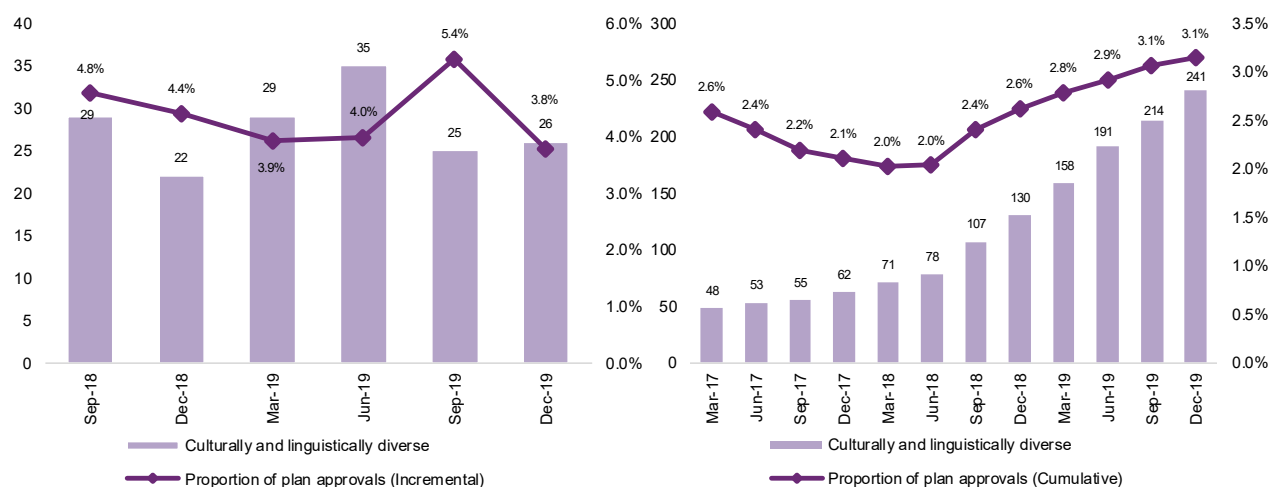


Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	215	3.1%	26	3.8%	241	3.1%
Not culturally and linguistically diverse	6,759	96.7%	663	96.2%	7,422	96.7%
Not stated	16	0.2%	<11		16	0.2%
Total	6,990	100%	689	100%	7,679	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania ^{380 381}



³⁷⁹ 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.

³⁸⁰ Ibid.

³⁸¹ There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

Table K.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – Tasmania

	Total
Age group	N
Under 45	<11
45 to 54	21
55 to 64	38
Total YPIRAC (under 65)	65
65 and above	<11
Total participants in residential aged care	69
Participants not in residential aged care	7,610
Total	7,679

Figure K.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – Tasmania ^{382 383}

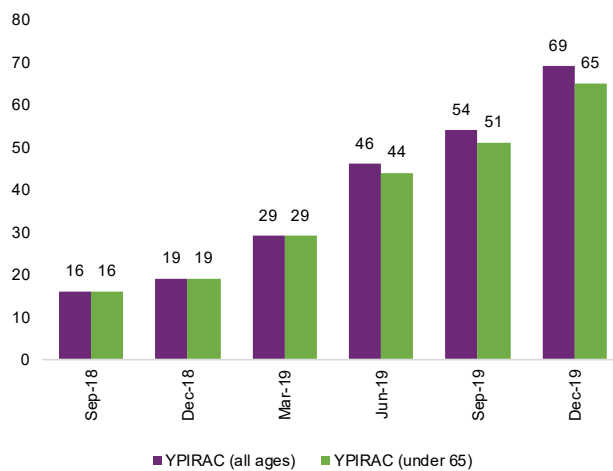


Table K.11 Participant profile per quarter by remoteness – Tasmania ^{384 385}

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	4,476	64.0%	452	65.6%	4,928	64.2%
Population between 15,000 and 50,000	1,456	20.8%	124	18.0%	1,580	20.6%
Population between 5,000 and 15,000	12	0.2%	<11		14	0.2%
Population less than 5,000	971	13.9%	97	14.1%	1,068	13.9%
Remote	64	0.9%	11	1.6%	75	1.0%
Very Remote	11	0.2%	<11		14	0.2%
Missing	<11		<11		<11	
Total	6,990	100%	689	100%	7,679	100%

³⁸² The cumulative chart shows the number of active participants as at each quarter over time.

³⁸³ 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.

³⁸⁴ This table is based on the Modified Monash Model measure of remoteness.

³⁸⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania ^{386 387}

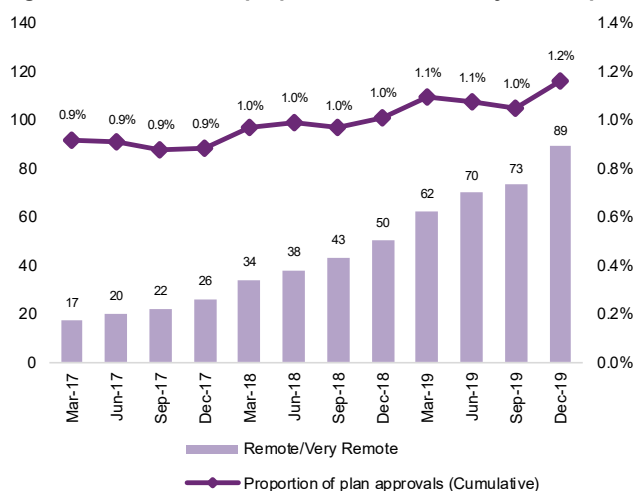


Table K.12 Participant profile per quarter by disability group – Tasmania ^{388 389 390}

Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	2,190	31%	171	25%	2,361	31%
Intellectual Disability	2,246	32%	69	10%	2,315	30%
Psychosocial disability	418	6%	73	11%	491	6%
Developmental Delay	181	3%	103	15%	284	4%
Other Neurological	273	4%	37	5%	310	4%
Hearing Impairment	235	3%	63	9%	298	4%
Other Physical	236	3%	30	4%	266	3%
Cerebral Palsy	349	5%	18	3%	367	5%
ABI	287	4%	23	3%	310	4%
Visual Impairment	132	2%	20	3%	152	2%
Multiple Sclerosis	167	2%	23	3%	190	2%
Global Developmental Delay	91	1%	32	5%	123	2%
Stroke	64	1%	14	2%	78	1%
Spinal Cord Injury	79	1%	<11		84	1%
Other Sensory/Speech	29	0%	<11		36	0%
Other	13	0%	<11		14	0%
Total	6,990	100%	689	100%	7,679	100%

³⁸⁶ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁸⁷ There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

³⁸⁸ Table order based on national proportions (highest to lowest).

³⁸⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁹⁰ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in TAS (271).

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ³⁹¹

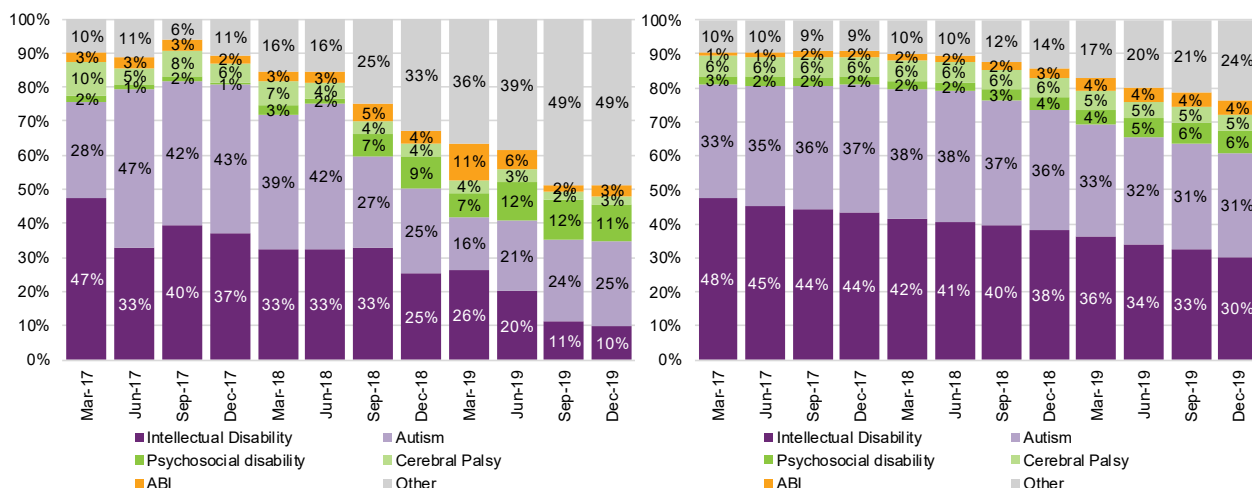


Table K.13 Participant profile per quarter by level of functions – Tasmania ³⁹²

Level of Function	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	293	4%	115	17%	408	5%
2 (High Function)	14	0%	<11		17	0%
3 (High Function)	377	5%	51	7%	428	6%
4 (High Function)	371	5%	56	8%	427	6%
5 (High Function)	474	7%	53	8%	527	7%
6 (Moderate Function)	1,380	20%	125	18%	1,505	20%
7 (Moderate Function)	652	9%	35	5%	687	9%
8 (Moderate Function)	486	7%	48	7%	534	7%
9 (Moderate Function)	37	1%	<11		41	1%
10 (Moderate Function)	687	10%	65	9%	752	10%
11 (Low Function)	353	5%	<11		358	5%
12 (Low Function)	1,174	17%	92	13%	1,266	16%
13 (Low Function)	503	7%	35	5%	538	7%
14 (Low Function)	173	2%	<11		175	2%
15 (Low Function)	<11		<11		<11	
Missing	13	0%	<11		13	0%
Total	6,990	100%	689	100%	7,679	100%

³⁹¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁹² The distributions are calculated excluding participants with a missing level of function.

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania ³⁹³

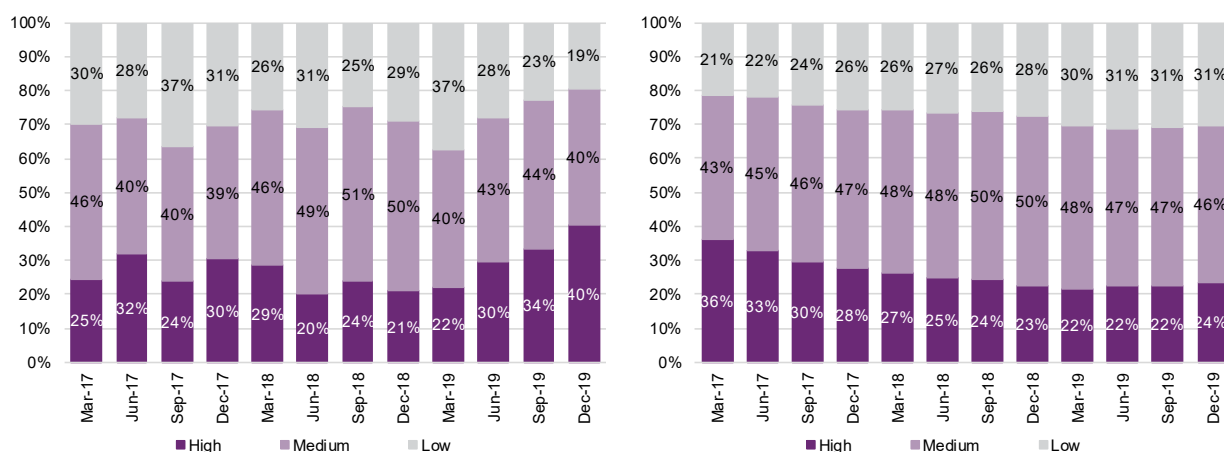
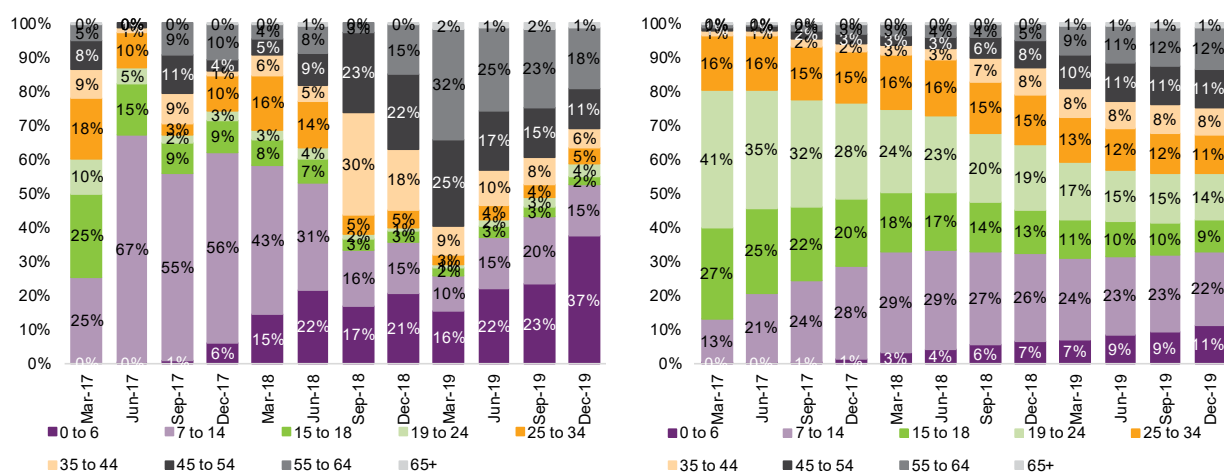


Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
0 to 6	610	9%	258	37%	868	11%
7 to 14	1,560	22%	104	15%	1,664	22%
15 to 18	698	10%	16	2%	714	9%
19 to 24	1,014	15%	26	4%	1,040	14%
25 to 34	837	12%	34	5%	871	11%
35 to 44	588	8%	39	6%	627	8%
45 to 54	779	11%	79	11%	858	11%
55 to 64	825	12%	125	18%	950	12%
65+	79	1%	<11		87	1%
Total	6,990	100%	689	100%	7,679	100%

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ³⁹⁴



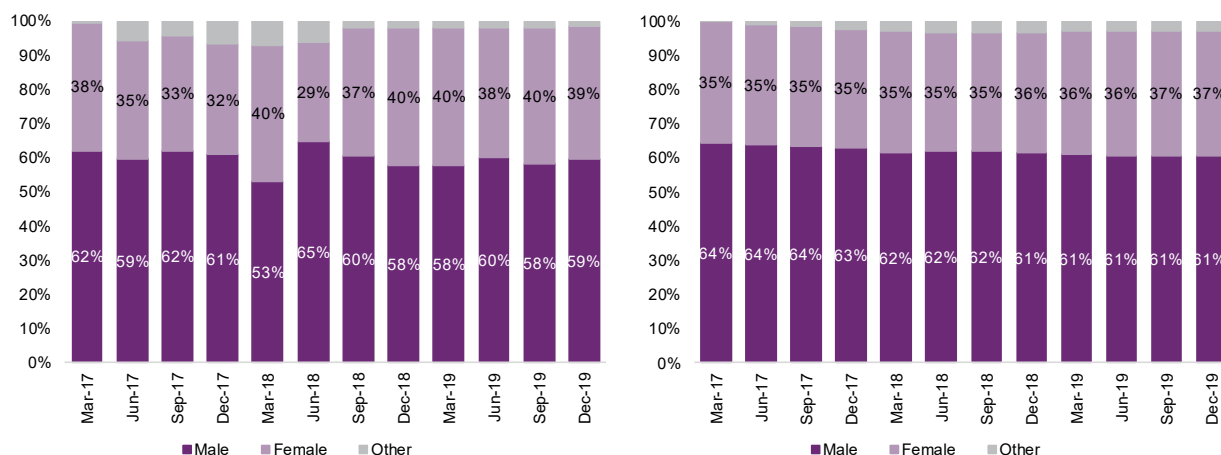
³⁹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁹⁴ Ibid.

Table K.15 Participant profile per quarter by gender – Tasmania

	Prior Quarters		2019-20 Q2		Total	
Gender	N	%	N	%	N	%
Male	4,237	61%	409	59%	4,646	61%
Female	2,556	37%	268	39%	2,824	37%
Other	197	3%	12	2%	209	3%
Total	6,990	100%	689	100%	7,679	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania ³⁹⁵



Part Two: Participant experience and outcomes

Table K.16 Number of baseline questionnaires completed by SFOF version – Tasmania ³⁹⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	12	91	354	269	726
Participant school to 14	558	887	555	296	2,296
Participant 15 to 24	295	158	112	62	627
Participant 25 and over	165	503	1,676	519	2,863
Total Participant	1,030	1,639	2,697	1,146	6,512
Family 0 to 14	515	960	880	551	2,906
Family 15 to 24	156	134	77	42	409
Family 25 and over	5	174	616	186	981
Total Family	676	1,268	1,573	779	4,296
Total	1,706	2,907	4,270	1,925	10,808

³⁹⁵ Ibid.

³⁹⁶ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table K.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Tasmania

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	60%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		33%		
DL	% who say their child is becoming more independent		44%		
CC	% of children who have a genuine say in decisions about themselves		74%		
CC	% who are happy with the level of independence/control they have now			44%	
CC	% who choose who supports them			46%	56%
CC	% who choose what they do each day			57%	66%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	37%
CC	% who want more choice and control in their life			79%	78%

Table K.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Tasmania

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	68%		
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		29%		
REL	Of these, % who are welcomed or actively included	73%	79%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			31%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	31%

Table K.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Tasmania

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		83%		
HM	% who are happy with their home			76%	77%
HM	% who feel safe or very safe in their home			83%	78%
HW	% who rate their health as good, very good or excellent			70%	48%
HW	% who did not have any difficulties accessing health services			73%	70%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				64%
LL	% unable to do a course or training they wanted to do in the last 12 months				25%
WK	% who have a paid job			10%	21%
WK	% who volunteer			10%	11%

Table K.20 Selected key baseline indicators for families/carers of participants – Tasmania

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	35%	29%	29%
% receiving Carer Allowance	58%	41%	39%
% working in a paid job	40%	42%	31%
Of those in a paid job, % in permanent employment	75%	73%	78%
Of those in a paid job, % working 15 hours or more	74%	81%	82%
% who say they (and their partner) are able to work as much as they want	42%	44%	63%
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%	83%	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%	74%	67%
% who have friends and family they see as often as they like	44%	46%	54%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		39%	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			49%
% who rate their health as good, very good or excellent	71%	64%	65%

Table K.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=50) - participants who entered from 1 January 2018 to 31 December 2018 – Tasmania ³⁹⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	86%
DL	Has the NDIS improved your child's access to specialist services?	86%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	73%
REL	Has the NDIS improved how your child fits into family life?	70%
S/CP	Has the NDIS improved how your child fits into community life?	46%

Table K.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=691) - participants who entered from 1 January 2018 to 31 December 2018 – Tasmania

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	55%
LL	Has the NDIS improved your child's access to education?	26%
REL	Has the NDIS improved your child's relationships with family and friends?	43%
S/CP	Has the NDIS improved your child's social and recreational life?	37%

Table K.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=132) and ‘Participant 25 and over’ (n=720) - participants who entered from 1 January 2018 to 31 December 2018 – Tasmania

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	76%
DL	Has the NDIS helped you with daily living activities?	51%	80%
REL	Has the NDIS helped you to meet more people?	39%	59%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	38%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	54%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	21%
S/CP	Has the NDIS helped you be more involved?	40%	67%

³⁹⁷ Results in Tables K.21 to K.24 exclude participants who entered prior to 1 January 2018.
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Table K.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=709); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=266) - participants who entered from 1 January 2018 to 31 December 2018 – Tasmania

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	53%
Has the NDIS improved the level of support for your family?	57%	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?	59%	64%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	
Has the NDIS improved your health and wellbeing?	32%	35%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first and second plan review, for participants aged 0 to school.

Table K.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=417) - participants who entered from 1 January 2017 and 31 December 2017 – Tasmania ³⁹⁸

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	42%	51%	+10%
LL	Has the NDIS improved your child's access to education?	16%	18%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	28%	34%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	35%	40%	+5%

³⁹⁸ Results in Tables K.25 to K.27 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. 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 K.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=181) and ‘Participant 25 and over’ (n=138) - participants who entered from 1 January 2017 and 31 December 2017 – Tasmania

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	50%	54%	+4%	75%	80%	+5%
DL	Has the NDIS helped you with daily living activities?	47%	57%	+10%	76%	84%	+8%
REL	Has the NDIS helped you to meet more people?	42%	48%	+6%	61%	65%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	8%	8%	-0%	30%	40%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	27%	30%	+3%	47%	51%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	19%	18%	-1%	24%	31%	+7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	6%	+1%	17%	18%	+2%
S/CP	Has the NDIS helped you be more involved?	42%	48%	+6%	60%	67%	+7%

Table K.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=291); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=65) - participants who entered from 1 January 2017 and 31 December 2017 – Tasmania

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	31%	38%	+8%	43%	50%	+6%
	Has the NDIS improved the level of support for your family?	41%	52%	+12%	61%	72%	+12%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	50%	59%	+10%	57%	66%	+8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	42%	54%	+12%			
	Has the NDIS improved your health and wellbeing?	19%	24%	+5%	19%	29%	+9%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to 14 and participants aged 25 and over.

Table K.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=129) - participants who entered from 1 July 2016 and 31 December 2016 – Tasmania ³⁹⁹

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	53%	64%	65%	+12%
Has the NDIS helped you with daily living activities?	47%	57%	69%	+22%
Has the NDIS helped you to meet more people?	48%	53%	53%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	13%	12%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	35%	36%	40%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	26%	27%	-2%
Has your involvement with the NDIS helped you find a job that's right for you?	6%	8%	11%	+5%
Has the NDIS helped you be more involved?	47%	57%	59%	+12%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for families of participants aged 0 to 14 and participants aged 25 and over.

Table K.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=43) - participants who entered from 1 July 2016 and 31 December 2016 – Tasmania

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	47%	37%	44%	-4%
Has the NDIS improved the level of support for your family?	47%	59%	73%	+26%
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?	55%	63%	67%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	32%	26%	26%	-6%

³⁹⁹ Results in Tables K.28 to K.29 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date. 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 K.30 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=257), 'participants in community and social activities' (n=260) and 'participants who choose who supports them' (n=261) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – Tasmania ⁴⁰⁰

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	8%	12%	17%	24%
Aged 25+	20%	22%	22%	
Aged 15+ (Average)	16%	19%	20%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	18%	24%	26%	47%
Aged 25+	29%	33%	38%	
Aged 15+ (Average)	25%	30%	34%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	47%	45%	55%	45%
Aged 25+	29%	38%	35%	
Aged 15+ (Average)	35%	41%	42%	

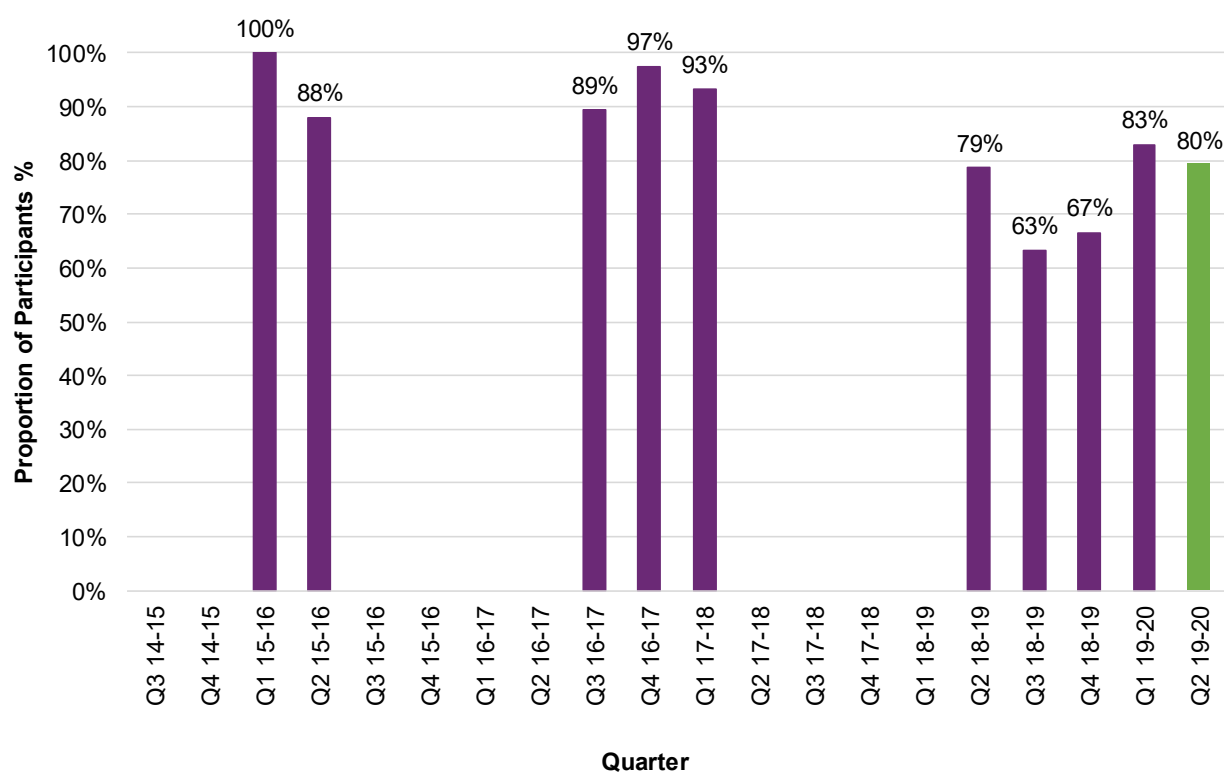
Table K.31 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=118) and 'participants in community and social activities' (n=121) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – Tasmania ⁴⁰¹

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	12%	10%	16%	21%	24%
Aged 25+	15%	15%	24%	35%	
Aged 15+ (Average)	13%	12%	17%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	28%	29%	30%	26%	47%
Aged 25+	25%	32%	35%	32%	
Aged 15+ (Average)	27%	30%	31%	27%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	39%	44%	44%	51%	45%
Aged 25+	59%	56%	52%	70%	
Aged 15+ (Average)	43%	47%	46%	55%	

⁴⁰⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

⁴⁰¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

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 – Tasmania* ⁴⁰²



* The result for 2019-20 Q2 is based on 44 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 80% rated the process as either good or very good, 14% rated the process as neutral rating and 7% rated the process as poor or very poor.

Table K.32 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 – Tasmania

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	86%	9%	5%
I had enough time to tell my story and say what support I need	82%	11%	7%
The planner knows what I can do well	70%	14%	16%
The planner had some good ideas for my plan	80%	9%	11%
I know what is in my plan	73%	18%	9%
The planner helped me think about my future	75%	5%	20%
I think my plan will make my life better	89%	9%	2%
The planning meeting went well	89%	5%	7%

Table K.33 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Tasmania

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
Access	n = 100	n = 27
Are you happy with how coming into the NDIS has gone?	80%	89%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	66%	63%
Pre-planning	n = 93	n = 40
Did the person from the NDIS understand how your disability affects your life?	89%	93%
Did you understand why you needed to give the information you did?	98%	95%
Were decisions about your plan clearly explained?	86%	90%
Are you clear on what happens next with your plan?	82%	78%
Do you know where to go for more help with your plan?	90%	90%
Planning	n = 99	n = 60
Did the person from the NDIS understand how your disability affects your life?	81%	85%
Did you understand why you needed to give the information you did?	93%	93%
Were decisions about your plan clearly explained?	75%	85%
Are you clear on what happens next with your plan?	73%	77%
Do you know where to go for more help with your plan?	80%	80%
Plan review	n = 79	n = 7
Did the person from the NDIS understand how your disability affects your life?	87%	N/A
Did you feel prepared for your plan review?	82%	N/A
Is your NDIS plan helping you to make progress towards your goals?	82%	N/A

Table K.34 Plan reviews conducted per quarter – excluding plans less than 30 days – Tasmania ⁴⁰³

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	10,444	1,921	12,365
<i>Early intervention plans</i>	1,148	252	1,400
<i>Permanent disability plans</i>	9,296	1,669	10,965

⁴⁰³ 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) – Tasmania

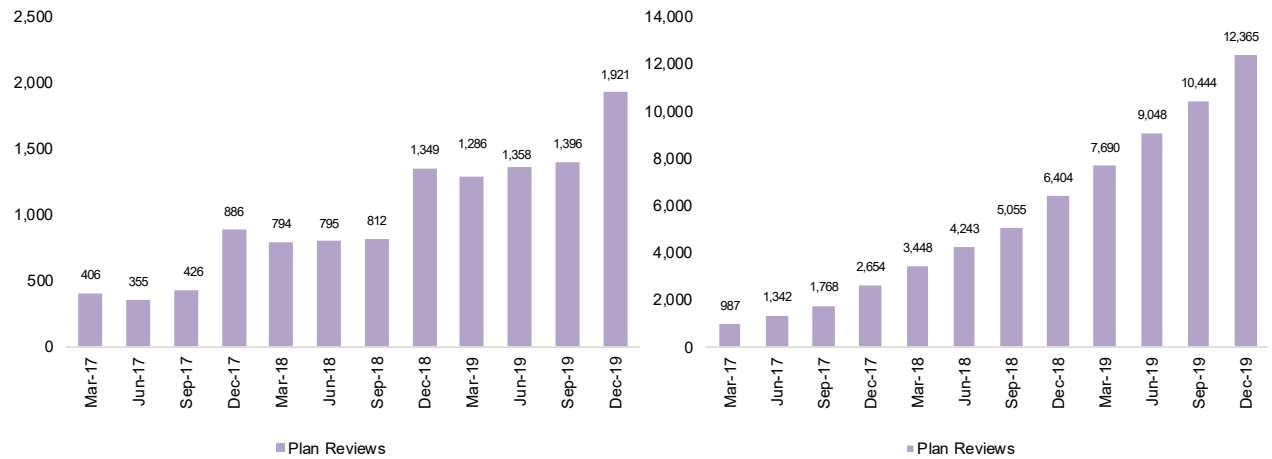
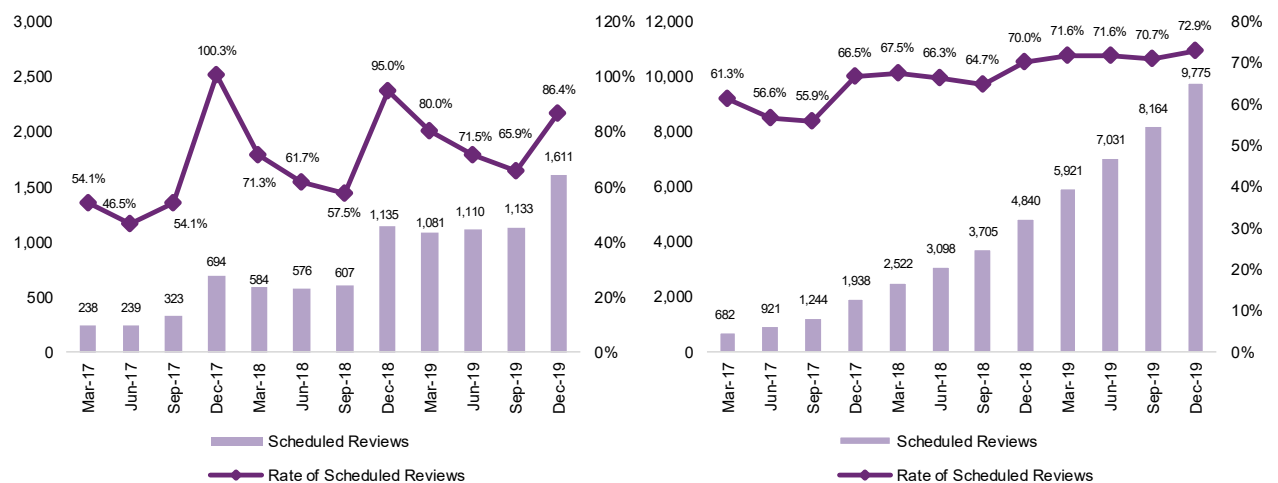


Table K.35 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – Tasmania

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	8,164	1,611	9,775
<i>Trial participants</i>	3,308	294	3,602
<i>Transition participants</i>	4,856	1,317	6,173

Figure K.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – Tasmania⁴⁰⁴



⁴⁰⁴ 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 K.36 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Tasmania

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	2,280	310	2,590
<i>Trial participants</i>	784	27	811
<i>Transition participants</i>	1,496	283	1,779

Table K.37 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – Tasmania ⁴⁰⁵

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	19.8%	16.6%	19.3%

Figure K.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁰⁶

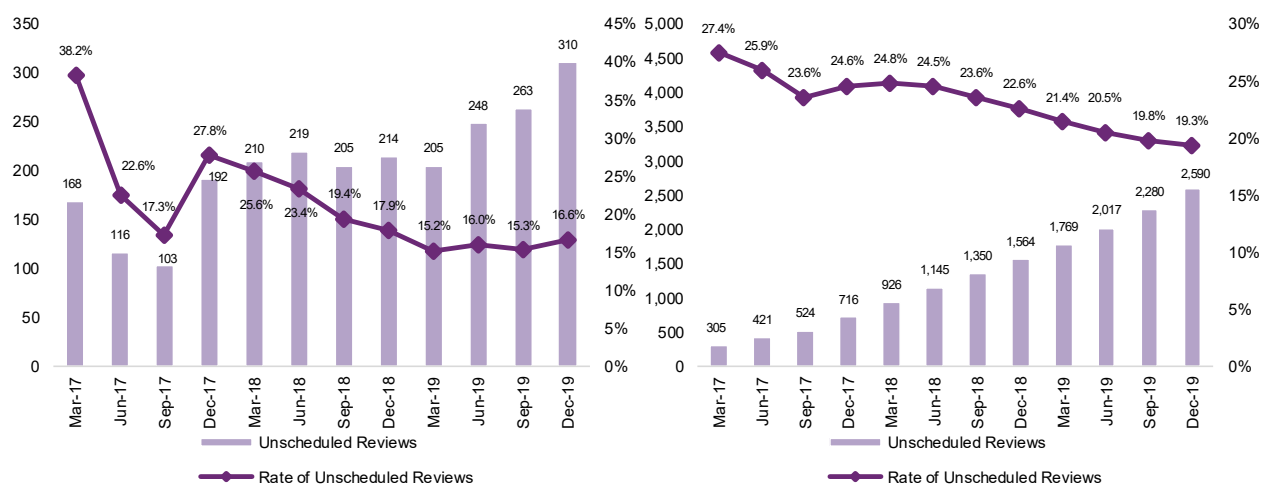


Table K.38 Complaints by quarter – Tasmania ^{407 408 409}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	60	14	74	64
Complaints about the Agency	661	120	781	521
Unclassified	34	0	34	30
Total	755	134	889	578
% of all access requests	5.9%	5.6%	5.8%	

⁴⁰⁵ 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.

⁴⁰⁶ 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.

⁴⁰⁷ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

⁴⁰⁸ Note that 69% of all complainants made only one complaint, 16% made two complaints and 14% made three or more complaints.

⁴⁰⁹ % of all access requests 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.

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

410

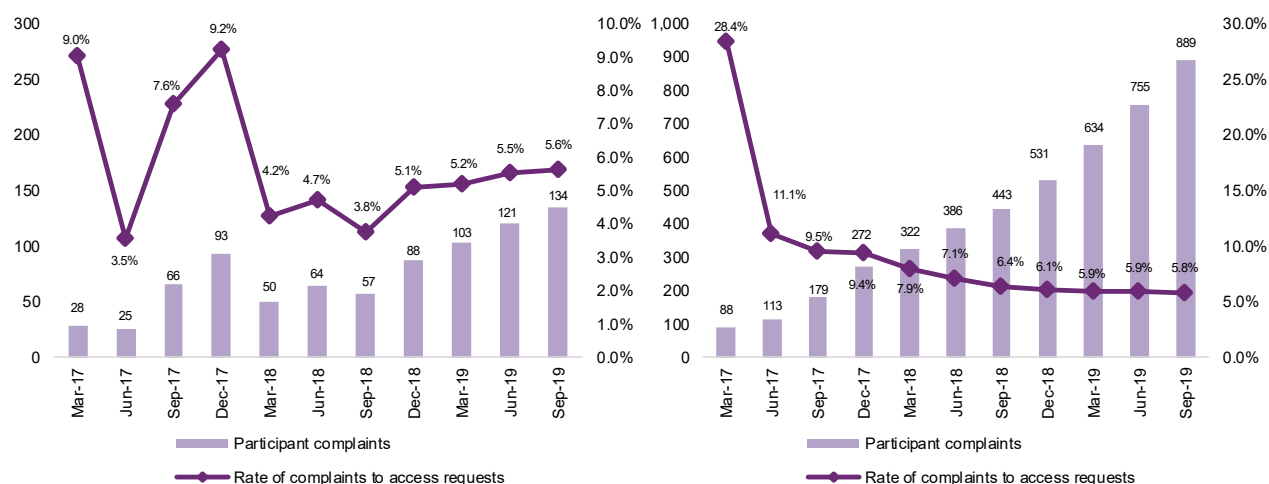


Table K.39 Complaints by type – Tasmania

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Participants or those who have sought access			
<i>Complaints about service providers</i>			
Supports being provided	11 (18%)	<11	12 (16%)
Service Delivery	14 (23%)	<11	17 (23%)
Staff conduct	11 (18%)	<11	13 (18%)
Provider process	<11	<11	<11
Provider costs.	<11	<11	<11
Other	<11	<11	14 (19%)
Total	60	14	74
<i>Complaints about the Agency</i>			
Timeliness	216 (33%)	44 (37%)	260 (33%)
Individual needs	66 (10%)	<11	72 (9%)
Reasonable and necessary supports	50 (8%)	15 (13%)	65 (8%)
Information unclear	25 (4%)	11 (9%)	36 (5%)
The way the NDIA carried out its decision making	51 (8%)	<11	56 (7%)
Other	253 (38%)	39 (33%)	292 (37%)
Total	661	120	781
<i>Unclassified</i>	34	0	34

Table K.40 AAT Cases by category – Tasmania ^{411 412}

	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
Total	34	100%	<11		37	100%
% of all access decisions	0.19%		0.13%		0.19%	

⁴¹⁰ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

⁴¹¹ The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

⁴¹² % of all access decisions 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.14 Number and proportion of AAT cases over time cumulatively (right) – Tasmania ⁴¹³

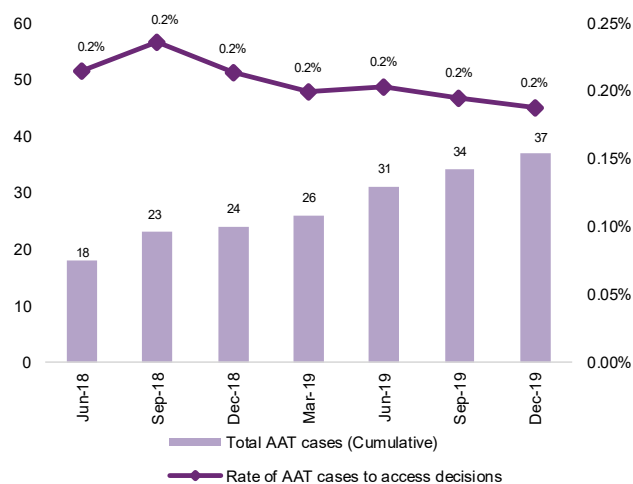


Table K.41 AAT cases by open/closed and decision – Tasmania

	N
AAT Cases	37
Open AAT Cases	<11
Closed AAT Cases	31
<i>Resolved before hearing</i>	31
<i>Gone to hearing and received a substantive decision</i>	<11

Table K.42 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ^{414 415}

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	12%	15%	13%
Self-managed partly	13%	12%	12%
Plan managed	13%	24%	17%
Agency managed	62%	49%	58%
Total	100%	100%	100%

⁴¹³ There are insufficient numbers to show the incremental count of AAT cases, and also insufficient numbers to show the cumulative count of AAT cases prior to the June 2018 quarter.

⁴¹⁴ 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.

⁴¹⁵ Trial participants are not included.

Figure K.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁴¹⁶

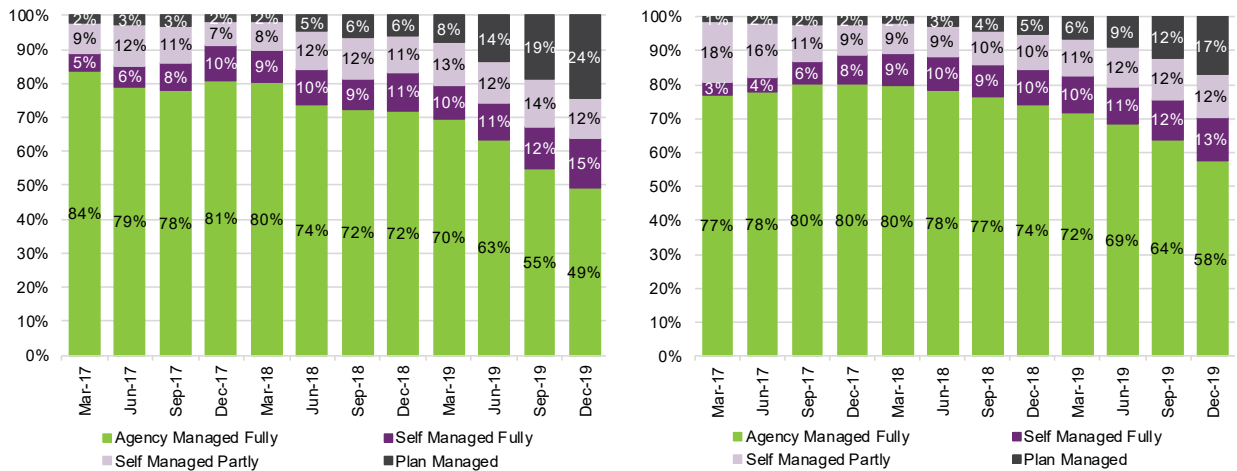


Table K.43 Distribution of active participants by support coordination and quarter of plan approval – Tasmania ⁴¹⁷

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	37%	44%	39%

Table K.44 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁴¹⁸

	Prior Quarters (Transition Only)		2018-19 Q4	
Plan activation	N	%	N	%
Less than 30 days	3,190	70%	547	63%
30 to 59 days	415	9%	144	17%
60 to 89 days	219	5%	44	5%
Activated within 90 days	3,824	84%	735	85%
90 to 119 days	154	3%	31	4%
120 days and over	439	10%	25	3%
Activated after 90 days	593	13%	56	6%
No payments	127	3%	78	9%
Total plans approved	4,544	100%	869	100%

⁴¹⁶ 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.

⁴¹⁷ Trial participants are not included.

⁴¹⁸ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.45 Proportion of participants who have activated within 12 months – Tasmania

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	352	386	91%
Not Aboriginal and Torres Strait Islander	3,354	3,513	95%
Not Stated	973	1,020	95%
Total	4,679	4,919	95%
by Culturally and Linguistically Diverse status			
CALD	119	126	94%
Not CALD	4,548	4,779	95%
Not Stated	12	14	86%
Total	4,679	4,919	95%
by Remoteness			
Major Cities	<11	<11	
Regional	4,635	4,869	95%
Remote	44	50	88%
Missing	<11	<11	
Total	4,679	4,919	95%
by Primary Disability type			
Autism	1,675	1,782	94%
Intellectual Disability (including Down Syndrome)	1,734	1,829	95%
Psychosocial Disability	200	208	96%
Developmental Delay (including Global Developmental Delay)	96	102	94%
Other	974	998	98%
Total	4,679	4,919	95%

Table K.46 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Tasmania ⁴¹⁹ ⁴²⁰

Plan utilisation	Total
0 to 50%	38%
50% to 75%	18%
> 75%	44%
Total	100%

⁴¹⁹ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴²⁰ 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 K.47 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁴²¹

	Prior Quarters	2019-20 Q2	Total
Daily Activities	9%	9%	9%
Health & Wellbeing	54%	58%	56%
Lifelong Learning	18%	18%	18%
Other	15%	16%	15%
Non-categorised	28%	27%	28%
Any mainstream service	94%	94%	94%

Part Three: Providers and the growing market

Table K.48 Key markets indicators by quarter – Tasmania ^{422 423}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.72	1.68
b) Number of providers delivering new types of supports	135	97
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	87%	87%
<i>Therapeutic Supports (%)</i>	83%	81%
<i>Participation in community, social and civic activities (%)</i>	81%	84%
<i>Early Intervention supports for early childhood (%)</i>	77%	80%
<i>Daily Personal Activities (%)</i>	80%	84%

⁴²¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴²² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴²³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table K.49 Cumulative number of providers that have been ever active by registration group – Tasmania ⁴²⁴

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	13	0	13	0%
Assistance Animals	5	0	5	0%
Assistance with daily life tasks in a group or shared living arrangement	88	7	95	8%
Assistance with travel/transport arrangements	86	3	89	3%
Daily Personal Activities	161	6	167	4%
Group and Centre Based Activities	108	4	112	4%
High Intensity Daily Personal Activities	105	4	109	4%
Household tasks	115	9	124	8%
Interpreting and translation	9	0	9	0%
Participation in community, social and civic activities	181	5	186	3%
Assistive Technology				
Assistive equipment for recreation	19	1	20	5%
Assistive products for household tasks	15	1	16	7%
Assistance products for personal care and safety	172	19	191	11%
Communication and information equipment	33	2	35	6%
Customised Prosthetics	42	5	47	12%
Hearing Equipment	20	3	23	15%
Hearing Services	2	1	3	50%
Personal Mobility Equipment	60	11	71	18%
Specialised Hearing Services	4	0	4	0%
Vision Equipment	14	1	15	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	153	10	163	7%
Behaviour Support	60	2	62	3%
Community nursing care for high needs	14	6	20	43%
Development of daily living and life skills	109	7	116	6%
Early Intervention supports for early childhood	101	5	106	5%
Exercise Physiology and Physical Wellbeing activities	42	5	47	12%
Innovative Community Participation	18	1	19	6%
Specialised Driving Training	5	2	7	40%
Therapeutic Supports	354	17	371	5%
Capital services				
Home modification design and construction	22	6	28	27%
Specialist Disability Accommodation	11	0	11	0%
Vehicle Modifications	17	4	21	24%
Choice and control support services				
Management of funding for supports in participants plan	49	6	55	12%
Support Coordination	29	0	29	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	42	2	44	5%
Specialised Supported Employment	25	0	25	0%
Total approved active providers	854	46	900	5%

⁴²⁴ 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 K.50 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	10	13	23%	77%	100%
Assistance Animals	0	5	5	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	86	95	9%	91%	100%
Assistance with travel/transport arrangements	8	81	89	9%	91%	100%
Daily Personal Activities	14	153	167	8%	92%	100%
Group and Centre Based Activities	7	105	112	6%	94%	100%
High Intensity Daily Personal Activities	9	100	109	8%	92%	100%
Household tasks	25	99	124	20%	80%	100%
Interpreting and translation	1	8	9	11%	89%	100%
Participation in community, social and civic activities	19	167	186	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	20	20	0%	100%	100%
Assistive products for household tasks	1	15	16	6%	94%	100%
Assistance products for personal care and safety	25	166	191	13%	87%	100%
Communication and information equipment	3	32	35	9%	91%	100%
Customised Prosthetics	7	40	47	15%	85%	100%
Hearing Equipment	3	20	23	13%	87%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	11	60	71	15%	85%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	0	15	15	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	32	131	163	20%	80%	100%
Behaviour Support	21	41	62	34%	66%	100%
Community nursing care for high needs	1	19	20	5%	95%	100%
Development of daily living and life skills	13	103	116	11%	89%	100%
Early Intervention supports for early childhood	34	72	106	32%	68%	100%
Exercise Physiology and Physical Wellbeing activities	8	39	47	17%	83%	100%
Innovative Community Participation	8	11	19	42%	58%	100%
Specialised Driving Training	2	5	7	29%	71%	100%
Therapeutic Supports	150	221	371	40%	60%	100%
Capital services						
Home modification design and construction	6	22	28	21%	79%	100%
Specialist Disability Accommodation	1	10	11	9%	91%	100%
Vehicle Modifications	4	17	21	19%	81%	100%
Choice and control support services						
Management of funding for supports in participants plan	7	48	55	13%	87%	100%
Support Coordination	4	25	29	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	39	44	11%	89%	100%
Specialised Supported Employment	2	23	25	8%	92%	100%
Total	227	673	900	25%	75%	100%

Table K.51 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – Tasmania

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	2	0	2	0%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	59	7	66	11%
Assistance with travel/transport arrangements	48	3	51	6%
Daily Personal Activities	68	6	74	8%
Group and Centre Based Activities	44	4	48	8%
High Intensity Daily Personal Activities	53	4	57	7%
Household tasks	53	9	62	15%
Interpreting and translation	6	0	6	0%
Participation in community, social and civic activities	87	5	92	5%
Assistive Technology				
Assistive equipment for recreation	3	1	4	25%
Assistive products for household tasks	1	1	2	50%
Assistance products for personal care and safety	100	19	119	16%
Communication and information equipment	14	2	16	13%
Customised Prosthetics	18	5	23	22%
Hearing Equipment	3	3	6	50%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	20	11	31	35%
Specialised Hearing Services	0	0	0	
Vision Equipment	6	1	7	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	83	10	93	11%
Behaviour Support	27	2	29	7%
Community nursing care for high needs	11	6	17	35%
Development of daily living and life skills	59	7	66	11%
Early Intervention supports for early childhood	41	5	46	11%
Exercise Physiology and Physical Wellbeing activities	22	5	27	19%
Innovative Community Participation	4	1	5	20%
Specialised Driving Training	0	2	2	100%
Therapeutic Supports	177	17	194	9%
Capital services				
Home modification design and construction	8	6	14	43%
Specialist Disability Accommodation	7	0	7	0%
Vehicle Modifications	4	4	8	50%
Choice and control support services				
Management of funding for supports in participants plan	32	6	38	16%
Support Coordination	7	0	7	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	14	2	16	13%
Specialised Supported Employment	17	0	17	0%
Total	432	46	478	10%

Table K.52 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	1	2	50%	50%	100%
Assistance Animals	0	3	3	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	7	59	66	11%	89%	100%
Assistance with travel/transport arrangements	4	47	51	8%	92%	100%
Daily Personal Activities	9	65	74	12%	88%	100%
Group and Centre Based Activities	5	43	48	10%	90%	100%
High Intensity Daily Personal Activities	3	54	57	5%	95%	100%
Household tasks	15	47	62	24%	76%	100%
Interpreting and translation	1	5	6	17%	83%	100%
Participation in community, social and civic activities	11	81	92	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	0	4	4	0%	100%	100%
Assistive products for household tasks	1	1	2	50%	50%	100%
Assistance products for personal care and safety	14	105	119	12%	88%	100%
Communication and information equipment	1	15	16	6%	94%	100%
Customised Prosthetics	2	21	23	9%	91%	100%
Hearing Equipment	0	6	6	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	4	27	31	13%	87%	100%
Specialised Hearing Services	0	0	0			0%
Vision Equipment	0	7	7	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	20	73	93	22%	78%	100%
Behaviour Support	11	18	29	38%	62%	100%
Community nursing care for high needs	1	16	17	6%	94%	100%
Development of daily living and life skills	8	58	66	12%	88%	100%
Early Intervention supports for early childhood	17	29	46	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	6	21	27	22%	78%	100%
Innovative Community Participation	1	4	5	20%	80%	100%
Specialised Driving Training	0	2	2	0%	100%	100%
Therapeutic Supports	91	103	194	47%	53%	100%
Capital services						
Home modification design and construction	3	11	14	21%	79%	100%
Specialist Disability Accommodation	1	6	7	14%	86%	100%
Vehicle Modifications	2	6	8	25%	75%	100%
Choice and control support services						
Management of funding for supports in participants plan	5	33	38	13%	87%	100%
Support Coordination	2	5	7	29%	71%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	13	16	19%	81%	100%
Specialised Supported Employment	1	16	17	6%	94%	100%
Total	140	338	478	29%	71%	100%

Part Four: Financial sustainability

Table K.53 Committed supports by financial year (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.5	50.5	65.6	100.0	189.1	392.3	301.2

Figure K.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania

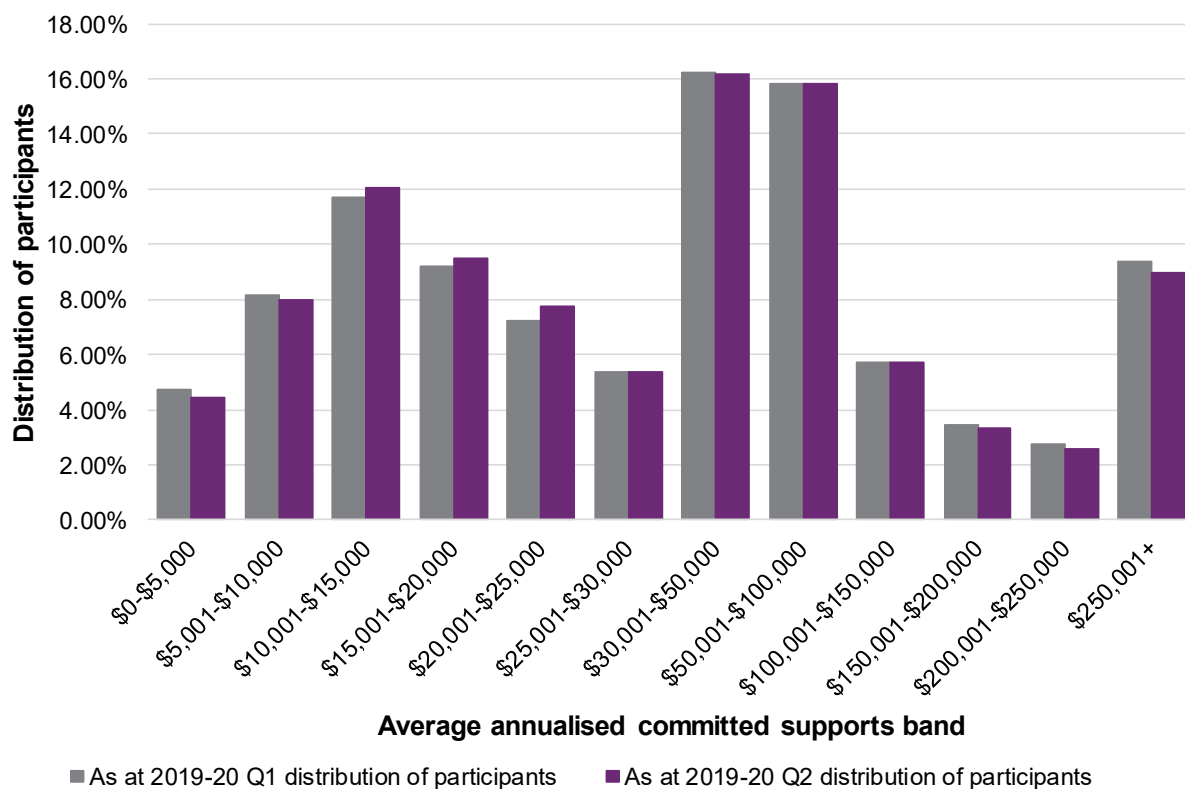


Figure K.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania

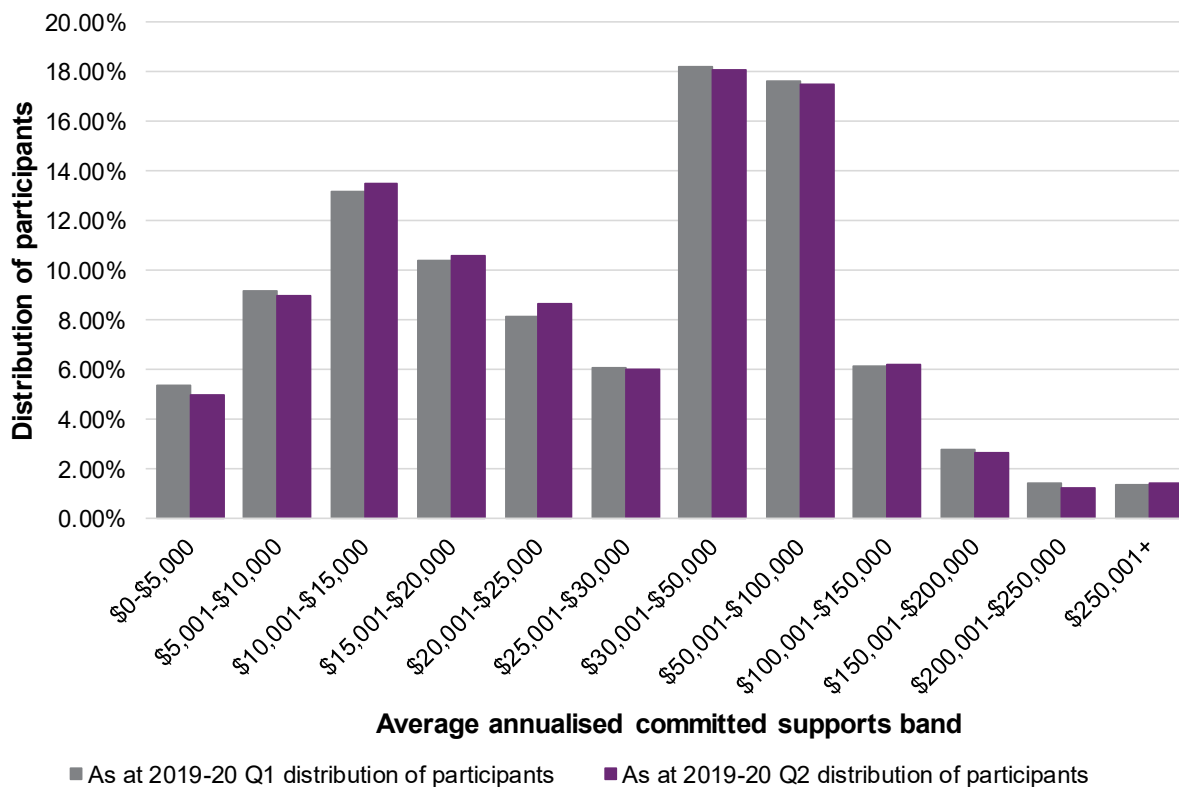


Figure K.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania

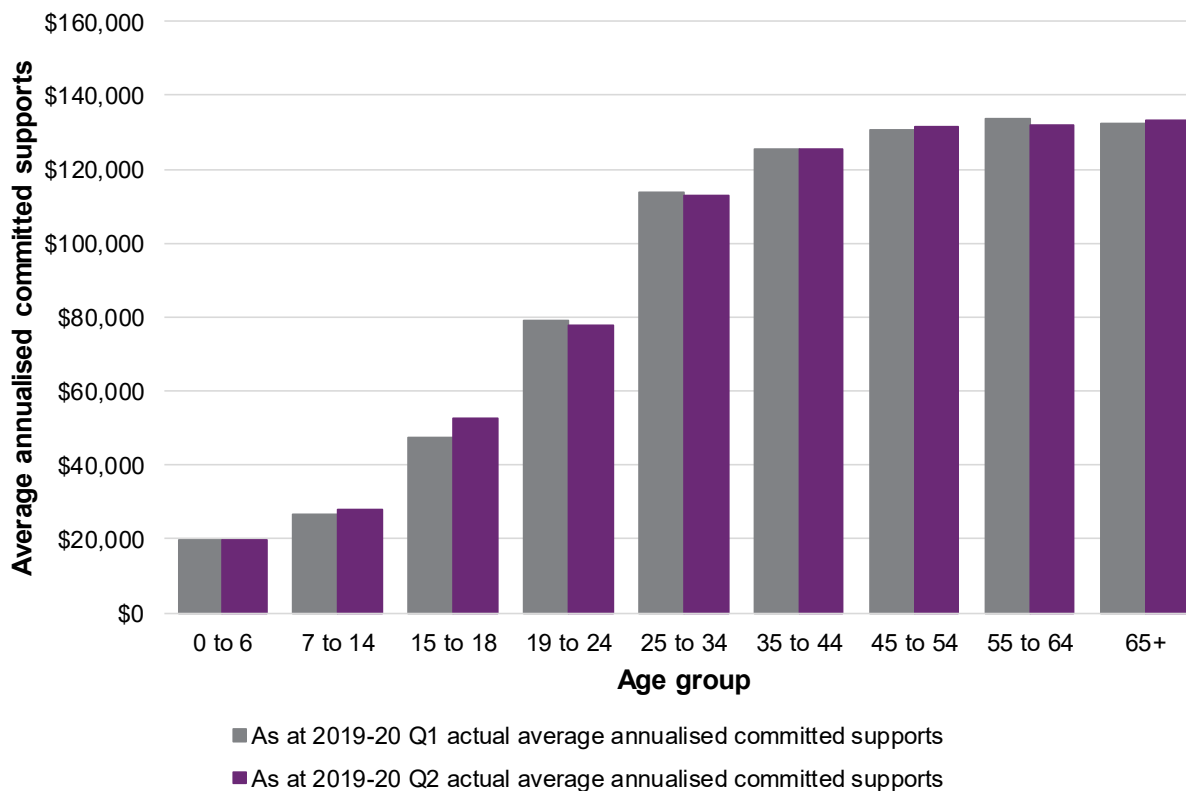


Figure K.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania

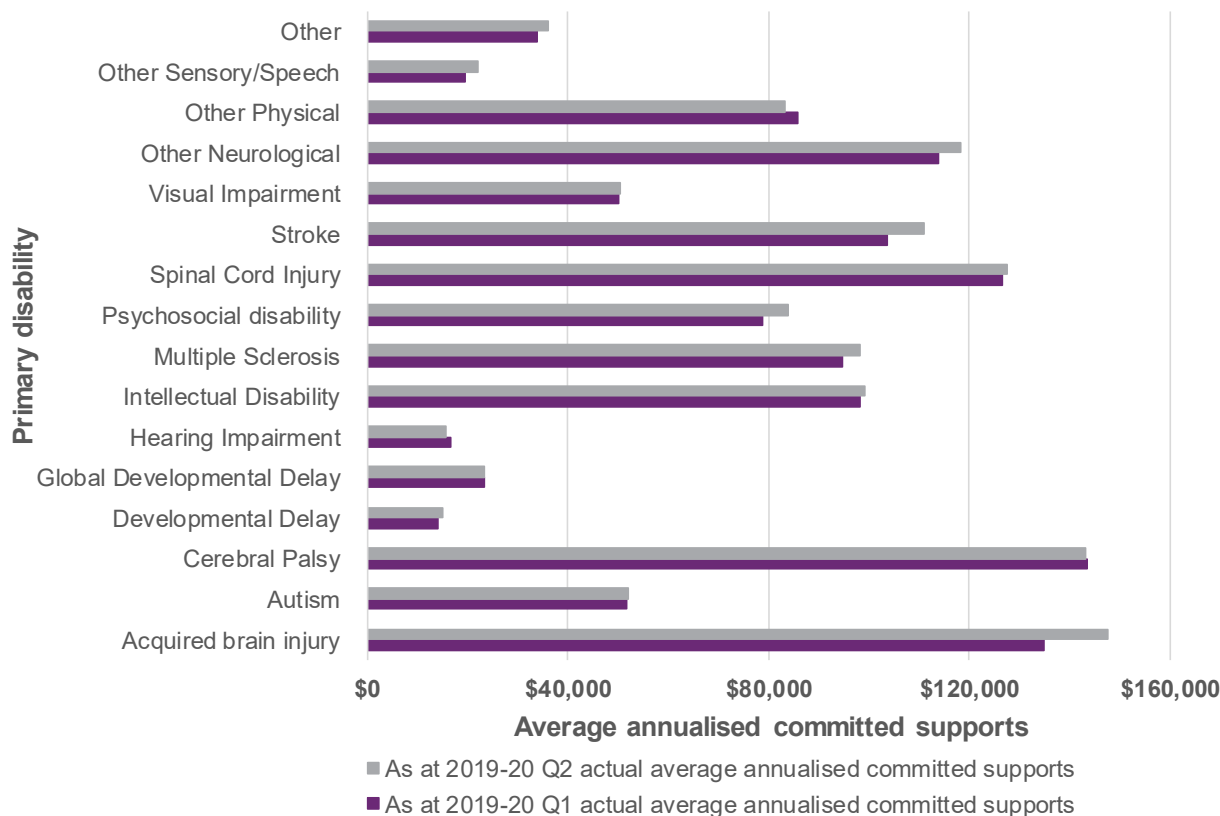
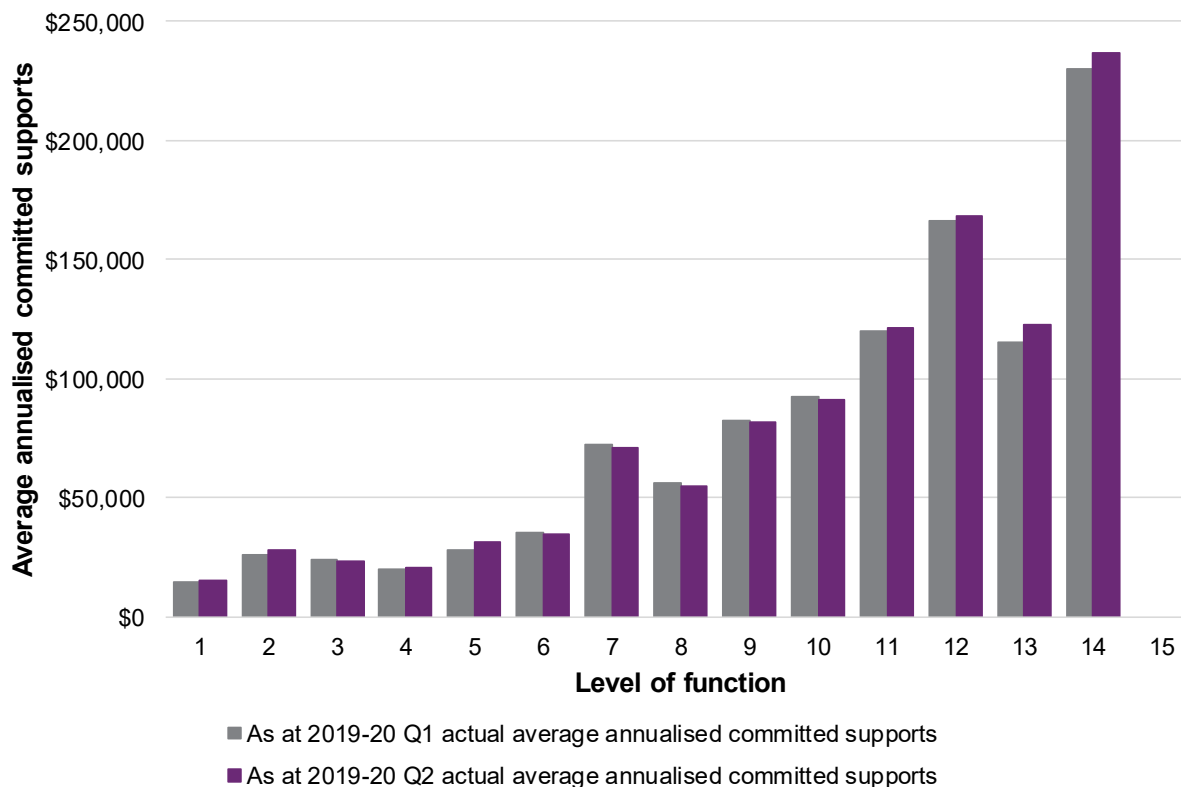


Figure K.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania⁴²⁵



⁴²⁵ 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 K.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania

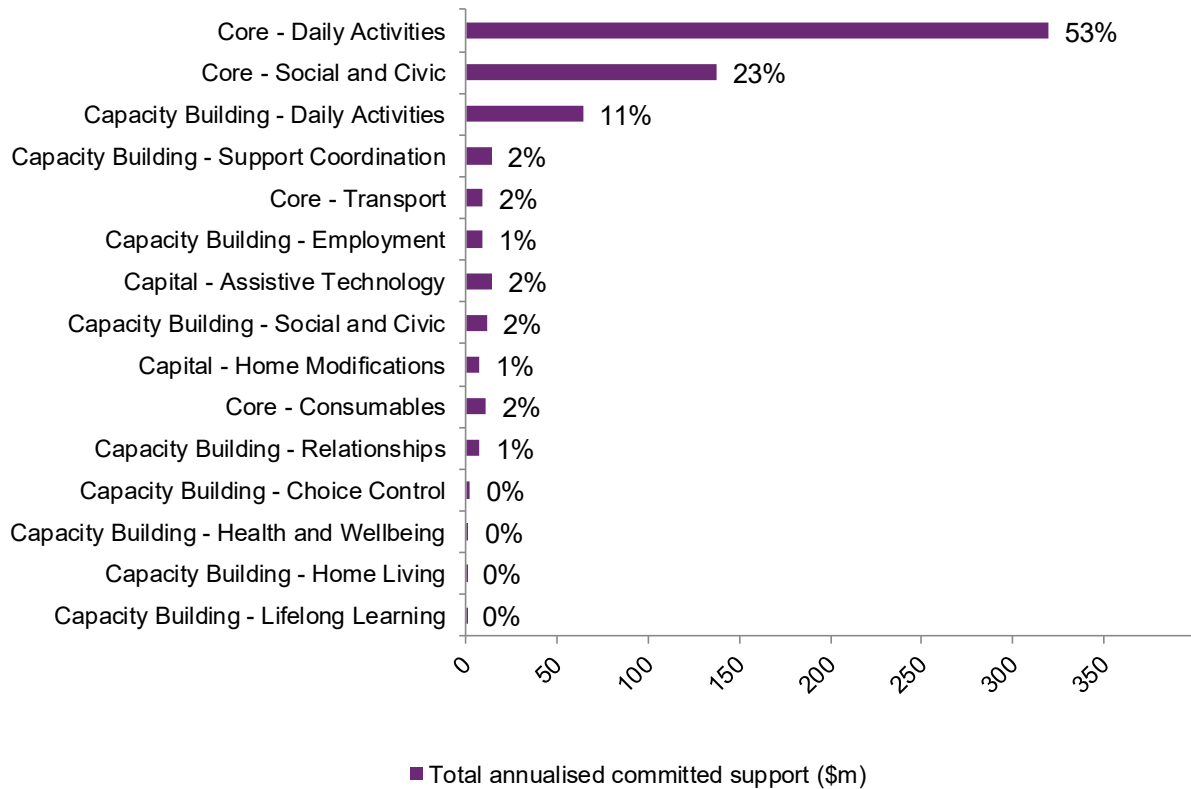


Table K.54 Payments by financial year, compared to committed supports (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.5	50.5	65.6	100.0	189.1	392.3	301.2
Total Paid	9.7	36.1	48.6	78.4	153.7	293.1	189.6
% utilised to date	56%	71%	74%	78%	81%	75%	63%

Figure K.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Tasmania

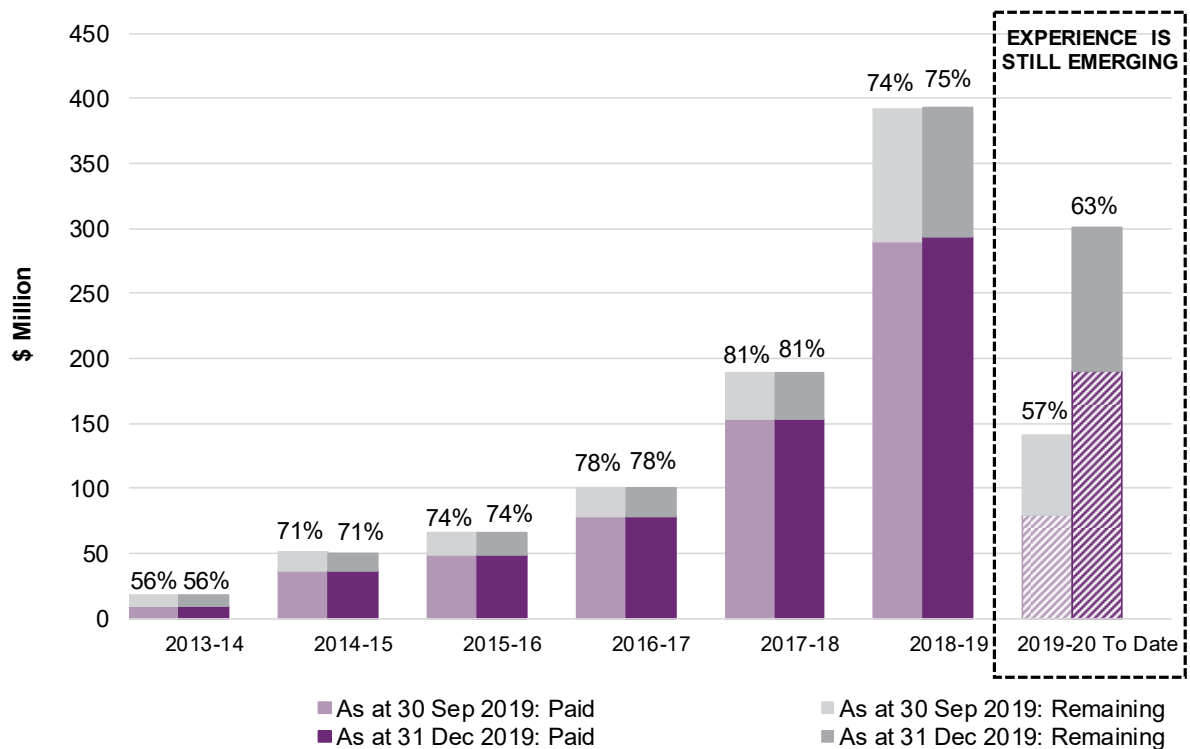


Figure K.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Tasmania ⁴²⁶

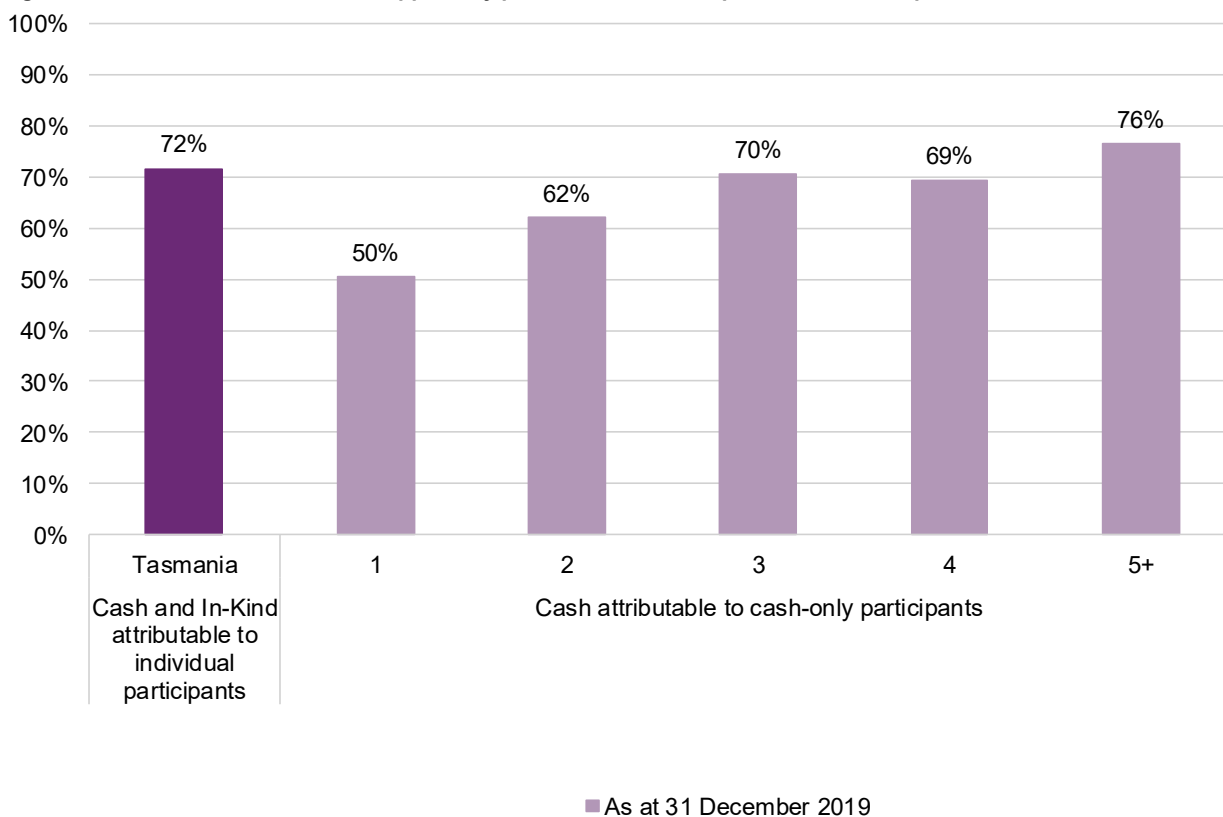
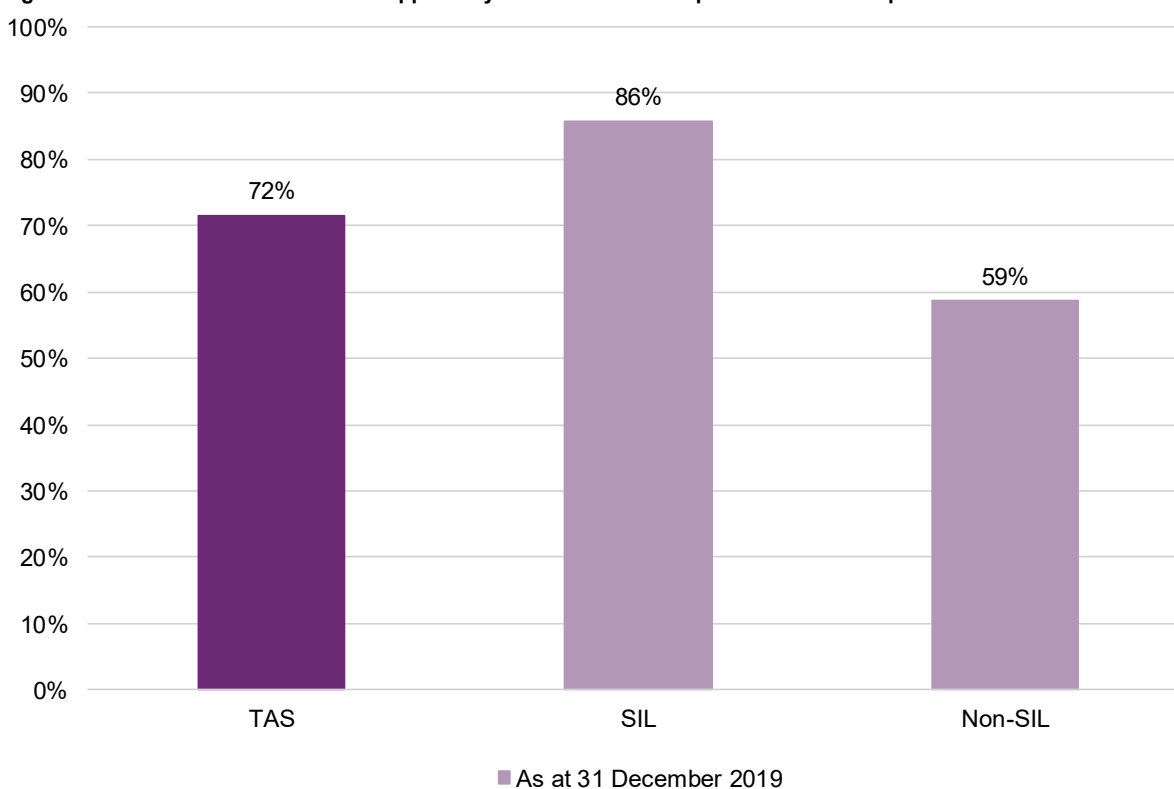


Figure K.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Tasmania ⁴²⁷



⁴²⁶ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

⁴²⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure K.25 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – Tasmania ⁴²⁸

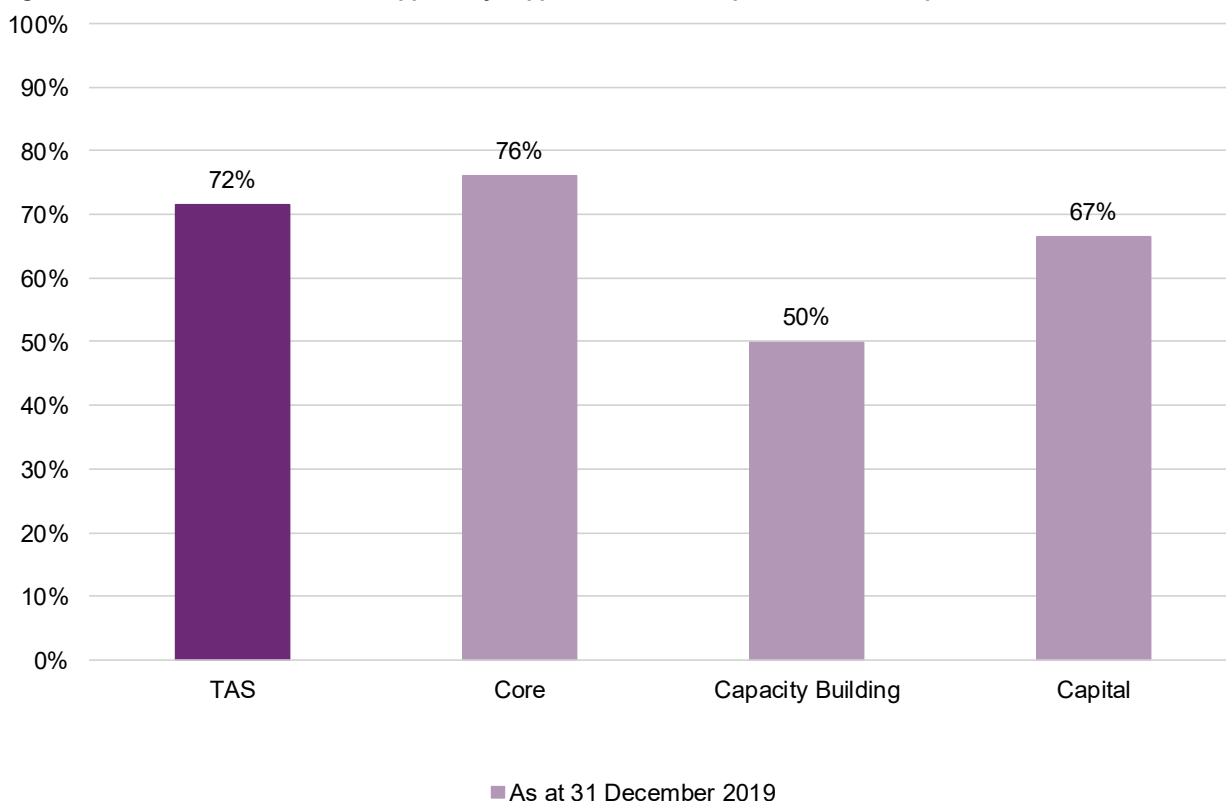
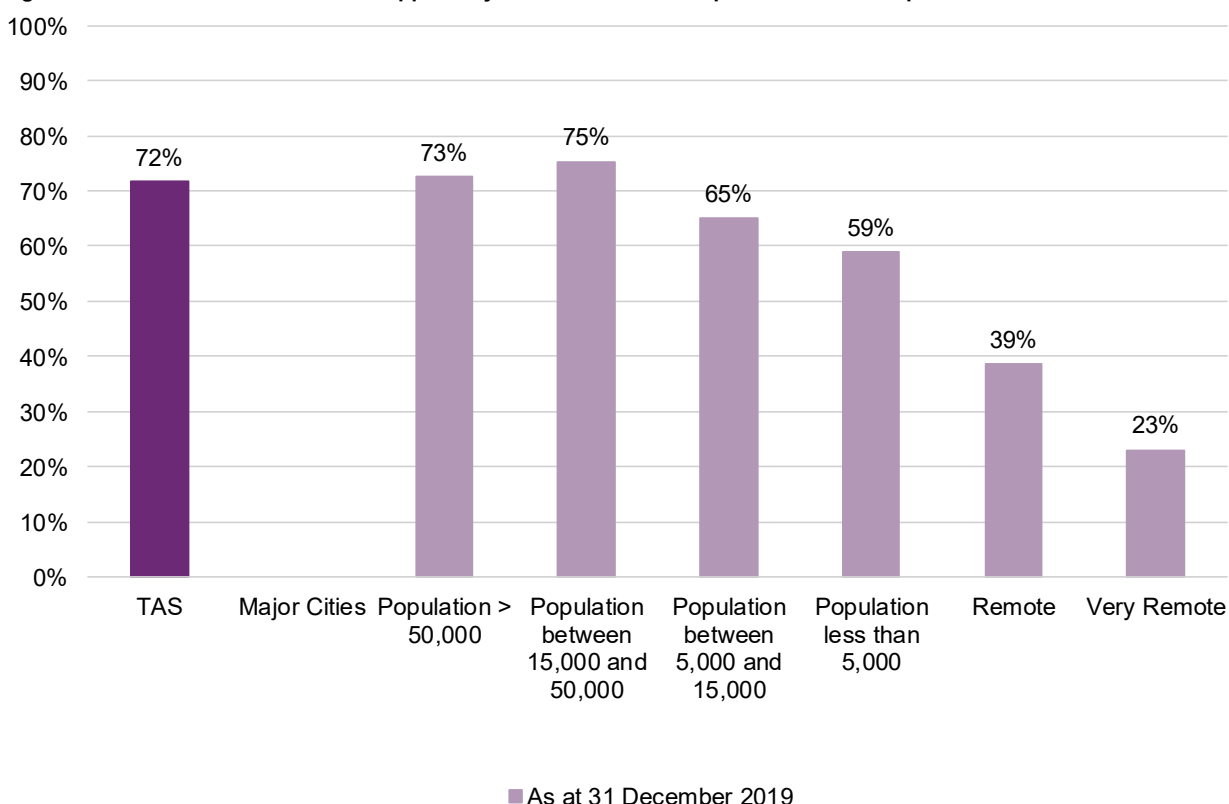


Figure K.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Tasmania ⁴²⁹ ⁴³⁰



⁴²⁸ Ibid.

⁴²⁹ Ibid.

⁴³⁰ Utilisation is not shown if there is insufficient data in the group.

Appendix L:

Australian Capital Territory

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory ⁴³¹

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	6,942	318	7,260	15	7,275

Table L.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Australian Capital Territory ^{432 433}

	Prior Quarters	2019-20 Q2	Total
Access decisions	9,844	387	10,231
Active Eligible	7,226	280	7,506
New	4,394	270	4,664
State	2,547	n/a	2,550
Commonwealth	285	n/a	292
Active Participant Plans (excl ECEI)	6,942	318	7,260
New	4,124	308	4,432
State	2,541	n/a	2,543
Commonwealth	277	n/a	285
Active Participant Plans	6,962	333	7,275
Early Intervention (s25)	2,463	171	2,634
Permanent Disability (s24)	4,479	147	4,626
ECEI	20	15	15

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – Australian Capital Territory

Exits	Total
Total participant exits	823
Early Intervention participants	490
Permanent disability participants	333

⁴³¹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁴³² 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 2019-20 Q2, 97% of people with a hearing impairment met the access criteria compared to 73% overall.

⁴³³ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table L.4 Cumulative numbers of active participants by services previously received – Australian Capital Territory ^{434 435}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	2,505	30	3,179	0	5,714
End of 2017-18	2,553	236	3,126	49	5,964
End of 2018-19 Q1	2,547	244	3,393	30	6,214
End of 2018-19 Q2	2,528	256	3,653	36	6,473
End of 2018-19 Q3	2,544	269	3,807	41	6,661
End of 2018-19 Q4	2,541	271	3,936	0	6,748
End of 2019-20 Q1	2,542	275	4,151	20	6,988
End of 2019-20 Q2	2,543	285	4,432	15	7,275

Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory ^{436 437 438 439}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,962	3,752	0	5,714
End of 2017-18	1,929	3,986	49	5,964
End of 2018-19 Q1	2,057	4,127	30	6,214
End of 2018-19 Q2	2,184	4,253	36	6,473
End of 2018-19 Q3	2,267	4,353	41	6,661
End of 2018-19 Q4	2,320	4,428	0	6,748
End of 2019-20 Q1	2,482	4,486	20	6,988
End of 2019-20 Q2	2,634	4,626	15	7,275

⁴³⁴ This table shows the total numbers of active participants at the end of each period. 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.

⁴³⁵ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

⁴³⁶ This table shows the total numbers of active participants at the end of each period.

⁴³⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴³⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁴³⁹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table L.6 Assessment of access by age group – Australian Capital Territory ⁴⁴⁰

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,387	92%	88	96%	2,475	92%
7 to 14	1,586	84%	61	74%	1,647	83%
15 to 18	538	88%	11	73%	549	87%
19 to 24	378	87%	13	59%	391	85%
25 to 34	587	79%	26	74%	613	79%
35 to 44	765	78%	29	60%	794	77%
45 to 54	845	76%	23	58%	868	75%
55 to 64	1,029	74%	29	58%	1,058	73%
65+	43	55%	<11	33%	44	54%
Missing	<11	0%	<11		<11	0%
Total	8,158	83%	281	73%	8,439	82%

Table L.7 Assessment of access by disability – Australian Capital Territory ⁴⁴¹

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	189	96%	<11	80%	193	96%
Autism	1,987	96%	75	93%	2,062	96%
Cerebral Palsy	286	94%	<11	67%	288	94%
Developmental Delay	918	91%	45	98%	963	92%
Global Developmental Delay	179	98%	14	100%	193	98%
Hearing Impairment	388	83%	37	97%	425	84%
Intellectual Disability	1,413	96%	19	73%	1,432	96%
Multiple Sclerosis	184	90%	<11	56%	189	89%
Psychosocial disability	977	70%	38	49%	1,015	69%
Spinal Cord Injury	71	92%	<11	100%	74	93%
Stroke	114	89%	<11	75%	117	89%
Visual Impairment	172	91%	<11	60%	175	90%
Other Neurological	380	74%	11	58%	391	73%
Other Physical	558	55%	19	41%	577	54%
Other Sensory/Speech	284	62%	<11	22%	286	61%
Other	48	53%	<11	50%	49	53%
Missing	<11	14%	<11		<11	14%
Total	8,158	83%	281	73%	8,439	82%

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

⁴⁴⁰ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

⁴⁴¹ Ibid.

Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	283	4.1%	20	6.3%	303	4.2%
Not Aboriginal and Torres Strait Islander	5,776	83.2%	246	77.4%	6,022	82.9%
Not Stated	883	12.7%	52	16.4%	935	12.9%
Total	6,942	100%	318	100%	7,260	100%

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively – Australian Capital Territory ^{442 443}

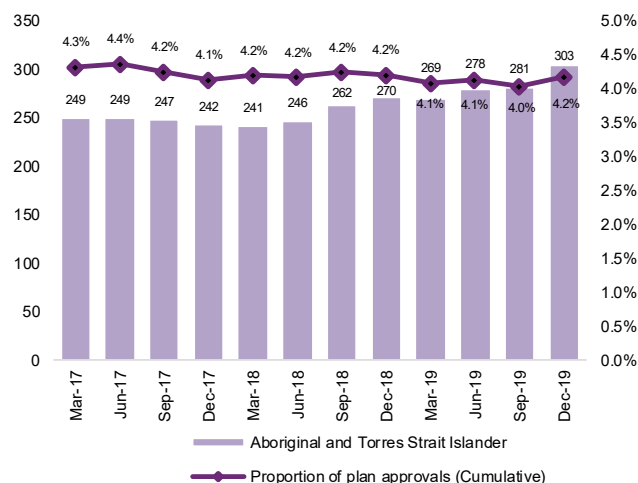
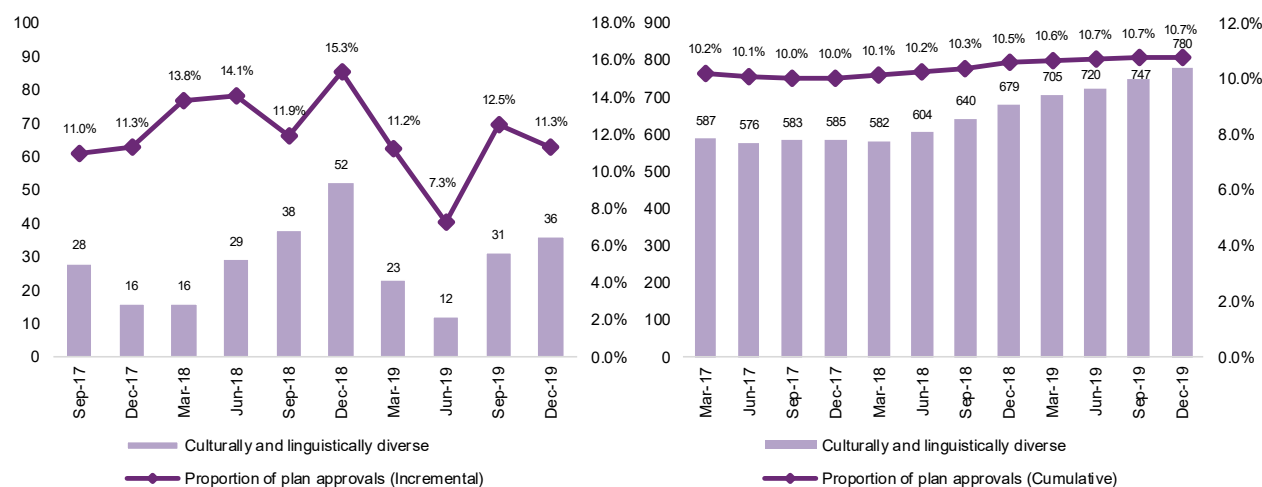


Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	744	10.7%	36	11.3%	780	10.7%
Not culturally and linguistically diverse	6,086	87.7%	282	88.7%	6,368	87.7%
Not stated	112	1.6%	<11		112	1.5%
Total	6,942	100%	318	100%	7,260	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{444 445}



⁴⁴² The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁴⁴³ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT over time.

⁴⁴⁴ 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.

⁴⁴⁵ There are insufficient numbers to show the incremental count of CALD participants in ACT prior to September 2017.

Table L.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – Australian Capital Territory ⁴⁴⁶

	Total
Age group	N
Total YPIRAC (under 65)	24
65 and above	26
Total participants in residential aged care	50
Participants not in residential aged care	7,210
Total	7,260

Figure L.3 Number of YPIRAC participants over time cumulatively (right) – Australian Capital Territory ^{447 448}

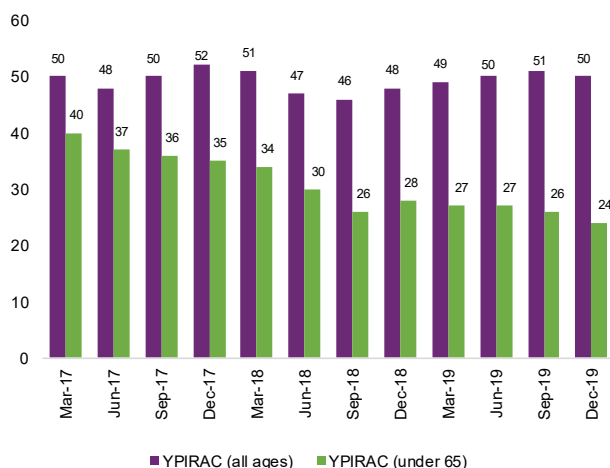


Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory ⁴⁴⁹

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	6,849	98.7%	311	97.8%	7,160	98.6%
Population > 50,000	89	1.3%	<11		96	1.3%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	6,942	100%	318	100%	7,260	100%

There is insufficient data to show the numbers and distribution of remote participants for the Australian Capital Territory over time.

⁴⁴⁶ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁴⁴⁷ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

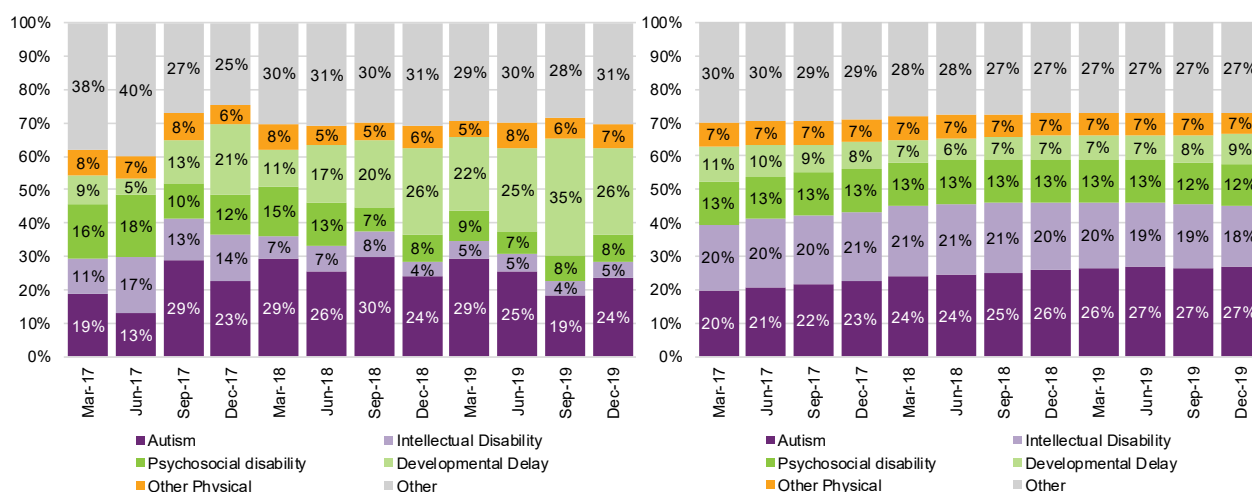
⁴⁴⁸ There are insufficient numbers to show the incremental count of YPIRAC participants in ACT over time.

⁴⁴⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

Table L.12 Participant profile per quarter by disability group – Australian Capital Territory ^{450 451 452}

	Prior Quarters		2019-20 Q2		Total	
Disability	N	%	N	%	N	%
Autism	1,875	27%	75	24%	1,950	27%
Intellectual Disability	1,327	19%	15	5%	1,342	18%
Psychosocial disability	868	13%	26	8%	894	12%
Developmental Delay	560	8%	83	26%	643	9%
Other Neurological	301	4%	15	5%	316	4%
Hearing Impairment	334	5%	40	13%	374	5%
Other Physical	455	7%	22	7%	477	7%
Cerebral Palsy	266	4%	<11		269	4%
ABI	171	2%	<11		173	2%
Visual Impairment	156	2%	<11		161	2%
Multiple Sclerosis	171	2%	<11		174	2%
Global Developmental Delay	143	2%	15	5%	158	2%
Stroke	96	1%	<11		103	1%
Spinal Cord Injury	64	1%	<11		68	1%
Other Sensory/Speech	132	2%	<11		135	2%
Other	23	0%	<11		23	0%
Total	6,942	100%	318	100%	7,260	100%

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁴⁵³



⁴⁵⁰ Table order based on national proportions (highest to lowest)

⁴⁵¹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁵² Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (223).

⁴⁵³ 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.13 Participant profile per quarter by level of functions – Australian Capital Territory ⁴⁵⁴

	Prior Quarters		2019-20 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	632	9%	83	26%	715	10%
2 (High Function)	14	0%	<11		14	0%
3 (High Function)	428	6%	22	7%	450	6%
4 (High Function)	705	10%	42	13%	747	10%
5 (High Function)	533	8%	25	8%	558	8%
6 (Moderate Function)	1,134	16%	54	17%	1,188	16%
7 (Moderate Function)	436	6%	14	4%	450	6%
8 (Moderate Function)	547	8%	19	6%	566	8%
9 (Moderate Function)	44	1%	<11		46	1%
10 (Moderate Function)	775	11%	27	8%	802	11%
11 (Low Function)	320	5%	<11		322	4%
12 (Low Function)	764	11%	19	6%	783	11%
13 (Low Function)	432	6%	<11		440	6%
14 (Low Function)	142	2%	<11		143	2%
15 (Low Function)	<11		<11		<11	
Missing	36	1%	<11		36	0%
Total	6,942	100%	318	100%	7,260	100%

Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁴⁵⁵

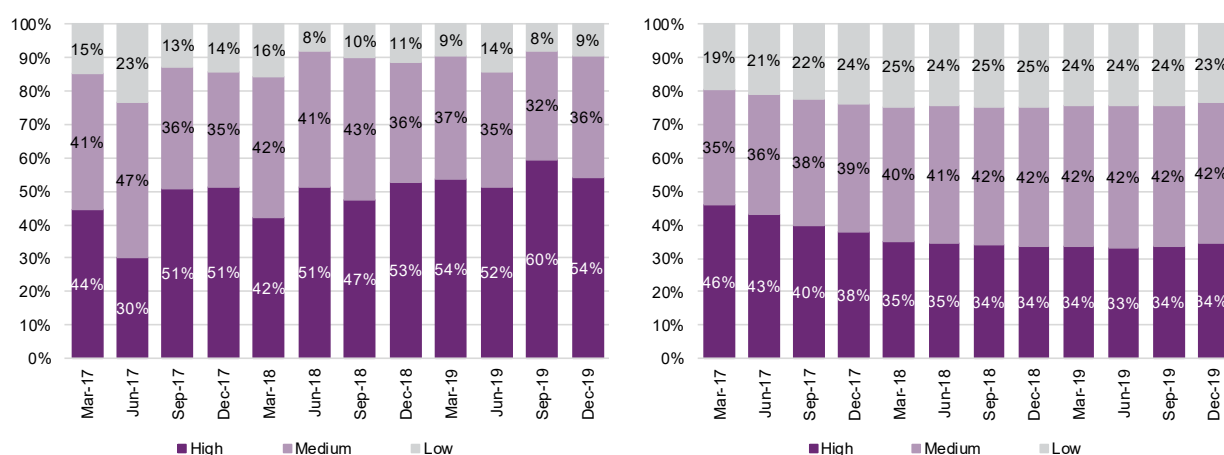


Table L.14 Participant profile per quarter by age group – Australian Capital Territory

	Prior Quarters		2019-20 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	951	14%	128	40%	1,079	15%
7 to 14	1,770	25%	64	20%	1,834	25%
15 to 18	544	8%	11	3%	555	8%
19 to 24	620	9%	12	4%	632	9%
25 to 34	561	8%	27	8%	588	8%
35 to 44	651	9%	26	8%	677	9%
45 to 54	721	10%	21	7%	742	10%
55 to 64	781	11%	26	8%	807	11%
65+	343	5%	<11		346	5%
Total	6,942	100%	318	100%	7,260	100%

⁴⁵⁴ The distributions are calculated excluding participants with a missing level of function.

⁴⁵⁵ 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) – Australian Capital Territory

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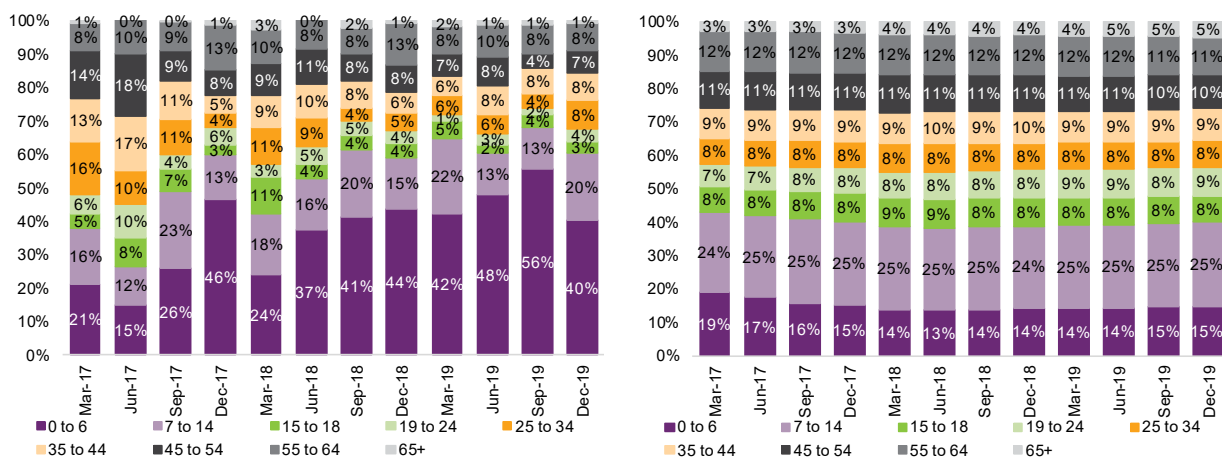
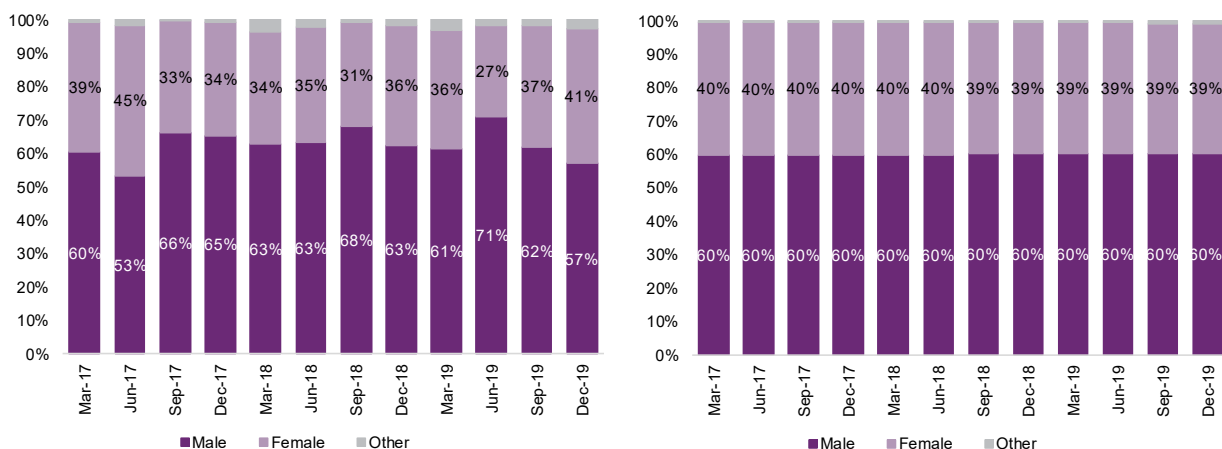


Table L.15 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Male	4,192	60%	181	57%	4,373	60%
Female	2,699	39%	129	41%	2,828	39%
Other	51	1%	<11		59	1%
Total	6,942	100%	318	100%	7,260	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁴⁵⁷



⁴⁵⁶ Ibid.

⁴⁵⁷ Ibid.

Part Two: Participant experience and outcomes

Table L.16 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory ⁴⁵⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	213	163	334	213	923
Participant school to 14	201	193	280	145	819
Participant 15 to 24	161	71	74	35	341
Participant 25 and over	830	255	314	165	1,564
Total Participant	1,405	682	1,002	558	3,647
Family 0 to 14	344	334	595	352	1,625
Family 15 to 24	43	41	60	24	168
Family 25 and over	24	51	97	57	229
Total Family	411	426	752	433	2,022
Total	1,816	1,108	1,754	991	5,669

Table L.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Australian Capital Territory

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	55%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		47%		
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			39%	
CC	% who choose who supports them			50%	67%
CC	% who choose what they do each day			57%	76%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			25%	28%
CC	% who want more choice and control in their life			77%	73%

⁴⁵⁸ Baseline outcomes for participants and/or their families and carers were collected for 90% of participants.
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Table L.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Australian Capital Territory

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	67%		
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		45%		
REL	Of these, % who are welcomed or actively included	63%	73%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			24%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	37%

Table L.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Australian Capital Territory

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		81%		
HM	% who are happy with their home			78%	68%
HM	% who feel safe or very safe in their home			85%	65%
HW	% who rate their health as good, very good or excellent			62%	41%
HW	% who did not have any difficulties accessing health services			76%	63%
LL	% who currently attend or previously attended school in a mainstream class			65%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				79%
LL	% unable to do a course or training they wanted to do in the last 12 months				43%
WK	% who have a paid job			27%	30%
WK	% who volunteer			13%	15%

Table L.20 Selected key baseline indicators for families/carers of participants – Australian Capital Territory

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	9%	14%	11%
% receiving Carer Allowance	20%	26%	19%
% working in a paid job	59%	67%	47%
Of those in a paid job, % in permanent employment	88%	87%	87%
Of those in a paid job, % working 15 hours or more	88%	93%	91%
% who say they (and their partner) are able to work as much as they want	53%	60%	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	82%	97%	91%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	22%	14%
% able to advocate for their child/family member	83%	77%	67%
% who have friends and family they see as often as they like	53%	48%	49%
% 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		47%	
% who feel in control selecting services		48%	33%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	79%	65%	61%

Table L.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=197) - participants who entered from 1 January 2018 to 31 December 2018 – Australian Capital Territory ⁴⁵⁹

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	93%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL Has the NDIS improved how your child fits into family life?	76%
S/CP Has the NDIS improved how your child fits into community life?	67%

Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=287) - participants who entered from 1 January 2018 to 31 December 2018 – Australian Capital Territory

Question	% Yes
DL Has the NDIS helped your child to become more independent?	79%
LL Has the NDIS improved your child's access to education?	53%
REL Has the NDIS improved your child's relationships with family and friends?	66%
S/CP Has the NDIS improved your child's social and recreational life?	62%

⁴⁵⁹ Results in Tables L.21 to L.24 exclude participants who entered prior to 1 January 2018, as these participants have been included in Tables L.25 to L.33.

Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=81) and ‘Participant 25 and over’ (n=301) - participants who entered from 1 January 2018 to 31 December 2018 – Australian Capital Territory

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	71%
DL	Has the NDIS helped you with daily living activities?	62%	76%
REL	Has the NDIS helped you to meet more people?	51%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	56%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	16%
S/CP	Has the NDIS helped you be more involved?	46%	54%

Table L.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=461); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=119) - participants who entered from 1 January 2018 to 31 December 2018 – Australian Capital Territory

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	77%	48%
Has the NDIS improved the level of support for your family?	80%	71%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	84%	65%
Has the NDIS improved your ability/capacity to help your child develop and learn?	85%	
Has the NDIS improved your health and wellbeing?	57%	48%

Table L.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=70) - participants who entered from 1 January 2017 and 31 December 2017 – Australian Capital Territory⁴⁶⁰

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	86%	96%	+10%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+2%
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?	69%	80%	+10%
S/CP	Has the NDIS improved how your child fits into community life?	65%	67%	+3%

⁴⁶⁰ Results in Tables L.25 to L.28 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. 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 first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=162) - participants who entered from 1 January 2017 and 31 December 2017 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	70%	77%	+7%
LL	Has the NDIS improved your child's access to education?	45%	47%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	55%	-1%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	52%	+1%

Table L.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=67) and ‘Participant 25 and over’ (n=218) - participants who entered from 1 January 2017 and 31 December 2017 – Australian Capital Territory

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	63%	65%	+2%	69%	73%	+3%
DL	Has the NDIS helped you with daily living activities?	61%	66%	+4%	74%	80%	+6%
REL	Has the NDIS helped you to meet more people?	38%	47%	+9%	46%	48%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	13%	-1%	24%	21%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	59%	+6%	60%	65%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	28%	-1%	28%	26%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	13%	-1%	17%	14%	-3%
S/CP	Has the NDIS helped you be more involved?	52%	61%	+9%	54%	55%	+0%

Table L.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=166); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=23) - participants who entered from 1 January 2017 and 31 December 2017 – Australian Capital Territory

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	67%	66%	-1%	55%	56%	+1%
Has the NDIS improved the level of support for your family?	72%	79%	+7%	65%	73%	+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?	77%	82%	+5%	52%	63%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	82%	+5%			
Has the NDIS improved your health and wellbeing?	45%	51%	+6%	50%	51%	+1%

Table L.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=57) - participants who entered from 1 July 2016 and 31 December 2016 – Australian Capital Territory

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Question		Review 1	Review 2	Review 3	Change
DL	Has the NDIS improved your child's development?	98%	100%	100%	+9%
DL	Has the NDIS improved your child's access to specialist services?	91%	97%	100%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%	95%	91%	+3%
REL	Has the NDIS improved how your child fits into family life?	75%	81%	78%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	68%	68%	70%	-0%

Table L.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=98) - participants who entered from 1 July 2016 and 31 December 2016 – Australian Capital Territory

Question		Review 1	Review 2	Review 3	Change
DL	Has the NDIS helped your child to become more independent?	61%	75%	79%	+18%
LL	Has the NDIS improved your child's access to education?	39%	46%	50%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	62%	66%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	60%	61%	+11%

⁴⁶¹ Results in Tables L.29 to L.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date. 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.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=70) - participants who entered from 1 July 2016 and 31 December 2016 – Australian Capital Territory

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	56%	66%	62%	+6%
Has the NDIS helped you with daily living activities?	52%	61%	67%	+15%
Has the NDIS helped you to meet more people?	45%	51%	45%	-1%
Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	19%	15%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	43%	43%	45%	+2%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	27%	22%	-6%
Has your involvement with the NDIS helped you find a job that's right for you?	21%	23%	15%	-6%
Has the NDIS helped you be more involved?	37%	49%	50%	+13%

Table L.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=404) - participants who entered from 1 July 2016 and 31 December 2016 – Australian Capital Territory

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	75%	78%	84%	+9%
Has the NDIS helped you with daily living activities?	77%	82%	86%	+9%
Has the NDIS helped you to meet more people?	52%	54%	61%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	22%	20%	-0%
Has your involvement with the NDIS improved your health and wellbeing?	59%	64%	69%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	30%	29%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	16%	17%	+1%
Has the NDIS helped you be more involved?	60%	64%	67%	+7%

Table L.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=94) - participants who entered from 1 July 2016 and 31 December 2016 – Australian Capital Territory

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	57%	64%	73%	+15%
Has the NDIS improved the level of support for your family?	66%	73%	77%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	80%	80%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	79%	83%	+5%
Has the NDIS improved your health and wellbeing?	39%	45%	51%	+12%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for family 15 to 24 and family 25 and over combined.

Table L.34 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=262), ‘participants in community and social activities’ (n=268) and ‘participants who choose who supports them’ (n=275) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – Australian Capital Territory ⁴⁶²

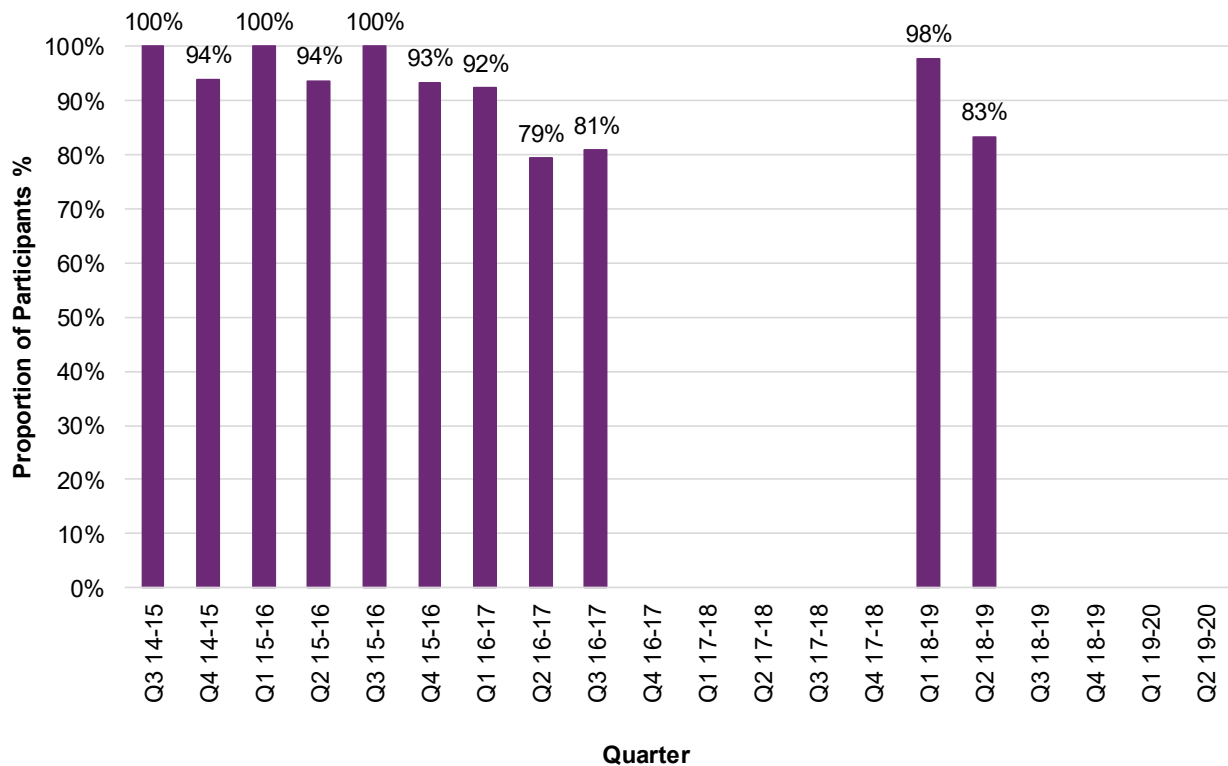
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	23%	24%	34%	24%
Aged 25+	34%	34%	37%	
Aged 15+ (Average)	32%	32%	36%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	37%	33%	37%	47%
Aged 25+	43%	46%	46%	
Aged 15+ (Average)	42%	44%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	47%	40%	40%	45%
Aged 25+	72%	71%	74%	
Aged 15+ (Average)	68%	66%	68%	

⁴⁶² Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

Table L.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=467), 'participants in community and social activities' (n=459) and 'participants who choose who supports them' (n=476) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – Australian Capital Territory ⁴⁶³

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	25%	30%	36%	35%	24%
Aged 25+	30%	29%	26%	28%	
Aged 15+ (Average)	30%	29%	27%	29%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	26%	33%	33%	36%	47%
Aged 25+	34%	39%	45%	47%	
Aged 15+ (Average)	33%	39%	44%	46%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	54%	56%	53%	49%	45%
Aged 25+	65%	67%	65%	67%	
Aged 15+ (Average)	64%	66%	64%	66%	

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 – Australian Capital Territory ⁴⁶⁴



⁴⁶³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

⁴⁶⁴ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.36 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Australian Capital Territory

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
Access	n = 44	n = 10
Are you happy with how coming into the NDIS has gone?	66%	N/A
Was the person from the NDIS respectful?	91%	N/A
Do you understand what will happen next with your plan?	66%	N/A
Pre-planning	n = 52	n = 45
Did the person from the NDIS understand how your disability affects your life?	96%	82%
Did you understand why you needed to give the information you did?	94%	96%
Were decisions about your plan clearly explained?	85%	87%
Are you clear on what happens next with your plan?	79%	80%
Do you know where to go for more help with your plan?	81%	73%
Planning	n = 53	n = 67
Did the person from the NDIS understand how your disability affects your life?	91%	90%
Did you understand why you needed to give the information you did?	100%	90%
Were decisions about your plan clearly explained?	75%	73%
Are you clear on what happens next with your plan?	85%	88%
Do you know where to go for more help with your plan?	85%	84%
Plan review	n = 123	n = 9
Did the person from the NDIS understand how your disability affects your life?	83%	N/A
Did you feel prepared for your plan review?	90%	N/A
Is your NDIS plan helping you to make progress towards your goals?	87%	N/A

Table L.37 Plan reviews conducted per quarter – excluding plans less than 30 days – Australian Capital Territory ⁴⁶⁵

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	17,350	1,916	19,266
<i>Early intervention plans</i>	5,334	610	5,944
<i>Permanent disability plans</i>	12,016	1,306	13,322

⁴⁶⁵ 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 L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory

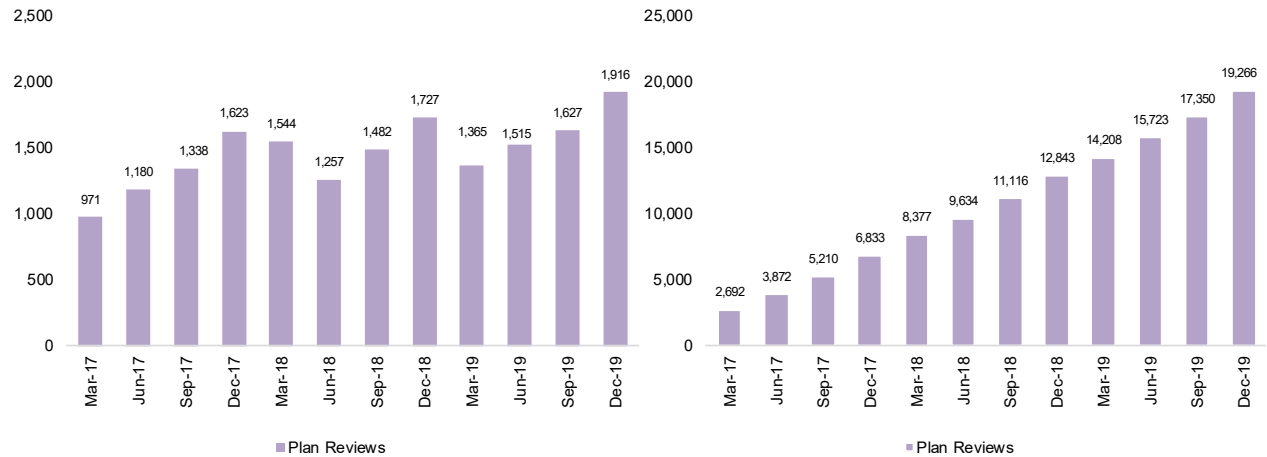


Table L.38 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – Australian Capital Territory

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	14,733	1,740	16,473
<i>Trial participants</i>	9,636	814	10,450
<i>Transition participants</i>	5,097	926	6,023

Figure L.10 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory⁴⁶⁶

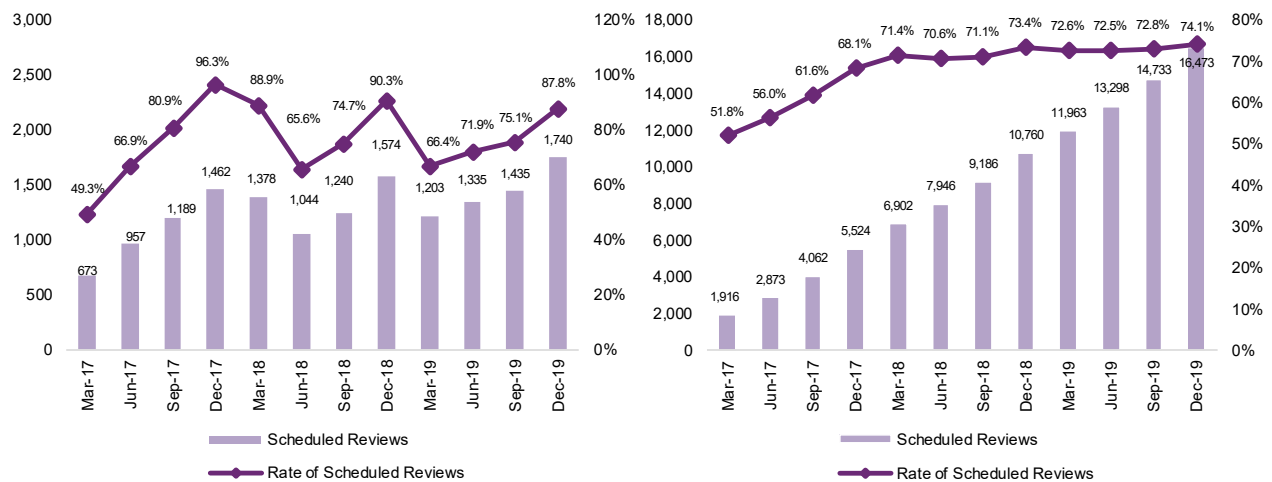


Table L.39 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Australian Capital Territory

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	2,617	176	2,793
<i>Trial participants</i>	1,730	88	1,818
<i>Transition participants</i>	887	88	975

⁴⁶⁶ 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.40 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – Australian Capital Territory ⁴⁶⁷

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	12.9%	8.9%	12.6%

Figure L.11 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁴⁶⁸

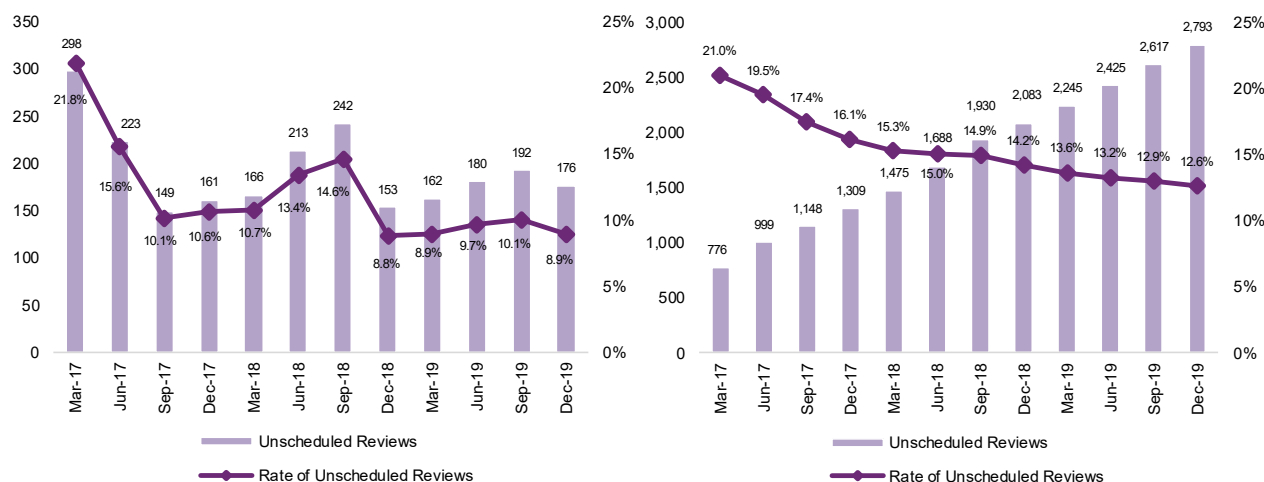


Table L.41 Complaints by quarter – Australian Capital Territory ^{469 470 471}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	62	10	72	65
Complaints about the Agency	1,241	87	1,328	852
Unclassified	170	0	170	148
Total	1,473	97	1,570	974
% of all access requests	6.9%	3.6%	6.5%	

⁴⁶⁷ 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.

⁴⁶⁸ 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.

⁴⁶⁹ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

⁴⁷⁰ Note that 66% of all complainants made only one complaint, 21% made two complaints and 13% made three or more complaints.

⁴⁷¹ % of all access requests 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.

Figure L.12 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory

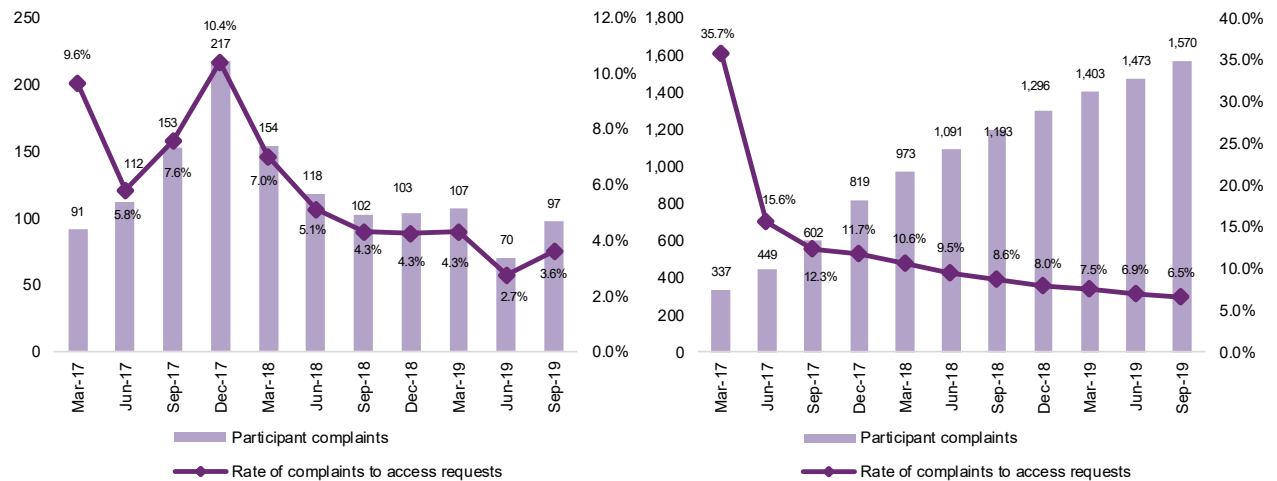


Table L.42 Complaints by type – Australian Capital Territory ⁴⁷²

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Participants or those who have sought access			
<i>Complaints about service providers</i>			
Supports being provided	<11	<11	<11
Service Delivery	18 (29%)	<11	21 (29%)
Staff conduct	<11	<11	<11
Provider process	11 (18%)	<11	13 (18%)
Provider costs.	<11	<11	<11
Other	14 (23%)	<11	14 (19%)
Total	62	10	72
<i>Complaints about the Agency</i>			
Timeliness	376 (30%)	39 (45%)	415 (31%)
Individual needs	182 (15%)	<11	188 (14%)
Reasonable and necessary supports	117 (9%)	11 (13%)	128 (10%)
Information unclear	38 (3%)	<11	40 (3%)
The way the NDIA carried out its decision making	51 (4%)	<11	55 (4%)
Other	477 (38%)	25 (29%)	502 (38%)
Total	1,241	87	1,328
<i>Unclassified</i>	170	0	170

⁴⁷² Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table L.43 AAT Cases by category – Australian Capital Territory ⁴⁷³

	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
Access	119	50%	18	60%	137	51%
Plan	88	37%	<11		96	36%
Plan Review	20	8%	<11		21	8%
Other	<11		<11		13	5%
Total	237	100%	30	100%	267	100%
% of all access decisions	0.76%		1.19%		0.80%	

Figure L.13 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

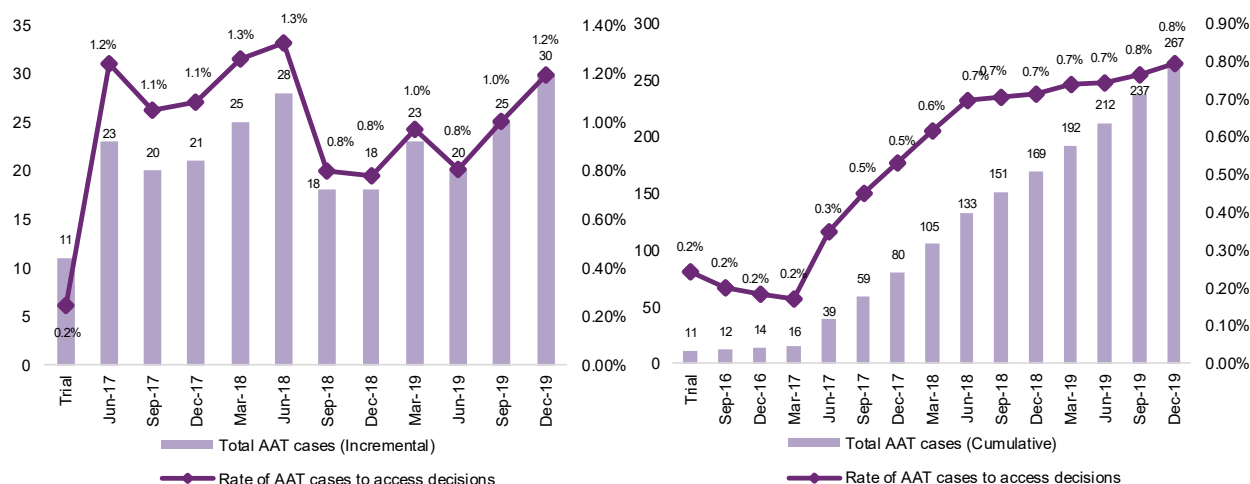


Table L.44 AAT cases by open/closed and decision – Australian Capital Territory

	N
AAT Cases	267
Open AAT Cases	41
Closed AAT Cases	226
Resolved before hearing	221
Gone to hearing and received a substantive decision	<11

Table L.45 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁴⁷⁴ ⁴⁷⁵

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	33%	33%	33%
Self-managed partly	9%	11%	10%
Plan managed	34%	36%	35%
Agency managed	23%	20%	22%
Total	100%	100%	100%

⁴⁷³ % of all access decisions 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.

⁴⁷⁴ 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.

⁴⁷⁵ Trial participants are not included.

Figure L.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁴⁷⁶

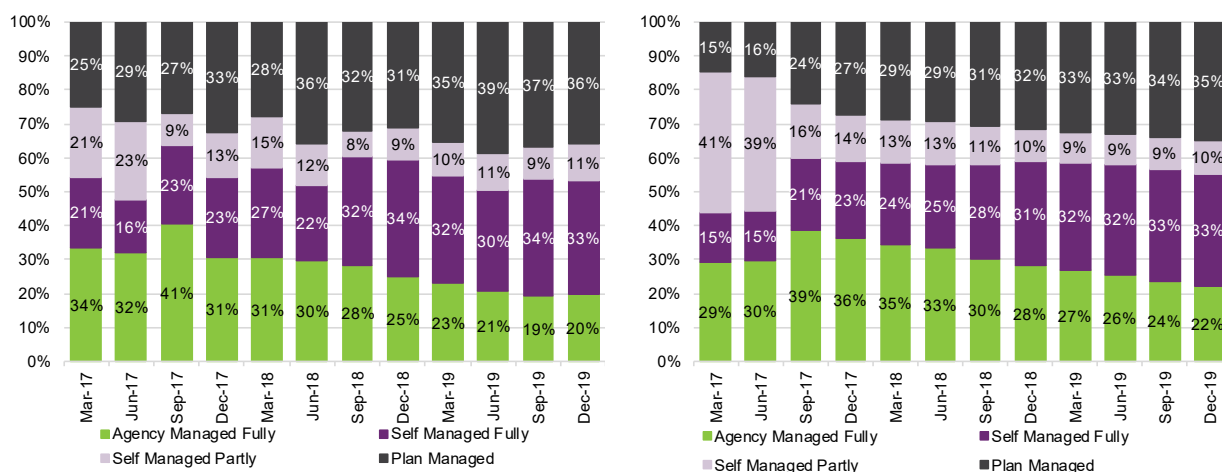


Table L.46 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory ⁴⁷⁷

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	31%	34%	32%

Table L.47 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory ⁴⁷⁸

	Prior Quarters (Transition Only)		2018-19 Q4	
Plan activation	N	%	N	%
Less than 30 days	1,903	58%	108	65%
30 to 59 days	478	15%	20	12%
60 to 89 days	219	7%	10	6%
Activated within 90 days	2,600	79%	138	83%
90 to 119 days	117	4%	5	3%
120 days and over	441	13%	2	1%
Activated after 90 days	558	17%	7	4%
No payments	126	4%	21	13%
Total plans approved	3,284	100%	166	100%

⁴⁷⁶ 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.

⁴⁷⁷ Trial participants are not included.

⁴⁷⁸ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.48 Proportion of participants who have activated within 12 months – Australian Capital Territory

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	241	259	93%
Not Aboriginal and Torres Strait Islander	5,031	5,254	96%
Not Stated	752	807	93%
Total	6,024	6,320	95%
by Culturally and Linguistically Diverse status			
CALD	642	676	95%
Not CALD	5,270	5,532	95%
Not Stated	112	112	100%
Total	6,024	6,320	95%
by Remoteness			
Major Cities	5,947	6,238	95%
Regional	75	80	94%
Remote	<11	<11	
Missing	<11	<11	
Total	6,024	6,320	95%
by Primary Disability type			
Autism	1,629	1,723	95%
Intellectual Disability (including Down Syndrome)	1,234	1,294	95%
Psychosocial Disability	783	818	96%
Developmental Delay (including Global Developmental Delay)	466	487	96%
Other	1,912	1,998	96%
Total	6,024	6,320	95%

Table L.49 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Australian Capital Territory ^{479 480}

Plan utilisation	Total
0 to 50%	38%
50% to 75%	21%
> 75%	41%
Total	100%

⁴⁷⁹ 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.

⁴⁸⁰ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table L.50 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory

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	Prior Quarters	2019-20 Q2	Total
Daily Activities	6%	8%	7%
Health & Wellbeing	51%	55%	53%
Lifelong Learning	20%	21%	20%
Other	15%	16%	15%
Non-categorised	25%	22%	24%
Any mainstream service	92%	93%	92%

Part Three: Providers and the growing market

Table L.51 Key markets indicators by quarter – Australian Capital Territory ^{482 483}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.04	1.00
b) Number of providers delivering new types of supports	83	77
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	78%	76%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participation in community, social and civic activities (%)</i>	89%	91%
<i>Early Intervention supports for early childhood (%)</i>	79%	80%
<i>Daily Personal Activities (%)</i>	95%	94%

⁴⁸¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴⁸² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁸³ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table L.52 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory ⁴⁸⁴

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	13	2	15	15%
Assistance Animals	9	3	12	33%
Assistance with daily life tasks in a group or shared living arrangement	74	6	80	8%
Assistance with travel/transport arrangements	64	2	66	3%
Daily Personal Activities	147	6	153	4%
Group and Centre Based Activities	79	2	81	3%
High Intensity Daily Personal Activities	98	3	101	3%
Household tasks	161	4	165	2%
Interpreting and translation	18	2	20	11%
Participation in community, social and civic activities	152	8	160	5%
Assistive Technology				
Assistive equipment for recreation	32	0	32	0%
Assistive products for household tasks	25	0	25	0%
Assistance products for personal care and safety	176	14	190	8%
Communication and information equipment	32	4	36	13%
Customised Prosthetics	79	2	81	3%
Hearing Equipment	22	1	23	5%
Hearing Services	11	0	11	0%
Personal Mobility Equipment	106	7	113	7%
Specialised Hearing Services	14	1	15	7%
Vision Equipment	21	1	22	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	158	5	163	3%
Behaviour Support	71	2	73	3%
Community nursing care for high needs	22	5	27	23%
Development of daily living and life skills	101	2	103	2%
Early Intervention supports for early childhood	149	2	151	1%
Exercise Physiology and Physical Wellbeing activities	71	5	76	7%
Innovative Community Participation	34	1	35	3%
Specialised Driving Training	17	2	19	12%
Therapeutic Supports	374	11	385	3%
Capital services				
Home modification design and construction	38	0	38	0%
Specialist Disability Accommodation	3	2	5	67%
Vehicle Modifications	20	1	21	5%
Choice and control support services				
Management of funding for supports in participants plan	75	7	82	9%
Support Coordination	35	0	35	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	37	1	38	3%
Specialised Supported Employment	19	0	19	0%
Total approved active providers	896	37	933	4%

⁴⁸⁴ 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 L.53 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	4	11	15	27%	73%	100%
Assistance Animals	2	10	12	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	8	72	80	10%	90%	100%
Assistance with travel/transport arrangements	5	61	66	8%	92%	100%
Daily Personal Activities	15	138	153	10%	90%	100%
Group and Centre Based Activities	5	76	81	6%	94%	100%
High Intensity Daily Personal Activities	7	94	101	7%	93%	100%
Household tasks	37	128	165	22%	78%	100%
Interpreting and translation	3	17	20	15%	85%	100%
Participation in community, social and civic activities	18	142	160	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	3	29	32	9%	91%	100%
Assistive products for household tasks	1	24	25	4%	96%	100%
Assistance products for personal care and safety	17	173	190	9%	91%	100%
Communication and information equipment	3	33	36	8%	92%	100%
Customised Prosthetics	6	75	81	7%	93%	100%
Hearing Equipment	0	23	23	0%	100%	100%
Hearing Services	1	10	11	9%	91%	100%
Personal Mobility Equipment	17	96	113	15%	85%	100%
Specialised Hearing Services	1	14	15	7%	93%	100%
Vision Equipment	3	19	22	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	23	140	163	14%	86%	100%
Behaviour Support	19	54	73	26%	74%	100%
Community nursing care for high needs	1	26	27	4%	96%	100%
Development of daily living and life skills	8	95	103	8%	92%	100%
Early Intervention supports for early childhood	57	94	151	38%	62%	100%
Exercise Physiology and Physical Wellbeing activities	20	56	76	26%	74%	100%
Innovative Community Participation	9	26	35	26%	74%	100%
Specialised Driving Training	1	18	19	5%	95%	100%
Therapeutic Supports	137	248	385	36%	64%	100%
Capital services						
Home modification design and construction	2	36	38	5%	95%	100%
Specialist Disability Accommodation	0	5	5	0%	100%	100%
Vehicle Modifications	3	18	21	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	11	71	82	13%	87%	100%
Support Coordination	8	27	35	23%	77%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	36	38	5%	95%	100%
Specialised Supported Employment	1	18	19	5%	95%	100%
Total	234	699	933	25%	75%	100%

Table L.54 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – Australian Capital Territory

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	2	2	4	50%
Assistance Animals	3	3	6	50%
Assistance with daily life tasks in a group or shared living arrangement	42	6	48	13%
Assistance with travel/transport arrangements	27	2	29	7%
Daily Personal Activities	65	6	71	8%
Group and Centre Based Activities	29	2	31	6%
High Intensity Daily Personal Activities	37	3	40	8%
Household tasks	73	4	77	5%
Interpreting and translation	6	2	8	25%
Participation in community, social and civic activities	73	8	81	10%
Assistive Technology				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	0	0	0	
Assistance products for personal care and safety	70	14	84	17%
Communication and information equipment	6	4	10	40%
Customised Prosthetics	24	2	26	8%
Hearing Equipment	5	1	6	17%
Hearing Services	0	0	0	
Personal Mobility Equipment	27	7	34	21%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	4	1	5	20%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	77	5	82	6%
Behaviour Support	31	2	33	6%
Community nursing care for high needs	7	5	12	42%
Development of daily living and life skills	41	2	43	5%
Early Intervention supports for early childhood	44	2	46	4%
Exercise Physiology and Physical Wellbeing activities	37	5	42	12%
Innovative Community Participation	11	1	12	8%
Specialised Driving Training	7	2	9	22%
Therapeutic Supports	139	11	150	7%
Capital services				
Home modification design and construction	8	0	8	0%
Specialist Disability Accommodation	1	2	3	67%
Vehicle Modifications	7	1	8	13%
Choice and control support services				
Management of funding for supports in participants plan	45	7	52	13%
Support Coordination	3	0	3	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	13	1	14	7%
Specialised Supported Employment	10	0	10	0%
Total	365	37	402	9%

Table L.55 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	1	4	75%	25%	100%
Assistance Animals	2	4	6	33%	67%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	42	48	13%	88%	100%
Assistance with travel/transport arrangements	3	26	29	10%	90%	100%
Daily Personal Activities	11	60	71	15%	85%	100%
Group and Centre Based Activities	2	29	31	6%	94%	100%
High Intensity Daily Personal Activities	3	37	40	8%	93%	100%
Household tasks	19	58	77	25%	75%	100%
Interpreting and translation	1	7	8	13%	88%	100%
Participation in community, social and civic activities	10	71	81	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	0	2	2	0%	100%	100%
Assistive products for household tasks	0	0	0			0%
Assistance products for personal care and safety	11	73	84	13%	87%	100%
Communication and information equipment	1	9	10	10%	90%	100%
Customised Prosthetics	1	25	26	4%	96%	100%
Hearing Equipment	0	6	6	0%	100%	100%
Hearing Services	0	0	0			0%
Personal Mobility Equipment	2	32	34	6%	94%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	2	3	5	40%	60%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	12	70	82	15%	85%	100%
Behaviour Support	6	27	33	18%	82%	100%
Community nursing care for high needs	0	12	12	0%	100%	100%
Development of daily living and life skills	4	39	43	9%	91%	100%
Early Intervention supports for early childhood	14	32	46	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	11	31	42	26%	74%	100%
Innovative Community Participation	3	9	12	25%	75%	100%
Specialised Driving Training	1	8	9	11%	89%	100%
Therapeutic Supports	50	100	150	33%	67%	100%
Capital services						
Home modification design and construction	1	7	8	13%	88%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	1	7	8	13%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	10	42	52	19%	81%	100%
Support Coordination	1	2	3	33%	67%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	13	14	7%	93%	100%
Specialised Supported Employment	1	9	10	10%	90%	100%
Total	93	309	402	23%	77%	100%

Part Four: Financial sustainability

Table L.56 Committed supports by financial year (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.4	131.8	270.9	310.1	371.5	217.0

Figure L.15 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory

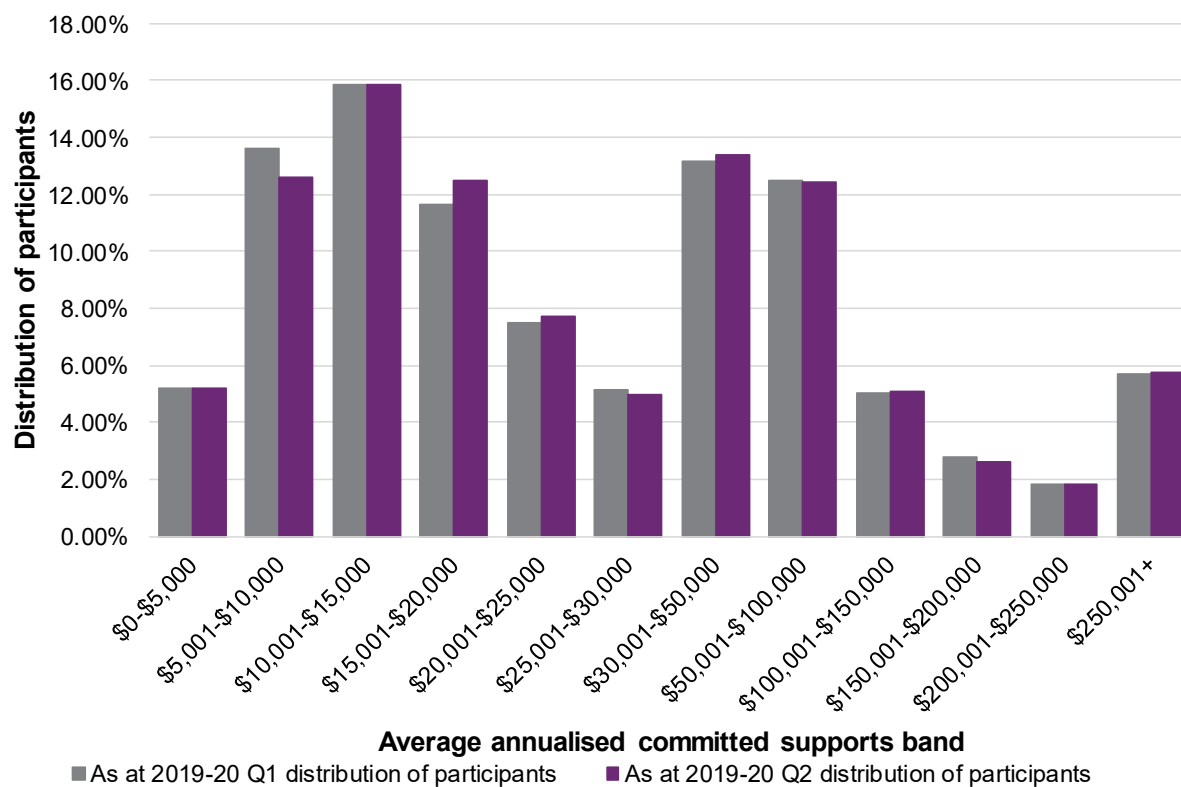


Figure L.16 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory

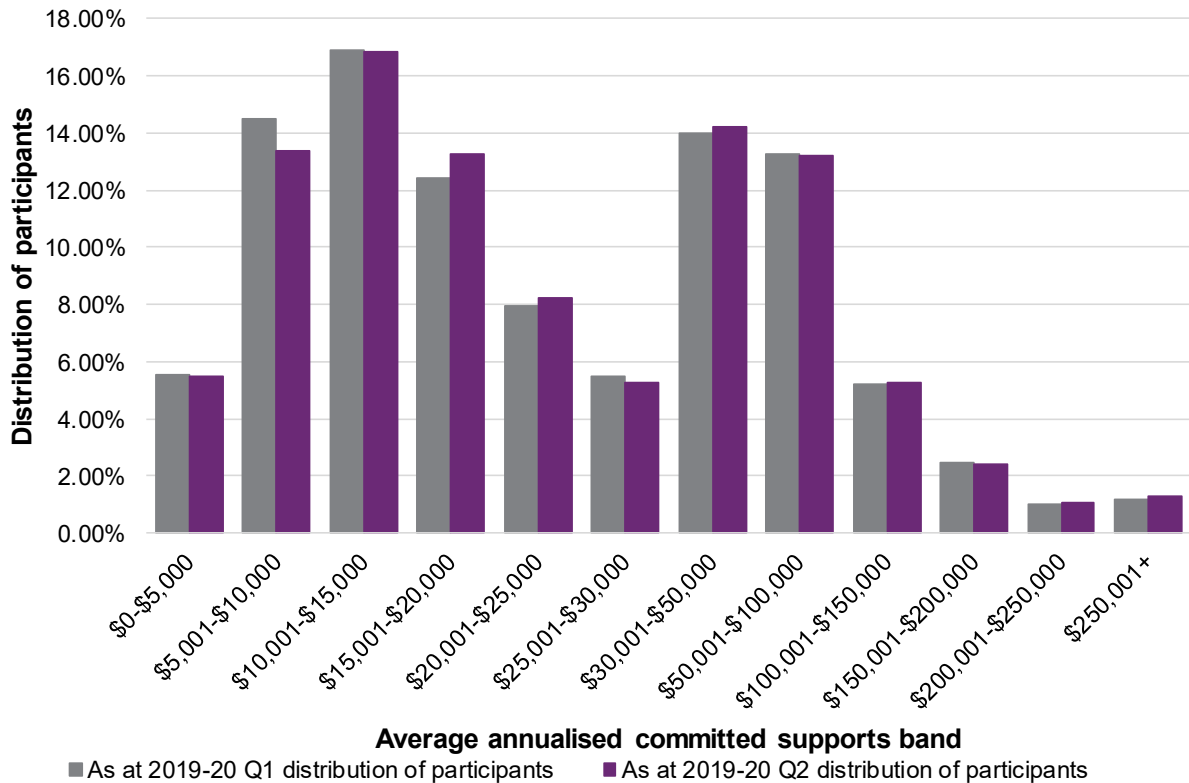


Figure L.17 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory

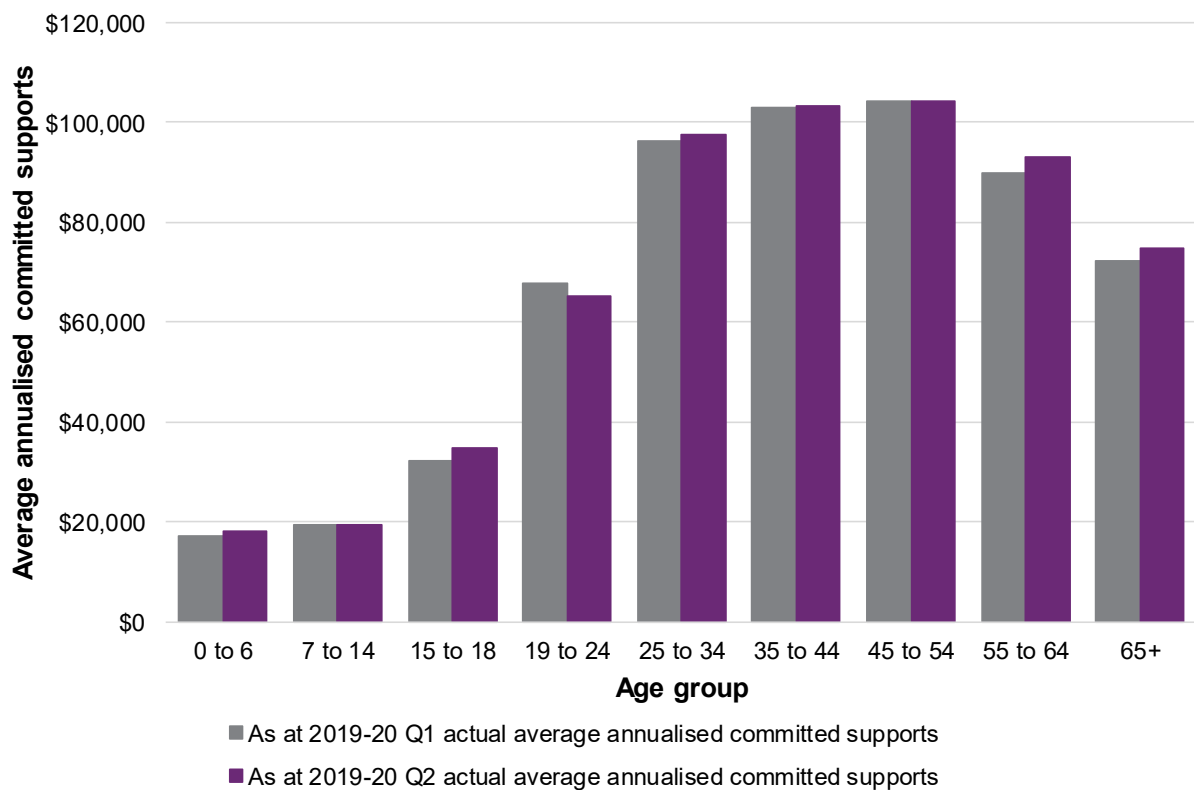


Figure L.18 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory

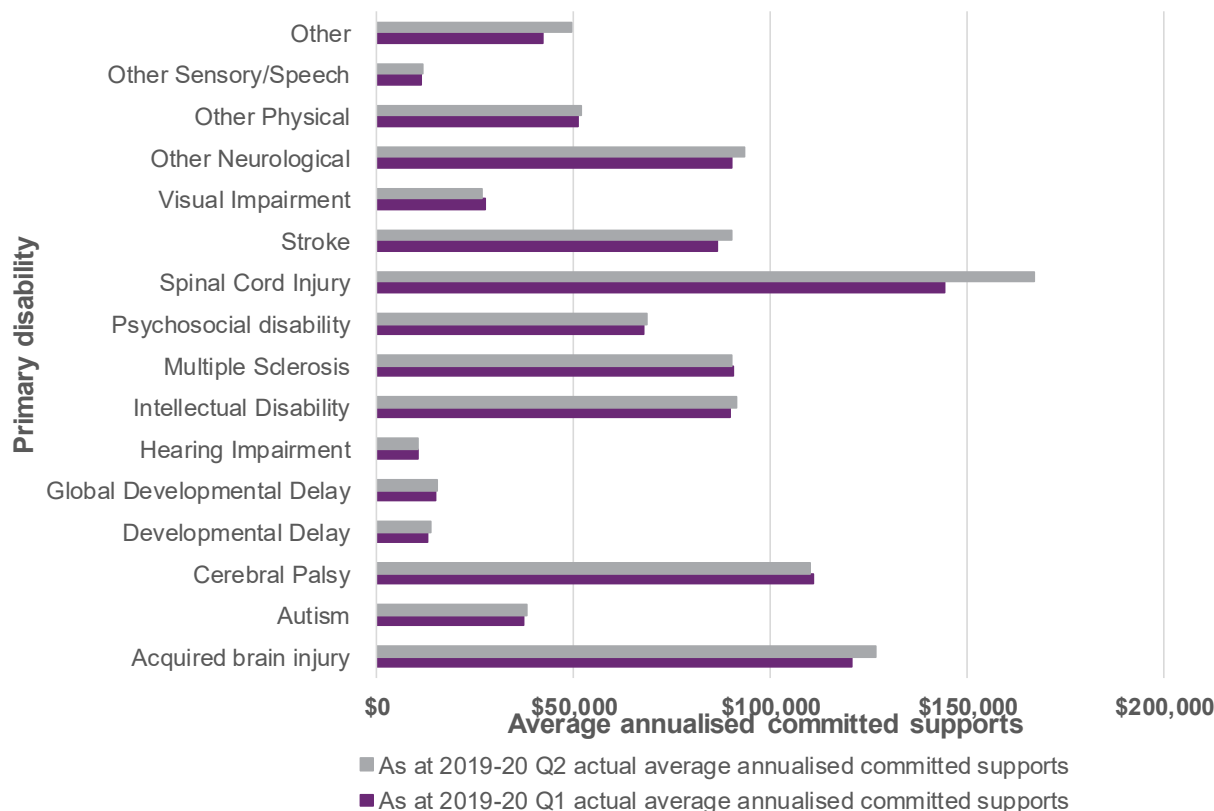
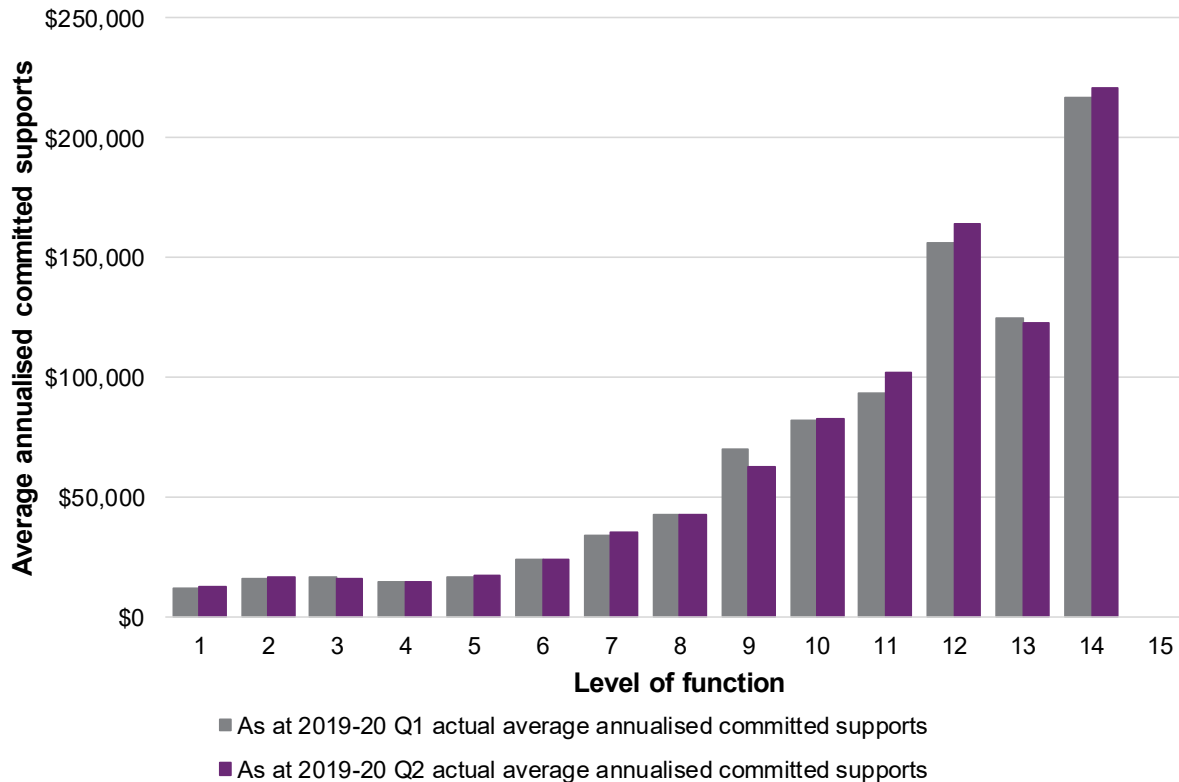


Figure L.19 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory⁴⁸⁵



⁴⁸⁵ 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.

Figure L.20 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory

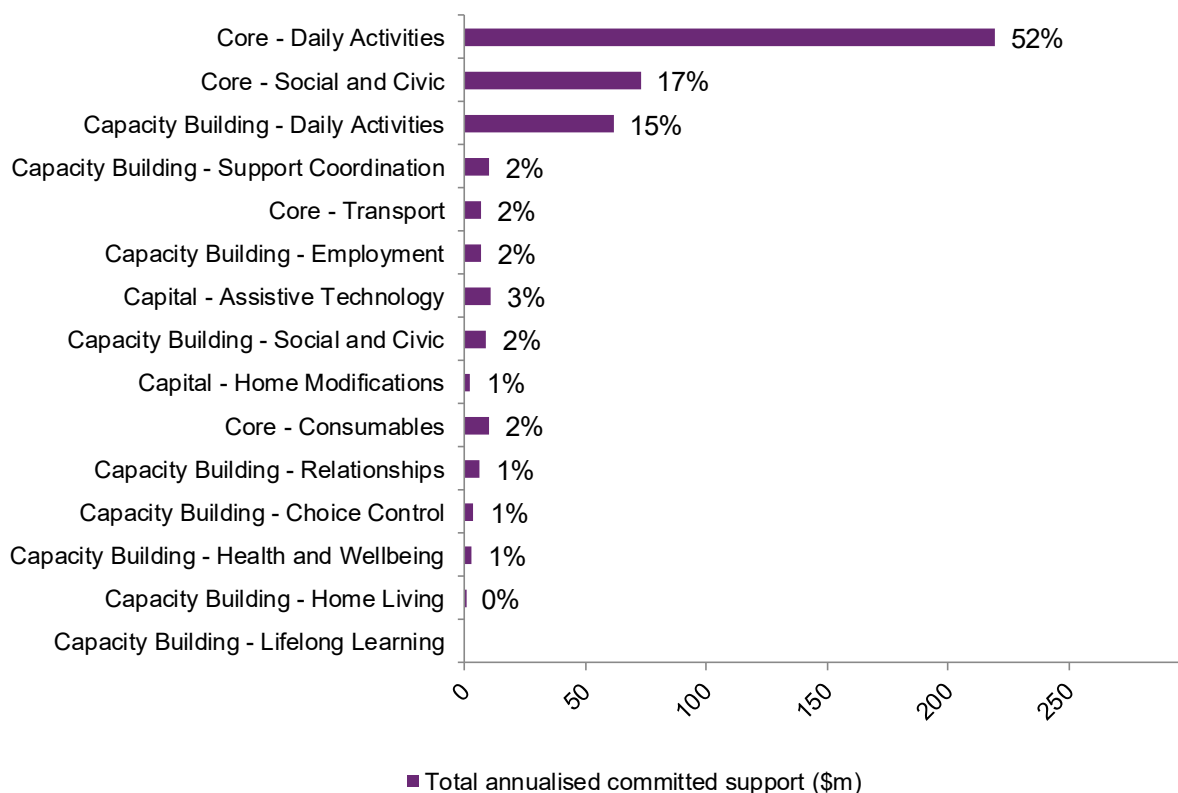


Table L.57 Payments by financial year, compared to committed supports (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.4	131.8	270.9	310.1	371.5	217.0
Total Paid	0.2	21.5	113.1	184.7	224.6	277.7	145.3
% utilised to date	56%	81%	86%	68%	72%	75%	67%

Figure L.21 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Australian Capital Territory

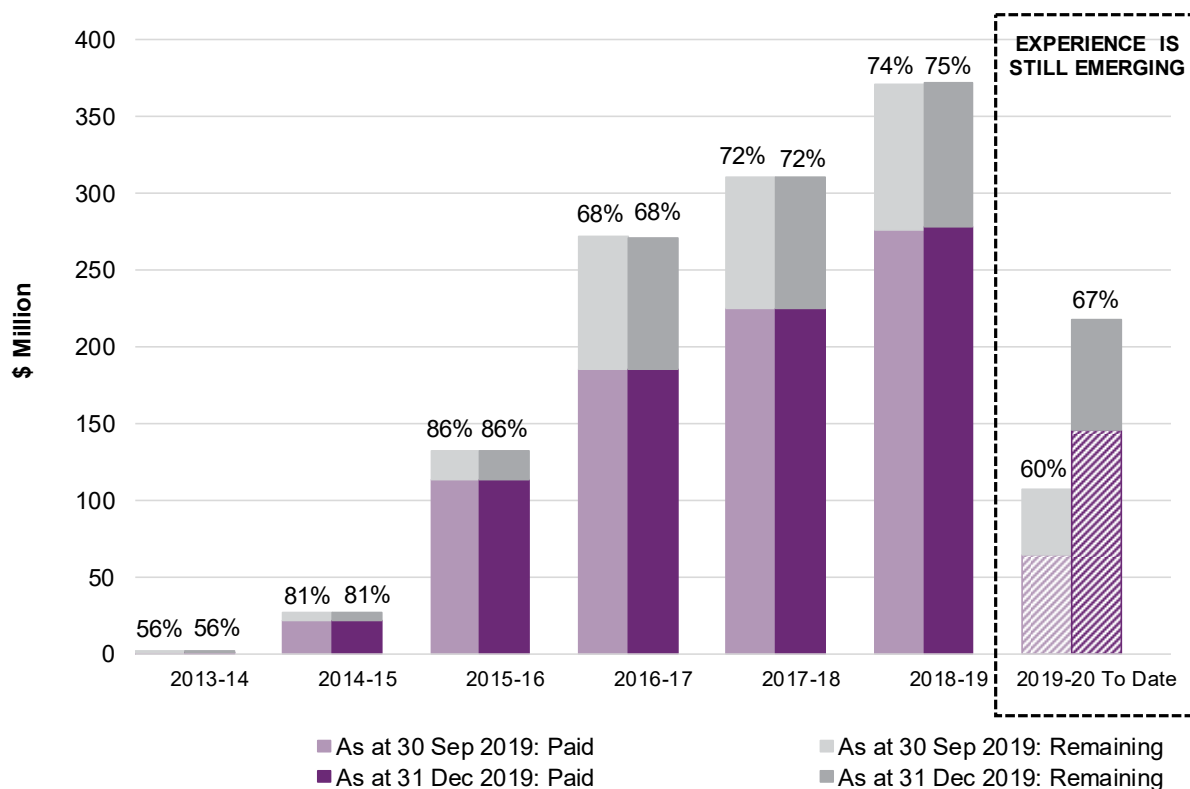


Figure L.22 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Australian Capital Territory ⁴⁸⁶

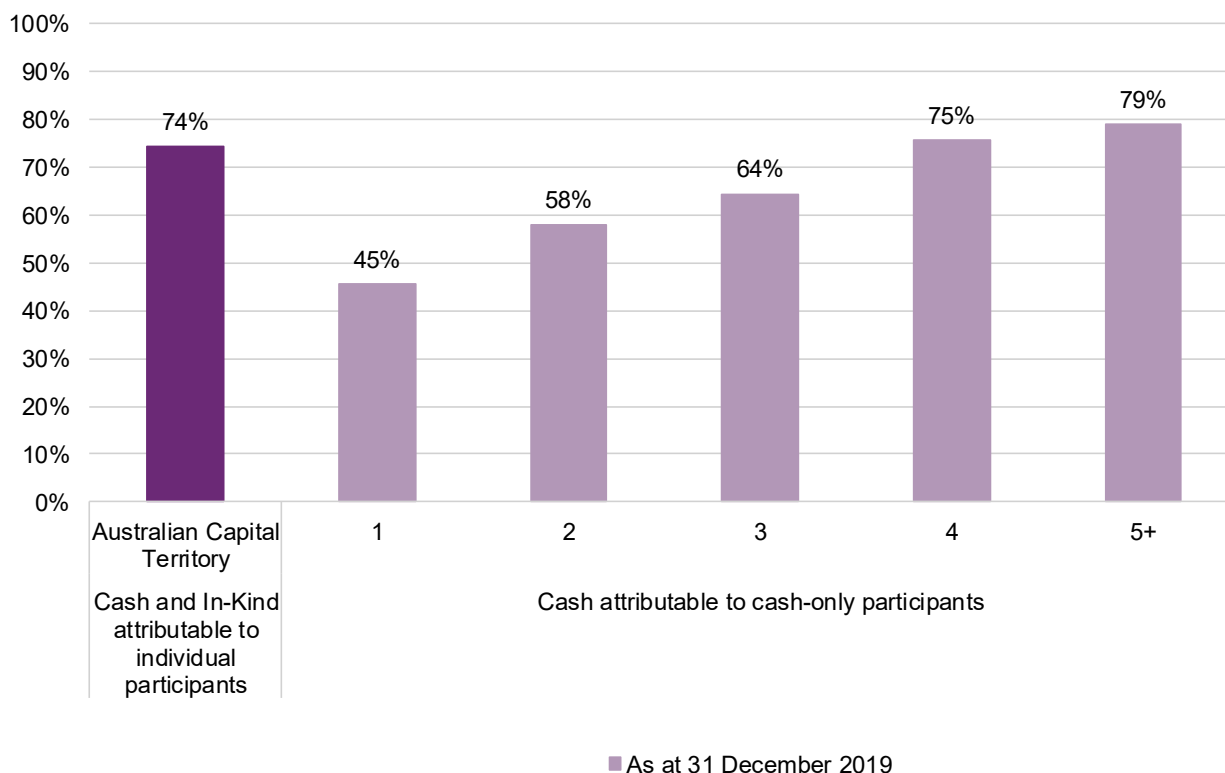
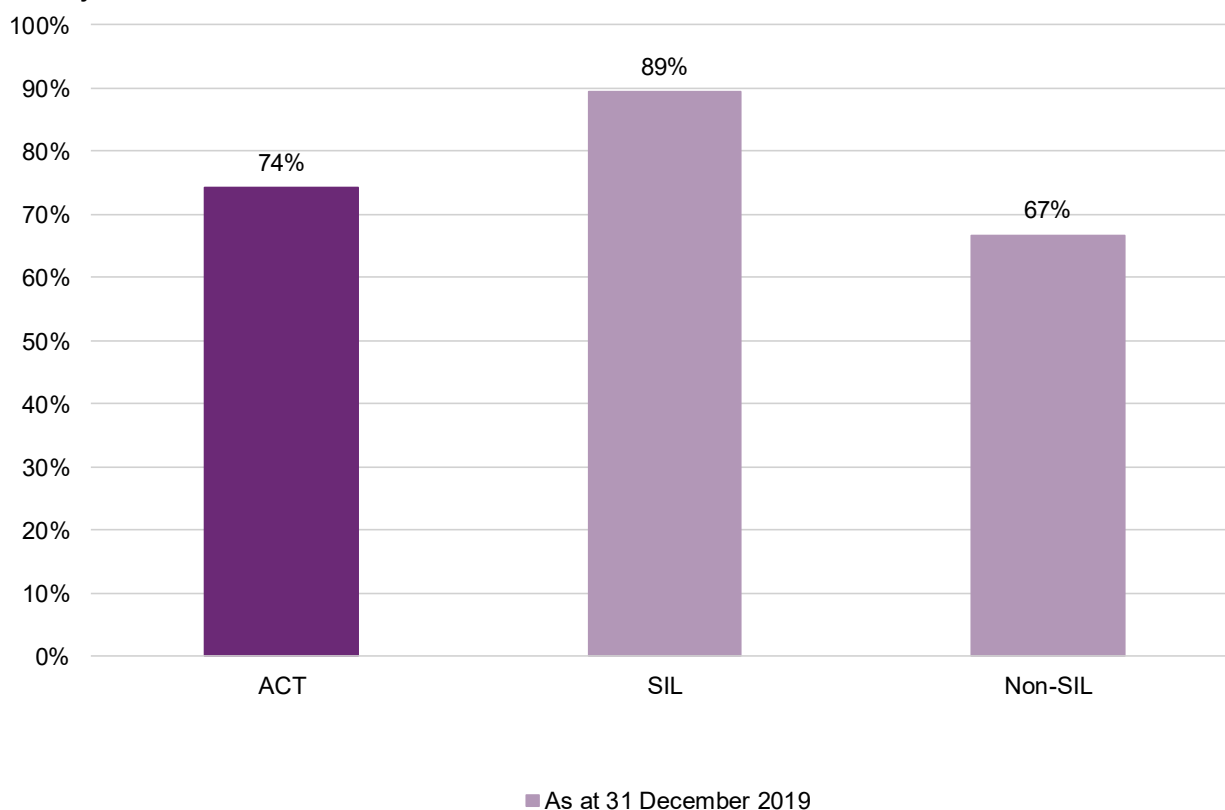


Figure L.23 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Australian Capital Territory ⁴⁸⁷



⁴⁸⁶ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

⁴⁸⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure L.24 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – Australian Capital Territory⁴⁸⁸

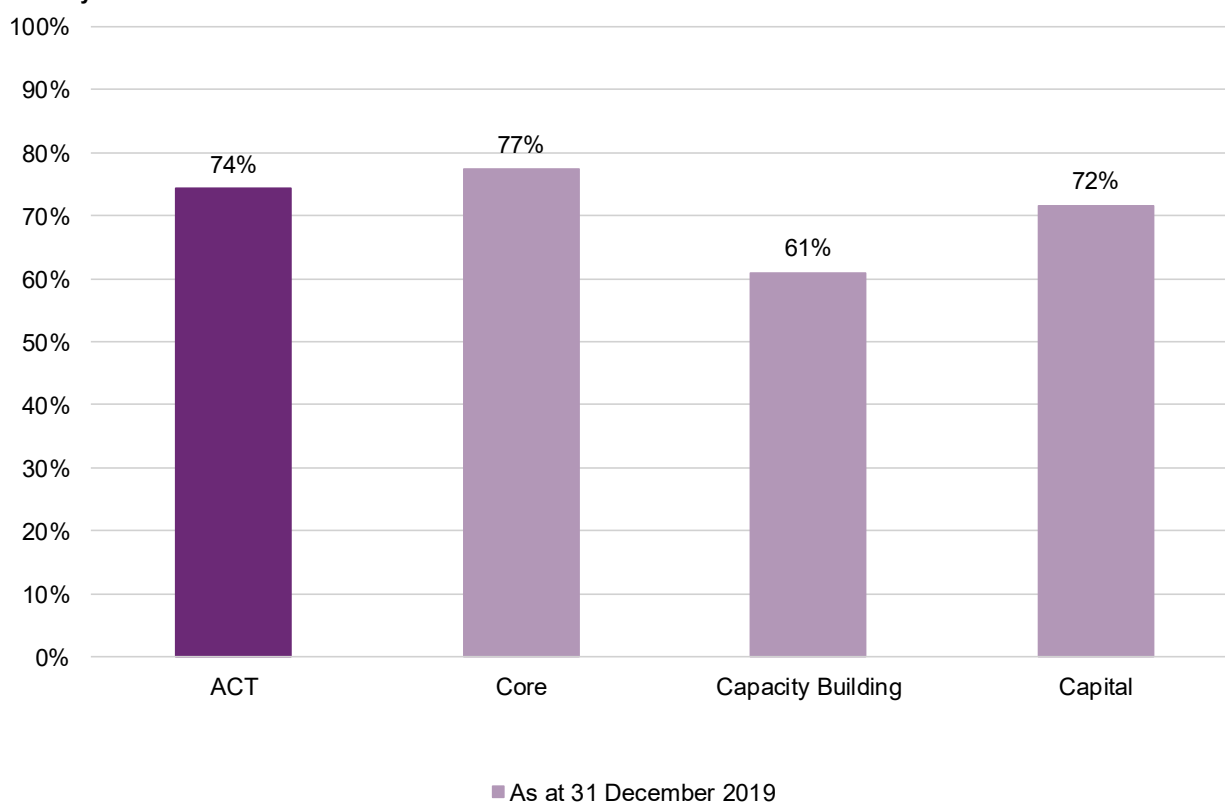
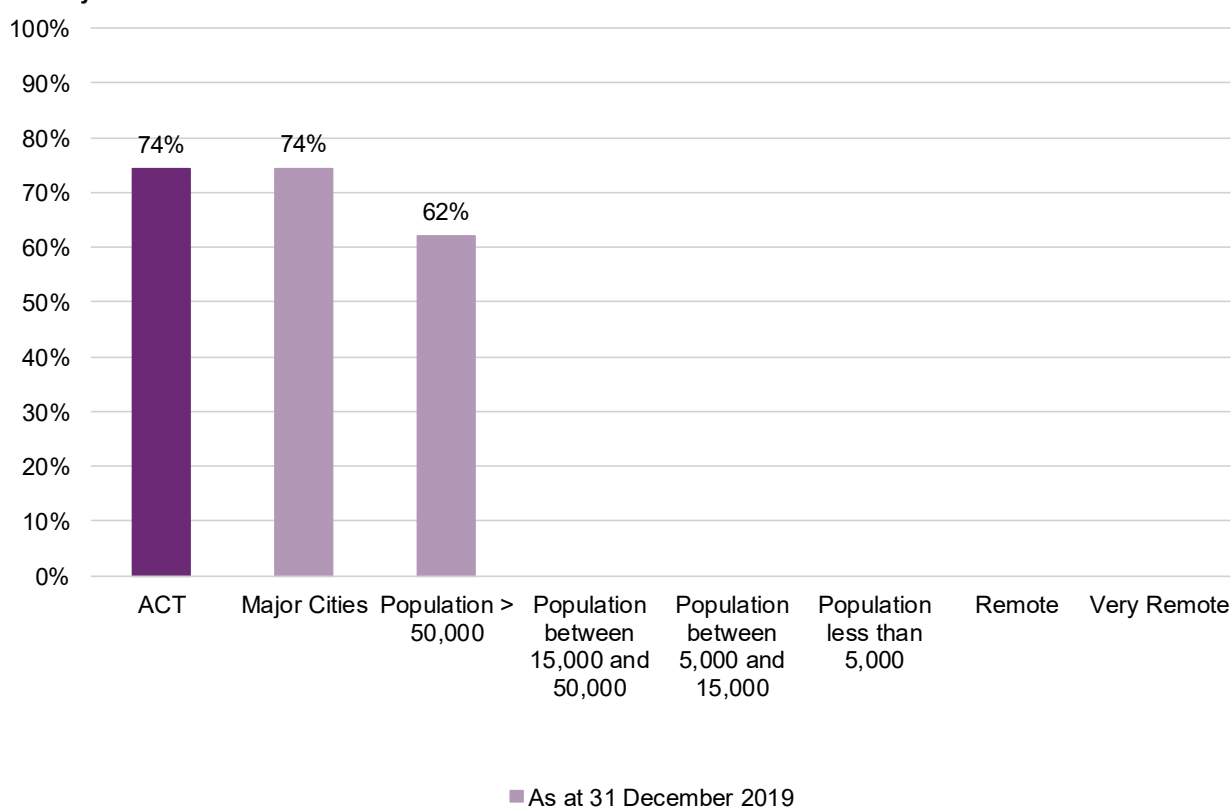


Figure L.25 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Australian Capital Territory^{489 490}



⁴⁸⁸ Ibid.

⁴⁸⁹ Ibid.

⁴⁹⁰ Utilisation is not shown as there is insufficient data in the group.

Appendix M:

Northern Territory

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – Northern Territory ⁴⁹¹

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
Northern Territory	2,562	257	2,819	38	2,857

Table M.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Northern Territory ^{492 493}

	Prior Quarters	2019-20 Q2	Total
Access decisions	3,402	404	3,806
Active Eligible	2,836	321	3,157
<i>New</i>	967	232	1,199
<i>State</i>	1,580	54	1,634
<i>Commonwealth</i>	289	35	324
Active Participant Plans (excl ECEI)	2,562	257	2,819
<i>New</i>	810	167	977
<i>State</i>	1,498	55	1,553
<i>Commonwealth</i>	254	35	289
Active Participant Plans	2,602	295	2,857
<i>Early Intervention (s25)</i>	481	113	594
<i>Permanent Disability (s24)</i>	2,081	144	2,225
<i>ECEI</i>	40	38	38

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 December 2019 – Northern Territory

Exits	Total
Total participant exits	79
<i>Early Intervention participants</i>	13
<i>Permanent disability participants</i>	66

⁴⁹¹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁴⁹² 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 2019-20 Q2, 89% of people with a hearing impairment met the access criteria compared to 80% overall.

⁴⁹³ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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.

Table M.4 Cumulative numbers of active participants by services previously received – Northern Territory ^{494 495}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	239	5	156	0	400
End of 2017-18	580	42	236	0	858
End of 2018-19 Q1	731	64	273	506	1,574
End of 2018-19 Q2	1,049	130	387	592	2,158
End of 2018-19 Q3	1,224	169	508	379	2,280
End of 2018-19 Q4	1,427	226	662	122	2,437
End of 2019-20 Q1	1,504	261	817	40	2,622
End of 2019-20 Q2	1,553	289	977	38	2,857

Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory ^{496 497 498 499}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	82	318	0	400
End of 2017-18	134	724	0	858
End of 2018-19 Q1	139	929	506	1,574
End of 2018-19 Q2	200	1,366	592	2,158
End of 2018-19 Q3	280	1,621	379	2,280
End of 2018-19 Q4	393	1,922	122	2,437
End of 2019-20 Q1	492	2,090	40	2,622
End of 2019-20 Q2	594	2,225	38	2,857

⁴⁹⁴ This table shows the total numbers of active participants at the end of each period. 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.

⁴⁹⁵ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

⁴⁹⁶ This table shows the total numbers of active participants at the end of each period.

⁴⁹⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴⁹⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁴⁹⁹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table M.6 Assessment of access by age group – Northern Territory ⁵⁰⁰

	Prior Quarters		2019-20 Q2		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	689	95%	116	94%	805	95%
7 to 14	593	86%	52	78%	645	85%
15 to 18	193	87%	13	52%	206	83%
19 to 24	178	89%	18	100%	196	90%
25 to 34	307	87%	22	81%	329	86%
35 to 44	305	85%	35	80%	340	84%
45 to 54	365	82%	32	73%	397	81%
55 to 64	327	84%	32	65%	359	82%
65+	<11	50%	<11	57%	13	52%
Missing	<11		<11		<11	
Total	2,966	87%	324	80%	3,290	86%

Table M.7 Assessment of access by disability – Northern Territory ⁵⁰¹

	Prior Quarters		2019-20 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	207	96%	<11	71%	217	95%
Autism	640	97%	63	97%	703	97%
Cerebral Palsy	184	97%	<11	75%	190	96%
Developmental Delay	218	96%	77	95%	295	96%
Global Developmental Delay	64	97%	<11	100%	73	97%
Hearing Impairment	131	82%	24	89%	155	83%
Intellectual Disability	659	94%	30	77%	689	93%
Multiple Sclerosis	15	100%	<11	50%	16	94%
Psychosocial disability	230	65%	51	71%	281	66%
Spinal Cord Injury	73	100%	<11	100%	77	100%
Stroke	87	85%	13	87%	100	85%
Visual Impairment	48	83%	<11	86%	54	83%
Other Neurological	169	85%	12	63%	181	83%
Other Physical	180	65%	16	46%	196	63%
Other Sensory/Speech	32	54%	<11	0%	32	51%
Other	12	39%	<11	67%	14	41%
Missing	17	94%	<11		17	94%
Total	2,966	87%	324	80%	3,290	86%

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

⁵⁰⁰ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

⁵⁰¹ Ibid.

Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,294	50.5%	108	42.0%	1,402	49.7%
Not Aboriginal and Torres Strait Islander	1,135	44.3%	111	43.2%	1,246	44.2%
Not Stated	133	5.2%	38	14.8%	171	6.1%
Total	2,562	100%	257	100%	2,819	100%

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory⁵⁰²

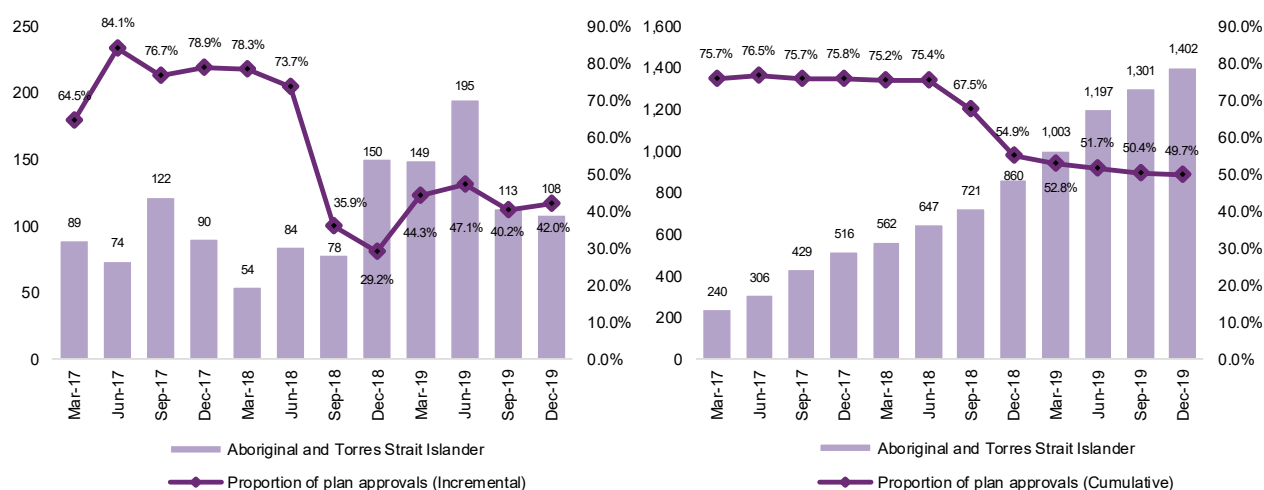
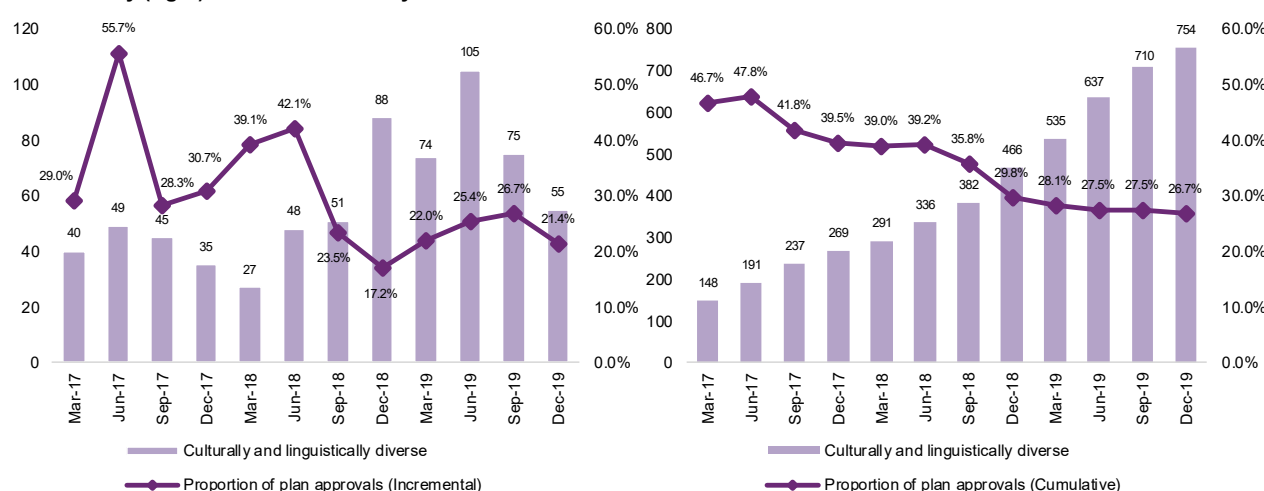


Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	699	27.3%	55	21.4%	754	26.7%
Not culturally and linguistically diverse	1,856	72.4%	201	78.2%	2,057	73.0%
Not stated	<11		<11		<11	
Total	2,562	100%	257	100%	2,819	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory⁵⁰³



⁵⁰² 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.

⁵⁰³ Ibid.

Table M.10 Number of active participants with an approved plan who are identified as Young People in Residential Aged Care (YPIRAC) – Northern Territory ⁵⁰⁴

	Total
Age group	N
Total YPIRAC (under 65)	41
65 and above	<11
Total participants in residential aged care	48
Participants not in residential aged care	2,771
Total	2,819

Figure M.3 Number of YPIRAC participants over time cumulatively – Northern Territory ⁵⁰⁵

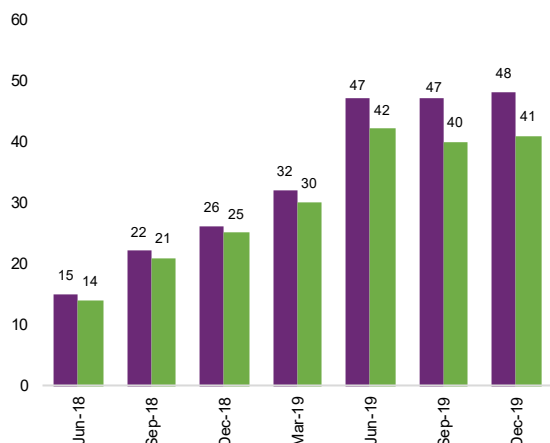


Table M.11 Participant profile per quarter by remoteness – Northern Territory ^{506 507}

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	1,378	53.8%	172	66.9%	1,550	55.0%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	45	1.8%	<11		53	1.9%
Remote	513	20.0%	31	12.1%	544	19.3%
Very Remote	625	24.4%	46	17.9%	671	23.8%
Missing	<11		<11		<11	
Total	2,562	100%	257	100%	2,819	100%

⁵⁰⁴ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

⁵⁰⁵ 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.

⁵⁰⁶ This table is based on the Modified Monash Model measure of remoteness.

⁵⁰⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁵⁰⁸

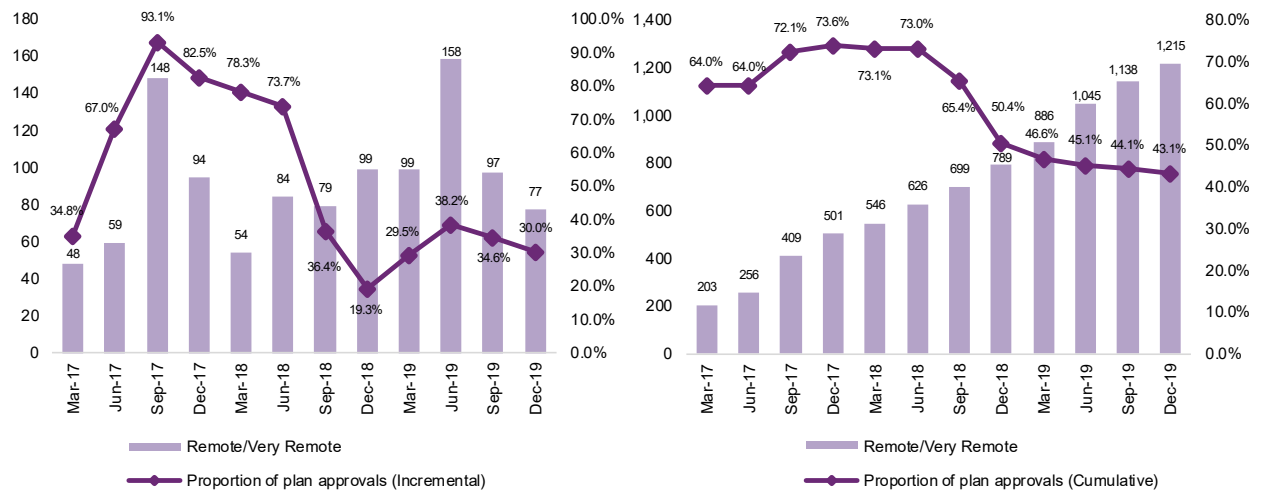


Table M.12 Participant profile per quarter by disability group – Northern Territory ^{509 510 511}

Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	598	23%	49	19%	647	23%
Intellectual Disability	607	24%	26	10%	633	22%
Psychosocial disability	173	7%	44	17%	217	8%
Developmental Delay	171	7%	67	26%	238	8%
Other Neurological	143	6%	<11		153	5%
Hearing Impairment	106	4%	16	6%	122	4%
Other Physical	130	5%	<11		140	5%
Cerebral Palsy	175	7%	<11		179	6%
ABI	178	7%	<11		188	7%
Visual Impairment	40	2%	<11		42	1%
Multiple Sclerosis	15	1%	<11		15	1%
Global Developmental Delay	54	2%	<11		64	2%
Stroke	76	3%	<11		83	3%
Spinal Cord Injury	63	2%	<11		64	2%
Other Sensory/Speech	27	1%	<11		28	1%
Other	<11		<11		<11	
Total	2,562	100%	257	100%	2,819	100%

⁵⁰⁸ 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.

⁵⁰⁹ Table order based on national proportions (highest to lowest).

⁵¹⁰ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁵¹¹ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NT (103).

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁵¹²

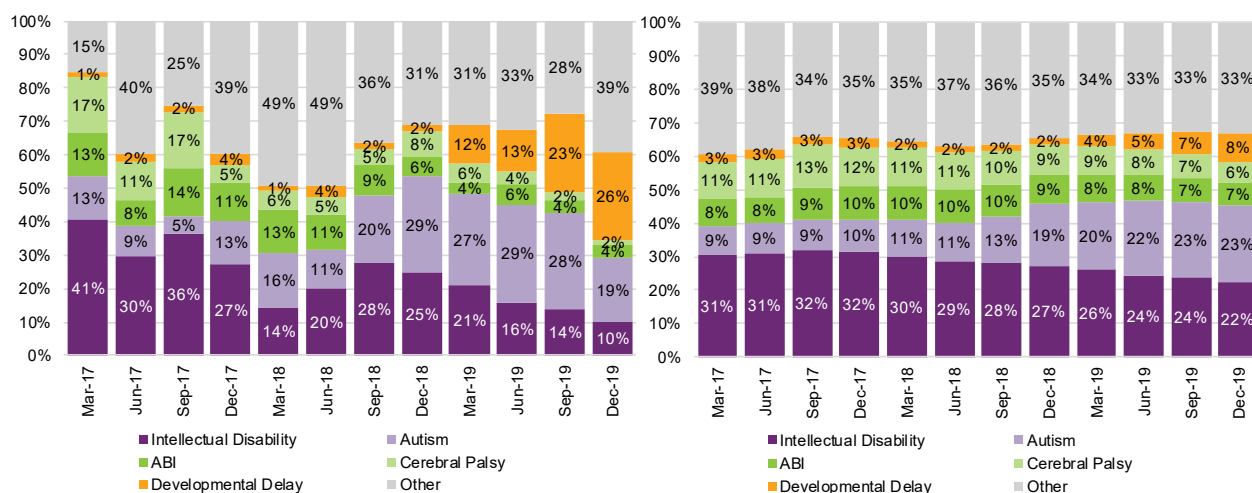
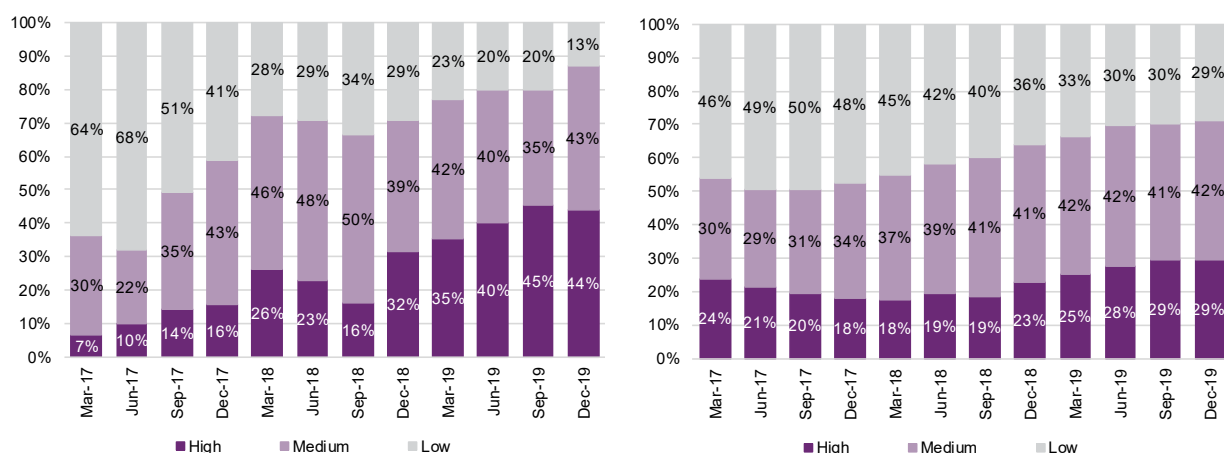


Table M.13 Participant profile per quarter by level of functions – Northern Territory

Level of Function	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	266	10%	73	28%	339	12%
2 (High Function)	<11		<11		<11	
3 (High Function)	160	6%	15	6%	175	6%
4 (High Function)	98	4%	<11		105	4%
5 (High Function)	189	7%	18	7%	207	7%
6 (Moderate Function)	379	15%	51	20%	430	15%
7 (Moderate Function)	172	7%	13	5%	185	7%
8 (Moderate Function)	172	7%	25	10%	197	7%
9 (Moderate Function)	<11		<11		<11	
10 (Moderate Function)	333	13%	22	9%	355	13%
11 (Low Function)	87	3%	<11		90	3%
12 (Low Function)	402	16%	19	7%	421	15%
13 (Low Function)	179	7%	11	4%	190	7%
14 (Low Function)	110	4%	<11		110	4%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	2,562	100%	257	100%	2,819	100%

Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory ⁵¹³



⁵¹² 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.

⁵¹³ Ibid.

Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
0 to 6	448	17%	106	41%	554	20%
7 to 14	604	24%	39	15%	643	23%
15 to 18	181	7%	15	6%	196	7%
19 to 24	188	7%	11	4%	199	7%
25 to 34	257	10%	14	5%	271	10%
35 to 44	275	11%	24	9%	299	11%
45 to 54	304	12%	17	7%	321	11%
55 to 64	268	10%	27	11%	295	10%
65+	37	1%	<11		41	1%
Total	2,562	100%	257	100%	2,819	100%

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory ⁵¹⁴

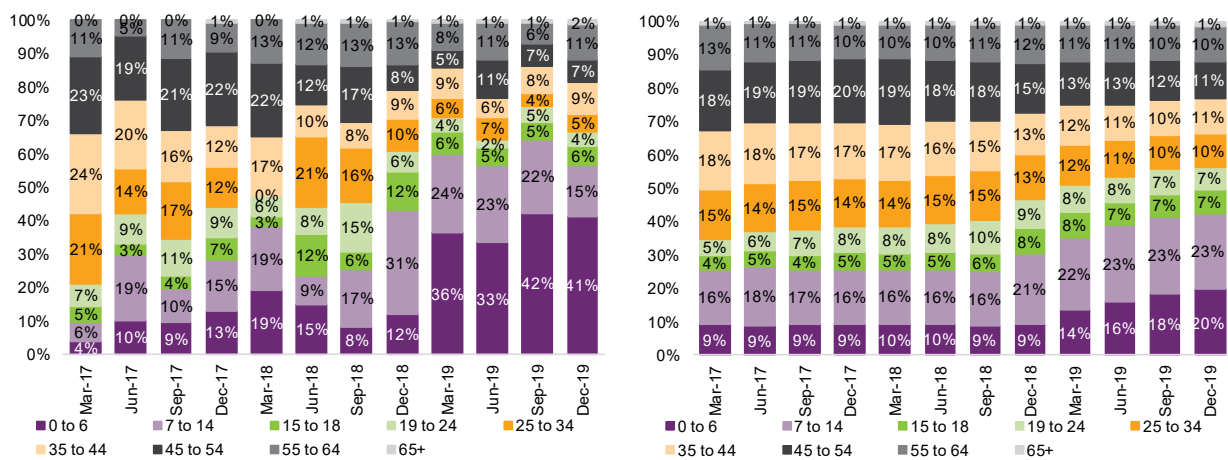
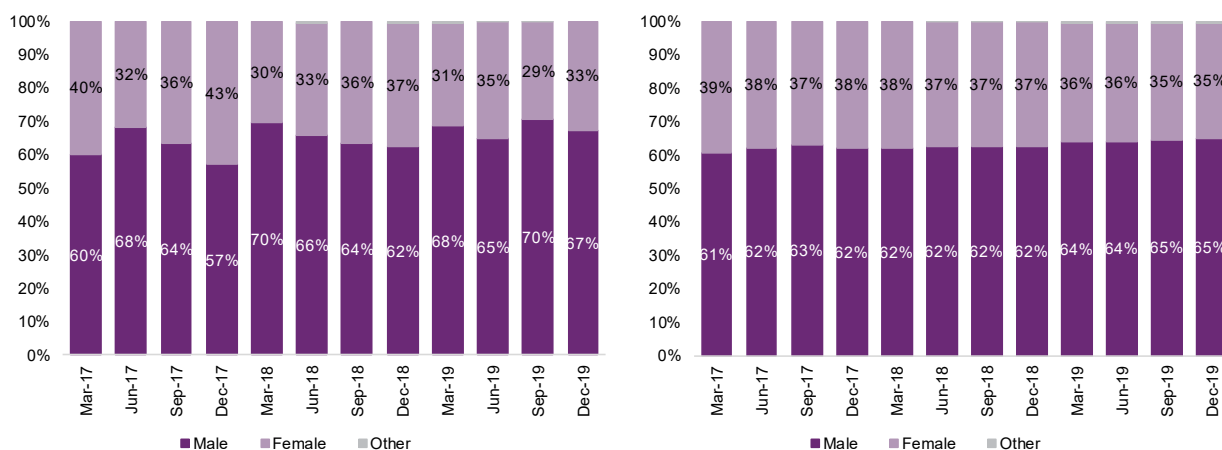


Table M.15 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Male	1,657	65%	173	67%	1,830	65%
Female	894	35%	84	33%	978	35%
Other	11	0%	<11		11	0%
Total	2,562	100%	257	100%	2,819	100%

⁵¹⁴ Ibid.

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory ⁵¹⁵



Part Two: Participant experience and outcomes

Table M.16 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁵¹⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	24	37	194	160	415
Participant school to 14	31	79	520	166	796
Participant 15 to 24	26	69	191	49	335
Participant 25 and over	153	255	537	158	1,103
Total Participant	234	440	1,442	533	2,649
Family 0 to 14	52	102	680	316	1,150
Family 15 to 24	3	35	132	37	207
Family 25 and over	15	56	256	79	406
Total Family	70	193	1,068	432	1,763
Total	304	633	2,510	965	4,412

⁵¹⁵ Ibid.

⁵¹⁶ Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants.
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Table M.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Northern Territory

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%			
CC	% who say their child is able to tell them what he/she wants	61%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		24%		
DL	% who say their child is becoming more independent		28%		
CC	% of children who have a genuine say in decisions about themselves		67%		
CC	% who are happy with the level of independence/control they have now			24%	
CC	% who choose who supports them			29%	42%
CC	% who choose what they do each day			35%	53%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			14%	18%
CC	% who want more choice and control in their life			86%	83%

Table M.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Northern Territory

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	50%	64%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	66%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			30%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			43%	41%

Table M.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Northern Territory

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		51%		
HM	% who are happy with their home			74%	60%
HM	% who feel safe or very safe in their home			80%	64%
HW	% who rate their health as good, very good or excellent			73%	42%
HW	% who did not have any difficulties accessing health services			67%	50%
LL	% who currently attend or previously attended school in a mainstream class			24%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				63%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			12%	16%
WK	% who volunteer			12%	9%

Table M.20 Selected key baseline indicators for families/carers of participants – Northern Territory

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	17%	15%
% receiving Carer Allowance	31%	18%	17%
% working in a paid job	46%	58%	36%
Of those in a paid job, % in permanent employment	81%	81%	84%
Of those in a paid job, % working 15 hours or more	87%	94%	88%
% who say they (and their partner) are able to work as much as they want	54%	60%	50%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	90%	79%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	34%	36%
% able to advocate for their child/family member	62%	54%	41%
% who have friends and family they see as often as they like	54%	48%	51%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		31%	
% who feel in control selecting services		34%	23%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			27%
% who rate their health as good, very good or excellent	88%	77%	67%

Table M.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=36) - participants who entered from 1 January 2018 to 31 December 2018 – Northern Territory ⁵¹⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	86%
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?	79%
REL	Has the NDIS improved how your child fits into family life?	61%
S/CP	Has the NDIS improved how your child fits into community life?	54%

Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=207) - participants who entered from 1 January 2018 to 31 December 2018 – Northern Territory

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	49%
LL	Has the NDIS improved your child's access to education?	40%
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?	44%

Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=139) and ‘Participant 25 and over’ (n=314) - participants who entered from 1 January 2018 to 31 December 2018 – Northern Territory

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	55%	60%
DL	Has the NDIS helped you with daily living activities?	55%	64%
REL	Has the NDIS helped you to meet more people?	48%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	40%
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?	40%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	18%
S/CP	Has the NDIS helped you be more involved?	50%	57%

⁵¹⁷ Results in Tables M.21 to M.24 exclude participants who entered prior to 1 January 2018.
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Table M.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=226); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=212) - participants who entered from 1 January 2018 to 31 December 2018 – Northern Territory

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	55%
Has the NDIS improved the level of support for your family?	56%	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?	64%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	38%	40%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participant’s first and second review in the Scheme, for ‘Participant 0 to school’.

Table M.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=42) - participants who entered from 1 January 2017 and 31 December 2017 – Northern Territory ⁵¹⁸

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	42%	46%	+4%
LL	Has the NDIS improved your child's access to education?	15%	13%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	32%	27%	-5%
S/CP	Has the NDIS improved your child's social and recreational life?	26%	29%	+3%

⁵¹⁸ Results in Tables M.25 to M.27 include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. 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 M.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=38) and ‘Participant 25 and over’ (n=182) - participants who entered from 1 January 2017 and 31 December 2017 – Northern Territory

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	35%	54%	+18%	50%	67%	+17%
DL	Has the NDIS helped you with daily living activities?	47%	67%	+20%	58%	80%	+21%
REL	Has the NDIS helped you to meet more people?	31%	41%	+10%	44%	55%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	23%	+10%	32%	42%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	49%	+14%	48%	53%	+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?	13%	23%	10%	20%	27%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	3%	14%	+10%	7%	10%	+4%
S/CP	Has the NDIS helped you be more involved?	33%	41%	+8%	43%	63%	+20%

Table M.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=35) - participants who entered from 1 January 2017 and 31 December 2017 – Northern Territory

Question	0 to 14		
	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	48%	41%	-7%
Has the NDIS improved the level of support for your family?	45%	34%	-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?	57%	60%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	55%	53%	-2%
Has the NDIS improved your health and wellbeing?	48%	37%	-11%

There is insufficient data to show results for “Has the NDIS helped?” questions answered by families and carers at participants’ first and second plan reviews, for participants 15 and over.

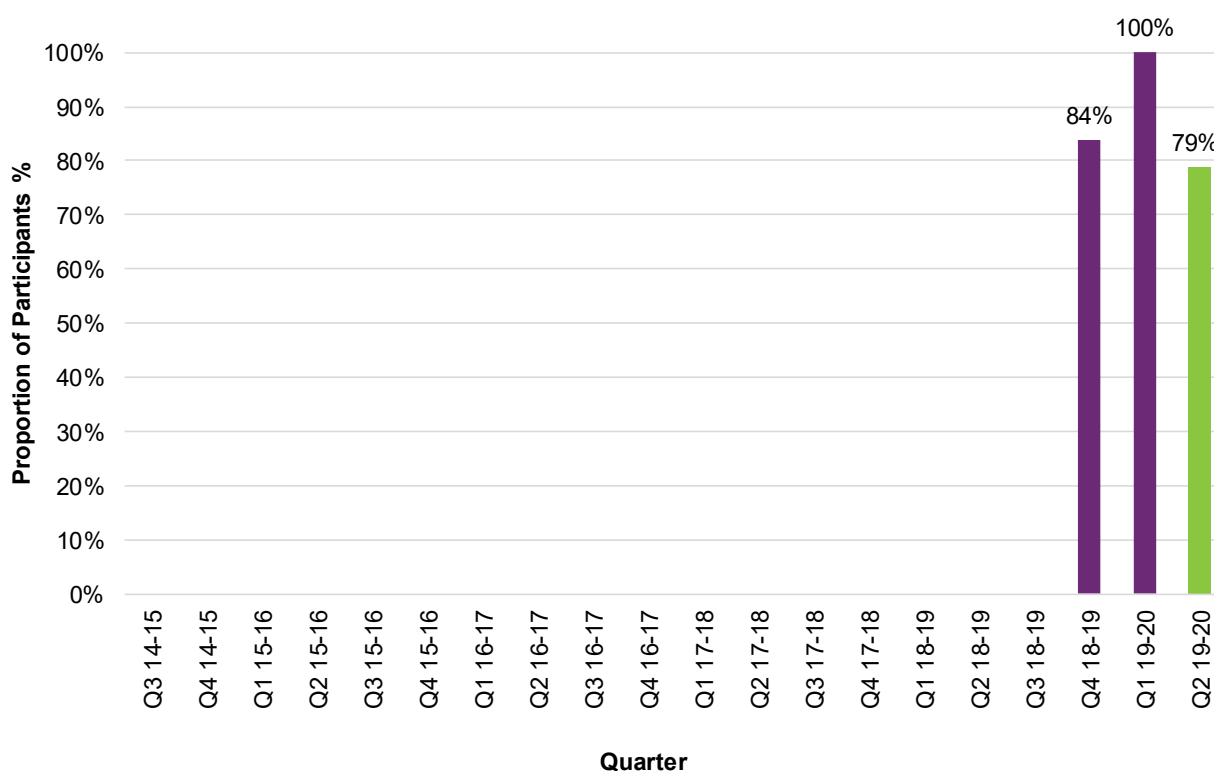
There is also insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review.

Table M.28 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=228), 'participants in community and social activities' (n=232) and 'participants who choose who supports them' (n=239) at entry, first and second plan review - participants who entered from 1 January 2017 and 31 December 2017 – Northern Territory ⁵¹⁹

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	11%	18%	25%	24%
Aged 25+	8%	5%	8%	
Aged 15+ (Average)	8%	7%	10%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	79%	79%	89%	47%
Aged 25+	47%	48%	50%	
Aged 15+ (Average)	50%	52%	55%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	18%	14%	11%	45%
Aged 25+	22%	23%	21%	
Aged 15+ (Average)	21%	22%	20%	

There is insufficient data to show results for 'Participants in work', 'Participants in community and social activities' and 'Participants who choose who supports them' answered at participants' first, second and third plan review.

Figure M.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions – Northern Territory ⁵²⁰



* The result for 2019-20 Q2 is based on 47 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 79% rated the process as either good or very good, 15% rated the process as neutral rating and 6% rated the process as poor or very poor.

⁵¹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

⁵²⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table M.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 – Northern Territory

	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	89%	2%	9%
The planner knows what I can do well	68%	23%	9%
The planner had some good ideas for my plan	74%	15%	11%
I know what is in my plan	83%	9%	9%
The planner helped me think about my future	72%	17%	11%
I think my plan will make my life better	81%	17%	2%
The planning meeting went well	87%	11%	2%

Table M.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Northern Territory

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q2
Access	n = 36	n = 19
Are you happy with how coming into the NDIS has gone?	81%	N/A
Was the person from the NDIS respectful?	94%	N/A
Do you understand what will happen next with your plan?	72%	N/A
Pre-planning	n = 43	n = 11
Did the person from the NDIS understand how your disability affects your life?	79%	N/A
Did you understand why you needed to give the information you did?	95%	N/A
Were decisions about your plan clearly explained?	77%	N/A
Are you clear on what happens next with your plan?	70%	N/A
Do you know where to go for more help with your plan?	74%	N/A
Planning	n = 37	n = 13
Did the person from the NDIS understand how your disability affects your life?	84%	N/A
Did you understand why you needed to give the information you did?	92%	N/A
Were decisions about your plan clearly explained?	81%	N/A
Are you clear on what happens next with your plan?	78%	N/A
Do you know where to go for more help with your plan?	84%	N/A
Plan review	n = 25	n = 4
Did the person from the NDIS understand how your disability affects your life?	84%	N/A
Did you feel prepared for your plan review?	80%	N/A
Is your NDIS plan helping you to make progress towards your goals?	84%	N/A

Table M.31 Plan reviews conducted per quarter – excluding plans less than 30 days – Northern Territory ⁵²¹

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total plan reviews	3,110	783	3,893
<i>Early intervention plans</i>	410	95	505
<i>Permanent disability plans</i>	2,700	688	3,388

Figure M.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory

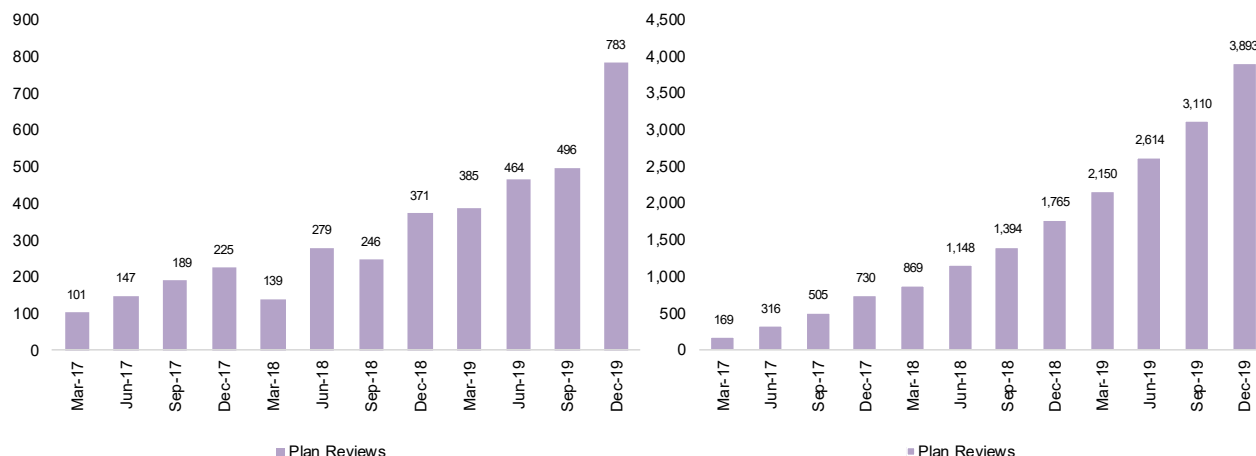
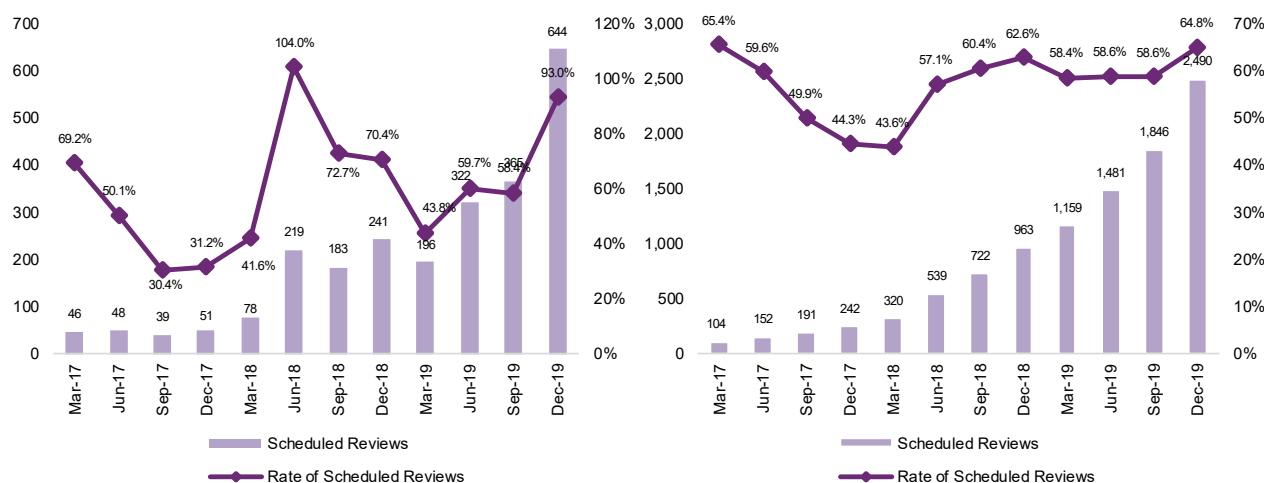


Table M.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – Northern Territory

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total scheduled plan reviews	1,846	644	2,490
<i>Trial participants</i>	499	31	530
<i>Transition participants</i>	1,347	613	1,960

Figure M.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory ⁵²²



⁵²¹ 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.

⁵²² 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 M.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Northern Territory

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
Total unscheduled plan reviews	1,264	139	1,403
<i>Trial participants</i>	116	<11	118
<i>Transition participants</i>	1,148	137	1,285

Table M.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – Northern Territory ⁵²³

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
% unscheduled reviews	40.1%	20.1%	36.5%

Figure M.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory ⁵²⁴

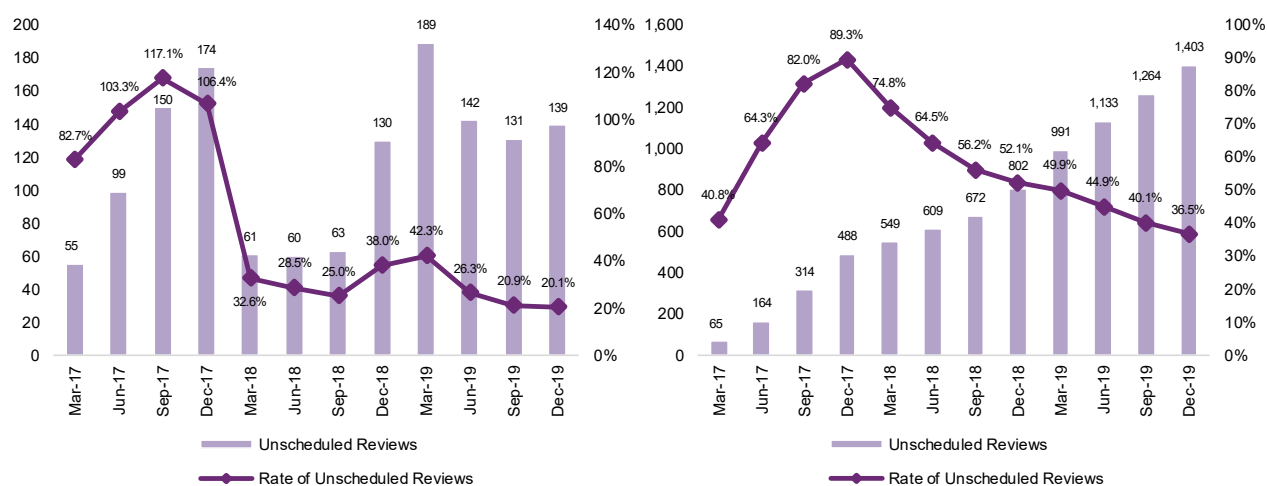


Table M.35 Complaints by quarter – Northern Territory ^{525 526 527}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaints about service providers	13	4	17	16
Complaints about the Agency	65	16	81	70
Unclassified	11	0	11	7
Total	89	20	109	87
% of all access requests	2.2%	1.9%	2.2%	

⁵²³ 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.

⁵²⁴ 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.

⁵²⁵ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

⁵²⁶ Note that 76% of all complainants made only one complaint, 23% made two complaints and 1% made three or more complaints.

⁵²⁷ % of all access requests 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.

Figure M.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory ⁵²⁸

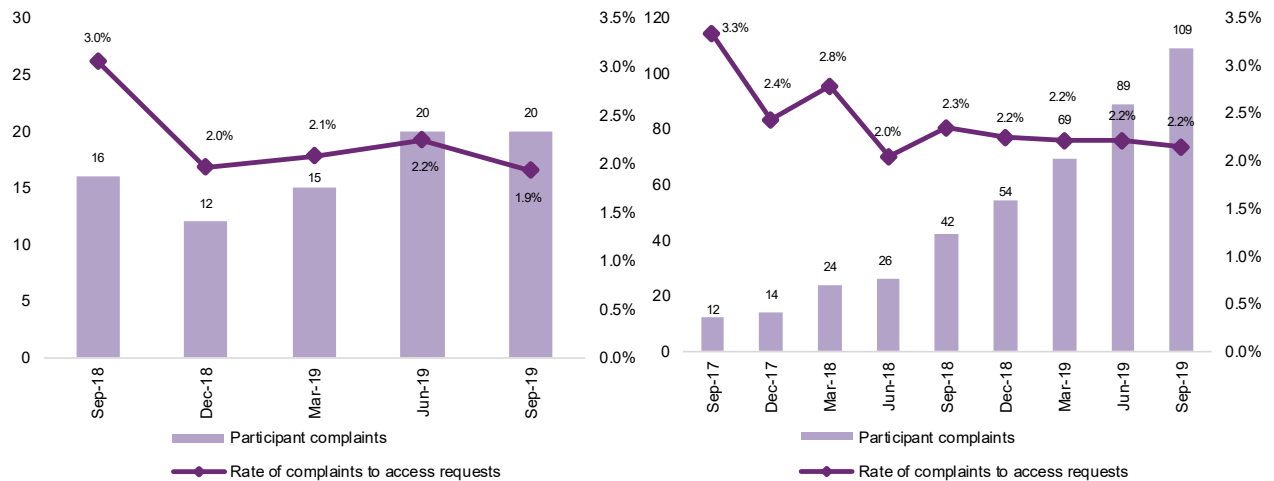


Table M.36 Complaints by type – Northern Territory ⁵²⁹

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Participants or those who have sought access			
<i>Complaints about service providers</i>			
Supports being provided	<11	<11	<11
Service Delivery	<11	<11	<11
Staff conduct	<11	<11	<11
Provider process	<11	<11	<11
Provider costs.	<11	<11	<11
Other	<11	<11	<11
Total	13	4	17
<i>Complaints about the Agency</i>			
Timeliness	20 (31%)	<11	27 (33%)
Individual needs	<11	<11	<11
Reasonable and necessary supports	<11	<11	<11
Information unclear	<11	<11	<11
The way the NDIA carried out its decision making	<11	<11	<11
Other	27 (42%)	<11	32 (40%)
Total	65	16	81
<i>Unclassified</i>	11	0	11

⁵²⁸ There are insufficient numbers to show the the incremental count of participant complaints prior to the September 2018 quarter, and also insufficient numbers to show the cumulative count of complaints prior to the September 2017 quarter.

⁵²⁹ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table M.37 AAT Cases by category – Northern Territory ^{530 531}

	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
Total	<11		<11		<11	
% of all access decisions	0.11%		0.00%		0.09%	

Table M.38 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory ^{532 533}

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	12%	13%	12%
Self-managed partly	6%	8%	7%
Plan managed	29%	45%	35%
Agency managed	52%	35%	46%
Total	100%	100%	100%

Figure M.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory ⁵³⁴

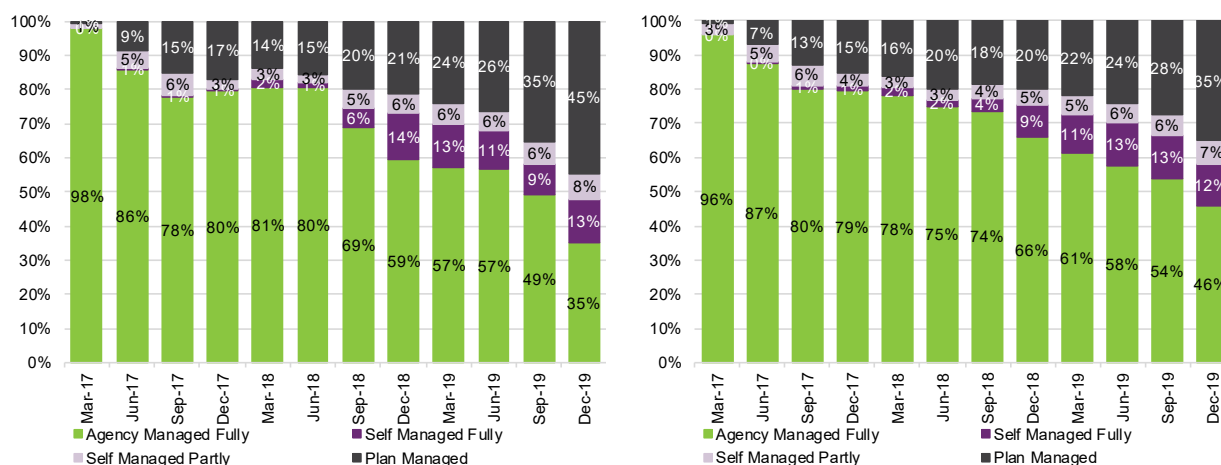


Table M.39 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory ⁵³⁵

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	73%	75%	74%

⁵³⁰ The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

⁵³¹ % of all access decisions 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.

⁵³² 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.

⁵³³ Trial participants are not included.

⁵³⁴ 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.

⁵³⁵ Trial participants are not included.

Table M.40 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁵³⁶

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
Plan activation				
Less than 30 days	1,143	66%	231	57%
30 to 59 days	179	10%	59	15%
60 to 89 days	111	6%	25	6%
Activated within 90 days	1,433	83%	315	78%
90 to 119 days	88	5%	24	6%
120 days and over	151	9%	29	7%
Activated after 90 days	239	14%	53	13%
No payments	52	3%	35	9%
Total plans approved	1,724	100%	403	100%

Table M.41 Proportion of participants who have activated within 12 months – Northern Territory

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	799	842	95%
Not Aboriginal and Torres Strait Islander	622	637	98%
Not Stated	77	79	97%
Total	1,498	1,558	96%
by Culturally and Linguistically Diverse status			
CALD	430	455	95%
Not CALD	1,062	1,097	97%
Not Stated	<11	<11	
Total	1,498	1,558	96%
by Remoteness			
Major Cities	<11	<11	
Regional	746	770	97%
Remote	752	788	95%
Missing	<11	<11	
Total	1,498	1,558	96%
by Primary Disability type			
Autism	293	306	96%
Intellectual Disability (including Down Syndrome)	413	432	96%
Psychosocial Disability	96	101	95%
Developmental Delay (including Global Developmental Delay)	37	40	93%
Other	659	679	97%
Total	1,498	1,558	96%

⁵³⁶ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table M.42 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Northern Territory ^{537 538}

Plan utilisation	Total
0 to 50%	58%
50% to 75%	18%
> 75%	24%
Total	100%

Table M.43 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁵³⁹

	Prior Quarters	2019-20 Q2	Total
Daily Activities	13%	19%	15%
Health & Wellbeing	36%	40%	38%
Lifelong Learning	7%	8%	8%
Other	16%	17%	16%
Non-categorised	33%	21%	29%
Any mainstream service	97%	96%	96%

Part Three: Providers and the growing market

Table M.44 Key markets indicators by quarter – Northern Territory ^{540 541}

Market indicators	Prior Quarters	2019-20 Q2
a) Average number of active providers per active participant	1.58	1.70
b) Number of providers delivering new types of supports	83	84
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	80%	84%
<i>Therapeutic Supports (%)</i>	81%	82%
<i>Participation in community, social and civic activities (%)</i>	78%	80%
<i>Early Intervention supports for early childhood (%)</i>	77%	81%
<i>Daily Personal Activities (%)</i>	79%	86%

⁵³⁷ This table only considers committed supports and payments for supports provided to 30 September 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵³⁸ 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.

⁵³⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁵⁴⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵⁴¹ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table M.45 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁵⁴²

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	7	2	9	29%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	50	5	55	10%
Assistance with travel/transport arrangements	42	4	46	10%
Daily Personal Activities	72	3	75	4%
Group and Centre Based Activities	44	3	47	7%
High Intensity Daily Personal Activities	48	3	51	6%
Household tasks	53	8	61	15%
Interpreting and translation	5	2	7	40%
Participation in community, social and civic activities	85	8	93	9%
Assistive Technology				
Assistive equipment for recreation	8	1	9	13%
Assistive products for household tasks	6	1	7	17%
Assistance products for personal care and safety	96	16	112	17%
Communication and information equipment	9	6	15	67%
Customised Prosthetics	25	3	28	12%
Hearing Equipment	1	4	5	400%
Hearing Services	0	3	3	-
Personal Mobility Equipment	30	3	33	10%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	4	0	4	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	88	8	96	9%
Behaviour Support	31	8	39	26%
Community nursing care for high needs	9	0	9	0%
Development of daily living and life skills	45	3	48	7%
Early Intervention supports for early childhood	77	3	80	4%
Exercise Physiology and Physical Wellbeing activities	11	4	15	36%
Innovative Community Participation	7	1	8	14%
Specialised Driving Training	3	3	6	100%
Therapeutic Supports	148	9	157	6%
Capital services				
Home modification design and construction	8	3	11	38%
Specialist Disability Accommodation	3	1	4	33%
Vehicle Modifications	4	1	5	25%
Choice and control support services				
Management of funding for supports in participants plan	35	1	36	3%
Support Coordination	20	1	21	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	7	2	9	29%
Specialised Supported Employment	11	4	15	36%
Total approved active providers	385	35	420	9%

⁵⁴² 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 M.46 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2019 – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	8	9	11%	89%	100%
Assistance Animals	0	0	0	-	-	0%
Assistance with daily life tasks in a group or shared living arrangement	3	52	55	5%	95%	100%
Assistance with travel/transport arrangements	4	42	46	9%	91%	100%
Daily Personal Activities	3	72	75	4%	96%	100%
Group and Centre Based Activities	1	46	47	2%	98%	100%
High Intensity Daily Personal Activities	2	49	51	4%	96%	100%
Household tasks	10	51	61	16%	84%	100%
Interpreting and translation	0	7	7	0%	100%	100%
Participation in community, social and civic activities	7	86	93	8%	92%	100%
Assistive Technology						
Assistive equipment for recreation	1	8	9	11%	89%	100%
Assistive products for household tasks	0	7	7	0%	100%	100%
Assistance products for personal care and safety	10	102	112	9%	91%	100%
Communication and information equipment	2	13	15	13%	87%	100%
Customised Prosthetics	3	25	28	11%	89%	100%
Hearing Equipment	0	5	5	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	3	30	33	9%	91%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	1	3	4	25%	75%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	8	88	96	8%	92%	100%
Behaviour Support	9	30	39	23%	77%	100%
Community nursing care for high needs	0	9	9	0%	100%	100%
Development of daily living and life skills	1	47	48	2%	98%	100%
Early Intervention supports for early childhood	15	65	80	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	1	14	15	7%	93%	100%
Innovative Community Participation	2	6	8	25%	75%	100%
Specialised Driving Training	1	5	6	17%	83%	100%
Therapeutic Supports	47	110	157	30%	70%	100%
Capital services						
Home modification design and construction	1	10	11	9%	91%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	0	5	5	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	2	34	36	6%	94%	100%
Support Coordination	4	17	21	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	9	9	0%	100%	100%
Specialised Supported Employment	0	15	15	0%	100%	100%
Total	81	339	420	19%	81%	100%

Table M.47 Number and proportion of providers active in 2019-20 Q2 by registration group and first quarter of activity – Northern Territory

Registration Group	Active not for the first time in 2019-20 Q2	Active for the first time in 2019-20 Q2	Total	% active for the first time in 2019-20 Q2
Assistance services				
Accommodation / Tenancy Assistance	2	2	4	50%
Assistance Animals	0	0	0	
Assistance with daily life tasks in a group or shared living arrangement	34	5	39	13%
Assistance with travel/transport arrangements	21	4	25	16%
Daily Personal Activities	39	3	42	7%
Group and Centre Based Activities	28	3	31	10%
High Intensity Daily Personal Activities	30	3	33	9%
Household tasks	33	8	41	20%
Interpreting and translation	4	2	6	33%
Participation in community, social and civic activities	50	8	58	14%
Assistive Technology				
Assistive equipment for recreation	0	1	1	100%
Assistive products for household tasks	1	1	2	50%
Assistance products for personal care and safety	38	16	54	30%
Communication and information equipment	3	6	9	67%
Customised Prosthetics	7	3	10	30%
Hearing Equipment	0	4	4	100%
Hearing Services	0	3	3	100%
Personal Mobility Equipment	16	3	19	16%
Specialised Hearing Services	0	0	0	
Vision Equipment	0	0	0	
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	55	8	63	13%
Behaviour Support	16	8	24	33%
Community nursing care for high needs	2	0	2	0%
Development of daily living and life skills	26	3	29	10%
Early Intervention supports for early childhood	23	3	26	12%
Exercise Physiology and Physical Wellbeing activities	8	4	12	33%
Innovative Community Participation	4	1	5	20%
Specialised Driving Training	1	3	4	75%
Therapeutic Supports	68	9	77	12%
Capital services				
Home modification design and construction	3	3	6	50%
Specialist Disability Accommodation	2	1	3	33%
Vehicle Modifications	2	1	3	33%
Choice and control support services				
Management of funding for supports in participants plan	28	1	29	3%
Support Coordination	13	1	14	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	4	2	6	33%
Specialised Supported Employment	8	4	12	33%
Total	182	35	217	16%

Table M.48 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Northern Territory

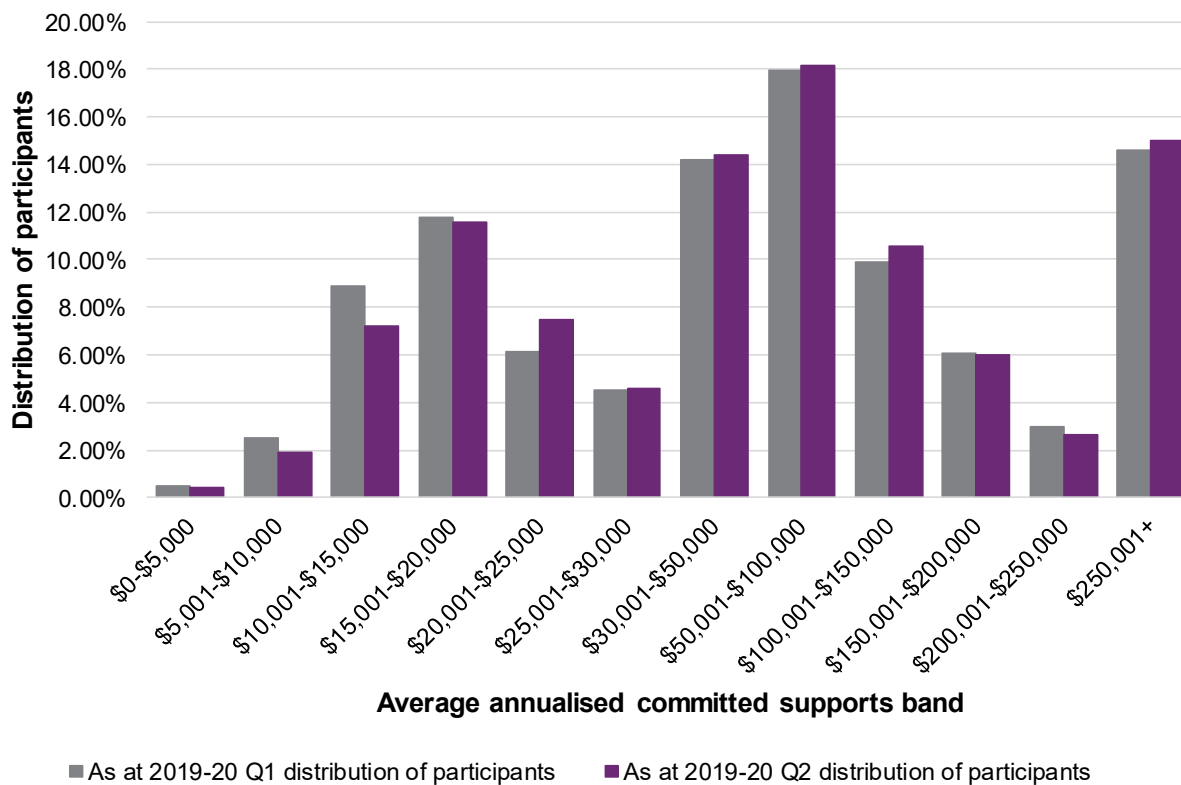
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	3	4	25%	75%	100%
Assistance Animals	0	0	0			0%
Assistance with daily life tasks in a group or shared living arrangement	2	37	39	5%	95%	100%
Assistance with travel/transport arrangements	2	23	25	8%	92%	100%
Daily Personal Activities	2	40	42	5%	95%	100%
Group and Centre Based Activities	1	30	31	3%	97%	100%
High Intensity Daily Personal Activities	1	32	33	3%	97%	100%
Household tasks	6	35	41	15%	85%	100%
Interpreting and translation	0	6	6	0%	100%	100%
Participation in community, social and civic activities	5	53	58	9%	91%	100%
Assistive Technology						
Assistive equipment for recreation	0	1	1	0%	100%	100%
Assistive products for household tasks	0	2	2	0%	100%	100%
Assistance products for personal care and safety	5	49	54	9%	91%	100%
Communication and information equipment	0	9	9	0%	100%	100%
Customised Prosthetics	0	10	10	0%	100%	100%
Hearing Equipment	0	4	4	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	2	17	19	11%	89%	100%
Specialised Hearing Services	0	0	0			0%
Vision Equipment	0	0	0			0%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	8	55	63	13%	87%	100%
Behaviour Support	7	17	24	29%	71%	100%
Community nursing care for high needs	0	2	2	0%	100%	100%
Development of daily living and life skills	1	28	29	3%	97%	100%
Early Intervention supports for early childhood	5	21	26	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	1	11	12	8%	92%	100%
Innovative Community Participation	2	3	5	40%	60%	100%
Specialised Driving Training	1	3	4	25%	75%	100%
Therapeutic Supports	25	52	77	32%	68%	100%
Capital services						
Home modification design and construction	0	6	6	0%	100%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	1	28	29	3%	97%	100%
Support Coordination	4	10	14	29%	71%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	6	6	0%	100%	100%
Specialised Supported Employment	0	12	12	0%	100%	100%
Total	48	169	217	22%	78%	100%

Part Four: Financial sustainability

Table M.49 Committed supports by financial year (\$m) – Northern Territory ⁵⁴³

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.3	101.1	206.5	171.6

Figure M.15 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory



⁵⁴³ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for NT.

Figure M.16 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory

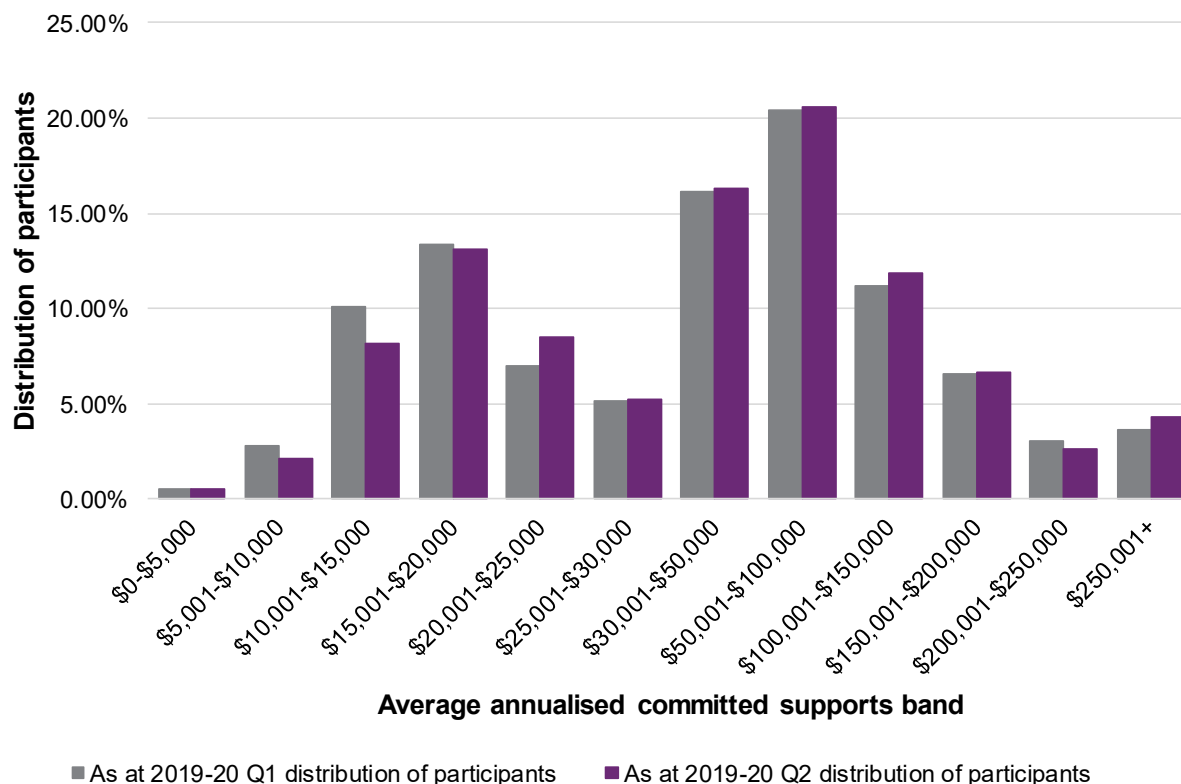


Figure M.17 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory

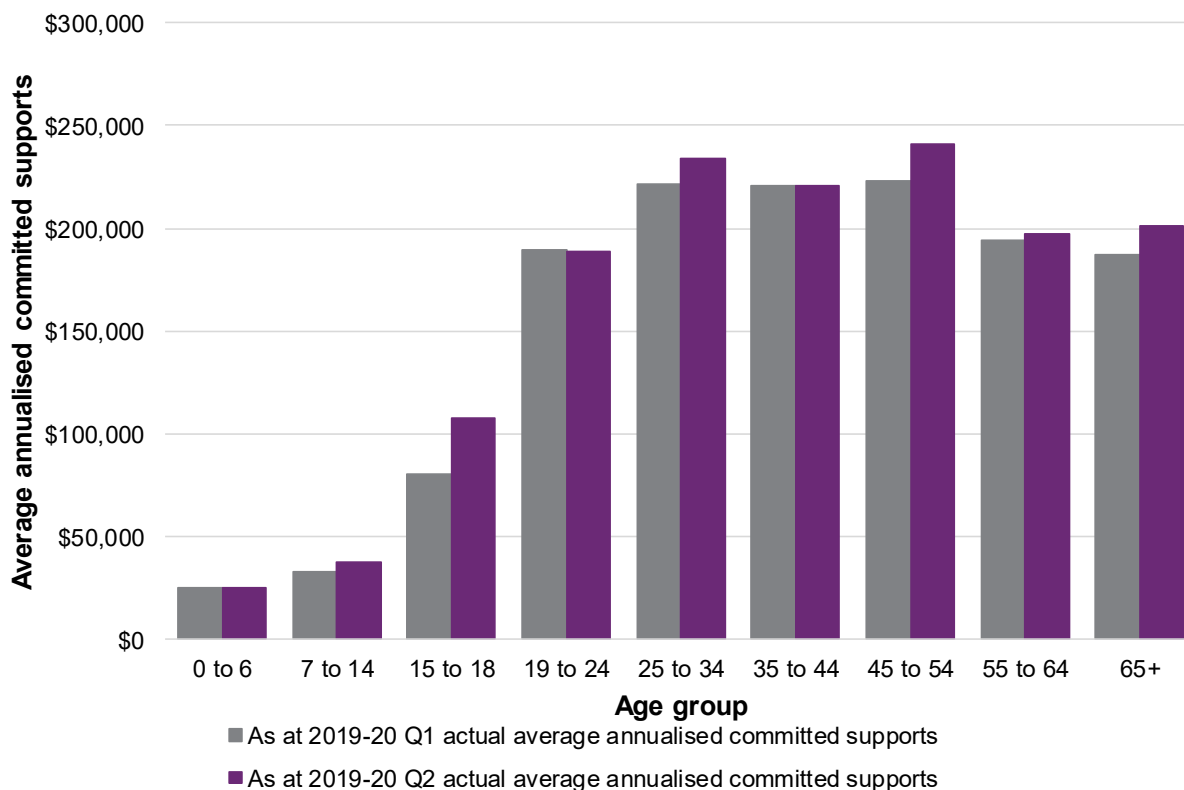


Figure M.18 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory ⁵⁴⁴

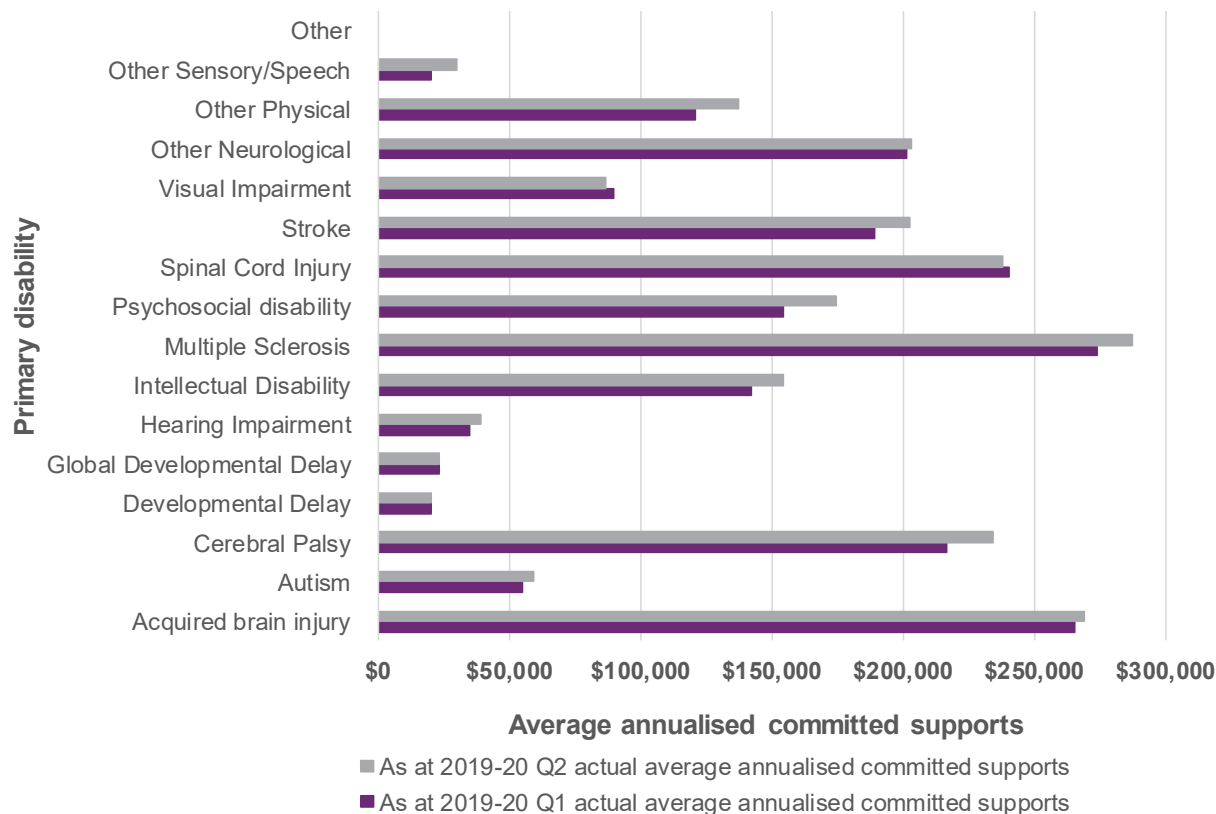
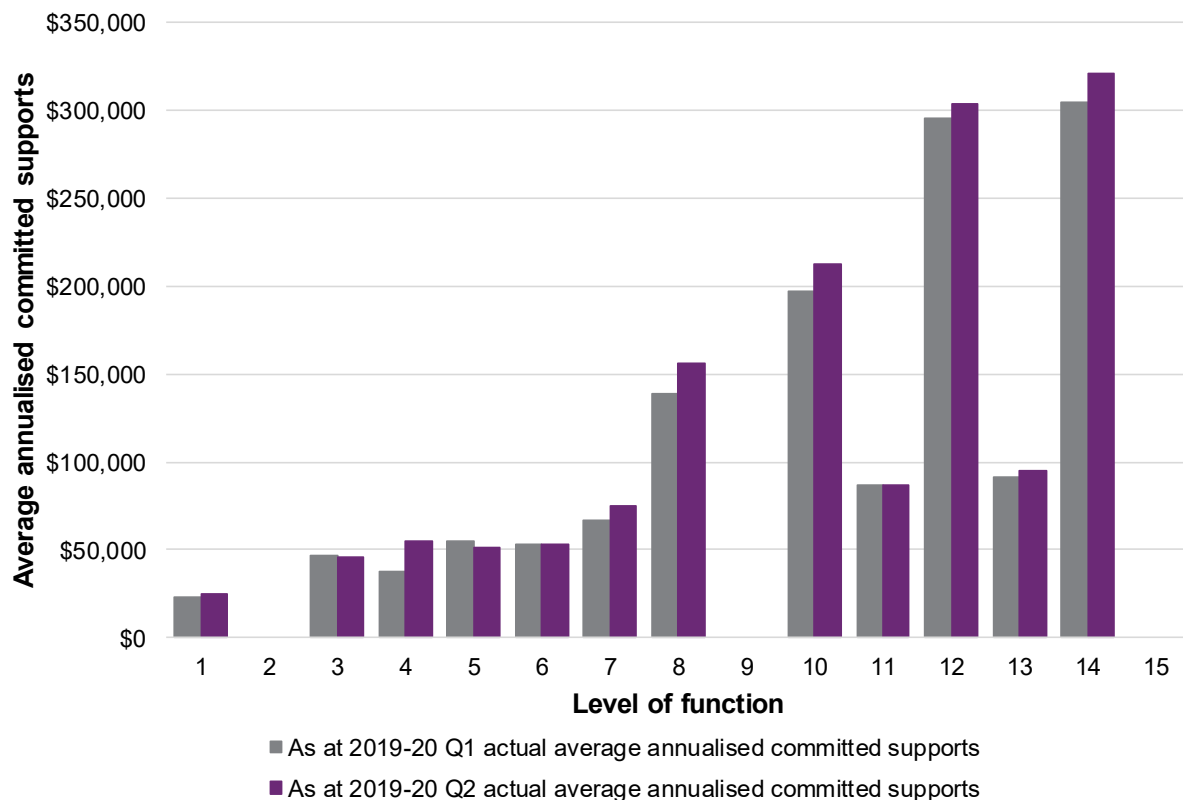


Figure M.19 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory ⁵⁴⁵



⁵⁴⁴ 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.

⁵⁴⁵ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2, 9 and 15 do not have sufficient data to show an average cost.

Figure M.20 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory

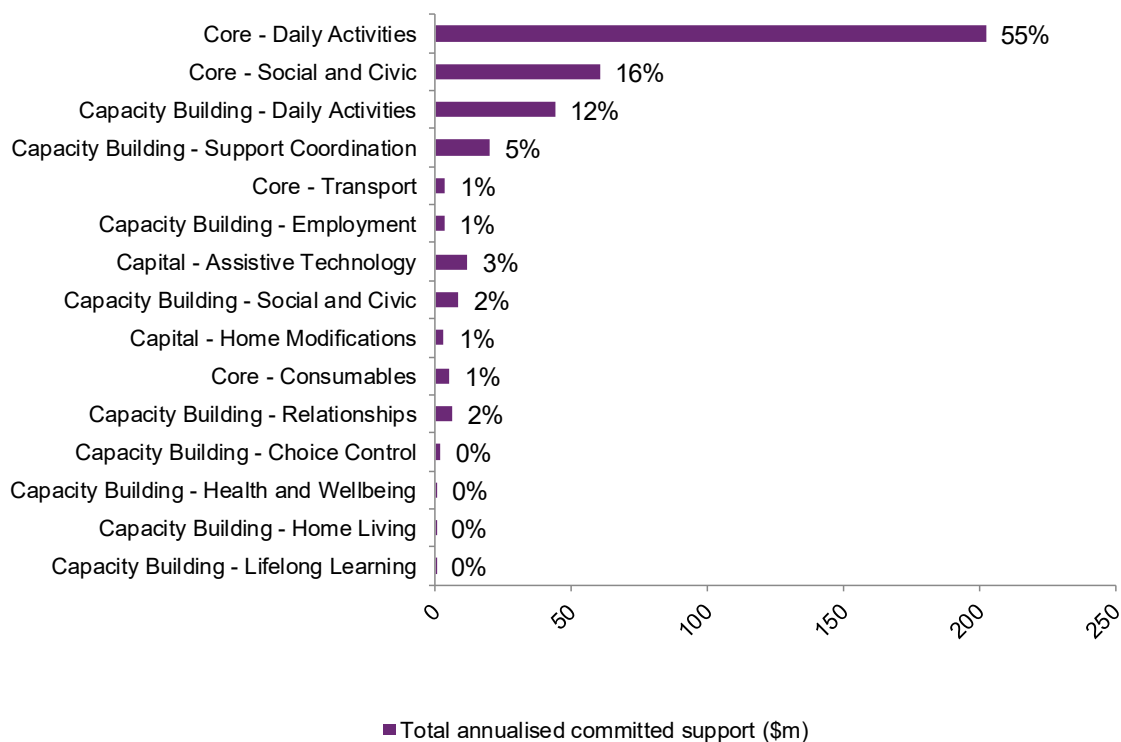
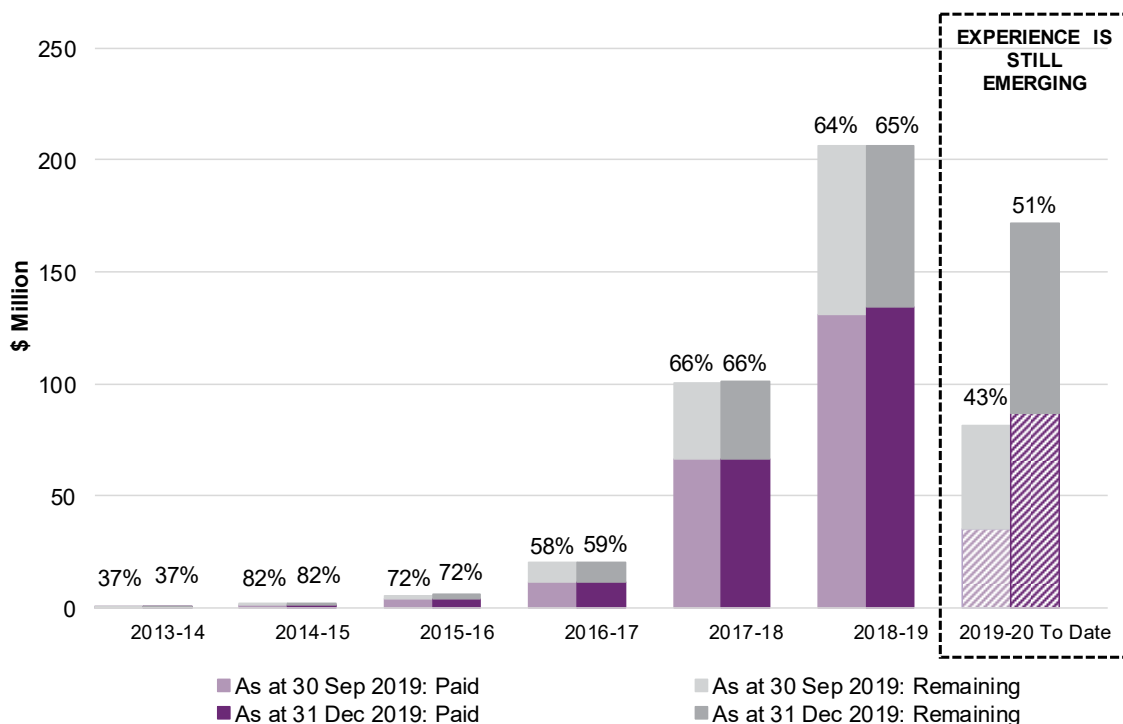


Table M.50 Payments by financial year, compared to committed supports (\$m) – Northern Territory⁵⁴⁶

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.3	101.1	206.5	171.6
Total Paid	0.02	1.7	4.2	11.9	66.9	134.4	87.2
% utilised to date	37%	82%	72%	59%	66%	65%	51%

Figure M.21 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Northern Territory



⁵⁴⁶ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for NT.

Figure M.22 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Northern Territory ⁵⁴⁷

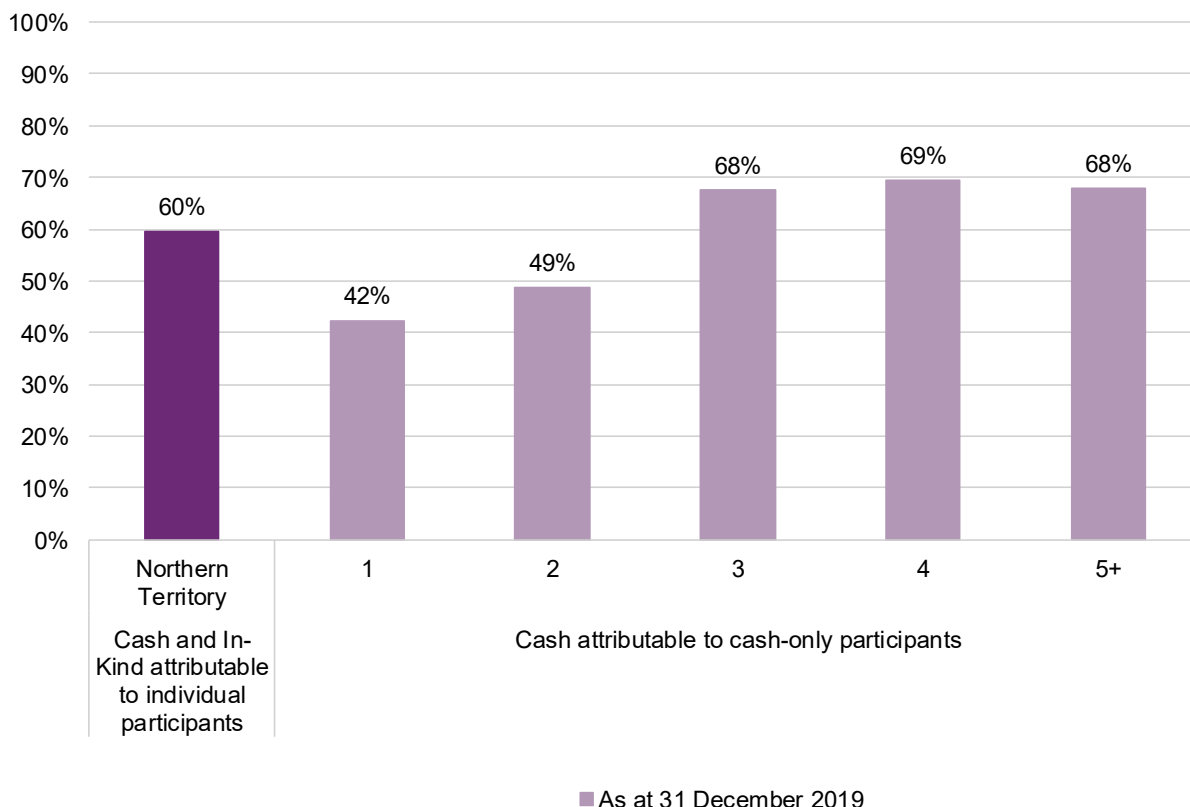
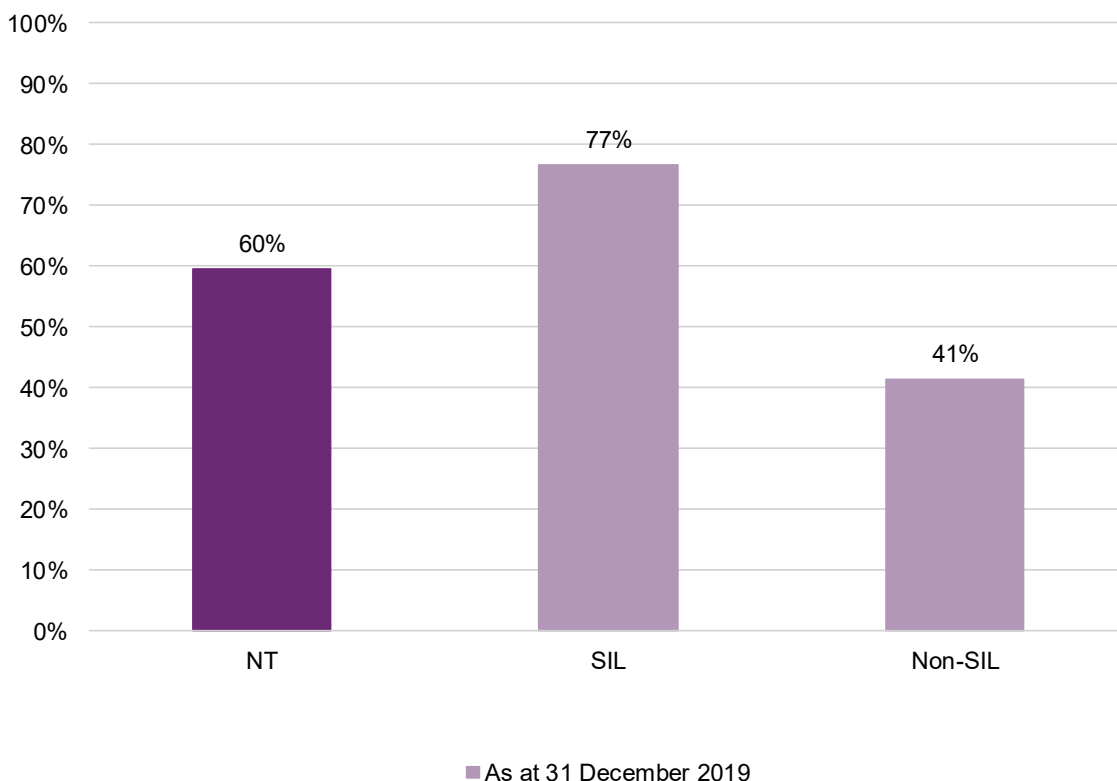


Figure M.23 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Northern Territory ⁵⁴⁸



⁵⁴⁷ 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 between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

⁵⁴⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

Figure M.24 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – Northern Territory

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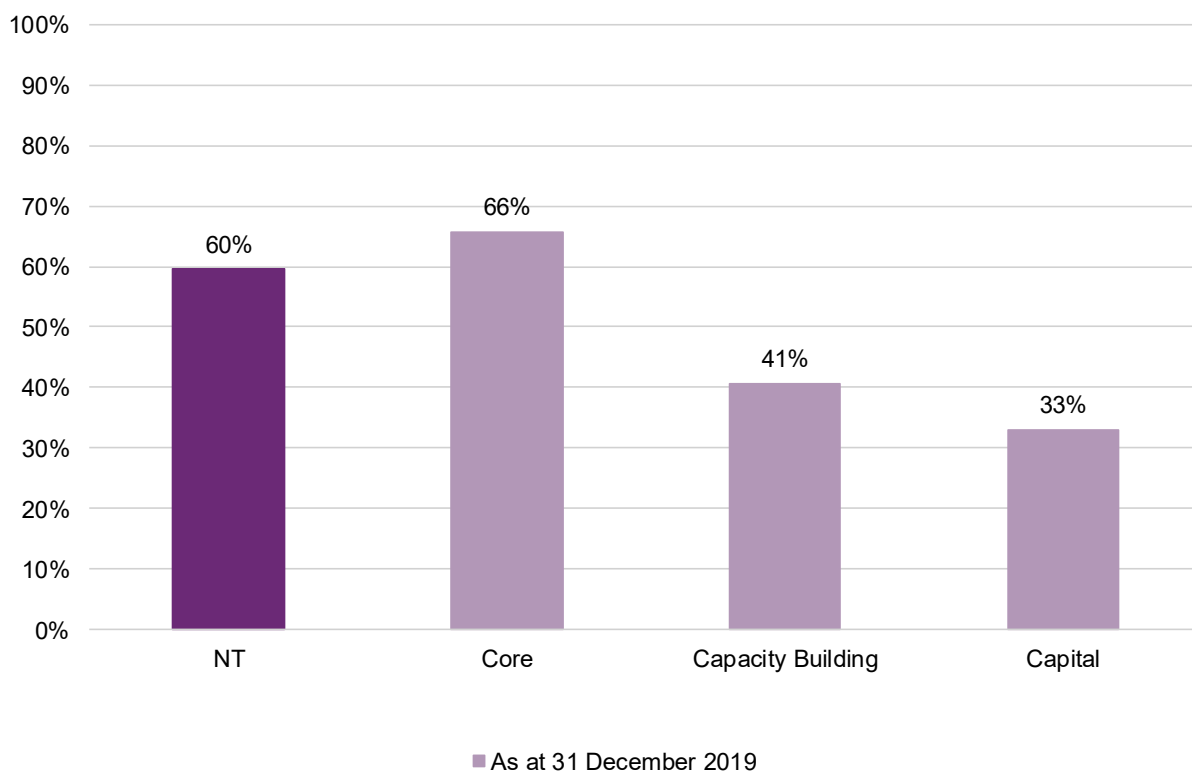
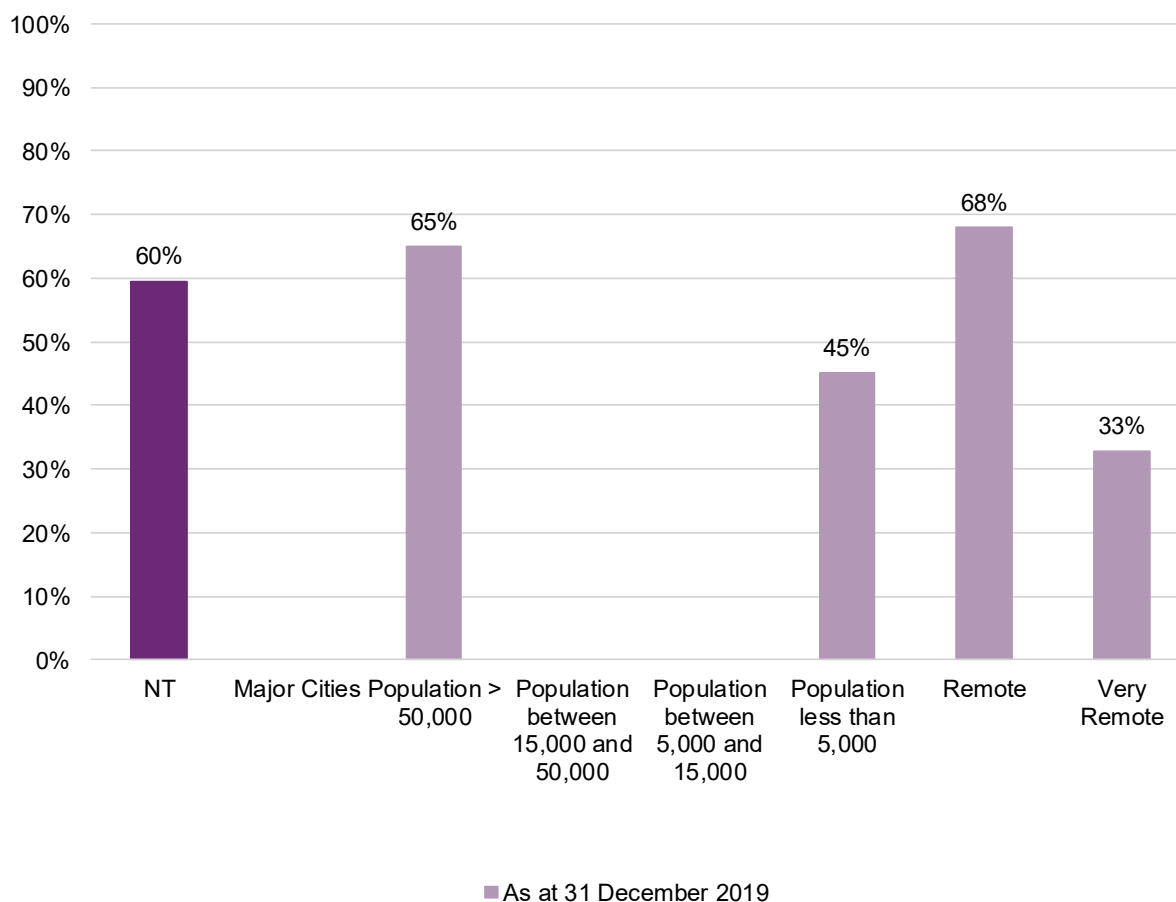


Figure M.25 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Northern Territory

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⁵⁴⁹ Ibid.

⁵⁵⁰ Ibid.

⁵⁵¹ Utilisation is not shown if there is insufficient data in the group.

Appendix N:

State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

Table N.1 Active participants plans including ECEI ⁵⁵²

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%		N	%
NSW	113,590	34%	1,481	115,071	34%
VIC	90,694	27%	340	91,034	27%
QLD	61,583	18%	549	62,132	18%
WA	24,202	7%	52	24,254	7%
SA	31,132	9%	98	31,230	9%
TAS	7,679	2%	105	7,784	2%
ACT	7,260	2%	15	7,275	2%
NT	2,819	1%	38	2,857	1%
OT	23	0%	0	23	0%
National	338,982	100%	2,678	341,660	100%

Table N.2 Proportion of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	15%	17%	15%	11%	13%	11%	15%	20%	15%
7 to 14	25%	23%	23%	27%	32%	22%	25%	23%	25%
15 to 18	7%	7%	7%	10%	9%	9%	8%	7%	7%
19 to 24	10%	8%	9%	10%	7%	14%	9%	7%	9%
25 to 34	9%	10%	10%	10%	8%	11%	8%	10%	9%
35 to 44	8%	9%	9%	8%	7%	8%	9%	11%	9%
45 to 54	10%	12%	11%	10%	10%	11%	10%	11%	11%
55 to 64	12%	12%	13%	11%	12%	12%	11%	10%	12%
65+	3%	2%	2%	2%	2%	1%	5%	1%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁵⁵² The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

Table N.3 Proportion of active participant plans by disability ^{553 554}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	31%	28%	30%	36%	37%	31%	27%	23%	31%
Intellectual Disability	24%	23%	22%	24%	23%	30%	18%	22%	23%
Psychosocial disability	8%	13%	8%	7%	5%	6%	12%	8%	9%
Developmental Delay	5%	8%	5%	2%	5%	4%	9%	8%	6%
Other Neurological	5%	4%	5%	5%	4%	4%	4%	5%	5%
Cerebral Palsy	5%	4%	5%	3%	4%	4%	5%	4%	5%
Other Physical	4%	3%	5%	5%	5%	3%	7%	5%	4%
Hearing Impairment	5%	4%	5%	4%	3%	5%	4%	6%	4%
ABI	3%	3%	4%	3%	4%	4%	2%	7%	3%
Visual Impairment	2%	3%	2%	2%	2%	2%	2%	1%	2%
Multiple Sclerosis	2%	2%	2%	2%	2%	2%	2%	1%	2%
Global Developmental Delay	2%	1%	1%	3%	3%	2%	2%	2%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal Cord Injury	1%	1%	2%	2%	1%	1%	1%	2%	1%
Other Sensory/Speech	1%	1%	0%	0%	2%	0%	2%	1%	1%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.4 Proportion of active participant plans by other characteristics

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	6.7%	2.5%	8.5%	6.1%	5.1%	7.7%	4.2%	49.7%	6.1%
Culturally and linguistically diverse	9.9%	10.7%	5.2%	7.9%	7.2%	3.1%	10.7%	26.7%	8.9%
Residing in remote and very remote areas	0.3%	0.0%	1.8%	4.6%	2.4%	1.2%	0.0%	43.1%	1.4%
With supported independent living	7.1%	5.5%	6.8%	5.3%	7.0%	10.7%	5.8%	11.8%	6.6%
With specialised disability accommodation	4.3%	5.1%	2.4%	1.5%	5.7%	5.4%	0.3%	4.9%	4.0%

Table N.5 Proportion of participants reporting that the Agency planning process as good or very good in the latest quarter

State / Territory	Proportion of good or very good
NSW	94%
VIC	81%
QLD	87%
WA	89%
SA	86%
TAS	80%
ACT	n/a
NT	79%
National	85%

⁵⁵³ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁵⁵⁴ Down Syndrome is included in Intellectual Disability.

Table N.6 Progress against the NDIA's corporate plan metrics for 'participants in work', 'participants in community and social activities' and 'participants who choose who supports them' ⁵⁵⁵

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	28%	24%	20%	25%	31%	16%	32%	8%	25%
Year 2	28%	24%	20%	26%	33%	20%	36%	10%	26%
Participants (15 and over) in community									
Baseline	34%	35%	35%	42%	36%	25%	42%	50%	35%
Year 2	47%	44%	48%	49%	43%	34%	44%	55%	46%
Participants (15 and over) who choose who supports them									
Baseline	48%	49%	51%	51%	52%	35%	68%	21%	49%
Year 2	48%	50%	54%	51%	54%	42%	68%	20%	50%

Table N.7 Distribution of active participant by method of Financial Plan Management ^{556 557}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	17%	21%	19%	13%	15%	13%	33%	12%	18%
Self-managed partly	10%	12%	12%	23%	7%	12%	10%	7%	12%
Plan managed	32%	41%	37%	13%	45%	17%	35%	35%	35%
Agency managed	40%	26%	32%	51%	33%	58%	22%	46%	35%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.8 Estimated number and rate of unscheduled plan reviews - excluding plans less than 30 days ^{558 559 560}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2019-20 Q2	27,150	18,378	14,414	4,380	7,503	1,921	1,916	783	76,447
% of unscheduled reviews	14%	14%	17%	12%	13%	17%	9%	20%	14%
Total number of plan reviews	209,638	108,434	64,689	19,021	54,007	12,365	19,266	3,893	491,340
% of unscheduled reviews	15%	15%	20%	13%	12%	19%	13%	37%	16%

Table N.9 Number and rates of participant complaints ^{561 562 563}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2019-20 Q1	1,748	1,515	982	273	712	121	70	20	5,621
% of access requests	4.7%	5.6%	5.5%	4.6%	6.8%	5.5%	2.5%	2.5%	5.4%
All participant complaints	19,822	12,198	5,698	1,342	7,245	889	1,570	109	49,893
% of access requests	6.0%	6.4%	5.1%	3.7%	8.1%	5.3%	5.2%	2.2%	6.2%

⁵⁵⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.

⁵⁵⁶ 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.

⁵⁵⁷ Trial participants are not included.

⁵⁵⁸ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

⁵⁵⁹ 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.

⁵⁶⁰ The National totals include unscheduled plan reviews where jurisdiction information was missing.

⁵⁶¹ Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

⁵⁶² % of all access requests 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.

⁵⁶³ The National totals include participant complaints where jurisdiction information was missing.

Table N.10 Duration to plan activation by quarter of initial plan approval for active participants ⁵⁶⁴

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	65%	64%	71%	72%	64%	63%	65%	57%	67%
30 to 59 days	16%	14%	12%	8%	12%	17%	12%	15%	13%
60 to 89 days	6%	6%	5%	4%	7%	5%	6%	6%	6%
90 to 119 days	3%	3%	2%	3%	2%	4%	3%	6%	3%
120 days and over	3%	4%	3%	3%	5%	3%	1%	7%	3%
No payments	7%	9%	6%	9%	9%	9%	13%	9%	8%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.11 Active providers by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	2,699	1,713	1,528	229	515	227	234	81	6,000
Company / Organisation	4,065	2,818	2,962	869	1,071	673	699	339	7,986
Total active providers	6,764	4,531	4,490	1,098	1,586	900	933	420	13,986

Table N.12 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,295.4	1,432.6	824.6	221.1	366.4	189.1	310.1	101.1	7,740.4
2018-19	5,960.6	3,472.9	2,465.8	542.2	1,172.8	392.3	371.5	206.5	14,585.7
% increase	39%	142%	199%	145%	220%	108%	20%	104%	88%
2019-20 YTD	3,738.9	2,771.4	2,293.6	619.6	976.6	301.2	217.0	171.6	11,090.9

Table N.13 Payments by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,117.9	953.6	520.7	165.3	217.9	153.7	224.6	66.9	5,420.2
2018-19	4,437.8	2,326.0	1,581.9	382.6	771.0	293.1	277.7	134.4	10,205.2
% increase	42%	144%	204%	132%	254%	91%	24%	101%	88%
2019-20 YTD	2,490.4	1,685.1	1,403.9	348.3	593.9	189.6	145.3	87.2	6,944.1

Table N.14 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{565 566}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	79%	74%	84%	85%	80%	76%	n/a	n/a	81%
Subsequent plans	88%	80%	84%	81%	67%	85%	90%	77%	86%
Total	87%	78%	84%	83%	78%	83%	90%	77%	85%
Non SIL									
First plan	48%	42%	47%	54%	45%	42%	45%	36%	46%
Subsequent plans	66%	60%	60%	64%	59%	62%	65%	41%	63%
Total	63%	53%	54%	58%	54%	54%	62%	39%	57%
Total (SIL and non-SIL)									
First plan	49%	46%	55%	60%	60%	50%	45%	42%	53%
Subsequent plans	75%	63%	67%	70%	60%	72%	73%	64%	70%
Total	73%	57%	62%	64%	60%	65%	71%	59%	66%

⁵⁶⁴ Plans approved after the end of 2018-19 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁵⁶⁵ Utilisation of committed supports from 1 April 2019 and 30 September 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁵⁶⁶ 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.

Appendix O:

Participants by region and support type

Table O.1 Active participants by region and support type included in plan as at 31 December 2019 ^{567 568 569 570 571 572 573 574}

Region			Core supports		Capacity Building supports		Capital supports		Total active participants
			#	%	#	%	#	%	
NSW			89,345	79%	111,577	98%	30,916	27%	113,590
Hunter New England	Jul-13		15,296	75%	19,700	96%	5,188	25%	20,461
Central Coast	Jul-16		4,818	73%	6,474	98%	1,582	24%	6,609
Far West	Jul-17		395	85%	464	100%	128	27%	466
Illawarra Shoalhaven	Jul-17		5,866	88%	6,606	99%	1,966	29%	6,697
Mid North Coast	Jul-17		3,675	82%	4,430	99%	1,099	25%	4,468
Murrumbidgee	Jul-17		4,155	83%	4,958	100%	1,356	27%	4,981
Nepean Blue Mountains	Jul-15		4,809	71%	6,721	99%	1,602	24%	6,813
North Sydney	Jul-16		6,578	81%	7,988	99%	2,802	35%	8,089
Northern NSW	Jul-17		4,563	87%	5,245	99%	1,472	28%	5,275
South Eastern Sydney	Jul-17		6,262	84%	7,375	99%	2,265	30%	7,480
South Western Sydney	Jul-16		11,272	75%	14,797	98%	3,689	24%	15,077
Southern NSW	Jul-16		2,831	83%	3,363	99%	986	29%	3,411
Sydney	Jul-17		5,493	88%	6,193	99%	1,845	29%	6,270
Western NSW	Jul-17		3,740	81%	4,571	98%	1,378	30%	4,644
Western Sydney	Jul-16		9,578	75%	12,676	99%	3,549	28%	12,833
NSW - Other			14	88%	16	100%	<11		16
VIC			80,540	89%	89,480	99%	21,086	23%	90,694
Barwon	Jul-13		6,669	86%	7,602	98%	1,661	21%	7,743
Central Highlands	Jan-17		3,440	87%	3,875	98%	905	23%	3,956
Loddon	May-17		4,241	86%	4,852	99%	1,050	21%	4,922
North East Melbourne	Jul-16		7,543	79%	9,405	98%	2,275	24%	9,603
Inner Gippsland	Oct-17		3,372	93%	3,535	98%	781	22%	3,623
Ovens Murray	Oct-17		2,065	81%	2,522	99%	535	21%	2,557
Western District	Oct-17		2,702	91%	2,943	99%	672	23%	2,979
Inner East Melbourne	Nov-17		6,513	92%	7,000	99%	2,246	32%	7,103
Outer East Melbourne	Nov-17		6,449	92%	6,904	99%	1,887	27%	6,974
Hume Moreland	Mar-18		5,148	86%	5,936	99%	1,269	21%	6,013
Bayside Peninsula	Apr-18		10,059	97%	10,206	99%	2,828	27%	10,348
Southern Melbourne	Sep-18		6,674	88%	7,567	99%	1,665	22%	7,619
Brimbank Melton	Oct-18		4,499	90%	4,992	99%	844	17%	5,021
Western Melbourne	Oct-18		6,392	92%	6,905	99%	1,397	20%	6,957
Goulburn	Jan-19		2,159	88%	2,433	99%	462	19%	2,451
Mallee	Jan-19		1,184	88%	1,339	99%	271	20%	1,346
Outer Gippsland	Jan-19		1,425	97%	1,458	99%	338	23%	1,473
VIC - Other			<11		<11		<11		<11

⁵⁶⁷ Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

⁵⁶⁸ 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).

⁵⁶⁹ 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.

⁵⁷⁰ 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.

⁵⁷¹ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁵⁷² Since the phasing schedule for South Australia is by age, each region in the state has the phasing date Jul-13.

⁵⁷³ Since the phasing schedule for Tasmania is by age, each region in the state has the phasing date Jul-13.

⁵⁷⁴ Other Territories includes Norfolk Island.

QLD			56,434	92%	61,281	100%	19,782	32%	61,583
Bundaberg	Sep-17	1,674	79%	2,100	100%	630	30%	2,110	
Ipswich	Jul-17	4,604	83%	5,525	100%	1,467	26%	5,548	
Mackay	Nov-16	1,773	74%	2,360	99%	701	29%	2,380	
Toowoomba	Jan-17	4,277	91%	4,671	100%	1,334	28%	4,690	
Townsville	Apr-16	3,723	81%	4,532	99%	1,282	28%	4,581	
Rockhampton	Nov-17	3,072	86%	3,527	99%	1,189	33%	3,553	
Beenleigh	Jul-18	5,589	96%	5,791	100%	1,875	32%	5,798	
Brisbane	Jul-18	11,161	97%	11,384	99%	4,044	35%	11,462	
Cairns	Jul-18	2,741	93%	2,920	99%	955	33%	2,937	
Maryborough	Jul-18	2,363	95%	2,479	100%	850	34%	2,483	
Robina	Jul-18	5,540	97%	5,656	99%	1,656	29%	5,685	
Caboolture/Strathpine	Jan-19	5,404	96%	5,641	100%	2,013	36%	5,653	
Maroochydore	Jan-19	4,509	96%	4,692	100%	1,785	38%	4,699	
QLD - Other		<11		<11		<11		<11	
WA			19,807	82%	23,581	97%	8,579	35%	24,202
North East Metro	Jul-14	3,948	78%	5,006	99%	1,912	38%	5,069	
Wheat Belt	Jan-17	534	83%	633	98%	245	38%	647	
South Metro	Jul-18	3,390	78%	4,183	96%	1,510	35%	4,338	
Midwest-Gascoyne	Jul-19	275	79%	348	100%	98	28%	349	
Great Southern	Jul-19	337	86%	383	98%	92	24%	390	
Central South Metro	Jul-18	2,857	83%	3,298	96%	1,293	38%	3,431	
Central North Metro	Jul-19	1536	88%	1730	99%	631	36%	1742	
South East Metro	Jul-19	1704	88%	1905	99%	668	35%	1929	
South West	Sep-18	1,897	84%	2,105	93%	673	30%	2,267	
Goldfields-Esperance	Oct-18	315	85%	366	99%	107	29%	370	
North Metro	Oct-18	2,315	82%	2,817	99%	1050	37%	2,839	
Kimberley-Pilbara	Oct-18	699	84%	807	97%	300	36%	831	
WA - Other		<11		<11		<11		<11	
SA			28,043	90%	30,987	100%	8,144	26%	31,132
Adelaide Hills	Jul-13	1028	90%	1,141	100%	282	25%	1,145	
Barossa, Light and Lower North	Jul-13	1,383	90%	1,535	100%	319	21%	1,541	
Eastern Adelaide	Jul-13	2,409	90%	2,659	100%	715	27%	2,667	
Eyre and Western	Jul-13	850	90%	943	100%	259	27%	945	
Far North (SA)	Jul-13	332	94%	352	99%	108	31%	354	
Fleurieu and Kangaroo Island	Jul-13	797	93%	854	100%	233	27%	858	
Limestone Coast	Jul-13	951	92%	1029	100%	253	24%	1033	
Murray and Mallee	Jul-13	1,130	88%	1,276	99%	336	26%	1,285	
Northern Adelaide	Jul-13	9,391	89%	10,434	99%	2,685	26%	10,494	
Southern Adelaide	Jul-13	6,121	91%	6,694	100%	1,893	28%	6,721	
Western Adelaide	Jul-13	2,472	89%	2,767	100%	773	28%	2,778	
Yorke and Mid North	Jul-13	1,179	90%	1,303	99%	288	22%	1,311	
SA - Other		<11		<11		<11		<11	
TAS			6,925	90%	7,375	96%	1,799	23%	7,679
TAS North	Jul-13	1,992	94%	2,063	97%	539	25%	2,121	
TAS North West	Jul-13	1,620	85%	1,841	97%	370	19%	1,907	
TAS South East	Jul-13	1,386	89%	1,473	94%	351	22%	1,563	
TAS South West	Jul-13	1,927	92%	1,998	96%	539	26%	2,088	
TAS - Other		<11		<11		<11		<11	
ACT			5,624	77%	7,139	98%	1,623	22%	7,260
ACT	Jul-14	5,621	77%	7,136	98%	1,621	22%	7,257	
ACT - Other		<11		<11		<11		<11	
NT			2,642	94%	2,812	100%	927	33%	2,819
Barkly	Jul-14	139	92%	150	99%	55	36%	151	

Central Australia	Jul-17	394	97%	406	100%	199	49%	406
Darwin Remote	Jul-17	260	94%	277	100%	96	35%	277
Darwin Urban	Jan-17	1,493	93%	1,608	100%	452	28%	1,613
East Arnhem	Jan-17	156	97%	161	100%	49	30%	161
Katherine	Jul-17	141	95%	148	100%	56	38%	148
NT - Other		59	94%	62	98%	20	32%	63
Other Territories		21	91%	22	96%	<11		23
Total		289,381	91%	334,254	99%	92,860	27%	338,982

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL

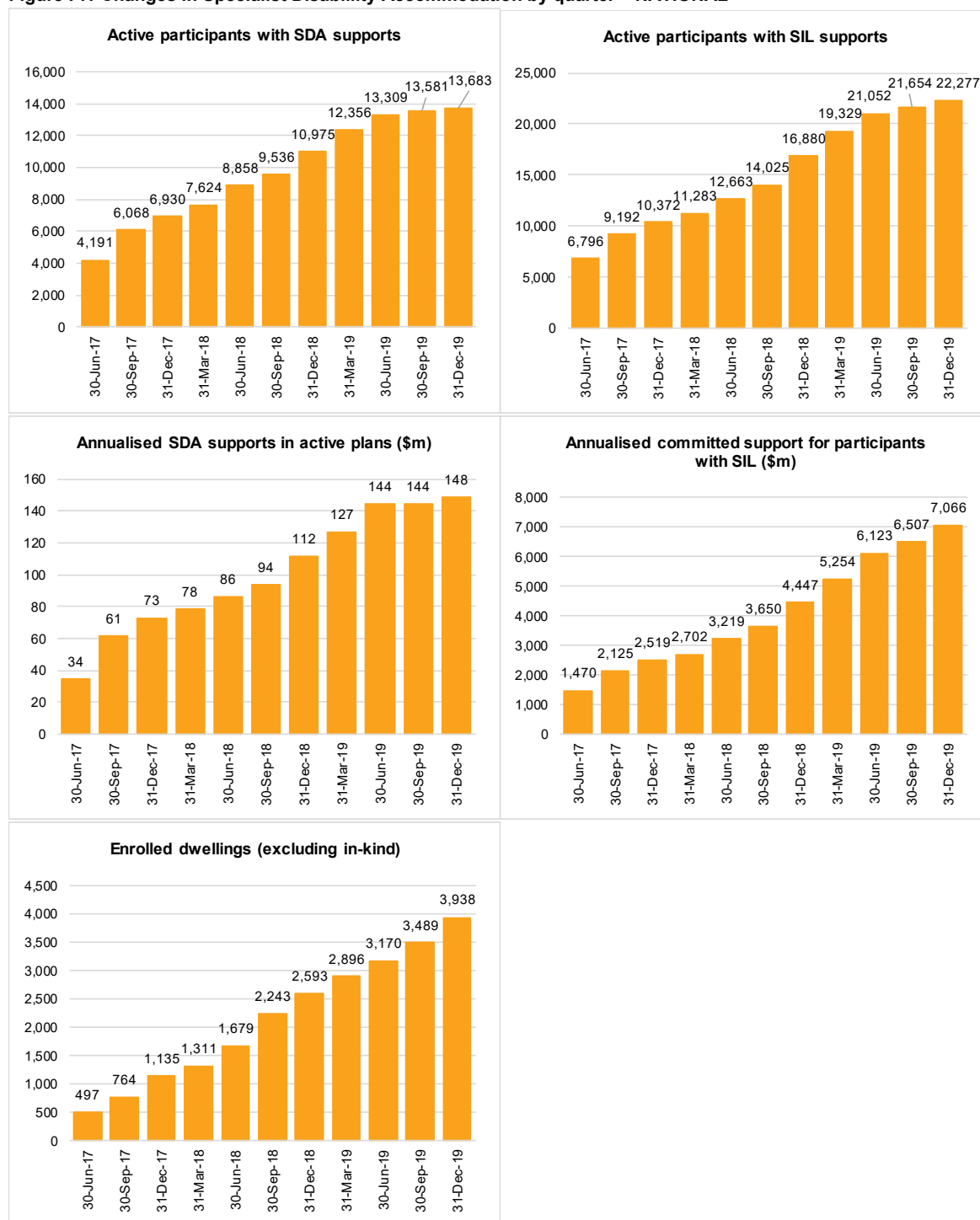


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2019 ^{575 576}

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	4,917	4.3%	8,058	7.1%	113,590
Hunter New England	781	3.8%	1,636	8.0%	20,461
Central Coast	189	2.9%	429	6.5%	6,609
Far West	<11		18	3.9%	466
Illawarra Shoalhaven	305	4.6%	437	6.5%	6,697
Mid North Coast	141	3.2%	201	4.5%	4,468
Murrumbidgee	227	4.6%	329	6.6%	4,981
Nepean Blue Mountains	341	5.0%	512	7.5%	6,813
North Sydney	670	8.3%	831	10.3%	8,089
Northern NSW	162	3.1%	266	5.0%	5,275
South Eastern Sydney	359	4.8%	529	7.1%	7,480
South Western Sydney	405	2.7%	820	5.4%	15,077
Southern NSW	135	4.0%	198	5.8%	3,411
Sydney	246	3.9%	390	6.2%	6,270
Western NSW	346	7.5%	469	10.1%	4,644
Western Sydney	609	4.7%	993	7.7%	12,833
NSW - Other	<11		<11		16
VIC	4,599	5.1%	5,020	5.5%	90,694
Barwon	271	3.5%	364	4.7%	7,743
Central Highlands	210	5.3%	235	5.9%	3,956
Loddon	225	4.6%	234	4.8%	4,922
North East Melbourne	639	6.7%	680	7.1%	9,603
Inner Gippsland	126	3.5%	131	3.6%	3,623
Ovens Murray	133	5.2%	141	5.5%	2,557
Western District	251	8.4%	253	8.5%	2,979
Inner East Melbourne	681	9.6%	702	9.9%	7,103
Outer East Melbourne	361	5.2%	406	5.8%	6,974
Hume Moreland	174	2.9%	196	3.3%	6,013
Bayside Peninsula	688	6.6%	782	7.6%	10,348
Southern Melbourne	214	2.8%	236	3.1%	7,619
Brimbank Melton	168	3.3%	182	3.6%	5,021
Western Melbourne	226	3.2%	238	3.4%	6,957
Goulburn	78	3.2%	81	3.3%	2,451
Mallee	84	6.2%	87	6.5%	1,346
Outer Gippsland	70	4.8%	72	4.9%	1,473
VIC - Other	<11		<11		<11
QLD	1,452	2.4%	4,173	6.8%	61,583
Bundaberg	49	2.3%	147	7.0%	2,110
Ipswich	210	3.8%	320	5.8%	5,548
Mackay	13	0.5%	116	4.9%	2,380
Toowoomba	208	4.4%	399	8.5%	4,690
Townsville	59	1.3%	270	5.9%	4,581
Rockhampton	158	4.4%	224	6.3%	3,553
Beenleigh	215	3.7%	377	6.5%	5,798
Brisbane	245	2.1%	902	7.9%	11,462
Cairns	41	1.4%	237	8.1%	2,937
Maryborough	69	2.8%	175	7.0%	2,483
Robina	47	0.8%	360	6.3%	5,685
Caboolture/Strathpine	71	1.3%	354	6.3%	5,653

⁵⁷⁵ Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

⁵⁷⁶ Other Territories includes Norfolk Island.

Maroochydore	67	1.4%	292	6.2%	4,699
QLD - Other	<11		<11		<11
WA	365	1.5%	1,278	5.3%	24,202
North East Metro	176	3.5%	458	9.0%	5,069
Wheat Belt	<11		17	2.6%	647
South Metro	59	1.4%	241	5.6%	4,338
Great Southern	<11		14	3.6%	390
Midwest-Gascoyne	<11		<11		349
Central South Metro	55	1.6%	184	5.4%	3,431
Central North Metro	12	0.7%	56	3.2%	1,742
South West	<11		109	4.8%	2,267
Goldfields-Esperance	<11		<11		370
North Metro	26	0.9%	80	2.8%	2,839
South East Metro	21	1.1%	78	4.0%	1,929
Kimberley-Pilbara	<11		28	3.4%	831
WA - Other	<11		<11		<11
SA	1,777	5.7%	2,174	7.0%	31,132
Adelaide Hills	42	3.7%	59	5.2%	1,145
Barossa, Light and Lower North	34	2.2%	43	2.8%	1,541
Eastern Adelaide	164	6.1%	205	7.7%	2,667
Eyre and Western	27	2.9%	33	3.5%	945
Far North (SA)	20	5.6%	24	6.8%	354
Fleurieu and Kangaroo Island	35	4.1%	49	5.7%	858
Limestone Coast	41	4.0%	75	7.3%	1,033
Murray and Mallee	84	6.5%	100	7.8%	1,285
Northern Adelaide	599	5.7%	689	6.6%	10,494
Southern Adelaide	564	8.4%	664	9.9%	6,721
Western Adelaide	142	5.1%	178	6.4%	2,778
Yorke and Mid North	25	1.9%	55	4.2%	1,311
SA - Other	<11		<11		<11
TAS	411	5.4%	820	10.7%	7,679
TAS North	118	5.6%	194	9.1%	2,121
TAS North West	95	5.0%	194	10.2%	1,907
TAS South East	63	4.0%	136	8.7%	1,563
TAS South West	135	6.5%	296	14.2%	2,088
TAS - Other	<11		<11		<11
ACT	23	0.3%	422	5.8%	7,260
ACT	22	0.3%	421	5.8%	7,257
ACT - Other	<11		<11		<11
NT	139	4.9%	332	11.8%	2,819
Barkly	<11		17	11.3%	151
Central Australia	40	9.9%	90	22.2%	406
Darwin Remote	<11		<11		277
Darwin Urban	80	5.0%	197	12.2%	1,613
East Arnhem	<11		<11		161
Katherine	15	10.1%	28	18.9%	148
NT - Other	<11		<11		63
Other Territories	<11		<11		23
National	13,683	4.0%	22,277	6.6%	338,982

Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2019 ^{577 578}

State/Territory	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed for SIL supports	Total committed in current plans (\$)
NSW	48,626,972	0.66%	2,580,189,545	35%	7,344,542,096
VIC	50,708,304	0.93%	1,454,098,545	27%	5,471,892,205
QLD	17,969,428	0.38%	1,385,816,722	29%	4,698,299,689
WA	4,240,527	0.29%	339,636,625	23%	1,457,114,152
SA	19,144,572	0.97%	709,420,554	36%	1,975,651,586
TAS	5,344,923	0.88%	282,595,810	46%	609,121,902
ACT	324,768	0.08%	138,284,931	33%	421,504,322
NT	2,079,008	0.56%	175,993,238	48%	370,090,306
Other Territories	0	0.00%	0	0%	2,172,981
Total	148,438,502	0.66%	7,066,035,970	32%	22,350,389,239

Table P.3 Registered and active SDA providers by jurisdiction as at 31 December 2019 ^{579 580 581}

State/Territory	SDA registered providers	SDA active providers
NSW	526	111
VIC	531	62
QLD	491	33
WA	47	2
SA	494	12
TAS	432	11
ACT	429	5
NT	432	4
OT	0	0
National	765	215

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

⁵⁷⁷ State/ Territory is defined by the current residing address of the participant.

⁵⁷⁸ Other Territories includes Norfolk Island.

⁵⁷⁹ SDA active providers in this table refer to any provider that has ever received a payment for providing SDA supports to participants residing in the given jurisdiction.

⁵⁸⁰ Other Territories includes Norfolk Island.

⁵⁸¹ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of registered and active providers is not equal to the respective sums across all states and territories.

Table P.4 Number of Enrolled SDA Dwellings by Location and Type as at 31 December 2019 (excluding in-kind arrangements)

582

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	8	0	3	0	11
ACT - Australian Capital Territory	8	0	3	0	11
NSW	1,298	58	396	5	1,757
NSW - Capital Region	57	1	8	0	66
NSW - Central Coast	53	3	12	1	69
NSW - Central West	45	3	14	0	62
NSW - Coffs Harbour - Grafton	21	5	1	0	27
NSW - Far West and Orana	55	3	5	0	63
NSW - Hunter Valley exc Newcastle	33	2	5	0	40
NSW - Illawarra	41	1	11	0	53
NSW - Mid North Coast	40	2	11	0	53
NSW - Murray	53	1	3	0	57
NSW - New England and North West	30	2	7	0	39
NSW - Newcastle and Lake Macquarie	89	1	27	0	117
NSW - Richmond - Tweed	27	1	14	0	42
NSW - Riverina	25	1	8	0	34
NSW - Southern Highlands and Shoalhaven	14	1	7	0	22
NSW - Sydney - Baulkham Hills and Hawkesbury	39	4	7	0	50
NSW - Sydney - Blacktown	68	4	30	0	102
NSW - Sydney - City and Inner South	15	3	0	0	18
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	85	2	15	2	104
NSW - Sydney - Inner West	18	3	0	0	21
NSW - Sydney - North Sydney and Hornsby	40	1	3	0	44
NSW - Sydney - Northern Beaches	31	2	12	0	45
NSW - Sydney - Outer South West	53	0	0	1	54
NSW - Sydney - Outer West and Blue Mountains	92	3	40	1	136
NSW - Sydney - Parramatta	92	0	93	0	185
NSW - Sydney - Ryde	77	3	31	0	111
NSW - Sydney - South West	36	1	15	0	52
NSW - Sydney - Sutherland	58	4	16	0	78
NT	18	3	8	0	29
NT - Darwin	12	2	8	0	22
NT - Northern Territory - Outback	6	1	0	0	7
QLD	355	37	139	4	535
QLD - Brisbane - East	13	0	2	0	15
QLD - Brisbane - North	14	2	5	0	21
QLD - Brisbane - South	20	3	10	0	33
QLD - Brisbane - West	46	2	4	0	52
QLD - Brisbane Inner City	11	0	3	1	15
QLD - Cairns	12	1	11	0	24
QLD - Darling Downs - Maranoa	2	2	4	0	8
QLD - Fitzroy	24	2	4	0	30
QLD - Gold Coast	28	2	10	0	40
QLD - Ipswich	33	1	19	0	53
QLD - Logan - Beaudesert	12	1	13	0	26
QLD - Mackay	8	1	0	0	9
QLD - Moreton Bay - North	17	3	14	0	34
QLD - Moreton Bay - South	13	0	2	0	15

⁵⁸² This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	15	4	0	0	19
QLD - Toowoomba	13	7	11	2	33
QLD - Townsville	21	2	7	0	30
QLD - Wide Bay	53	4	20	1	78
SA	877	12	79	0	968
SA - Adelaide - Central and Hills	77	3	11	0	91
SA - Adelaide - North	259	1	17	0	277
SA - Adelaide - South	275	5	23	0	303
SA - Adelaide - West	148	0	18	0	166
SA - Barossa - Yorke - Mid North	17	2	2	0	21
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	83	1	8	0	92
TAS	26	3	19	0	48
TAS - Hobart	14	0	0	0	14
TAS - Launceston and North East	6	2	4	0	12
TAS - South East	0	0	0	0	0
TAS - West and North West	6	1	15	0	22
VIC	363	86	118	13	580
VIC - Ballarat	18	5	10	0	33
VIC - Bendigo	12	0	10	0	22
VIC - Geelong	24	6	12	6	48
VIC - Hume	31	3	0	0	34
VIC - Latrobe - Gippsland	14	7	0	0	21
VIC - Melbourne - Inner	10	3	17	0	30
VIC - Melbourne - Inner East	17	9	0	0	26
VIC - Melbourne - Inner South	46	10	8	0	64
VIC - Melbourne - North East	29	8	10	1	48
VIC - Melbourne - North West	7	4	5	0	16
VIC - Melbourne - Outer East	28	1	10	0	39
VIC - Melbourne - South East	35	5	9	1	50
VIC - Melbourne - West	11	11	12	0	34
VIC - Mornington Peninsula	15	5	2	0	22
VIC - North West	33	4	9	5	51
VIC - Shepparton	14	3	3	0	20
VIC - Warrnambool and South West	19	2	1	0	22
WA	7	0	3	0	10
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	2	0	2
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	0	0	1	0	1
WA - Perth - North West	0	0	0	0	0
WA - Perth - South East	2	0	0	0	2
WA - Perth - South West	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	2,952	199	765	22	3,938

Table P.5 Number of Enrolled SDA Dwellings by Location and Design as at 31 December 2019 (excluding in-kind arrangements)

583

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	3	0	8	0	0	11
ACT - Australian Capital Territory	3	0	8	0	0	11
NSW	1070	305	151	56	175	1,757
NSW - Capital Region	51	3	7	1	4	66
NSW - Central Coast	50	8	2	4	5	69
NSW - Central West	33	10	6	4	9	62
NSW - Coffs Harbour - Grafton	14	4	4	2	3	27
NSW - Far West and Orana	52	2	4	3	2	63
NSW - Hunter Valley exc Newcastle	27	2	2	4	5	40
NSW - Illawarra	42	10	1	0	0	53
NSW - Mid North Coast	36	11	0	6	0	53
NSW - Murray	35	17	0	3	2	57
NSW - New England and North West	17	12	2	0	8	39
NSW - Newcastle and Lake Macquarie	69	8	36	1	3	117
NSW - Richmond - Tweed	17	14	5	0	6	42
NSW - Riverina	23	7	3	0	1	34
NSW - Southern Highlands and Shoalhaven	10	7	1	4	0	22
NSW - Sydney - Baulkham Hills and Hawkesbury	28	17	0	1	4	50
NSW - Sydney - Blacktown	60	24	4	1	13	102
NSW - Sydney - City and Inner South	15	1	0	2	0	18
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	13
NSW - Sydney - Inner South West	79	8	13	0	4	104
NSW - Sydney - Inner West	19	0	1	1	0	21
NSW - Sydney - North Sydney and Hornsby	34	10	0	0	0	44
NSW - Sydney - Northern Beaches	31	5	0	0	9	45
NSW - Sydney - Outer South West	39	3	5	3	4	54
NSW - Sydney - Outer West and Blue Mountains	69	18	14	11	24	136
NSW - Sydney - Parramatta	67	64	23	1	30	185
NSW - Sydney - Ryde	57	6	15	2	31	111
NSW - Sydney - South West	29	13	2	1	7	52
NSW - Sydney - Sutherland	56	21	0	0	1	78
NT	8	5	1	0	15	29
NT - Darwin	4	4	1	0	13	22
NT - Northern Territory - Outback	4	1	0	0	2	7
QLD	104	156	124	35	116	535
QLD - Brisbane - East	6	4	0	2	3	15
QLD - Brisbane - North	10	2	3	0	6	21
QLD - Brisbane - South	9	5	15	3	1	33
QLD - Brisbane - West	1	23	28	0	0	52
QLD - Brisbane Inner City	5	4	4	0	2	15
QLD - Cairns	3	2	2	0	17	24
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	4	9	0	0	17	30
QLD - Gold Coast	9	5	21	0	5	40
QLD - Ipswich	7	16	15	8	7	53

583 Ibid.

QLD - Logan - Beaudesert	5	4	14	2	1	26
QLD - Mackay	2	4	0	0	3	9
QLD - Moreton Bay - North	0	10	12	7	5	34
QLD - Moreton Bay - South	0	9	0	2	4	15
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	6	0	5	3	19
QLD - Toowoomba	11	16	3	0	3	33
QLD - Townsville	6	9	4	0	11	30
QLD - Wide Bay	20	25	2	6	25	78
SA	496	228	70	54	120	968
SA - Adelaide - Central and Hills	56	10	4	6	15	91
SA - Adelaide - North	107	101	25	10	34	277
SA - Adelaide - South	166	53	25	10	49	303
SA - Adelaide - West	96	27	14	17	12	166
SA - Barossa - Yorke - Mid North	15	3	0	3	0	21
SA - South Australia - Outback	14	4	0	0	0	18
SA - South Australia - South East	42	30	2	8	10	92
TAS	7	23	2	3	13	48
TAS - Hobart	5	7	0	1	1	14
TAS - Launceston and North East	1	6	1	2	2	12
TAS - South East	0	0	0	0	0	0
TAS - West and North West	1	10	1	0	10	22
VIC	244	129	94	43	70	580
VIC - Ballarat	1	19	1	11	1	33
VIC - Bendigo	8	4	4	6	0	22
VIC - Geelong	12	11	13	5	7	48
VIC - Hume	23	7	0	0	4	34
VIC - Latrobe - Gippsland	14	5	0	0	2	21
VIC - Melbourne - Inner	7	2	20	1	0	30
VIC - Melbourne - Inner East	20	5	0	1	0	26
VIC - Melbourne - Inner South	37	5	7	4	11	64
VIC - Melbourne - North East	17	10	10	5	6	48
VIC - Melbourne - North West	6	5	4	0	1	16
VIC - Melbourne - Outer East	17	5	11	4	2	39
VIC - Melbourne - South East	24	12	7	2	5	50
VIC - Melbourne - West	8	8	12	0	6	34
VIC - Mornington Peninsula	3	10	1	4	4	22
VIC - North West	22	11	0	0	18	51
VIC - Shepparton	6	8	4	0	2	20
VIC - Warrnambool and South West	19	2	0	0	1	22
WA	2	1	5	0	2	10
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	2	2
WA - Perth - Inner	0	0	5	0	0	5
WA - Perth - North East	0	1	0	0	0	1
WA - Perth - North West	0	0	0	0	0	0
WA - Perth - South East	2	0	0	0	0	2
WA - Perth - South West	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	1,934	847	455	191	511	3,938

Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 31 December 2019 (excluding in-kind arrangements) ⁵⁸⁴

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	2	3	0	3	3	0	11
ACT - Australian Capital Territory	2	3	0	3	3	0	11
NSW	385	306	138	287	583	58	1,757
NSW - Capital Region	29	9	2	12	13	1	66
NSW - Central Coast	14	8	4	12	28	3	69
NSW - Central West	10	5	6	12	26	3	62
NSW - Coffs Harbour - Grafton	5	4	3	3	7	5	27
NSW - Far West and Orana	17	11	3	12	17	3	63
NSW - Hunter Valley exc Newcastle	10	0	5	9	14	2	40
NSW - Illawarra	9	3	4	8	28	1	53
NSW - Mid North Coast	18	11	5	1	16	2	53
NSW - Murray	27	6	2	4	17	1	57
NSW - New England and North West	1	11	2	3	20	2	39
NSW - Newcastle and Lake Macquarie	37	19	14	10	36	1	117
NSW - Richmond - Tweed	16	3	3	5	14	1	42
NSW - Riverina	7	3	4	10	9	1	34
NSW - Southern Highlands and Shoalhaven	2	2	0	4	13	1	22
NSW - Sydney - Baulkham Hills and Hawkesbury	1	3	3	19	20	4	50
NSW - Sydney - Blacktown	5	24	11	15	43	4	102
NSW - Sydney - City and Inner South	1	2	1	3	8	3	18
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	27	9	9	13	44	2	104
NSW - Sydney - Inner West	0	0	3	5	10	3	21
NSW - Sydney - North Sydney and Hornsby	5	6	3	10	19	1	44
NSW - Sydney - Northern Beaches	6	0	3	11	23	2	45
NSW - Sydney - Outer South West	8	9	5	15	17	0	54
NSW - Sydney - Outer West and Blue Mountains	33	22	16	33	29	3	136
NSW - Sydney - Parramatta	44	78	10	14	39	0	185
NSW - Sydney - Ryde	22	31	7	21	27	3	111
NSW - Sydney - South West	6	16	3	8	18	1	52
NSW - Sydney - Sutherland	24	11	6	11	22	4	78
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	210	100	84	72	32	37	535
QLD - Brisbane - East	3	2	8	1	1	0	15
QLD - Brisbane - North	6	5	6	1	1	2	21
QLD - Brisbane - South	21	5	1	0	3	3	33
QLD - Brisbane - West	29	16	3	1	1	2	52
QLD - Brisbane Inner City	6	0	3	5	1	0	15
QLD - Cairns	10	2	3	8	0	1	24
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	9	8	3	7	1	2	30
QLD - Gold Coast	29	1	4	2	2	2	40
QLD - Ipswich	20	9	13	10	0	1	53
QLD - Logan - Beaudesert	12	0	4	7	2	1	26
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	13	3	4	6	5	3	34
QLD - Moreton Bay - South	4	1	5	4	1	0	15
QLD - Queensland - Outback	0	0	0	0	0	0	0

⁵⁸⁴ Ibid.

QLD - Sunshine Coast	7	0	5	3	0	4	19
QLD - Toowoomba	7	12	2	3	2	7	33
QLD - Townsville	3	16	0	6	3	2	30
QLD - Wide Bay	27	19	19	6	3	4	78
SA	190	424	158	103	81	12	968
SA - Adelaide - Central and Hills	20	25	21	15	7	3	91
SA - Adelaide - North	43	139	38	33	23	1	277
SA - Adelaide - South	67	126	46	24	35	5	303
SA - Adelaide - West	42	67	29	16	12	0	166
SA - Barossa - Yorke - Mid North	3	7	6	3	0	2	21
SA - South Australia - Outback	2	10	1	4	1	0	18
SA - South Australia - South East	13	50	17	8	3	1	92
TAS	7	18	5	15	0	3	48
TAS - Hobart	4	3	3	4	0	0	14
TAS - Launceston and North East	2	2	0	6	0	2	12
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	1	13	2	5	0	1	22
VIC	165	84	66	39	140	86	580
VIC - Ballarat	12	12	3	0	1	5	33
VIC - Bendigo	12	8	2	0	0	0	22
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	2	3	2	3	30
VIC - Melbourne - Inner East	2	1	1	3	10	9	26
VIC - Melbourne - Inner South	24	6	4	0	20	10	64
VIC - Melbourne - North East	10	5	8	5	12	8	48
VIC - Melbourne - North West	1	0	4	0	7	4	16
VIC - Melbourne - Outer East	7	0	7	7	17	1	39
VIC - Melbourne - South East	7	3	10	9	16	5	50
VIC - Melbourne - West	6	2	10	1	4	11	34
VIC - Mornington Peninsula	4	0	1	1	11	5	22
VIC - North West	21	8	4	2	12	4	51
VIC - Shepparton	4	2	4	3	4	3	20
VIC - Warrnambool and South West	3	5	1	0	11	2	22
WA	0	6	4	0	0	0	10
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	2	0	0	0	2
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	1	0	0	0	0	1
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	2	0	0	0	2
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
Grand Total	960	955	456	522	846	199	3,938

Table P.7 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements) ⁵⁸⁵

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	3	0	0	3
ACT - Australian Capital Territory	0	3	0	0	3
NSW	179	94	20	108	401
NSW - Capital Region	0	7	1	0	8
NSW - Central Coast	6	2	0	5	13
NSW - Central West	7	5	2	0	14
NSW - Coffs Harbour - Grafton	1	0	0	0	1
NSW - Far West and Orana	1	4	0	0	5
NSW - Hunter Valley exc Newcastle	1	2	2	0	5
NSW - Illawarra	10	1	0	0	11
NSW - Mid North Coast	5	0	6	0	11
NSW - Murray	3	0	0	0	3
NSW - New England and North West	0	1	0	6	7
NSW - Newcastle and Lake Macquarie	6	21	0	0	27
NSW - Richmond - Tweed	9	0	0	5	14
NSW - Riverina	6	2	0	0	8
NSW - Southern Highlands and Shoalhaven	4	1	2	0	7
NSW - Sydney - Baulkham Hills and Hawkesbury	6	0	0	1	7
NSW - Sydney - Blacktown	21	2	0	7	30
NSW - Sydney - City and Inner South	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	4	13	0	0	17
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	3	0	0	0	3
NSW - Sydney - Northern Beaches	4	0	0	8	12
NSW - Sydney - Outer South West	1	0	0	0	1
NSW - Sydney - Outer West and Blue Mountains	10	12	5	14	41
NSW - Sydney - Parramatta	50	18	0	25	93
NSW - Sydney - Ryde	1	0	1	29	31
NSW - Sydney - South West	5	2	1	7	15
NSW - Sydney - Sutherland	15	0	0	1	16
NT	0	0	0	8	8
NT - Darwin	0	0	0	8	8
NT - Northern Territory - Outback	0	0	0	0	0
QLD	29	67	3	45	144
QLD - Brisbane - East	0	0	0	2	2
QLD - Brisbane - North	0	0	0	5	5
QLD - Brisbane - South	0	10	0	0	10
QLD - Brisbane - West	2	2	0	0	4
QLD - Brisbane Inner City	2	0	0	2	4
QLD - Cairns	0	2	0	9	11
QLD - Darling Downs - Maranoa	0	1	0	3	4
QLD - Fitzroy	0	0	0	4	4
QLD - Gold Coast	0	10	0	0	10
QLD - Ipswich	1	15	1	3	20
QLD - Logan - Beaudesert	4	8	0	1	13
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	4	10	0	0	14
QLD - Moreton Bay - South	0	0	2	0	2

⁵⁸⁵ Ibid.

QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0
QLD - Toowoomba	8	3	0	2	13
QLD - Townsville	0	4	0	3	7
QLD - Wide Bay	8	2	0	11	21
SA	16	11	51	1	79
SA - Adelaide - Central and Hills	4	1	6	0	11
SA - Adelaide - North	4	4	8	1	17
SA - Adelaide - South	8	5	10	0	23
SA - Adelaide - West	0	1	17	0	18
SA - Barossa - Yorke - Mid North	0	0	2	0	2
SA - South Australia - Outback	0	0	0	0	0
SA - South Australia - South East	0	0	8	0	8
TAS	10	1	1	7	19
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	2	0	1	1	4
TAS - South East	0	0	0	0	0
TAS - West and North West	8	1	0	6	15
VIC	21	76	12	22	131
VIC - Ballarat	9	1	0	0	10
VIC - Bendigo	4	0	6	0	10
VIC - Geelong	2	11	0	5	18
VIC - Hume	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0
VIC - Melbourne - Inner	1	16	0	0	17
VIC - Melbourne - Inner East	0	0	0	0	0
VIC - Melbourne - Inner South	0	7	1	0	8
VIC - Melbourne - North East	0	10	1	0	11
VIC - Melbourne - North West	1	4	0	0	5
VIC - Melbourne - Outer East	0	10	0	0	10
VIC - Melbourne - South East	1	6	2	1	10
VIC - Melbourne - West	0	8	0	4	12
VIC - Mornington Peninsula	0	0	2	0	2
VIC - North West	3	0	0	11	14
VIC - Shepparton	0	3	0	0	3
VIC - Warrnambool and South West	0	0	0	1	1
WA	1	0	0	2	3
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	0	2	2
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	1	0	0	0	1
WA - Perth - North West	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
Grand Total	256	252	87	193	788

Table P.8 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements) ⁵⁸⁶

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	8	0	0	8
ACT - Australian Capital Territory	0	8	0	0	8
NSW	451	202	67	266	986
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	13	10	0	22	45
NSW - Central West	13	6	8	0	27
NSW - Coffs Harbour - Grafton	5	0	0	0	5
NSW - Far West and Orana	5	10	0	0	15
NSW - Hunter Valley exc Newcastle	5	9	10	0	24
NSW - Illawarra	31	3	0	0	34
NSW - Mid North Coast	16	0	7	0	23
NSW - Murray	7	0	0	0	7
NSW - New England and North West	0	2	0	15	17
NSW - Newcastle and Lake Macquarie	30	64	0	0	94
NSW - Richmond - Tweed	15	0	0	7	22
NSW - Riverina	10	8	0	0	18
NSW - Southern Highlands and Shoalhaven	9	1	10	0	20
NSW - Sydney - Baulkham Hills and Hawkesbury	30	0	0	5	35
NSW - Sydney - Blacktown	47	5	0	34	86
NSW - Sydney - City and Inner South	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	16	25	0	0	41
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	5	0	0	0	5
NSW - Sydney - Northern Beaches	10	0	0	30	40
NSW - Sydney - Outer South West	5	0	0	0	5
NSW - Sydney - Outer West and Blue Mountains	11	17	19	34	81
NSW - Sydney - Parramatta	119	20	0	50	189
NSW - Sydney - Ryde	5	0	3	48	56
NSW - Sydney - South West	18	7	5	16	46
NSW - Sydney - Sutherland	26	0	0	5	31
NT	0	0	0	16	16
NT - Darwin	0	0	0	16	16
NT - Northern Territory - Outback	0	0	0	0	0
QLD	47	94	12	77	230
QLD - Brisbane - East	0	0	0	6	6
QLD - Brisbane - North	0	0	0	7	7
QLD - Brisbane - South	0	10	0	0	10
QLD - Brisbane - West	2	7	0	0	9
QLD - Brisbane Inner City	4	0	0	8	12
QLD - Cairns	0	4	0	12	16
QLD - Darling Downs - Maranoa	0	3	0	4	7
QLD - Fitzroy	0	0	0	4	4
QLD - Gold Coast	0	14	0	0	14
QLD - Ipswich	1	15	4	9	29
QLD - Logan - Beaudesert	4	8	0	5	17
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	4	16	0	0	20
QLD - Moreton Bay - South	0	0	8	0	8

⁵⁸⁶ Ibid.

QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0
QLD - Toowoomba	16	6	0	2	24
QLD - Townsville	0	6	0	8	14
QLD - Wide Bay	16	5	0	12	33
SA	37	22	119	2	180
SA - Adelaide - Central and Hills	8	4	15	0	27
SA - Adelaide - North	12	9	18	2	41
SA - Adelaide - South	17	7	23	0	47
SA - Adelaide - West	0	2	41	0	43
SA - Barossa - Yorke - Mid North	0	0	6	0	6
SA - South Australia - Outback	0	0	0	0	0
SA - South Australia - South East	0	0	16	0	16
TAS	20	1	1	22	44
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	4	0	1	4	9
TAS - South East	0	0	0	0	0
TAS - West and North West	16	1	0	18	35
VIC	28	143	30	42	243
VIC - Ballarat	9	3	0	0	12
VIC - Bendigo	4	0	6	0	10
VIC - Geelong	5	19	0	5	29
VIC - Hume	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0
VIC - Melbourne - Inner	1	16	0	0	17
VIC - Melbourne - Inner East	0	0	0	0	0
VIC - Melbourne - Inner South	0	11	5	0	16
VIC - Melbourne - North East	0	20	4	0	24
VIC - Melbourne - North West	1	12	0	0	13
VIC - Melbourne - Outer East	0	18	0	0	18
VIC - Melbourne - South East	2	14	9	4	29
VIC - Melbourne - West	0	24	0	4	28
VIC - Mornington Peninsula	0	0	6	0	6
VIC - North West	6	0	0	24	30
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	0	0	5	5
WA	2	0	0	6	8
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	0	6	6
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	2	0	0	0	2
WA - Perth - North West	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
Grand Total	585	470	229	431	1,715

Appendix Q:

Utilisation rates by regions

The table below sets out rates of utilisation of committed supports by residing 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 April 2019 and 30 September 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- Regions are highlighted in purple if phasing began prior to 31 December 2017 and are highlighted in green if phasing began within the 2018 calendar year.
- 'Other' includes utilisation from regions that commenced phasing on or after 1 April 2019 or those with regional information missing.
- 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 Q.1 Utilisation breakdown by region and participants SIL status – 1 April 2019 and 30 September 2019 ⁵⁸⁷

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		83%	83%	50%	67%	65%	50%	74%	73%	
Far West	Jul-17				31%	61%	53%	31%	65%	58%	
Hunter New England	Jul-16		88%	88%	51%	66%	65%	52%	75%	74%	
Illawarra Shoalhaven	Jul-17		85%	85%	50%	65%	63%	51%	73%	71%	
Mid North Coast	Jul-17		88%	88%	48%	68%	64%	49%	74%	71%	
Murrumbidgee	Jul-17		83%	83%	45%	63%	60%	46%	71%	68%	
Nepean Blue Mountains	Jul-16		87%	87%	44%	65%	63%	46%	76%	73%	
North Sydney	Jul-16		91%	91%	51%	67%	66%	52%	79%	78%	
Northern NSW	Jul-17		89%	89%	48%	67%	64%	49%	74%	71%	
South Eastern Sydney	Jul-17		87%	87%	49%	67%	64%	51%	75%	73%	
South Western Sydney	Jul-16	69%	89%	89%	54%	70%	68%	55%	77%	76%	
Southern NSW	Jul-16		87%	87%	49%	63%	62%	48%	71%	69%	
Sydney	Jul-17		85%	85%	45%	61%	58%	45%	69%	66%	
Western NSW	Jul-17		85%	85%	33%	57%	51%	35%	72%	67%	
Western Sydney	Jul-16		89%	89%	53%	66%	65%	55%	77%	75%	
New South Wales - Other											
NSW total			79%	88%	87%	48%	66%	63%	49%	75%	73%
Victoria											
Barwon	Jul-13		83%	83%	46%	62%	60%	46%	66%	65%	
Bayside Peninsula	Apr-18	75%	71%	74%	44%	60%	49%	51%	62%	54%	
Brimbank Melton	Oct-18				43%	59%	47%	45%	61%	49%	
Central Highlands	Jan-17			83%	44%	58%	56%	46%	61%	59%	
Goulburn	Jan-19				33%	56%	37%	38%	58%	41%	
Hume Moreland	Mar-18			74%	44%	60%	52%	46%	61%	53%	
Inner East Melbourne	Nov-17	76%	80%	79%	47%	57%	54%	50%	61%	58%	
Inner Gippsland	Oct-17				35%	52%	49%	35%	53%	49%	
Loddon	May-17		83%	83%	44%	63%	60%	47%	67%	64%	
Mallee	Jan-19				37%	57%	42%	45%	55%	47%	
North East Melbourne	Jul-16		80%	80%	46%	65%	62%	48%	68%	65%	
Outer East Melbourne	Nov-17	79%	81%	80%	47%	59%	55%	52%	62%	59%	
Outer Gippsland	Jan-19				25%	41%	27%	30%	47%	32%	
Ovens Murray	Oct-17				39%	56%	53%	46%	59%	56%	
Southern Melbourne	Sep-18			76%	41%	62%	47%	44%	63%	50%	
Western District	Oct-17		80%	79%	39%	59%	56%	48%	63%	60%	
Western Melbourne	Oct-18	50%		55%	40%	57%	44%	41%	58%	45%	
Victoria - Other											
Victoria total			74%	80%	78%	42%	60%	53%	46%	63%	57%
Queensland			50%		55%						
Beenleigh	Jul-18	84%	80%	83%	47%	60%	52%	58%	64%	60%	
Brisbane	Jul-18	83%	80%	82%	49%	61%	53%	57%	63%	59%	
Bundaberg	Sep-17		90%	90%	51%	66%	63%	52%	75%	73%	
Caboolture/Strathpine	Jan-19	81%		80%	42%	57%	45%	51%	60%	52%	
Cairns	Jul-18	85%	85%	85%	47%	61%	51%	59%	68%	62%	
Ipswich	Jun-17		81%	80%	44%	60%	57%	45%	65%	63%	
Mackay	Nov-16		86%	86%	42%	62%	60%	42%	69%	67%	
Maroochydore	Jan-19	82%		82%	47%	63%	50%	54%	65%	56%	
Maryborough	Jul-18	88%	73%	82%	44%	59%	51%	54%	62%	58%	
Robina	Jul-18	88%	87%	88%	51%	65%	57%	61%	71%	65%	

⁵⁸⁷ Region is defined by the current residing address of the participant.

Rockhampton	Nov-17	99%	83%	84%	43%	57%	54%	48%	64%	61%
Toowoomba	Jan-17		85%	85%	45%	57%	56%	46%	66%	65%
Townsville	Jul-16		87%	87%	49%	62%	61%	49%	69%	68%
Queensland - Other										
Queensland total		84%	84%	84%	47%	60%	54%	55%	67%	62%
South Australia										
Adelaide Hills	Jul-13				50%	61%	57%	65%	62%	63%
Barossa, Light and Lower North	Jul-13				44%	57%	54%	57%	61%	60%
Eastern Adelaide	Jul-13	83%		80%	48%	65%	55%	59%	65%	62%
Eyre and Western	Jul-13				34%	44%	40%	45%	45%	45%
Far North (SA)	Jul-13				18%	27%	23%	23%	27%	25%
Fleurieu and Kangaroo Island	Jul-13				52%	59%	56%	65%	61%	63%
Limestone Coast	Jul-13				35%	48%	42%	38%	47%	43%
Murray and Mallee	Jul-13				35%	48%	43%	54%	50%	52%
Northern Adelaide	Jul-13	81%		78%	44%	61%	56%	63%	60%	62%
Southern Adelaide	Jul-13	78%	70%	77%	44%	61%	55%	63%	62%	63%
Western Adelaide	Jul-13				49%	66%	56%	57%	65%	60%
Yorke and Mid North	Jul-13				41%	52%	47%	44%	52%	48%
South Australia - Other										
South Australia total		80%	67%	78%	45%	59%	54%	60%	60%	60%
Tasmania										
TAS North	Jul-13		88%	84%	39%	66%	56%	50%	74%	65%
TAS North West	Jul-13		88%	86%	43%	61%	54%	53%	73%	66%
TAS South East	Jul-13		80%	80%	42%	56%	51%	50%	67%	61%
TAS South West	Jul-13		83%	82%	44%	61%	54%	47%	72%	65%
Tasmania - Other										
Tasmania total		76%	85%	83%	42%	62%	54%	50%	72%	65%
Australian Capital Territory										
Australian Capital Territory	Jul-14		90%	90%	45%	65%	62%	45%	73%	71%
Australian Capital Territory - Other										
Australian Capital Territory total			90%	90%	45%	65%	62%	45%	73%	71%
Northern Territory										
Barkly	Jul-16					26%	26%		37%	36%
Central Australia	Jul-17		79%	79%	37%	45%	40%	48%	74%	67%
Darwin Remote	Jul-17				23%	40%	35%	23%	40%	35%
Darwin Urban	Jan-17		77%	77%	40%	53%	45%	45%	72%	64%
East Arnhem	Jan-17					27%	27%		27%	27%
Katherine	Jul-17				26%	52%	45%	30%	71%	66%
Northern Territory - Other							40%			40%
Northern Territory total			77%	77%	36%	41%	39%	42%	64%	59%
Western Australia										
Central South Metro	Jul-18	84%		83%	56%	66%	58%	62%	69%	63%
Goldfields-Esperance	Oct-18				32%		34%	32%		35%
Kimberley-Pilbara	Oct-18				37%	34%	37%	42%	34%	42%
North East Metro	Jul-14	84%	81%	81%	52%	67%	65%	65%	72%	71%
North Metro	Oct-18				53%	63%	54%	55%	67%	57%
South Metro	Jul-18	89%	83%	88%	59%	60%	59%	66%	65%	66%
South West	Sep-18	91%		89%	60%	59%	60%	65%	66%	65%
Wheat Belt	Jan-17				38%	61%	51%	46%	62%	54%
Western Australia - Other				81%	39%	54%	44%	47%	66%	56%
Western Australia total		85%	81%	83%	54%	64%	58%	60%	70%	64%
National total		81%	86%	85%	46%	63%	57%	53%	70%	66%

Appendix R:

Access decisions and first plans

This appendix includes:

- The number of access decisions in progress at the end of each month over the past year from 31 December 2018 to 31 December 2019 (Table R.1)
- For the access decisions in progress at the end of each month, the average number of days the access decisions have been in progress (Table R.2)
- The number of access decisions completed each month (Table R.3)
- The average number of days to complete an access decision each month (Table R.4)
- The number of first plans in progress (after a participant has met the access requirements) at the end of each month over the past year from 31 December 2018 to 31 December 2019 (Table R.5)
- For the first plans in progress in progress at the end of each month, the average number of days the first plans have been in progress (Table R.6)
- The number of first plans completed each month (Table R.7)
- The average number of days to complete first plans after the access requirements have been met (Table R.8)

All tables are split by State/Territory and age group (0-6 year olds and 7+ year olds).

Table R.1 Access decisions in progress – count

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	39	40	47	59	70	80	67	13	15	10	12	7	1
0 to 6	NSW	619	754	925	1,042	1,332	1,453	1,161	476	292	310	298	174	120
0 to 6	NT	19	18	18	27	20	18	29	20	13	14	8	10	8
0 to 6	QLD	348	456	294	445	659	465	330	263	210	269	235	137	119
0 to 6	SA	185	240	244	262	328	442	327	90	50	80	56	48	27
0 to 6	TAS	44	58	66	79	66	24	28	20	34	43	19	21	20
0 to 6	VIC	457	335	401	473	719	819	694	245	226	307	264	168	123
0 to 6	WA	102	104	129	149	198	224	189	90	76	88	80	51	45
0 to 6	National	1,813	2,005	2,124	2,536	3,392	3,525	2,825	1,217	916	1,121	972	616	463
7 plus	ACT	121	125	151	161	198	217	170	110	90	83	78	67	52
7 plus	NSW	2,398	2,689	3,109	3,599	4,367	4,797	4,211	2,734	2,538	2,125	1,978	1,806	1,499
7 plus	NT	98	109	141	156	128	142	115	100	83	103	107	81	70
7 plus	QLD	2,585	2,920	2,765	3,718	5,208	3,975	2,891	2,790	2,307	1,911	1,900	1,722	1,371
7 plus	SA	611	701	847	977	1,180	1,338	1,185	726	676	713	557	511	430
7 plus	TAS	249	299	368	438	542	286	310	315	287	325	255	229	175
7 plus	VIC	2,480	2,694	3,147	3,630	4,355	4,945	4,277	2,755	2,501	2,712	2,287	1,984	1,568
7 plus	WA	646	743	881	1,046	1,293	1,555	1,434	926	926	1,025	842	735	559
7 plus	National	9,188	10,280	11,409	13,725	17,271	17,255	14,593	10,456	9,408	8,997	8,004	7,138	5,724
All	ACT	160	165	198	220	268	297	237	123	105	93	90	74	53
All	NSW	3,017	3,443	4,034	4,641	5,699	6,250	5,372	3,210	2,830	2,435	2,276	1,980	1,619
All	NT	117	127	159	183	148	160	144	120	96	117	115	91	78
All	QLD	2,933	3,376	3,059	4,163	5,867	4,440	3,221	3,053	2,517	2,180	2,135	1,859	1,490
All	SA	796	941	1,091	1,239	1,508	1,780	1,512	816	726	793	613	559	457
All	TAS	293	357	434	517	608	310	338	335	321	368	274	250	195
All	VIC	2,937	3,029	3,548	4,103	5,074	5,764	4,971	3,000	2,727	3,019	2,551	2,152	1,691
All	WA	748	847	1,010	1,195	1,491	1,779	1,623	1,016	1,002	1,113	922	786	604
All	National	11,001	12,285	13,533	16,261	20,663	20,780	17,418	11,673	10,324	10,118	8,976	7,754	6,187

Table R.2 Access decisions in progress – average days

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	22	31	11	20	30	38	39	20	6	5	6	2	8
0 to 6	NSW	20	24	12	22	27	38	41	19	17	9	6	5	8
0 to 6	NT	20	16	16	17	14	21	12	6	6	4	7	3	7
0 to 6	QLD	18	23	16	18	26	22	19	15	11	7	6	6	8
0 to 6	SA	21	25	13	24	24	40	47	26	35	23	10	5	6
0 to 6	TAS	21	23	13	25	24	26	23	19	10	8	10	6	5
0 to 6	VIC	20	11	14	17	24	34	38	18	12	9	7	7	10
0 to 6	WA	20	24	9	23	27	38	42	23	22	13	7	6	5
0 to 6	National	20	22	13	21	26	35	38	19	15	10	7	6	8
7 plus	ACT	20	25	17	27	28	44	51	40	37	13	9	8	8
7 plus	NSW	21	24	16	24	28	40	44	30	25	13	14	14	12
7 plus	NT	18	20	14	19	11	20	20	18	14	11	10	11	7
7 plus	QLD	18	21	17	18	27	25	23	21	16	8	11	10	9
7 plus	SA	21	24	15	21	26	38	41	26	21	16	13	12	9
7 plus	TAS	20	23	13	21	25	26	22	20	14	10	10	9	7
7 plus	VIC	19	21	14	21	25	35	41	25	21	14	14	13	12
7 plus	WA	20	23	13	21	26	36	38	23	17	10	12	10	9
7 plus	National	20	22	15	21	26	34	38	25	20	12	13	12	11
All	ACT	21	26	16	25	29	42	47	37	32	12	9	7	8
All	NSW	21	24	15	24	28	40	43	28	24	13	13	13	12
All	NT	19	20	14	19	12	20	18	16	13	10	10	10	7
All	QLD	18	21	17	18	27	24	23	20	16	8	10	10	9
All	SA	21	24	15	22	25	38	42	26	22	16	13	11	9
All	TAS	20	23	13	21	25	26	22	20	14	10	10	9	7
All	VIC	19	20	14	21	24	35	40	24	20	13	13	13	12
All	WA	20	23	13	22	26	36	39	23	17	10	12	10	9
All	National	20	22	15	21	26	34	38	24	20	12	12	11	10

Table R.3 Access decisions completed – count

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	24	30	28	37	17	23	37	78	50	39	29	32	28
0 to 6	NSW	297	474	427	565	491	468	708	1,227	1,180	900	942	993	822
0 to 6	NT	27	30	34	36	51	32	29	45	47	50	39	49	34
0 to 6	QLD	416	435	630	367	295	658	469	575	866	753	770	728	569
0 to 6	SA	91	142	117	93	150	54	194	290	185	90	221	252	149
0 to 6	TAS	57	46	50	48	73	82	16	49	80	78	89	51	60
0 to 6	VIC	1,274	1,009	598	487	400	785	492	822	1,099	940	999	983	794
0 to 6	WA	112	124	86	183	90	158	245	213	226	198	237	251	188
0 to 6	National	2,298	2,290	1,970	1,816	1,567	2,260	2,190	3,299	3,733	3,048	3,326	3,340	2,644
7 plus	ACT	31	70	29	45	44	22	72	114	109	85	114	103	85
7 plus	NSW	956	1,264	931	1,177	1,120	768	1,451	2,648	2,431	2,166	2,078	2,058	1,800
7 plus	NT	69	80	103	133	138	65	105	88	104	93	101	109	75
7 plus	QLD	1,686	1,806	2,417	1,442	973	2,715	1,996	1,908	2,789	2,162	2,115	2,014	1,615
7 plus	SA	328	392	373	437	349	272	434	762	672	586	615	536	498
7 plus	TAS	231	181	147	179	210	428	83	198	298	224	249	202	193
7 plus	VIC	2,721	2,449	2,114	1,876	1,756	1,456	1,879	3,085	2,811	2,413	2,436	2,142	1,827
7 plus	WA	646	734	517	520	519	1,073	1,443	1,616	1,720	1,244	1,224	1,173	978
7 plus	National	6,668	6,976	6,631	5,809	5,109	6,799	7,463	10,419	10,934	8,973	8,934	8,343	7,072
All	ACT	55	100	57	82	61	45	109	192	159	124	143	135	113
All	NSW	1,253	1,738	1,358	1,742	1,611	1,236	2,159	3,875	3,611	3,066	3,020	3,051	2,622
All	NT	96	110	137	169	189	97	134	133	151	143	140	158	109
All	QLD	2,102	2,241	3,047	1,809	1,268	3,373	2,465	2,483	3,655	2,915	2,885	2,742	2,184
All	SA	419	534	490	530	499	326	628	1,052	857	676	836	788	647
All	TAS	288	227	197	227	283	510	99	247	378	302	338	253	253
All	VIC	3,995	3,458	2,712	2,363	2,156	2,241	2,371	3,907	3,910	3,353	3,435	3,125	2,621
All	WA	758	858	603	703	609	1,231	1,688	1,829	1,946	1,442	1,461	1,424	1,166
All	National	8,966	9,266	8,601	7,625	6,676	9,059	9,653	13,718	14,667	12,021	12,260	11,683	9,716

Table R.4 Access decisions completed – average days

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	16	26	25	18	40	51	65	32	9	4	7	5	3
0 to 6	NSW	11	25	21	17	36	41	59	34	9	8	9	6	3
0 to 6	NT	8	16	11	5	8	10	13	17	4	7	9	5	4
0 to 6	QLD	9	14	25	10	15	35	22	18	7	6	9	6	4
0 to 6	SA	11	26	22	20	38	36	63	41	12	7	10	6	4
0 to 6	TAS	9	16	14	8	23	33	23	17	3	7	9	6	3
0 to 6	VIC	3	15	9	10	15	12	41	29	6	5	8	5	3
0 to 6	WA	4	16	12	8	22	18	25	26	9	6	7	5	4
0 to 6	National	6	18	18	12	24	27	43	29	8	6	9	6	3
7 plus	ACT	18	27	28	21	40	36	72	46	21	12	13	6	5
7 plus	NSW	16	26	25	19	37	44	67	43	20	16	11	7	5
7 plus	NT	12	17	12	9	17	5	20	21	12	10	9	7	4
7 plus	QLD	12	20	28	15	19	46	28	27	17	13	11	7	5
7 plus	SA	12	20	21	14	28	32	61	39	18	14	12	7	5
7 plus	TAS	8	19	16	15	26	37	34	23	16	12	12	6	5
7 plus	VIC	8	14	13	12	22	20	48	35	16	14	12	7	5
7 plus	WA	6	14	16	13	24	10	21	23	9	11	10	5	4
7 plus	National	10	18	21	14	25	33	42	34	16	14	11	7	5
All	ACT	17	27	27	20	40	44	70	40	18	10	12	6	5
All	NSW	15	26	24	18	36	43	64	40	16	14	10	7	4
All	NT	11	17	11	8	15	6	18	20	10	9	9	6	4
All	QLD	11	19	27	14	18	44	27	24	15	11	10	7	5
All	SA	12	21	22	15	31	33	61	40	17	13	11	7	5
All	TAS	9	19	15	14	25	36	32	22	13	11	11	6	5
All	VIC	7	14	12	11	21	17	47	34	13	12	11	6	4
All	WA	6	14	15	12	23	11	22	23	9	10	10	5	4
All	National	9	18	20	14	25	31	42	33	14	12	11	6	4

Table R.5 First plans in progress – count

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	53	55	46	55	44	40	50	96	111	73	46	37	30
0 to 6	NSW	1,953	1,623	1,197	1,008	955	767	999	1,525	1,589	1,169	1,072	1,103	895
0 to 6	NT	119	119	114	80	77	43	41	50	51	58	48	68	65
0 to 6	QLD	1,812	1,804	1,841	1,564	1,298	1,195	972	991	1,268	1,174	1,171	1,210	870
0 to 6	SA	793	808	813	787	842	737	833	1,022	725	293	298	463	365
0 to 6	TAS	151	145	144	141	173	169	106	121	143	174	165	116	95
0 to 6	VIC	4,474	4,847	4,790	4,351	3,896	3,344	2,480	2,447	2,270	2,016	1,867	1,837	1,793
0 to 6	WA	753	674	609	598	544	479	508	865	1,004	732	615	570	480
0 to 6	National	10,108	10,075	9,554	8,584	7,829	6,774	5,989	7,117	7,161	5,689	5,284	5,405	4,593
7 plus	ACT	98	91	72	71	72	55	70	116	178	158	150	161	162
7 plus	NSW	1,217	1,227	1,111	1,094	1,161	882	1,248	2,019	2,208	2,332	2,288	2,043	1,926
7 plus	NT	182	182	188	194	185	144	134	163	177	156	205	224	215
7 plus	QLD	8,102	6,292	5,409	3,303	2,642	2,701	2,069	2,202	2,882	3,032	3,259	3,062	2,857
7 plus	SA	3,066	2,417	2,158	1,651	1,490	1,227	937	1,219	1,229	1,287	1,378	1,404	1,420
7 plus	TAS	433	451	402	285	312	352	117	160	285	246	218	239	253
7 plus	VIC	10,060	9,327	8,570	6,980	6,032	4,085	2,813	3,719	4,022	4,045	4,192	4,298	4,329
7 plus	WA	6,140	5,237	4,382	3,465	2,969	2,600	2,223	4,354	4,605	4,092	3,886	3,545	3,258
7 plus	National	29,298	25,224	22,292	17,043	14,863	12,046	9,611	13,952	15,586	15,348	15,581	14,986	14,421
All	ACT	151	146	118	126	116	95	120	212	289	231	196	198	192
All	NSW	3,170	2,850	2,308	2,102	2,116	1,649	2,247	3,544	3,797	3,501	3,360	3,146	2,821
All	NT	301	301	302	274	262	187	175	213	228	214	253	292	280
All	QLD	9,914	8,096	7,250	4,867	3,940	3,896	3,041	3,193	4,150	4,206	4,430	4,272	3,727
All	SA	3,859	3,225	2,971	2,438	2,332	1,964	1,770	2,241	1,954	1,580	1,676	1,867	1,785
All	TAS	584	596	546	426	485	521	223	281	428	420	383	355	348
All	VIC	14,534	14,174	13,360	11,331	9,928	7,429	5,293	6,166	6,292	6,061	6,059	6,135	6,122
All	WA	6,893	5,911	4,991	4,063	3,513	3,079	2,731	5,219	5,609	4,824	4,501	4,115	3,738
All	National	39,406	35,299	31,846	25,627	22,692	18,820	15,600	21,069	22,747	21,037	20,865	20,391	19,014

Table R.6 First plans in progress – average days

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	94	86	77	63	76	84	38	29	47	34	30	21	26
0 to 6	NSW	210	191	190	143	122	91	57	34	32	30	25	23	24
0 to 6	NT	100	101	91	83	77	72	67	43	39	44	48	45	58
0 to 6	QLD	91	97	89	94	97	71	72	61	45	42	37	37	39
0 to 6	SA	157	152	151	154	149	158	139	115	86	72	42	42	40
0 to 6	TAS	78	85	84	95	85	72	102	92	83	76	61	60	48
0 to 6	VIC	89	99	111	127	143	135	125	107	80	60	49	44	50
0 to 6	WA	105	112	119	99	103	106	108	80	89	90	82	66	71
0 to 6	National	119	118	120	122	128	117	104	81	64	54	45	40	44
7 plus	ACT	236	197	202	226	171	296	217	162	148	155	98	79	66
7 plus	NSW	151	132	138	127	123	160	115	78	74	76	61	56	57
7 plus	NT	101	98	94	75	76	88	79	78	76	82	79	77	85
7 plus	QLD	66	84	84	96	107	82	76	71	61	64	61	62	67
7 plus	SA	197	208	221	189	186	181	161	126	125	129	128	121	124
7 plus	TAS	35	55	69	67	68	39	79	58	42	45	39	45	58
7 plus	VIC	71	89	103	114	123	132	124	101	96	96	102	113	115
7 plus	WA	122	135	145	146	152	154	149	87	86	93	106	109	114
7 plus	National	97	110	120	125	131	130	121	91	85	88	89	93	96
All	ACT	186	155	153	155	135	207	142	102	109	116	82	68	60
All	NSW	187	166	165	135	123	128	89	59	56	60	50	44	47
All	NT	101	100	93	77	76	84	76	70	68	71	73	70	79
All	QLD	70	87	85	96	104	79	75	68	56	58	55	55	60
All	SA	189	194	202	178	173	172	151	121	110	119	113	101	107
All	TAS	46	62	73	76	74	50	90	72	56	58	48	50	55
All	VIC	76	92	106	119	131	133	125	104	90	84	86	92	96
All	WA	120	133	142	139	144	147	141	86	87	93	103	103	108
All	National	103	113	120	124	130	125	115	88	79	79	78	79	84

Table R.7 First plans completed – count

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	82	25	34	29	26	27	25	32	33	73	52	41	37
0 to 6	NSW	670	602	722	701	495	589	456	754	1,100	1,243	1,003	922	1,004
0 to 6	NT	35	25	38	60	52	49	34	31	43	42	47	26	33
0 to 6	QLD	301	357	525	595	494	690	637	479	559	698	748	646	833
0 to 6	SA	68	97	95	95	75	125	57	136	460	491	208	83	231
0 to 6	TAS	48	42	34	45	45	66	86	23	47	35	88	99	72
0 to 6	VIC	397	501	593	864	762	1,188	1,296	817	1,208	1,075	1,095	986	804
0 to 6	WA	189	145	139	146	130	131	72	71	76	404	326	294	218
0 to 6	National	1,790	1,794	2,180	2,535	2,079	2,865	2,663	2,343	3,526	4,061	3,567	3,099	3,233
7 plus	ACT	61	42	38	35	23	42	21	19	6	82	68	68	54
7 plus	NSW	920	612	740	822	690	878	619	961	1,457	1,192	1,378	1,623	1,301
7 plus	NT	140	50	63	101	92	93	92	37	47	77	32	61	58
7 plus	QLD	2,090	2,908	2,551	3,192	1,407	1,590	1,892	1,141	1,162	1,185	1,318	1,648	1,372
7 plus	SA	1,310	887	596	875	400	472	594	289	426	314	301	355	333
7 plus	TAS	209	125	207	278	143	239	291	97	76	180	181	130	120
7 plus	VIC	2,482	2,435	2,442	3,124	2,241	2,996	2,732	1,476	1,760	1,463	1,769	1,612	1,262
7 plus	WA	1,407	1,190	1,265	1,182	869	817	798	693	1,057	1,426	1,110	1,179	992
7 plus	National	8,619	8,249	7,902	9,609	5,865	7,127	7,039	4,713	5,991	5,919	6,157	6,676	5,492
All	ACT	143	67	72	64	49	69	46	51	39	155	120	109	91
All	NSW	1,590	1,214	1,462	1,523	1,185	1,467	1,075	1,715	2,557	2,435	2,381	2,545	2,305
All	NT	175	75	101	161	144	142	126	68	90	119	79	87	91
All	QLD	2,391	3,265	3,076	3,787	1,901	2,280	2,529	1,620	1,721	1,883	2,066	2,294	2,205
All	SA	1,378	984	691	970	475	597	651	425	886	805	509	438	564
All	TAS	257	167	241	323	188	305	377	120	123	215	269	229	192
All	VIC	2,879	2,936	3,035	3,988	3,003	4,184	4,028	2,293	2,968	2,538	2,864	2,598	2,066
All	WA	1,596	1,335	1,404	1,328	999	948	870	764	1,133	1,830	1,436	1,473	1,210
All	National	10,409	10,043	10,082	12,144	7,944	9,992	9,702	7,056	9,517	9,980	9,724	9,775	8,725

Table R.8 First plans completed – average days

Age	Jurisdiction	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
0 to 6	ACT	61	79	57	61	44	60	55	40	44	74	48	48	63
0 to 6	NSW	169	145	126	133	101	93	79	66	47	47	44	42	37
0 to 6	NT	119	141	126	98	55	74	47	52	34	35	49	34	36
0 to 6	QLD	93	105	109	113	118	108	76	66	65	57	58	58	51
0 to 6	SA	216	216	196	243	240	220	202	218	180	111	83	82	70
0 to 6	TAS	83	96	82	77	76	99	86	80	80	73	84	107	80
0 to 6	VIC	104	106	128	129	142	168	173	129	122	108	85	74	67
0 to 6	WA	118	126	156	172	171	161	191	117	110	108	111	103	76
0 to 6	National	130	126	126	130	127	136	129	98	94	79	69	64	54
7 plus	ACT	149	118	128	63	104	82	164	138	184	115	104	97	129
7 plus	NSW	109	97	96	100	102	98	127	90	74	76	75	69	63
7 plus	NT	108	126	100	96	71	77	91	90	80	78	71	96	97
7 plus	QLD	113	80	103	94	96	113	95	83	76	74	74	79	72
7 plus	SA	226	213	217	276	217	228	199	166	115	116	115	147	127
7 plus	TAS	81	44	65	85	73	83	59	74	74	63	55	67	50
7 plus	VIC	106	87	105	120	124	128	133	111	103	103	105	104	110
7 plus	WA	131	141	167	193	193	200	220	135	117	112	110	114	120
7 plus	National	130	106	121	131	129	133	134	106	94	93	91	93	91
All	ACT	98	103	94	62	72	74	105	77	66	96	80	79	102
All	NSW	134	120	111	115	102	96	107	79	62	62	62	59	52
All	NT	110	131	110	97	65	76	79	72	58	62	58	77	75
All	QLD	110	82	104	97	101	111	91	78	72	68	68	73	64
All	SA	226	214	214	273	221	226	199	183	149	113	102	135	104
All	TAS	82	57	67	84	74	86	65	75	77	65	64	84	61
All	VIC	106	90	110	122	129	139	146	117	111	105	97	93	93
All	WA	129	140	166	191	191	195	218	133	117	111	110	112	112
All	National	130	110	122	131	129	134	133	103	94	88	83	84	77