

# Appendix A:

## Key definitions

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**Aboriginal and/or Torres Strait Islander:**

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

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

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

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

**Administrative Appeals Tribunal (AAT):** An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

**Assistive Technology (AT):** The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being.

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

**Bilateral estimates:** Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory. 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.

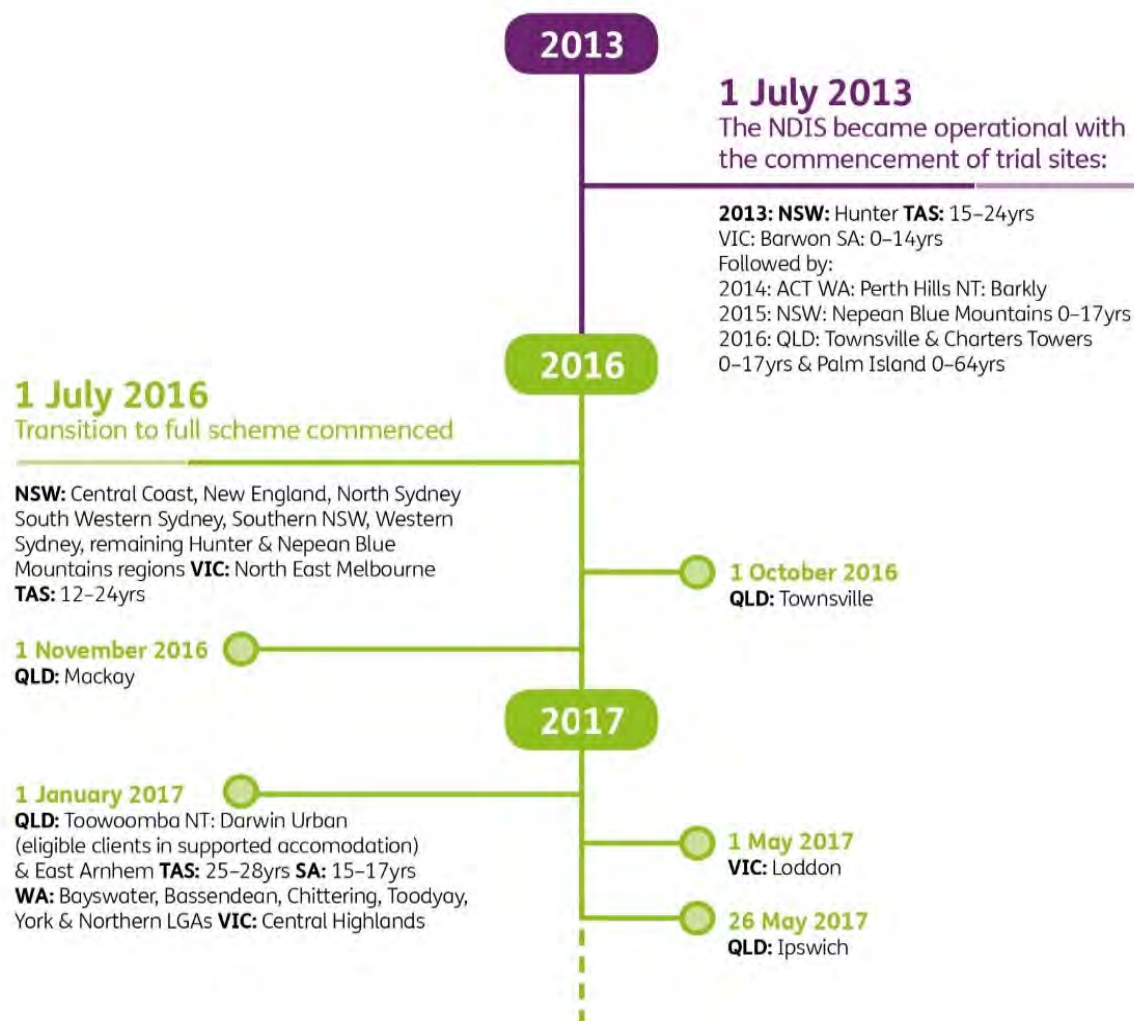
**Supported Independent Living (SIL):** Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of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

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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** <sup>1 2 3 4</sup>

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%
<b>Total</b>	<b>54,958</b>	<b>52,158</b>	<b>105%</b>

**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%
<b>Total</b>	<b>140,021</b>	<b>131,712</b>	<b>106%</b>

**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
<b>Total</b>	<b>194,979</b>	<b>183,870</b>	<b>106%</b>

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

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

<sup>3</sup> OT includes participants residing in Other Territories including Norfolk Island.

<sup>4</sup> 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** <sup>5 6</sup>

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%
<b>Total</b>	<b>348,449</b>	<b>2,678</b>	<b>351,127</b>	<b>422,667</b>	<b>83%</b>

**Table C.5 Summary of children aged 0-6 who have approached the Scheme for support by jurisdiction and status** <sup>7 8</sup>

	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
<b>Total</b>	<b>51,345</b>	<b>5,701</b>	<b>611</b>	<b>868</b>	<b>329</b>	<b>2,067</b>	<b>7,307</b>	<b>68,228</b>

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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.

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

# Appendix D:

## Outcomes Framework Questionnaires

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### About the outcomes framework questionnaires

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

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

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

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

# Appendix E:

## National

### Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – National <sup>9</sup>

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

Table E.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – National <sup>10 11</sup>

	Prior Quarters	2019-20 Q2	Total
<b>Access decisions</b>	<b>412,837</b>	<b>33,649</b>	<b>446,486</b>
<b>Active Eligible</b>	<b>338,467</b>	<b>25,039</b>	<b>363,506</b>
<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
<b>Active Participant Plans (excl ECEI)</b>	<b>310,757</b>	<b>28,225</b>	<b>338,982</b>
<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
<b>Active Participant Plans</b>	<b>313,230</b>	<b>30,903</b>	<b>341,660</b>
<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
<b>Total participant exits</b>	<b>9,467</b>
<i>Early Intervention participants</i>	2,203
<i>Permanent disability participants</i>	7,264

<sup>9</sup> 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.

<sup>10</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment of the number of access decisions in 2019-20 Q2, 90% of people with a hearing impairment met the access criteria compared to 75% overall.

<sup>11</sup> 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** <sup>12 13</sup>

	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** <sup>14 15 16</sup>

	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** <sup>17</sup>

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	
<b>Total</b>	<b>354,438</b>	<b>86%</b>	<b>25,125</b>	<b>75%</b>	<b>379,563</b>	<b>85%</b>

<sup>12</sup> 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.

<sup>13</sup> 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.

<sup>14</sup> This table shows the total numbers of active participants at the end of each period.

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

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

<sup>17</sup> 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** <sup>18</sup>

	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%
<b>Total</b>	<b>354,438</b>	<b>86%</b>	<b>25,125</b>	<b>75%</b>	<b>379,563</b>	<b>85%</b>

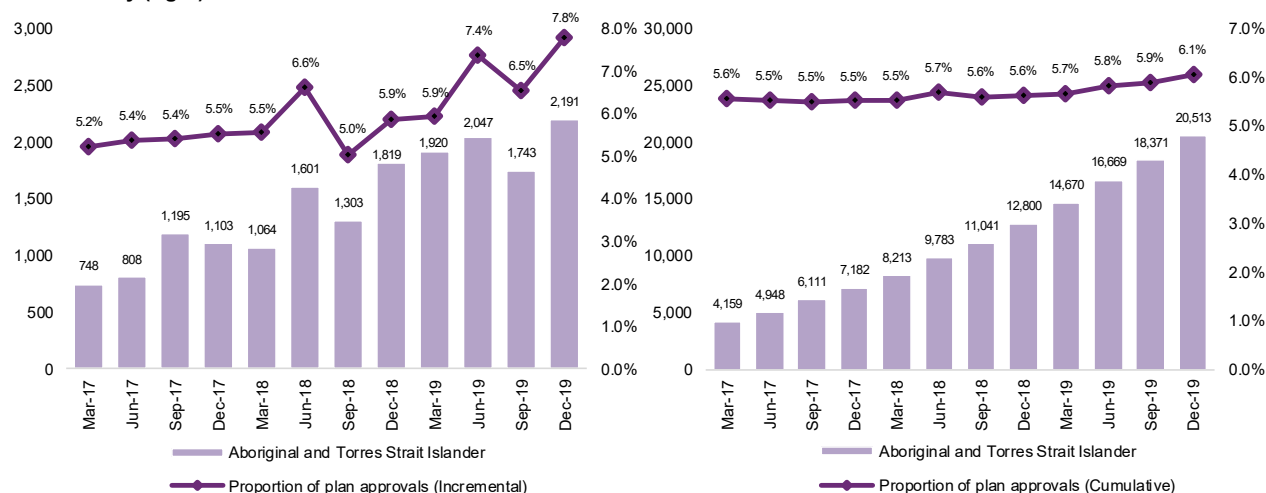
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**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%	<b>20,513</b>	<b>6.1%</b>
Not Aboriginal and Torres Strait Islander	225,743	72.6%	21,964	77.8%	<b>247,707</b>	<b>73.1%</b>
Not Stated	66,692	21.5%	4,070	14.4%	<b>70,762</b>	<b>20.9%</b>
<b>Total</b>	<b>310,757</b>	<b>100%</b>	<b>28,225</b>	<b>100%</b>	<b>338,982</b>	<b>100%</b>

<sup>18</sup> Ibid.

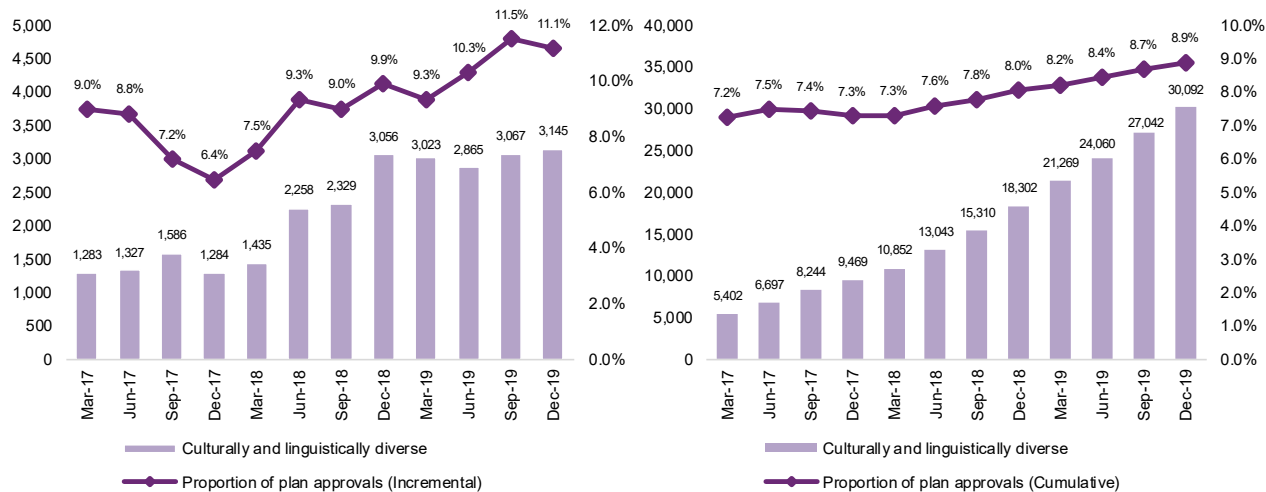
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National**<sup>19</sup>



**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%	<b>30,092</b>	<b>8.9%</b>
Not culturally and linguistically diverse	277,209	89.2%	25,058	88.8%	<b>302,267</b>	<b>89.2%</b>
Not stated	6,601	2.1%	22	0.1%	<b>6,623</b>	<b>2.0%</b>
<b>Total</b>	<b>310,757</b>	<b>100%</b>	<b>28,225</b>	<b>100%</b>	<b>338,982</b>	<b>100%</b>

**Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National**<sup>20</sup>



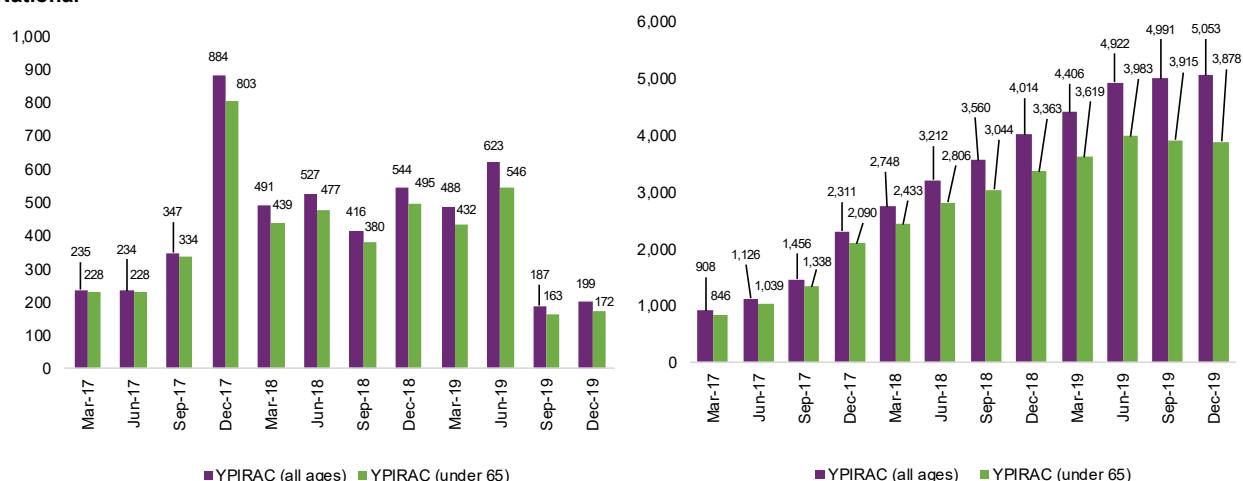
<sup>19</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>20</sup> 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
<b>Total YPIRAC (under 65)</b>	<b>3,706</b>	<b>172</b>	<b>3,878</b>
65 and above	1,148	27	1,175
<b>Total participants in residential aged care</b>	<b>4,854</b>	<b>199</b>	<b>5,053</b>
Participants not in residential aged care	305,903	28,026	333,929
<b>Total</b>	<b>310,757</b>	<b>28,225</b>	<b>338,982</b>

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



**Table E.11 Participant profile per quarter by remoteness – National** <sup>22 23</sup>

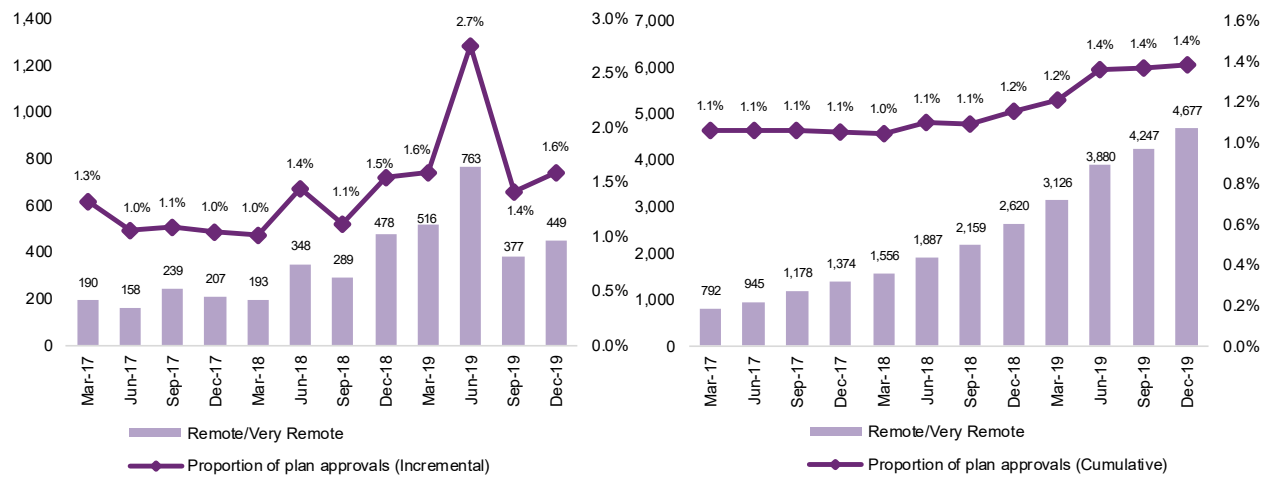
Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	208,554	67.1%	18,873	66.9%	<b>227,427</b>	<b>67.1%</b>
Population > 50,000	34,248	11.0%	3,266	11.6%	<b>37,514</b>	<b>11.1%</b>
Population between 15,000 and 50,000	27,172	8.7%	2,474	8.8%	<b>29,646</b>	<b>8.7%</b>
Population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

<sup>21</sup> Ibid.

<sup>22</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>23</sup> 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** <sup>24</sup>



**Table E.12 Participant profile per quarter by disability group – National** <sup>25 26</sup>

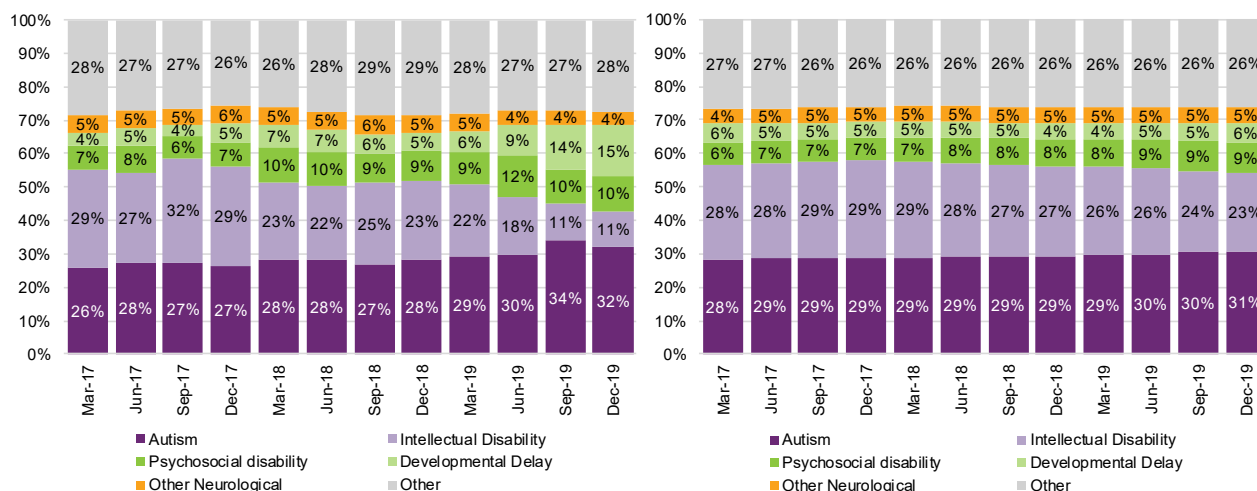
Disability	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Autism	95,569	31%	9,049	32%	104,618	31%
Intellectual Disability	75,928	24%	3,064	11%	78,992	23%
Psychosocial disability	27,848	9%	2,958	10%	30,806	9%
Developmental Delay	15,908	5%	4,237	15%	20,145	6%
Other Neurological	14,172	5%	1,134	4%	15,306	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%
<b>Total</b>	<b>310,757</b>	<b>100%</b>	<b>28,225</b>	<b>100%</b>	<b>338,982</b>	<b>100%</b>

<sup>24</sup> 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.

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

<sup>26</sup> 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** <sup>27</sup>



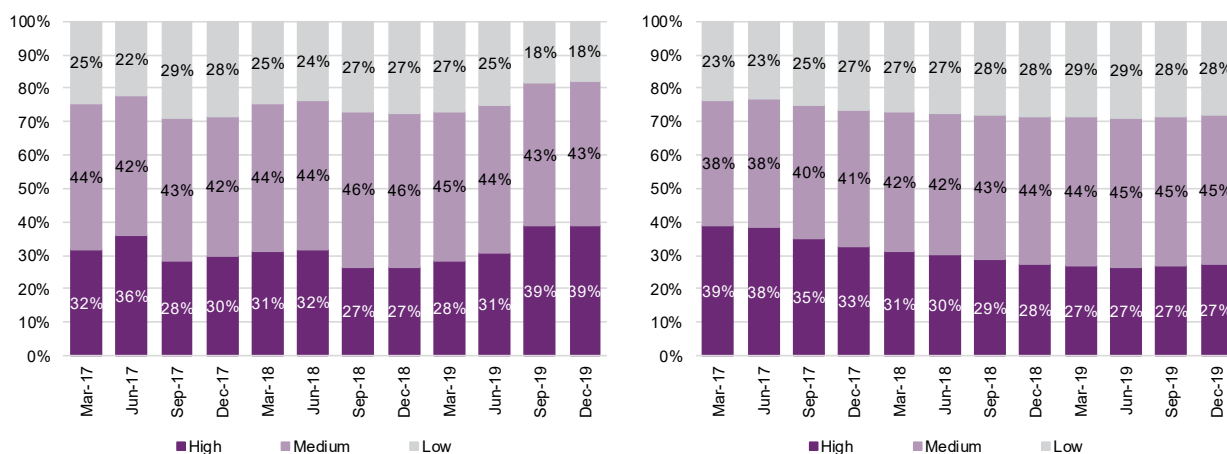
**Table E.13 Participant profile per quarter by level of functions – National** <sup>28</sup>

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%
<b>Total</b>	<b>310,757</b>	<b>100%</b>	<b>28,225</b>	<b>100%</b>	<b>338,982</b>	<b>100%</b>

<sup>27</sup> 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.

<sup>28</sup> The distributions are calculated excluding participants with a missing level of function.

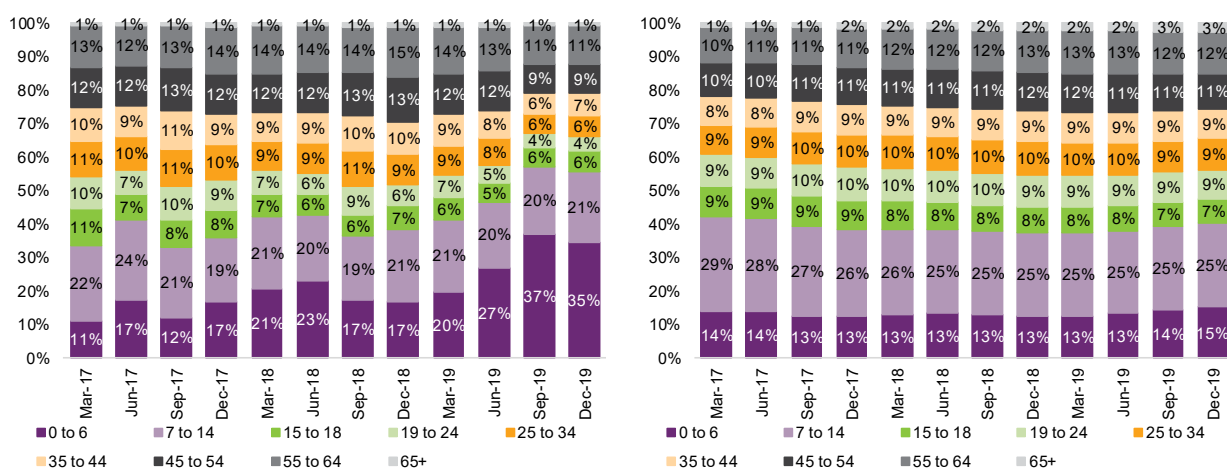
**Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – National** <sup>29</sup>



**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%
<b>Total</b>	<b>310,757</b>	<b>100%</b>	<b>28,225</b>	<b>100%</b>	<b>338,982</b>	<b>100%</b>

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



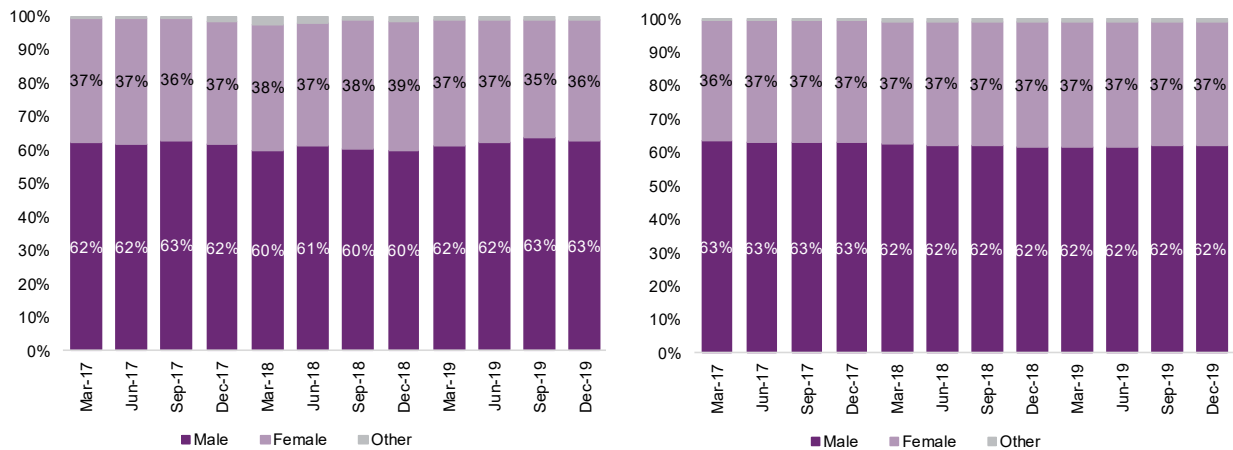
<sup>29</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>30</sup> 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%	<b>210,153</b>	<b>62%</b>
Female	114,856	37%	10,193	36%	<b>125,049</b>	<b>37%</b>
Other	3,424	1%	356	1%	<b>3,780</b>	<b>1%</b>
<b>Total</b>	<b>310,757</b>	<b>100%</b>	<b>28,225</b>	<b>100%</b>	<b>338,982</b>	<b>100%</b>

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



**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

<sup>31</sup> 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 <sup>32</sup>**

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
<b>Total Participant</b>	<b>55,274</b>	<b>82,091</b>	<b>115,240</b>	<b>52,417</b>	<b>305,022</b>
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
<b>Total Family</b>	<b>23,572</b>	<b>51,415</b>	<b>71,626</b>	<b>37,299</b>	<b>183,912</b>
<b>Total</b>	<b>78,846</b>	<b>133,506</b>	<b>186,866</b>	<b>89,716</b>	<b>488,934</b>

<sup>32</sup> 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**<sup>33</sup>

	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%

<sup>33</sup> 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 <sup>34</sup>**

	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%

<sup>34</sup> 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** <sup>35</sup>

	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%

<sup>35</sup> 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 <sup>36</sup>**

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%	

<sup>36</sup> 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 <sup>37</sup>**

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
<b>Total</b>	<b>67,054</b>	<b>266,318</b>	<b>123,738</b>	<b>69,924</b>	<b>88,920</b>	<b>187,994</b>	<b>58,839</b>	<b>61,174</b>	<b>338,534</b>

<sup>37</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 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	<b>44,096</b>
Autism	19,902	220,489	35,677	36,761	46,530	62,617	6,938	13,780	<b>442,694</b>
Cerebral Palsy	4,188	25,219	8,699	2,964	3,321	10,591	3,487	2,148	<b>60,617</b>
Developmental Delay	1,136	72,942	3,948	9,270	5,453	2,818	64	17	<b>95,648</b>
Down Syndrome	2,611	17,109	5,118	2,504	2,895	9,208	2,634	2,602	<b>44,681</b>
Global Developmental Delay	514	21,672	1,394	2,925	1,787	1,057	23	3	<b>29,375</b>
Hearing Impairment	3,498	22,861	3,168	4,296	2,391	6,133	1,482	2,792	<b>46,621</b>
Intellectual Disability	19,391	90,130	29,658	17,492	21,930	56,772	18,126	21,505	<b>275,004</b>
Multiple Sclerosis	2,016	8,381	5,420	423	946	4,465	2,329	1,132	<b>25,112</b>
Psychosocial disability	8,126	29,865	20,242	6,157	6,905	26,008	10,059	9,188	<b>116,550</b>
Spinal Cord Injury	1,545	5,822	2,838	427	507	2,958	1,305	967	<b>16,369</b>
Stroke	1,482	6,544	2,894	405	702	3,623	1,613	692	<b>17,955</b>
Visual Impairment	2,504	12,022	2,787	1,883	905	5,580	1,562	2,056	<b>29,299</b>
Other Neurological	4,468	21,127	9,456	1,950	2,952	11,441	4,850	1,874	<b>58,118</b>
Other Physical	4,237	21,117	8,864	1,632	1,573	8,620	3,513	2,545	<b>52,101</b>
Other Sensory/Speech	430	7,392	809	1,454	1,208	1,101	50	113	<b>12,557</b>
Other	154	931	357	99	115	372	132	80	<b>2,240</b>
<b>Total</b>	<b>79,661</b>	<b>596,787</b>	<b>147,933</b>	<b>92,376</b>	<b>102,854</b>	<b>223,167</b>	<b>62,292</b>	<b>63,967</b>	<b>1,369,037</b>

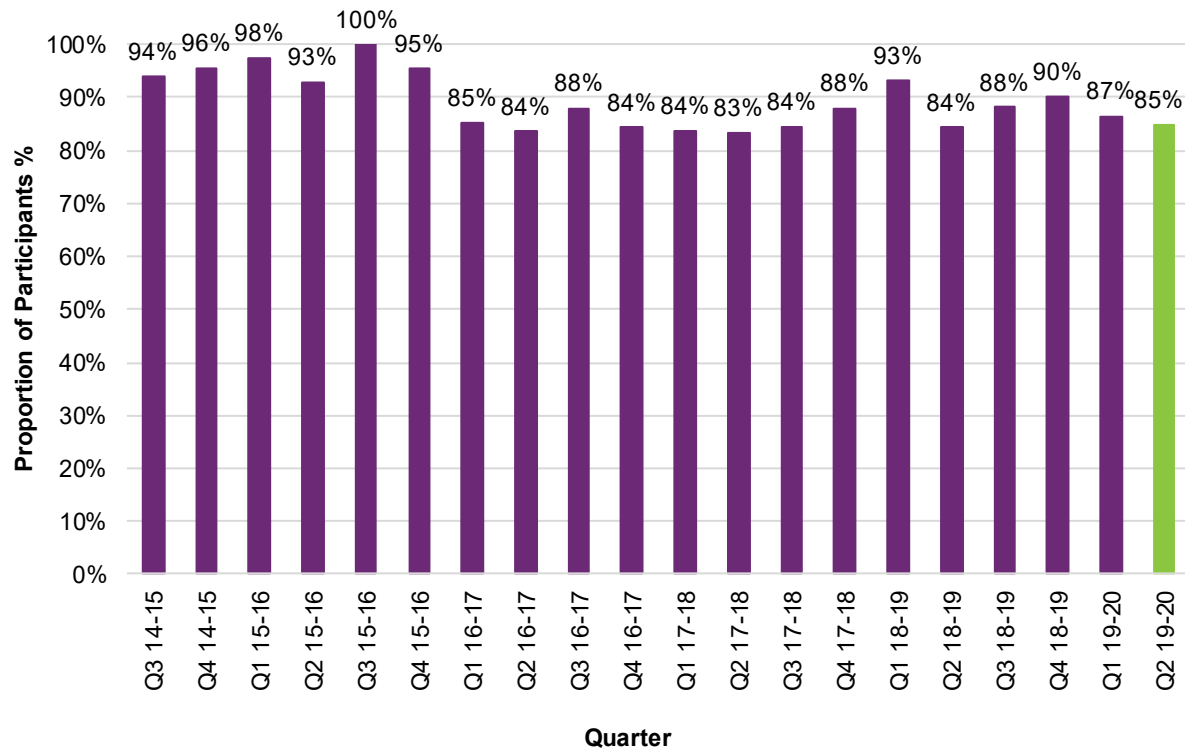
**Table E.41 Number of active plans with a goal by goal type and age group – National**

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	<b>52,103</b>
7 to 14	12,274	71,535	25,025	21,738	33,405	42,460	1,638	944	<b>83,867</b>
15 to 18	6,057	20,094	8,314	6,813	8,349	16,542	2,348	7,231	<b>25,293</b>
19 to 24	8,106	21,619	10,370	7,081	6,508	19,365	6,950	14,398	<b>29,236</b>
25 to 34	8,627	22,742	13,610	6,002	7,011	21,415	9,613	12,173	<b>31,204</b>
35 to 44	7,658	21,061	14,529	4,733	6,290	20,460	9,349	9,875	<b>29,487</b>
45 to 54	9,286	26,124	18,550	4,926	7,180	25,950	11,984	9,505	<b>36,923</b>
55 to 64	10,267	29,571	20,716	3,980	6,804	29,117	13,758	6,342	<b>41,589</b>
65+	2,199	6,239	4,504	594	1,398	6,161	3,063	701	<b>8,832</b>
<b>Total</b>	<b>67,054</b>	<b>266,318</b>	<b>123,738</b>	<b>69,924</b>	<b>88,920</b>	<b>187,994</b>	<b>58,839</b>	<b>61,174</b>	<b>338,534</b>

**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	<b>251,524</b>
7 to 14	14,573	166,286	30,993	28,723	40,547	49,645	1,687	955	<b>333,409</b>
15 to 18	7,334	36,286	9,856	8,202	9,664	19,369	2,450	7,536	<b>100,697</b>
19 to 24	9,731	34,947	11,816	8,233	7,187	22,858	7,257	15,240	<b>117,269</b>
25 to 34	10,321	36,041	15,785	6,775	7,786	25,701	10,103	12,773	<b>125,285</b>
35 to 44	9,080	33,003	17,192	5,251	6,925	24,583	9,882	10,303	<b>116,219</b>
45 to 54	10,931	41,084	22,099	5,375	7,865	31,311	12,753	9,864	<b>141,282</b>
55 to 64	12,059	47,265	24,743	4,298	7,360	34,892	14,736	6,567	<b>151,920</b>
65+	2,561	9,972	5,348	630	1,482	7,427	3,288	724	<b>31,432</b>
<b>Total</b>	<b>79,661</b>	<b>596,787</b>	<b>147,933</b>	<b>92,376</b>	<b>102,854</b>	<b>223,167</b>	<b>62,292</b>	<b>63,967</b>	<b>1,369,037</b>

**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**

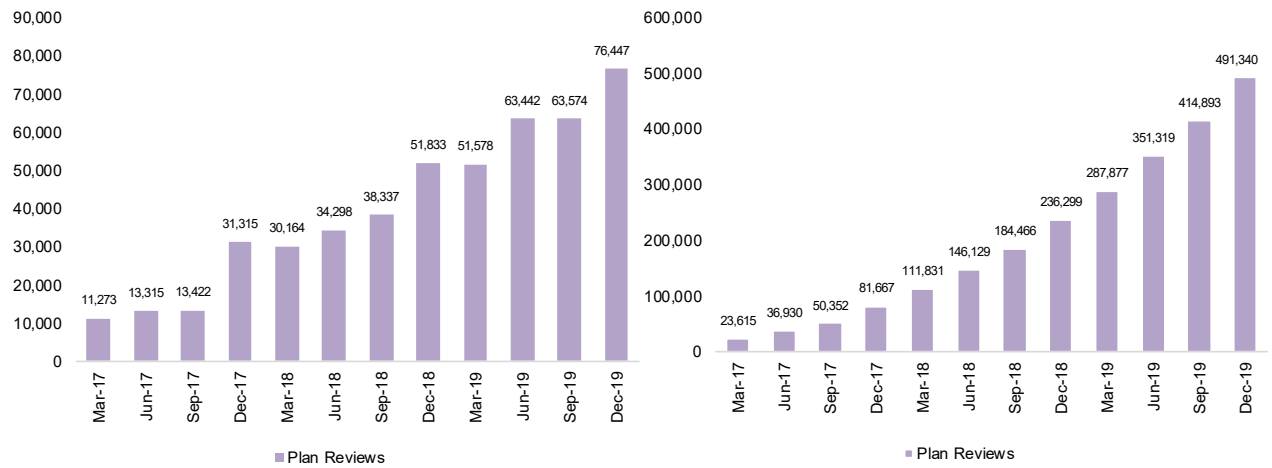
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 4,134</b>	<b>n = 1,395</b>
Are you happy with how coming into the NDIS has gone?	78%	84%
Was the person from the NDIS respectful?	95%	95%
Do you understand what will happen next with your plan?	72%	72%
<b>Pre-planning</b>	<b>n = 3,622</b>	<b>n = 1,522</b>
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%
<b>Planning</b>	<b>n = 4,681</b>	<b>n = 2,434</b>
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%
<b>Plan review</b>	<b>n = 4,116</b>	<b>n = 460</b>
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 <sup>38</sup>**

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

<sup>38</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

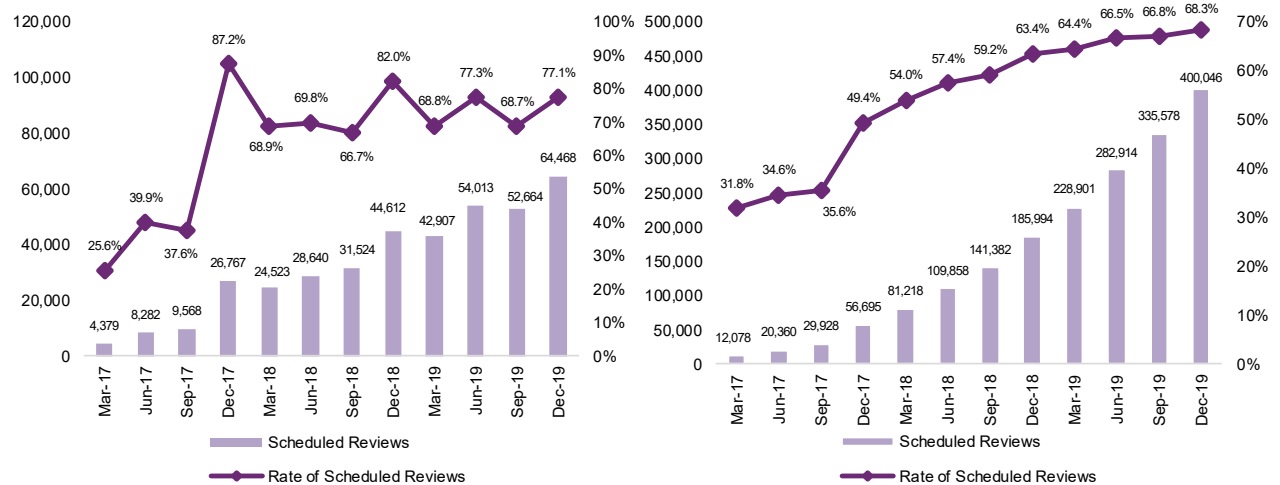
**Figure E.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – National**



**Table E.46 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – National <sup>39</sup>**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total scheduled plan reviews</b>	<b>335,578</b>	<b>64,468</b>	<b>400,046</b>
<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 <sup>40</sup>**



**Table E.47 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – National <sup>41</sup>**

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

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

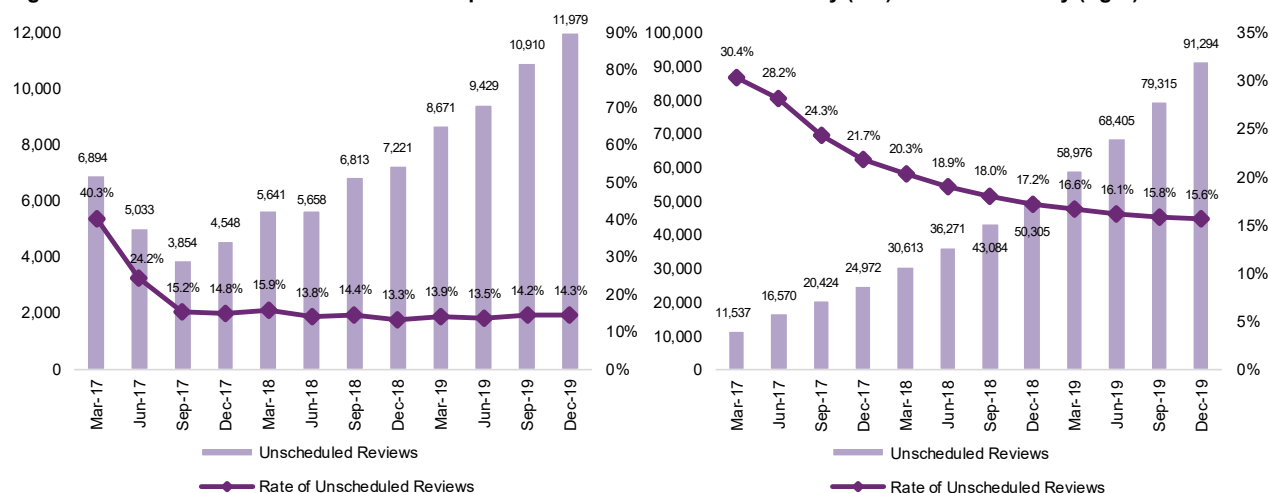
<sup>40</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>41</sup> 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 <sup>42</sup>**

	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 <sup>43</sup>**



<sup>42</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>43</sup> 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** <sup>44 45 46 47</sup>

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

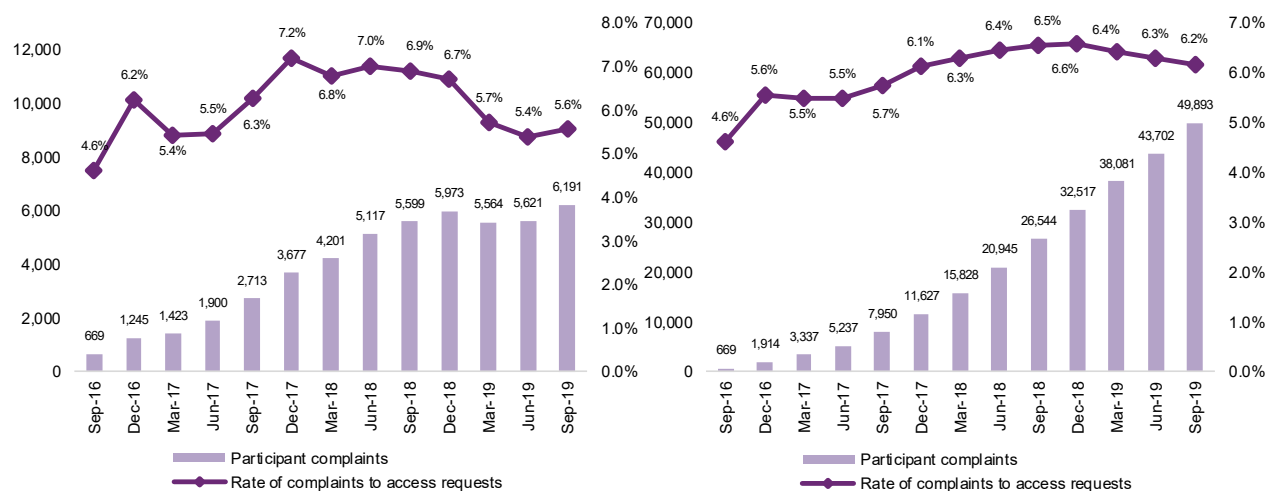
<sup>44</sup> Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

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

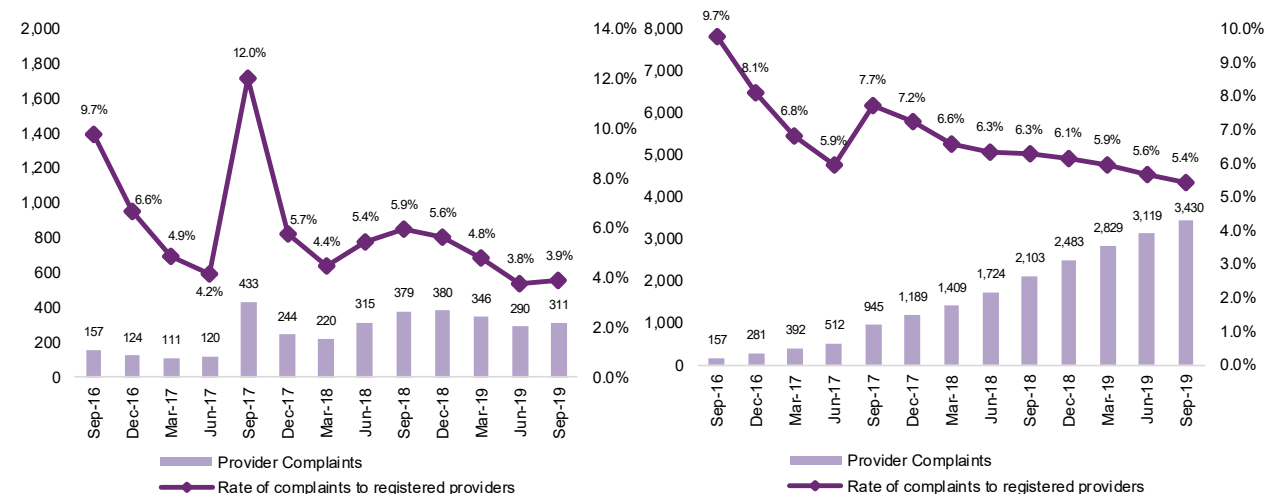
<sup>46</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>47</sup> % 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** <sup>48</sup>



**Figure E.14 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National** <sup>49 50</sup>



<sup>48</sup> 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.

<sup>49</sup> Ibid.

<sup>50</sup> 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 <sup>51</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q1		Transition Total	
<b>Participants or those who have sought access</b>						
<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%)
<b>Total</b>	<b>2,258</b>		<b>423</b>		<b>2,681</b>	
<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%)
<b>Total</b>	<b>38,223</b>		<b>5,766</b>		<b>43,989</b>	
<i>Unclassified</i>	<b>3,221</b>		<b>2</b>		<b>3,223</b>	
<b>Registered providers</b>						
<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%)
<b>Total</b>	<b>2,730</b>		<b>287</b>		<b>3,017</b>	
<i>Unclassified</i>	<b>389</b>		<b>24</b>		<b>413</b>	
<b>Other</b>						
<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%)
<b>Total</b>	<b>1,637</b>		<b>153</b>		<b>1,790</b>	
<i>Unclassified</i>	<b>292</b>		<b>37</b>		<b>329</b>	

<sup>51</sup> 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.

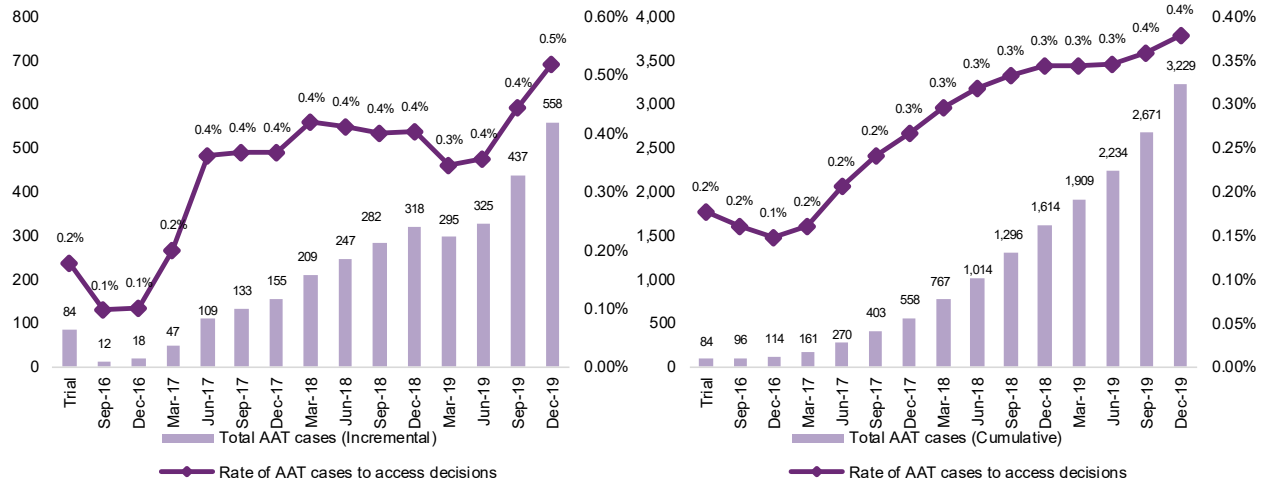
**Table E.53 AAT Cases by category – National <sup>52 53</sup>**

	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%
<b>Total</b>	<b>2,671</b>	<b>100%</b>	<b>558</b>	<b>100%</b>	<b>3,229</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.36%</b>		<b>0.52%</b>		<b>0.38%</b>	

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

<sup>53</sup> % 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
<b>AAT Cases</b>	<b>3,229</b>
<b>Open AAT Cases</b>	<b>906</b>
<b>Closed AAT Cases</b>	<b>2,323</b>
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. <sup>54</sup>

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

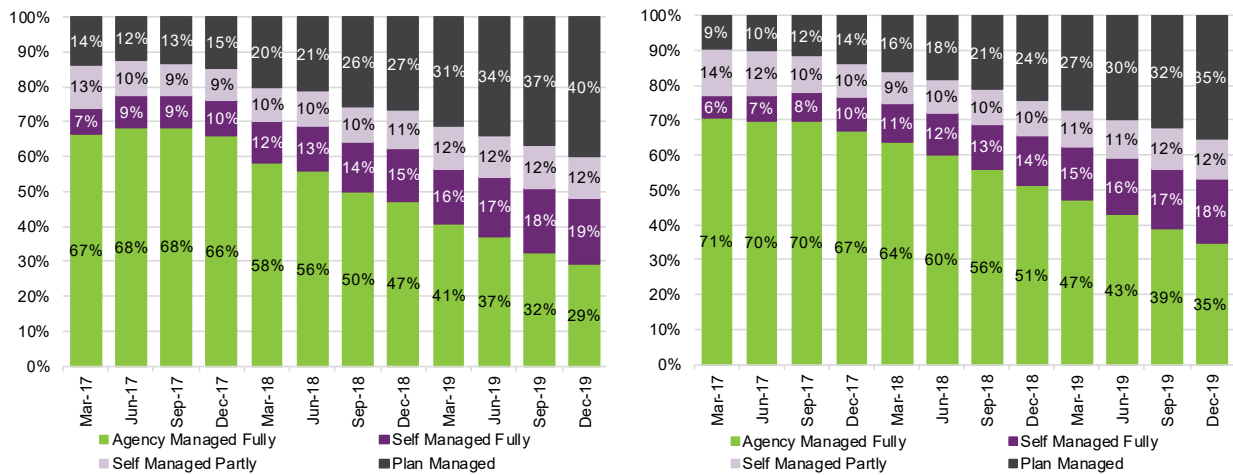
	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	18%	19%	<b>18%</b>
Self-managed partly	12%	12%	<b>12%</b>
Plan managed	33%	40%	<b>35%</b>
Agency managed	37%	29%	<b>35%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>54</sup> 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.

<sup>55</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>56</sup> 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** <sup>57</sup>



**Table E.56 Distribution of active participants by support coordination and quarter of plan approval – National** <sup>58</sup>

	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** <sup>59</sup>

	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%
<b>Activated within 90 days</b>	<b>197,933</b>	<b>87%</b>	<b>23,732</b>	<b>86%</b>
90 to 119 days	7,073	3%	789	3%
120 days and over	17,889	8%	949	3%
<b>Activated after 90 days</b>	<b>24,962</b>	<b>11%</b>	<b>1,738</b>	<b>6%</b>
No payments	5,834	3%	2,218	8%
<b>Total plans approved</b>	<b>228,729</b>	<b>100%</b>	<b>27,688</b>	<b>100%</b>

<sup>57</sup> 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.

<sup>58</sup> Trial participants are not included.

<sup>59</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>216,921</b>	<b>224,265</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	17,506	18,026	97%
Not CALD	195,661	202,361	97%
Not Stated	3,754	3,878	97%
<b>Total</b>	<b>216,921</b>	<b>224,265</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	143,175	147,714	97%
Regional	71,266	73,911	96%
Remote	2,428	2,587	94%
Missing	52	53	98%
<b>Total</b>	<b>216,921</b>	<b>224,265</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>216,921</b>	<b>224,265</b>	<b>97%</b>

**Table E.59 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – National** <sup>60 61</sup>

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

<sup>60</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>61</sup> 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** <sup>62</sup>

	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** <sup>63 64</sup>

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%

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

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

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

**Table E.62 Cumulative number of providers that have been ever active by registration group – National** <sup>65</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	707	95	802	13%
Specialist Disability Accommodation	195	20	215	10%
Vehicle Modifications	299	37	336	12%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,045	57	1,102	5%
Support Coordination	748	62	810	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	600	29	629	5%
Specialised Supported Employment	493	26	519	5%
<b>Total active providers</b>	<b>13,433</b>	<b>553</b>	<b>13,986</b>	<b>4%</b>

<sup>65</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

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

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	309	95	404	24%
Specialist Disability Accommodation	142	20	162	12%
Vehicle Modifications	113	37	150	25%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	761	57	818	7%
Support Coordination	344	62	406	15%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	318	29	347	8%
Specialised Supported Employment	381	26	407	6%
<b>Total</b>	<b>9,315</b>	<b>553</b>	<b>9,868</b>	<b>6%</b>

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

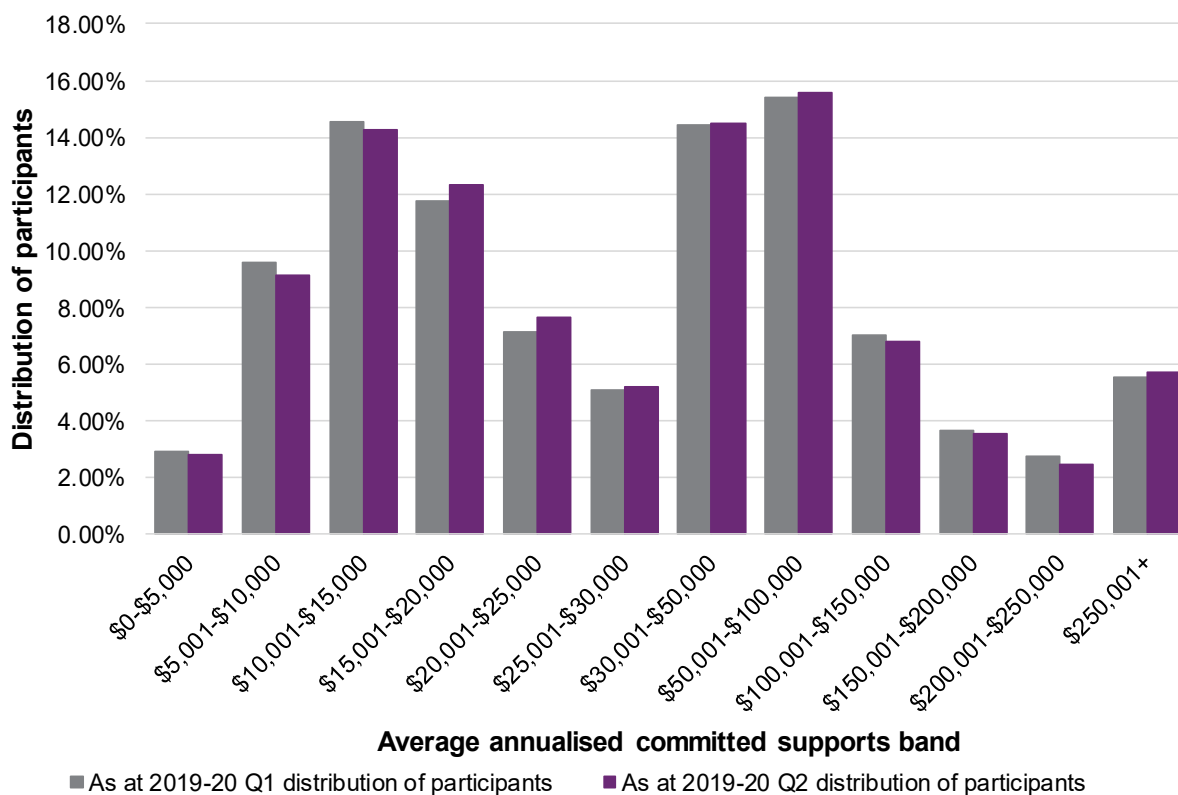
Registration Group	Active					
	Individual / sole trader	Company/ organisatio n	Total Active	Individual / sole trader	Company/ organisatio n	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	37	105	<b>142</b>	26%	74%	<b>100%</b>
Assistance Animals	15	125	<b>140</b>	11%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

## Part Four: Financial sustainability

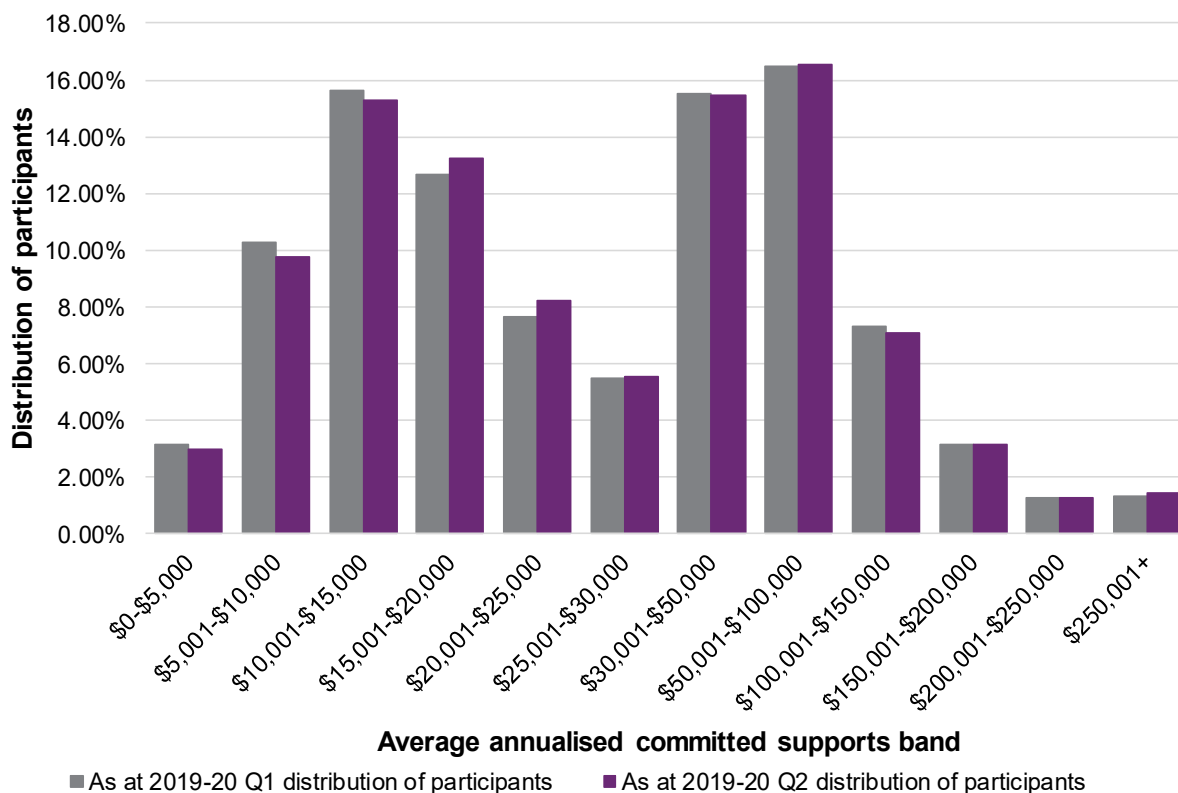
**Table E.66 Committed supports by financial year (\$m) – National**

	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

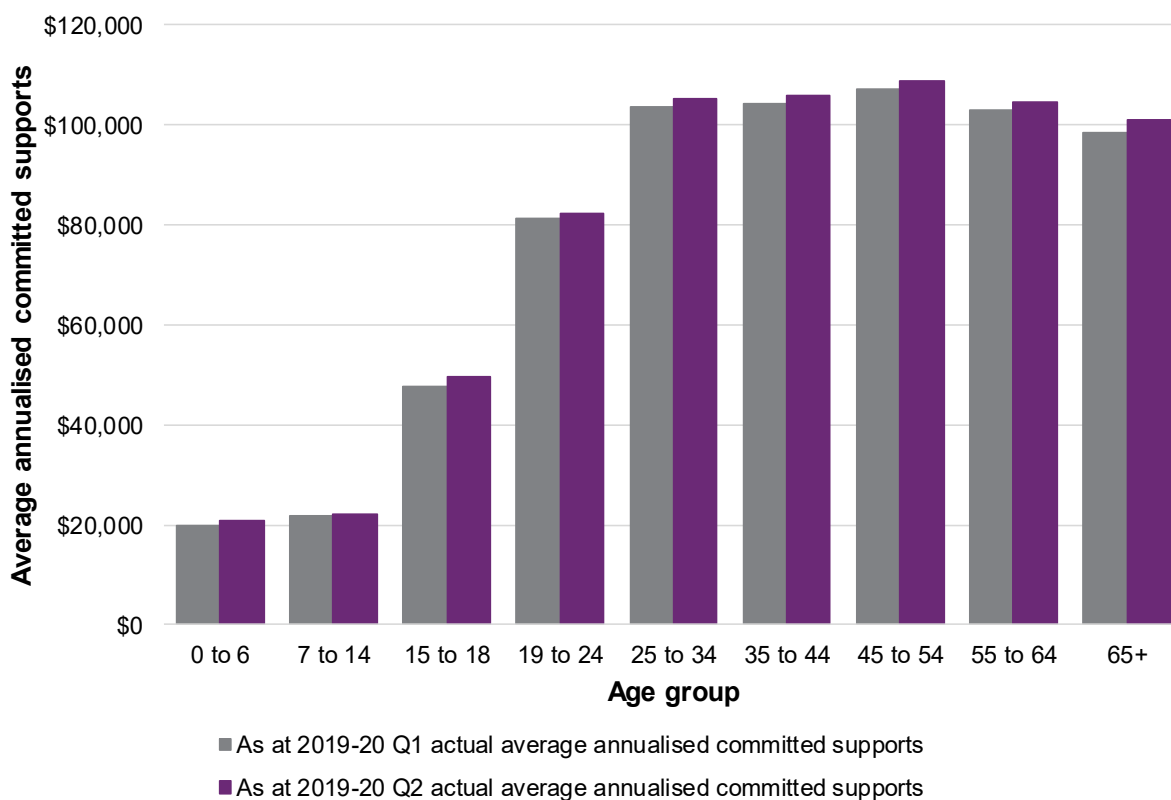
**Figure E.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National**



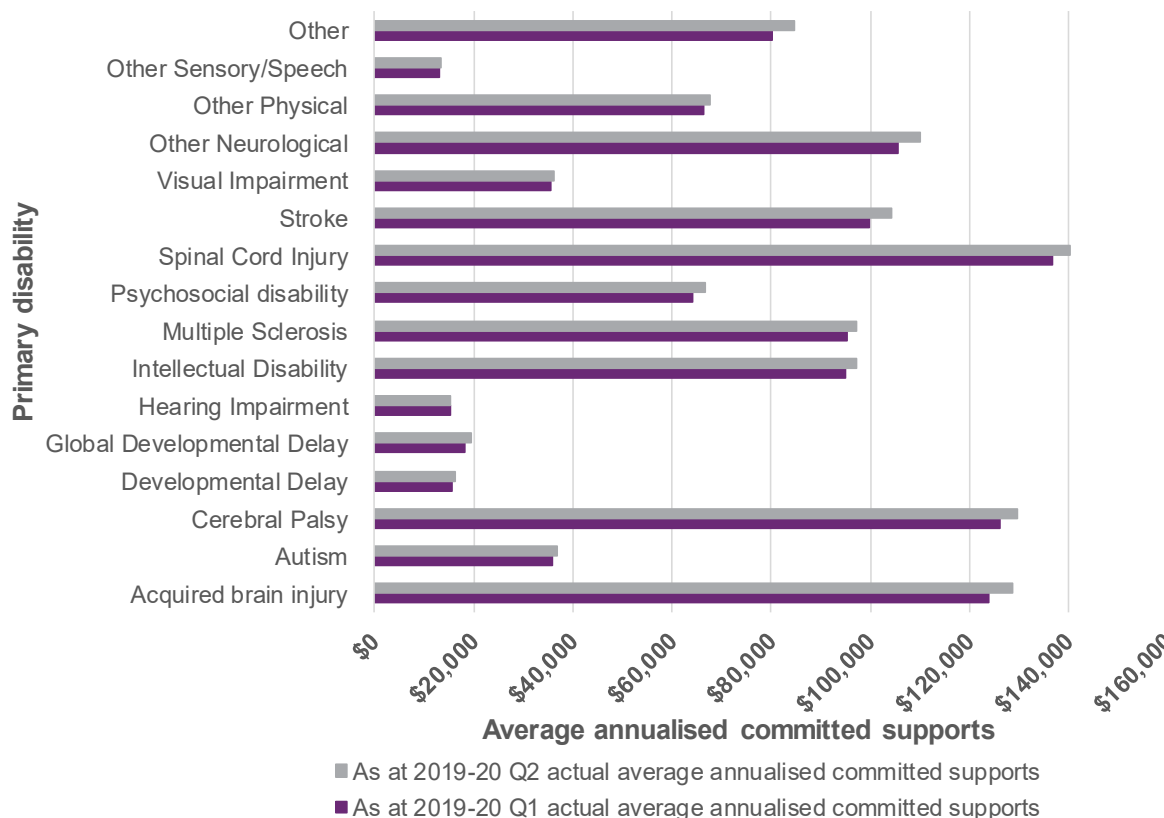
**Figure E.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National**



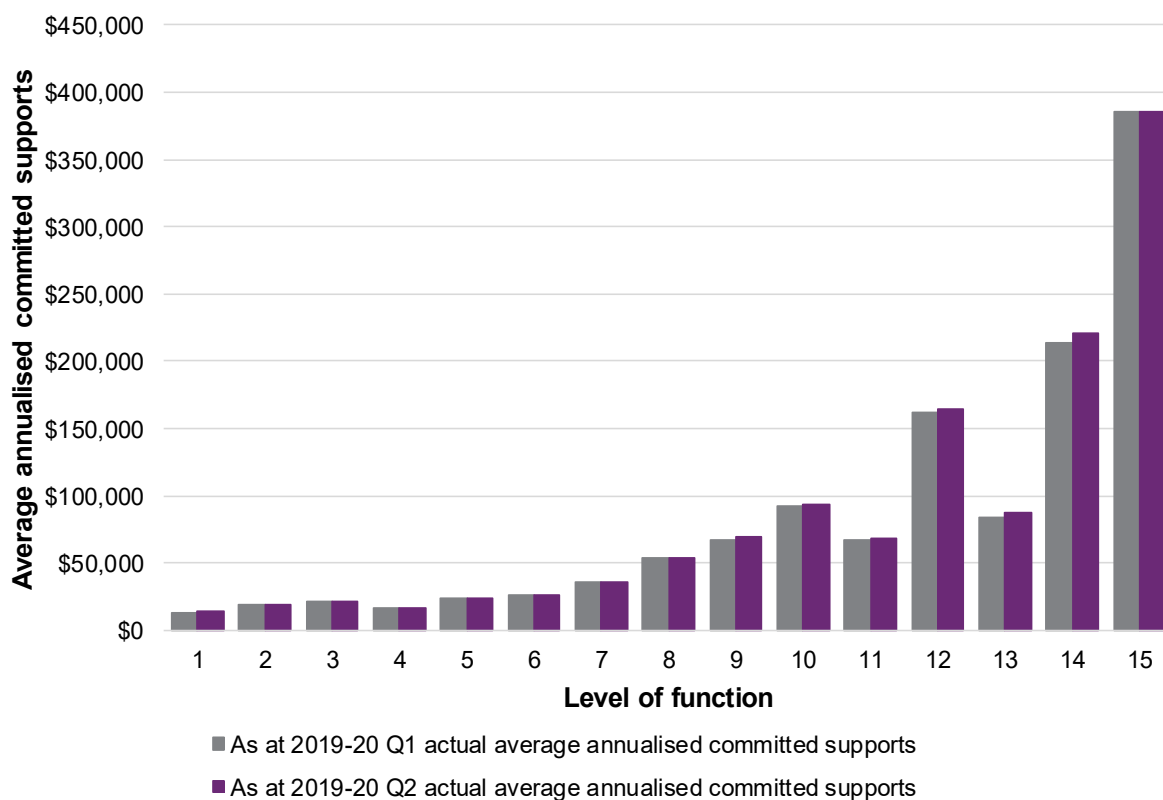
**Figure E.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National**



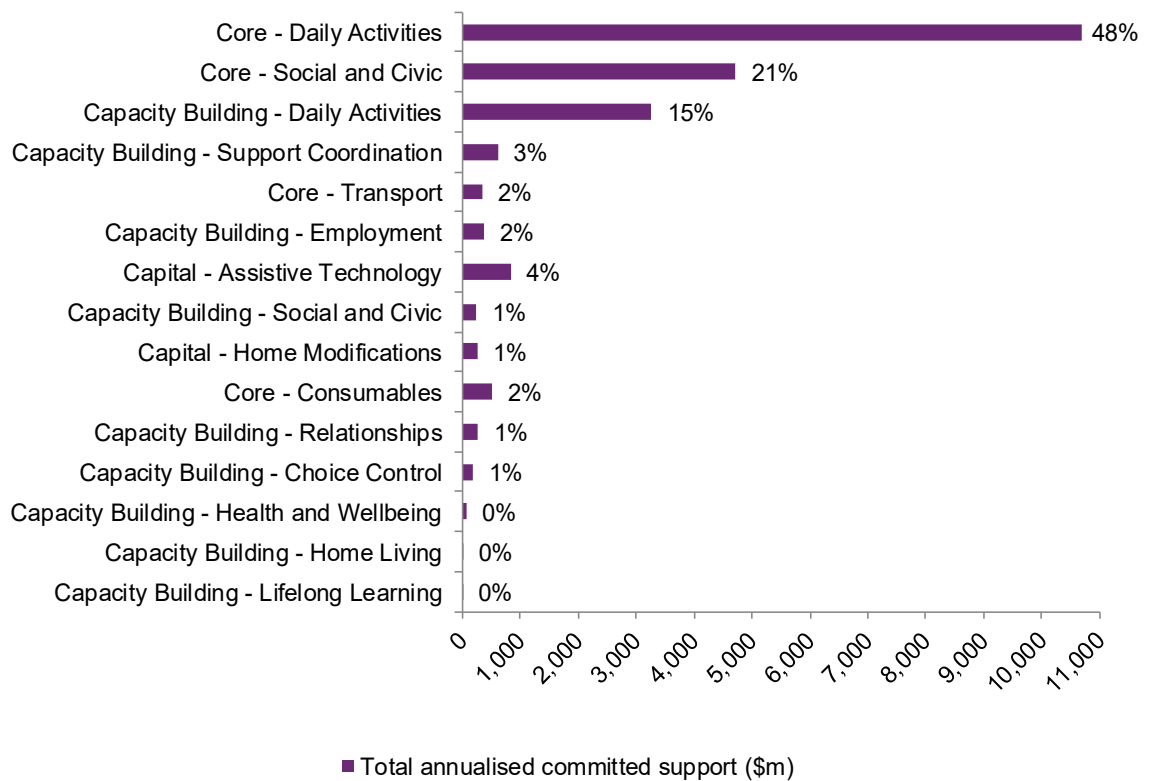
**Figure E.20 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – National**



**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**



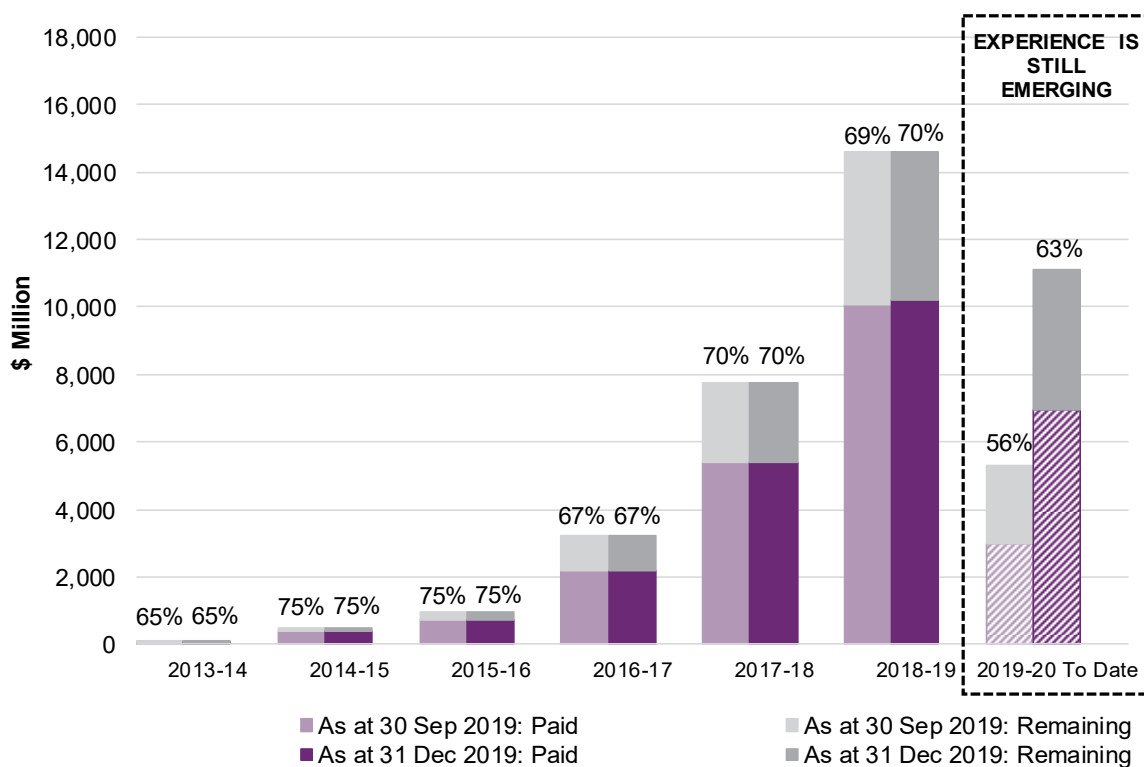
**Figure E.22 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National**



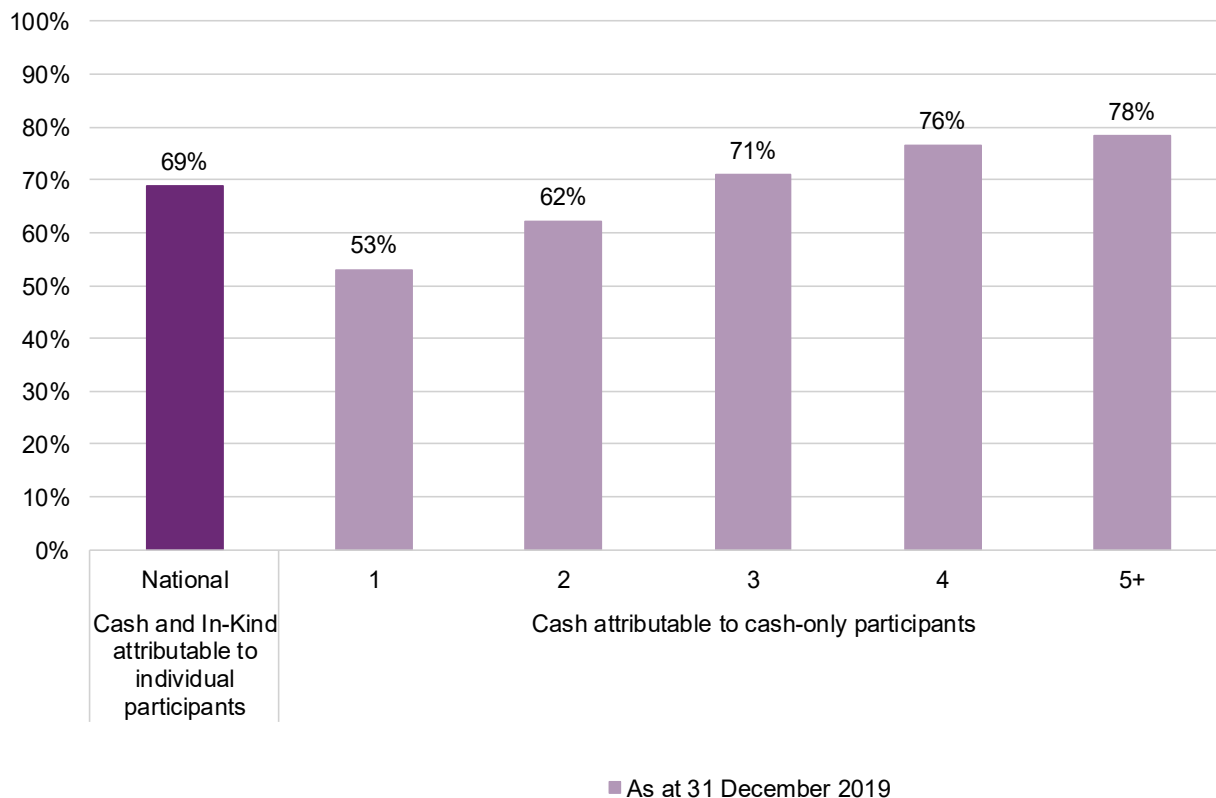
**Table E.67 Payments by financial year, compared to committed supports (\$m) – National**

	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%

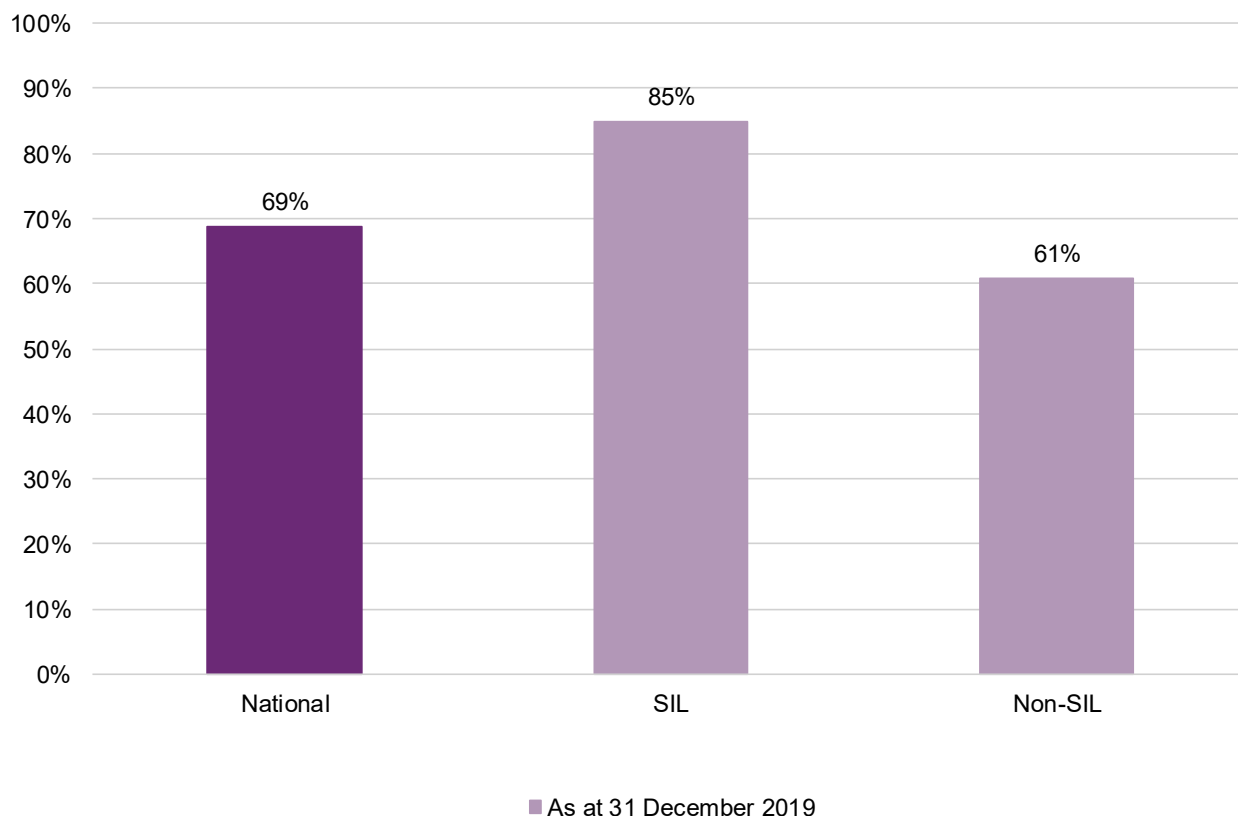
**Figure E.23 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – National**



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



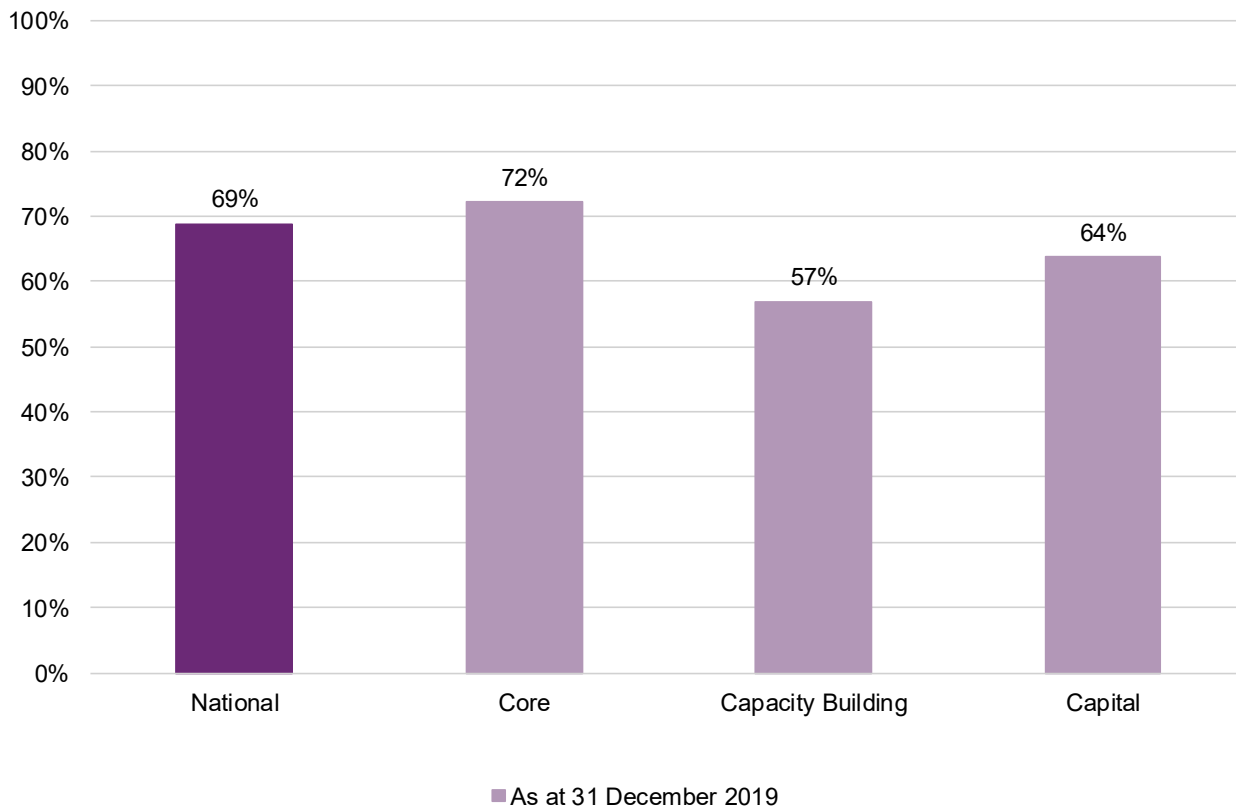
**Figure E.25 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – National** <sup>67</sup>



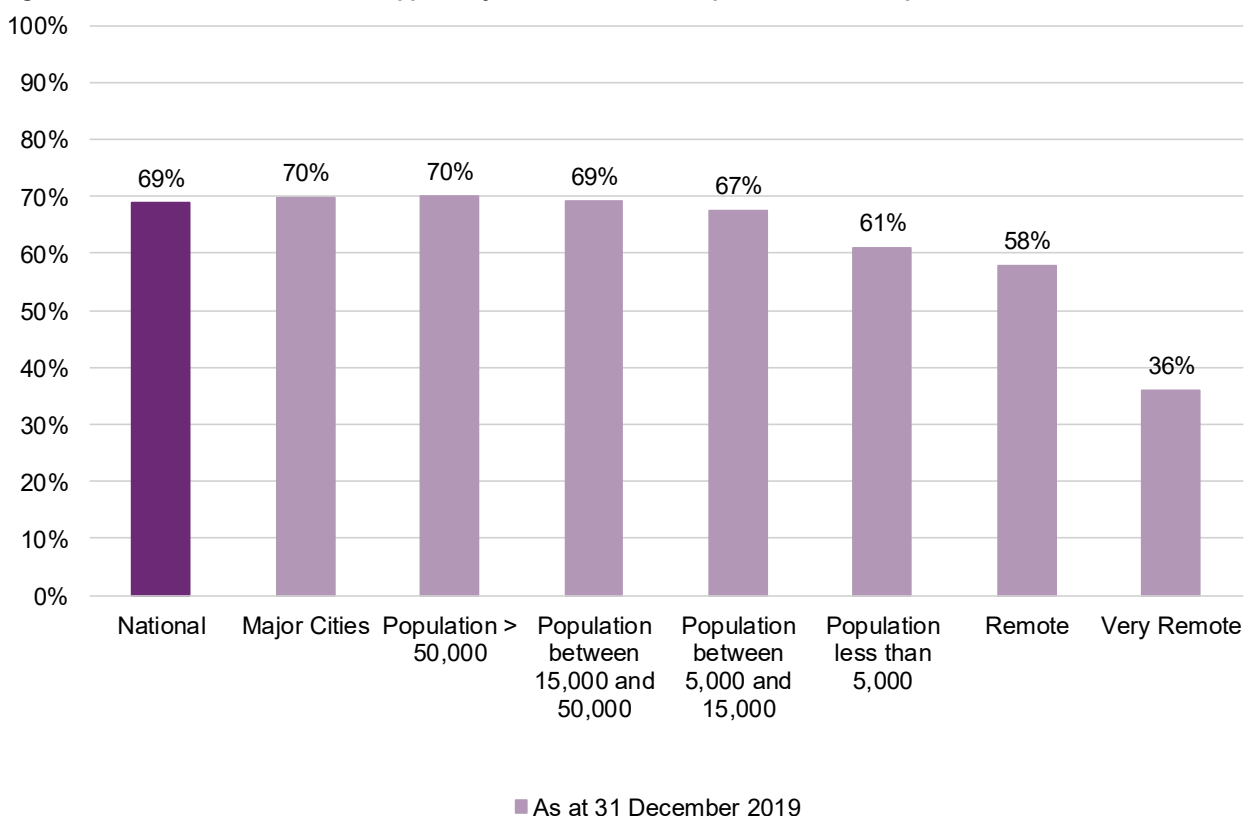
<sup>66</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>67</sup> 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** <sup>68</sup>



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



<sup>68</sup> Ibid.

<sup>69</sup> Ibid.

# Appendix F:

## New South Wales

### Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales <sup>70</sup>

	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 <sup>71 72</sup>

	Prior Quarters	2019-20 Q2	Total
Access decisions	138,904	8,692	147,596
Active Eligible	111,474	6,330	117,804
New	45,754	5,775	51,529
State	53,416	185	53,601
Commonwealth	12,304	370	12,674
Active Participant Plans (excl ECEI)	106,350	7,240	113,590
New	41,946	6,531	48,477
State	52,481	255	52,736
Commonwealth	11,923	454	12,377
Active Participant Plans	107,792	8,721	115,071
Early Intervention (s25)	21,188	2,895	24,083
Permanent Disability (s24)	85,162	4,345	89,507
ECEI	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
Early Intervention participants	411
Permanent disability participants	3,327

<sup>70</sup> 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.

<sup>71</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 88% of people with a hearing impairment met the access criteria compared to 73% overall.

<sup>72</sup> 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** <sup>73 74</sup>

	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** <sup>75 76 77 78</sup>

	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

<sup>73</sup> 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.

<sup>74</sup> 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.

<sup>75</sup> This table shows the total numbers of active participants at the end of each period.

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

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

<sup>78</sup> 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** <sup>79</sup>

	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	
<b>Total</b>	<b>117,402</b>	<b>85%</b>	<b>6,353</b>	<b>73%</b>	<b>123,755</b>	<b>84%</b>

**Table F.7 Assessment of access by disability – New South Wales** <sup>80</sup>

	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%
<b>Total</b>	<b>117,402</b>	<b>85%</b>	<b>6,353</b>	<b>73%</b>	<b>123,755</b>	<b>84%</b>

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

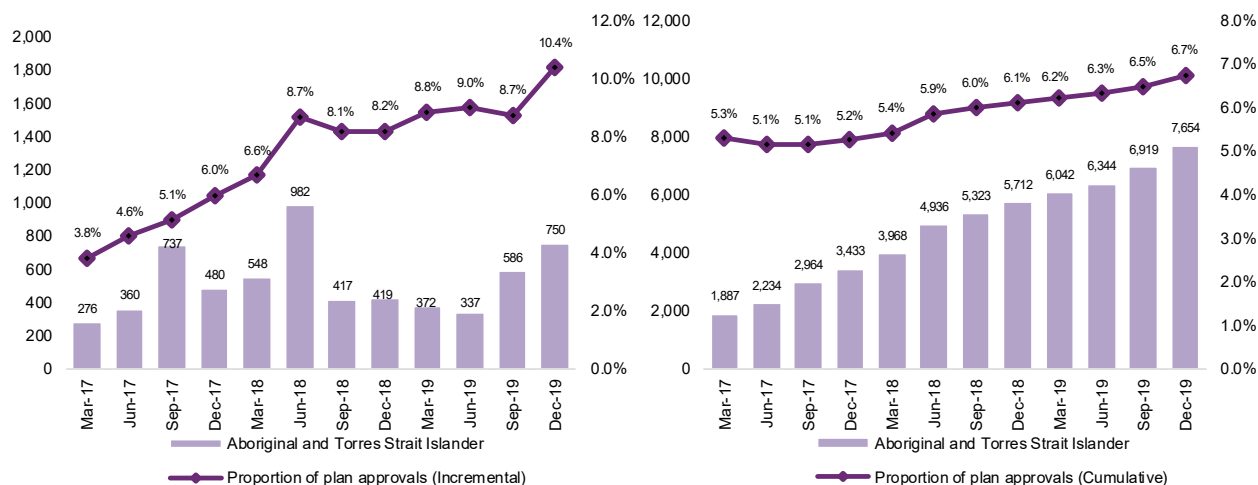
<sup>79</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people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

<sup>80</sup> 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%	<b>7,654</b>	<b>6.7%</b>
Not Aboriginal and Torres Strait Islander	66,219	62.3%	5,447	75.2%	<b>71,666</b>	<b>63.1%</b>
Not Stated	33,227	31.2%	1,043	14.4%	<b>34,270</b>	<b>30.2%</b>
<b>Total</b>	<b>106,350</b>	<b>100%</b>	<b>7,240</b>	<b>100%</b>	<b>113,590</b>	<b>100%</b>

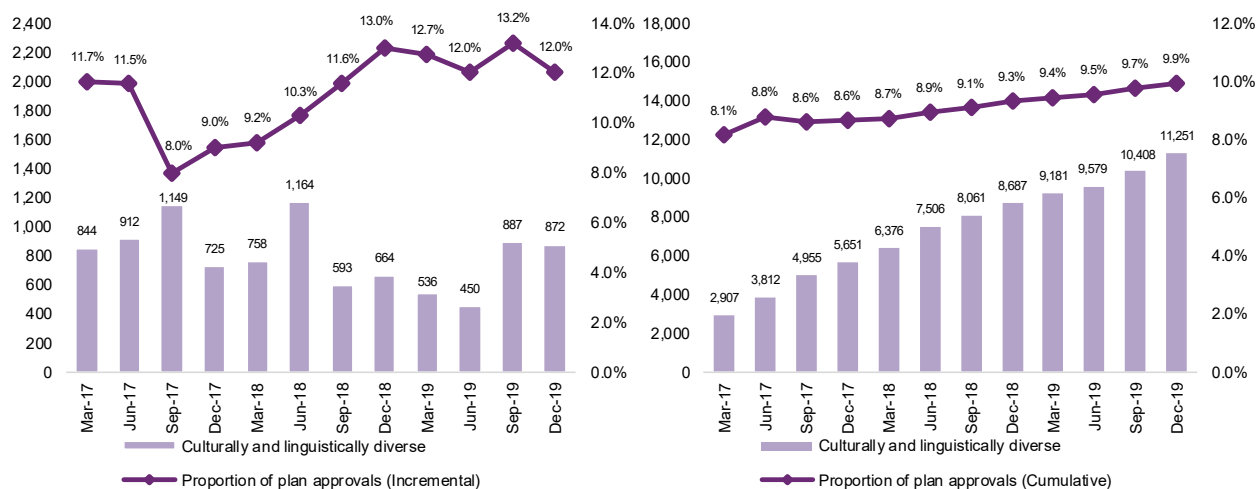
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales**<sup>81</sup>



**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%	<b>11,251</b>	<b>9.9%</b>
Not culturally and linguistically diverse	95,713	90.0%	6,367	87.9%	<b>102,080</b>	<b>89.9%</b>
Not stated	258	0.2%	<11		<b>259</b>	<b>0.2%</b>
<b>Total</b>	<b>106,350</b>	<b>100%</b>	<b>7,240</b>	<b>100%</b>	<b>113,590</b>	<b>100%</b>

**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales**<sup>82</sup>



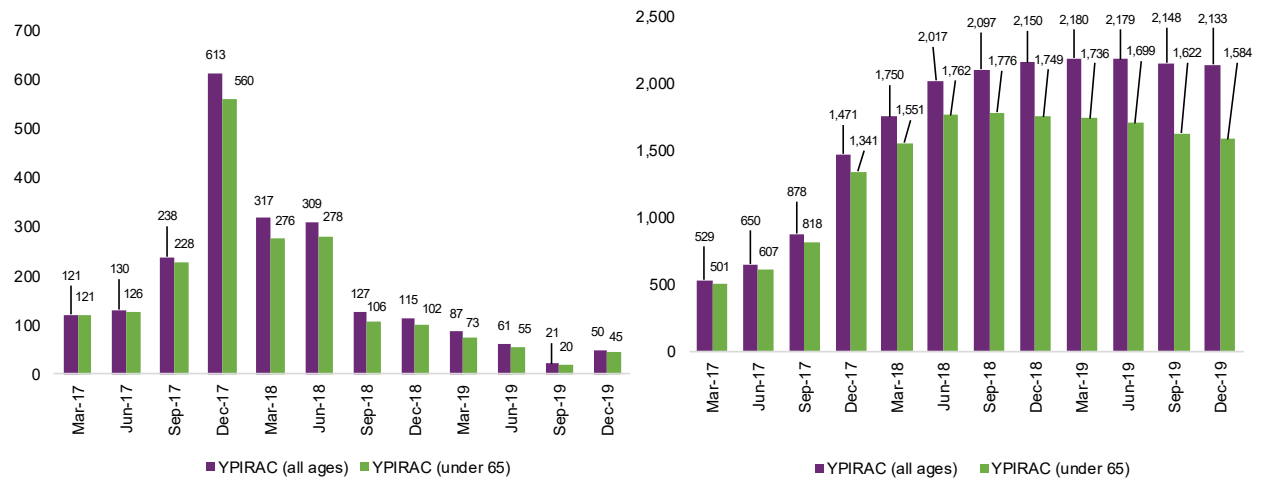
<sup>81</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>82</sup> 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
<b>Total YPIRAC (under 65)</b>	<b>1,584</b>
65 and above	549
<b>Total participants in residential aged care</b>	<b>2,133</b>
Participants not in residential aged care	111,457
<b>Total</b>	<b>113,590</b>

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



**Table F.11 Participant profile per quarter by remoteness – New South Wales** <sup>84 85</sup>

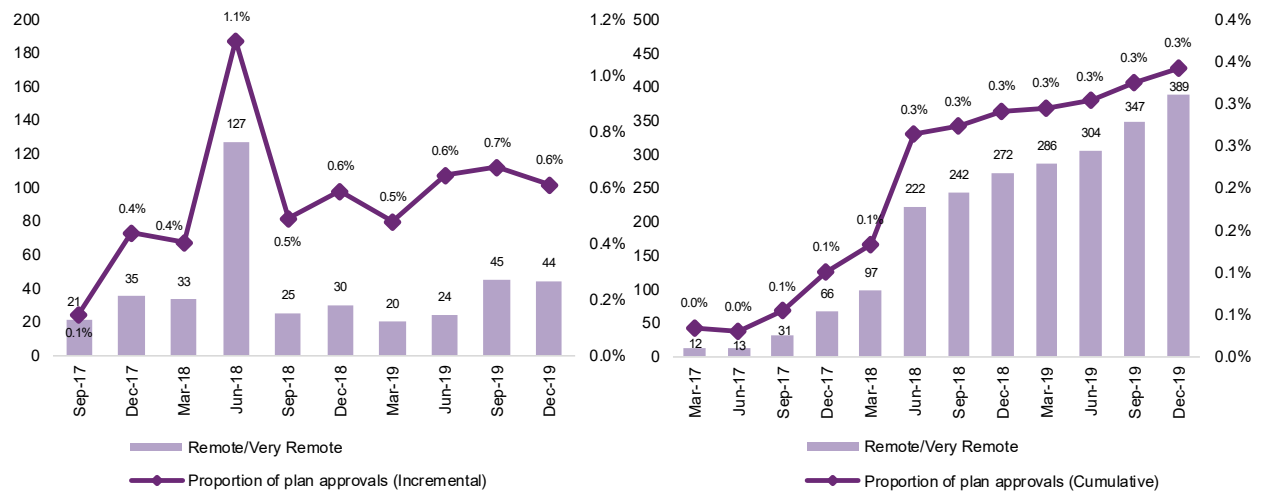
Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	74,369	69.9%	4,812	66.5%	79,181	69.7%
Population > 50,000	3,244	3.1%	257	3.5%	3,501	3.1%
Population between 15,000 and 50,000	14,421	13.6%	1,021	14.1%	15,442	13.6%
Population between 5,000 and 15,000	6,470	6.1%	462	6.4%	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%
<b>Total</b>	<b>106,350</b>	<b>100%</b>	<b>7,240</b>	<b>100%</b>	<b>113,590</b>	<b>100%</b>

<sup>83</sup> Ibid.

<sup>84</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>85</sup> 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** <sup>86 87</sup>



**Table F.12 Participant profile per quarter by disability group – New South Wales** <sup>88 89 90</sup>

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%
<b>Total</b>	<b>106,350</b>	<b>100%</b>	<b>7,240</b>	<b>100%</b>	<b>113,590</b>	<b>100%</b>

<sup>86</sup> 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.

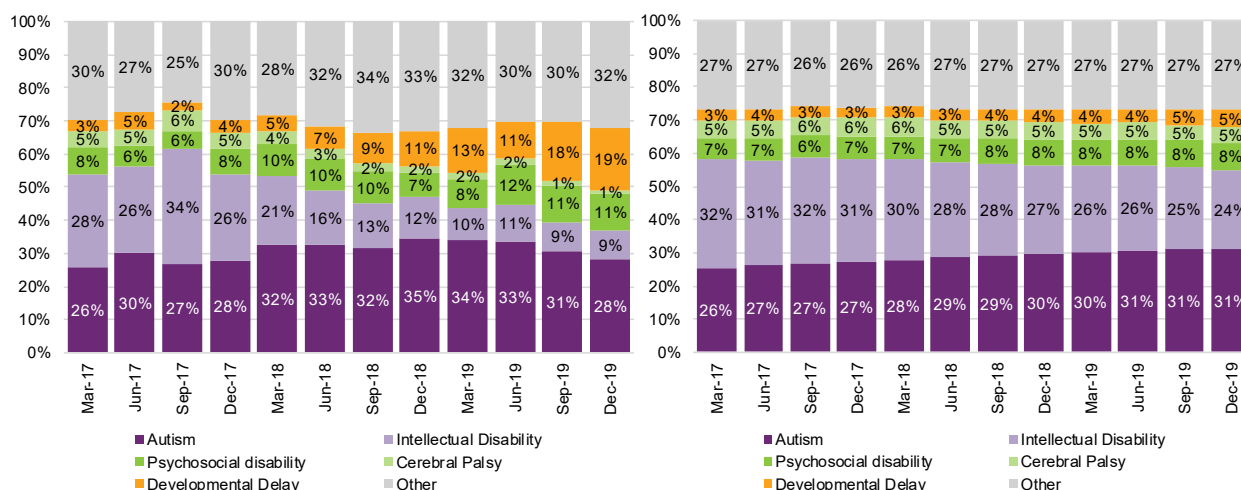
<sup>87</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in NSW prior to the September 2017 quarter.

<sup>88</sup> Table order based on national proportions (highest to lowest).

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

<sup>90</sup> 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** <sup>91</sup>



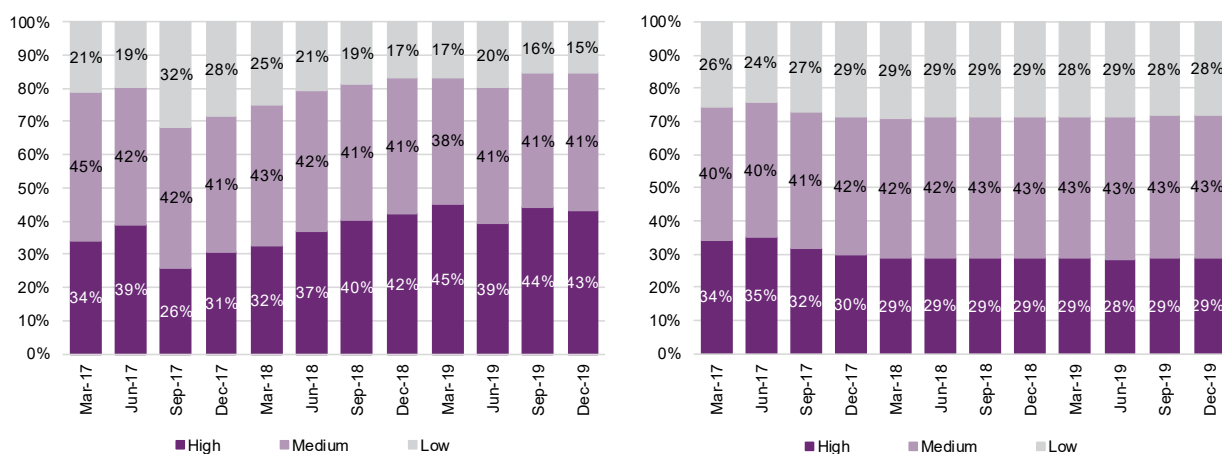
**Table F.13 Participant profile per quarter by level of functions – New South Wales** <sup>92</sup>

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%
<b>Total</b>	<b>106,350</b>	<b>100%</b>	<b>7,240</b>	<b>100%</b>	<b>113,590</b>	<b>100%</b>

<sup>91</sup> 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.

<sup>92</sup> The distributions are calculated excluding participants with a missing level of function.

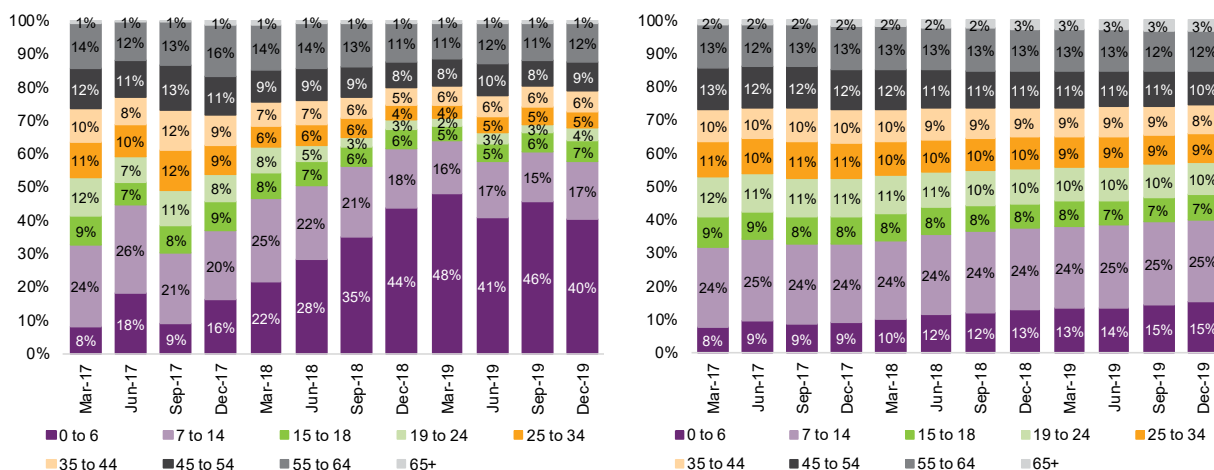
**Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – New South Wales** <sup>93</sup>



**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%
<b>Total</b>	<b>106,350</b>	<b>100%</b>	<b>7,240</b>	<b>100%</b>	<b>113,590</b>	<b>100%</b>

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



<sup>93</sup> 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.

<sup>94</sup> 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%	<b>71,485</b>	<b>63%</b>
Female	38,376	36%	2,470	34%	<b>40,846</b>	<b>36%</b>
Other	1,154	1%	105	1%	<b>1,259</b>	<b>1%</b>
<b>Total</b>	<b>106,350</b>	<b>100%</b>	<b>7,240</b>	<b>100%</b>	<b>113,590</b>	<b>100%</b>

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



## Part Two: Participant experience and outcomes

**Table F.16 Number of baseline questionnaires completed by SFQF version – New South Wales** <sup>96</sup>

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
<b>Total Participant</b>	<b>31,160</b>	<b>39,893</b>	<b>17,808</b>	<b>13,883</b>	<b>102,744</b>
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
<b>Total Family</b>	<b>11,465</b>	<b>24,835</b>	<b>13,508</b>	<b>10,309</b>	<b>60,117</b>
<b>Total</b>	<b>42,625</b>	<b>64,728</b>	<b>31,316</b>	<b>24,192</b>	<b>162,861</b>

<sup>95</sup> Ibid.

<sup>96</sup> 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 Wales<sup>97</sup>**

	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%

<sup>97</sup> 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**

98

	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%

<sup>98</sup> 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** <sup>99</sup>

	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%

<sup>99</sup> 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 <sup>100</sup>**

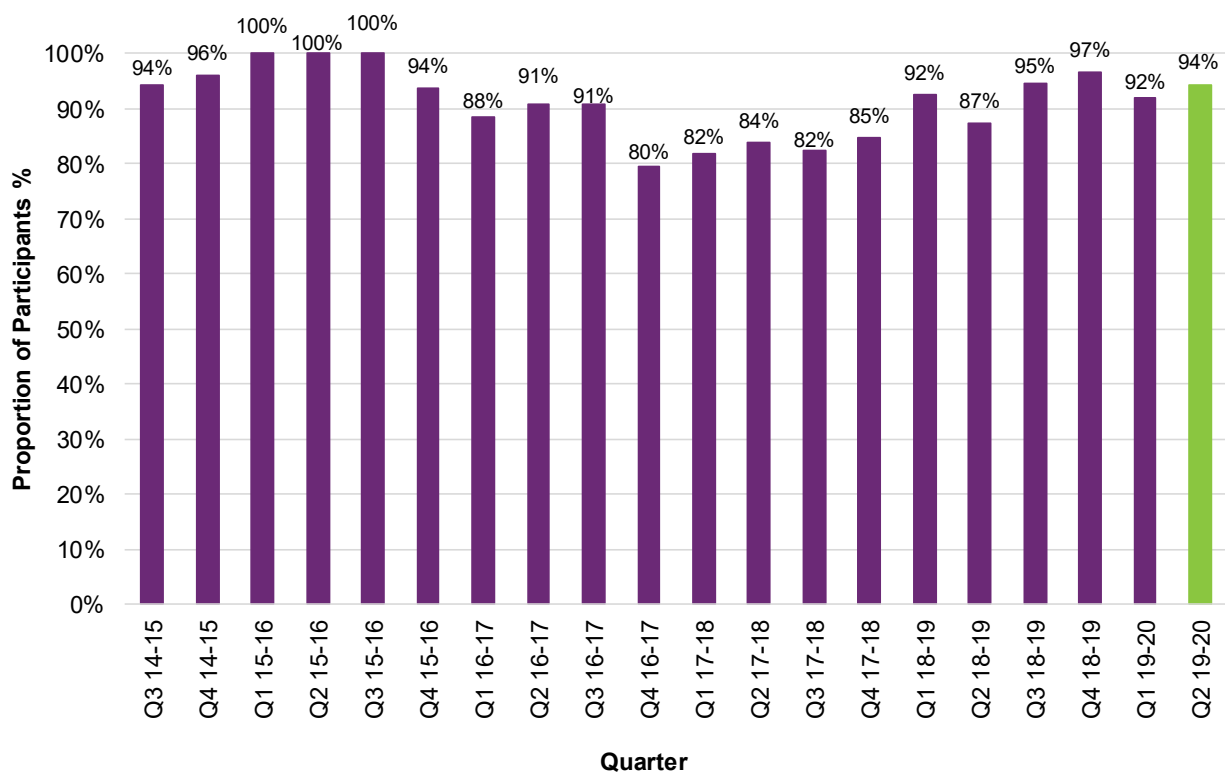
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	19%	23%	24%
Aged 25+	31%	31%	29%	
Aged 15+ (Average)	28%	28%	28%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	40%	46%	47%
Aged 25+	35%	43%	47%	
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%	

<sup>100</sup> 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 Wales<sup>101</sup>**

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.

<sup>101</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 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%

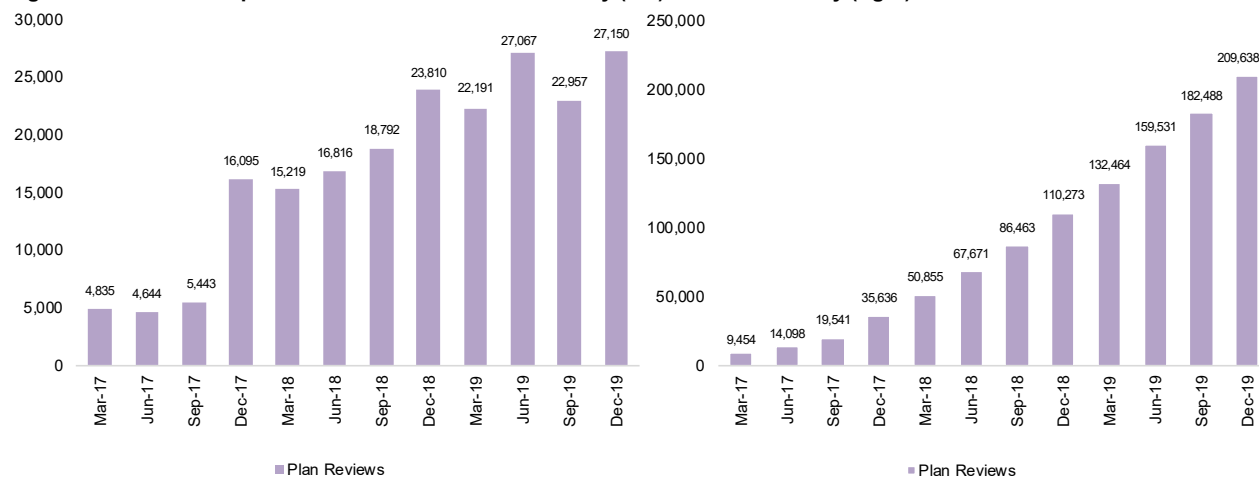
**Table F.38 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – New South Wales**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 647</b>	<b>n = 330</b>
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%
<b>Pre-planning</b>	<b>n = 692</b>	<b>n = 536</b>
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%
<b>Planning</b>	<b>n = 934</b>	<b>n = 874</b>
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%
<b>Plan review</b>	<b>n = 1,642</b>	<b>n = 160</b>
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** <sup>102</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>182,488</b>	<b>27,150</b>	<b>209,638</b>
Early intervention plans	27,581	4,488	32,069
Permanent disability plans	154,907	22,662	177,569

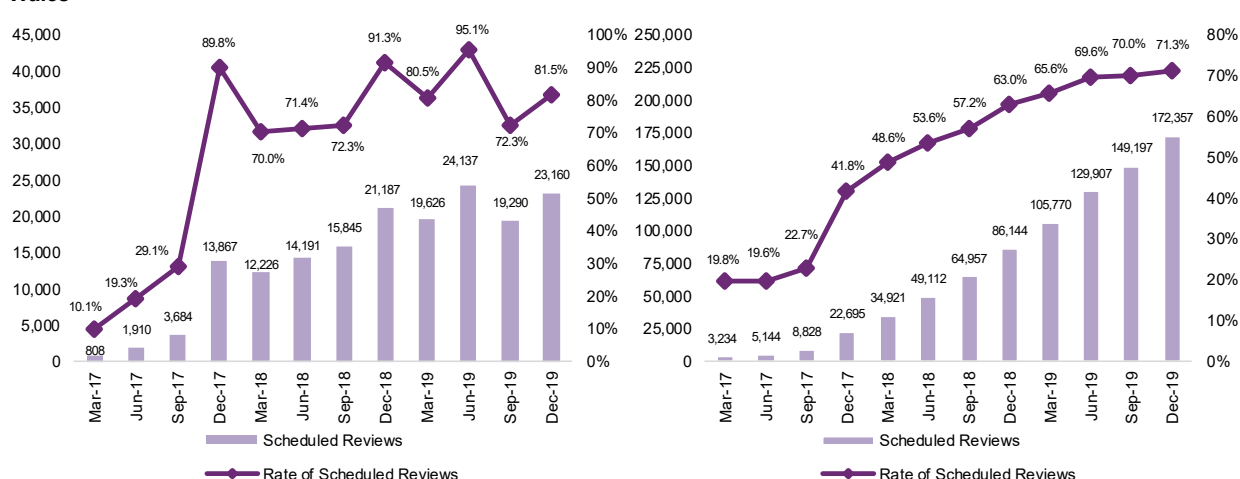
**Figure F.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – New South Wales**



**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
<b>Total scheduled plan reviews</b>	<b>149,197</b>	<b>23,160</b>	<b>172,357</b>
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** <sup>103</sup>



<sup>102</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>103</sup> 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.

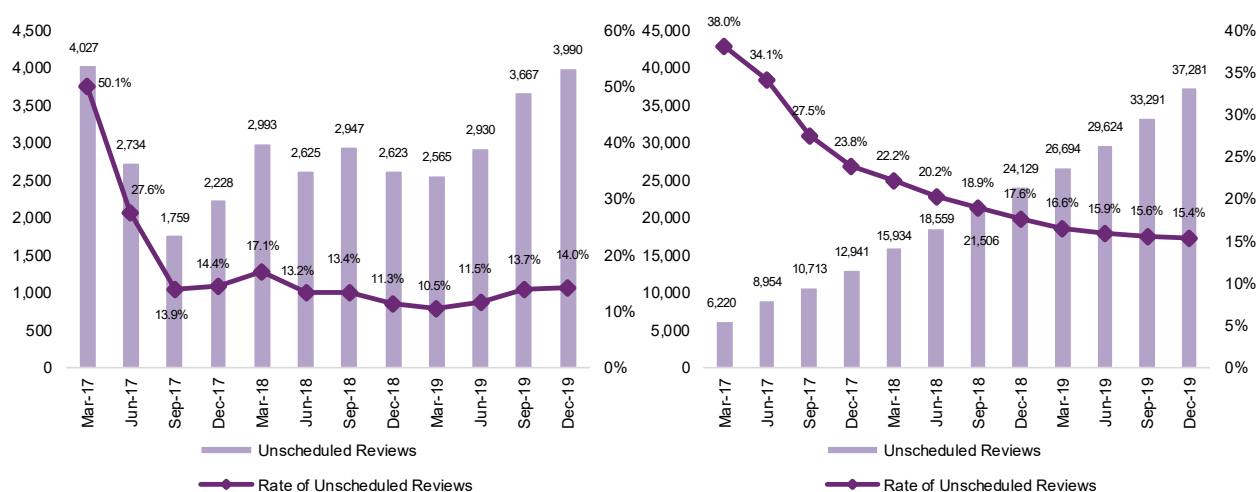
**Table F.41 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – New South Wales**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>33,291</b>	<b>3,990</b>	<b>37,281</b>
<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** <sup>104</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>% unscheduled reviews</b>	<b>15.6%</b>	<b>14.0%</b>	<b>15.4%</b>

**Figure F.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – New South Wales** <sup>105</sup>



**Table F.43 Complaints by quarter – New South Wales** <sup>106 107 108</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>17,997</b>	<b>1,825</b>	<b>19,822</b>	<b>11,485</b>
% of all access requests	6.7%	4.8%	6.5%	

<sup>104</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

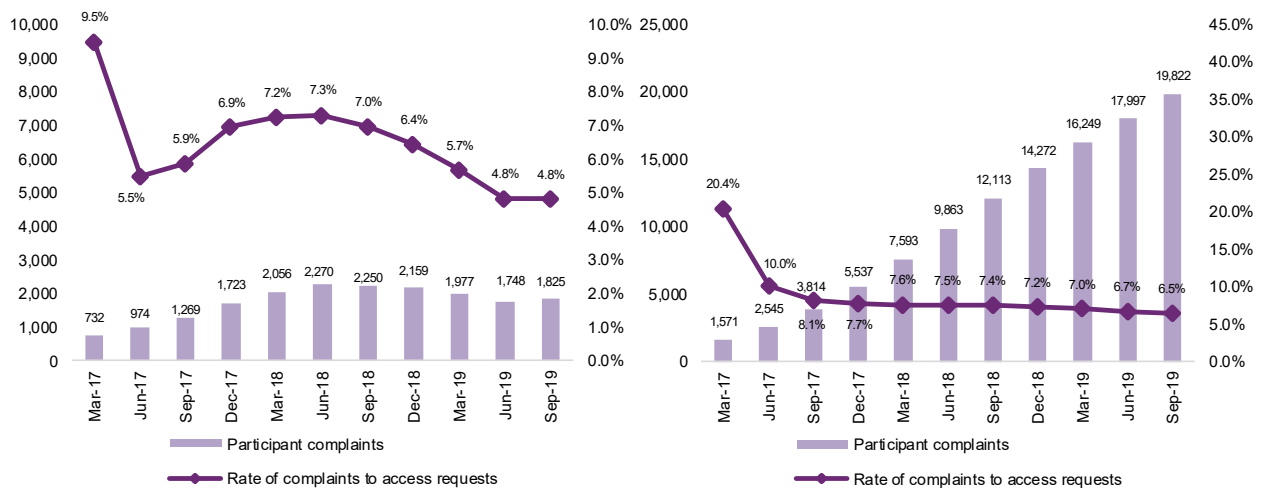
<sup>105</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>106</sup> 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.

<sup>107</sup> Note that 65% of all complainants made only one complaint, 20% made two complaints and 16% made three or more complaints.

<sup>108</sup> % 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** <sup>109</sup>



**Table F.44 Complaints by type – New South Wales** <sup>110</sup>

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	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	
Complaints about the Agency						
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	
Unclassified	1,522		0		1,522	

<sup>109</sup> 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.

<sup>110</sup> 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 <sup>111 112</sup>

	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%
<b>Total</b>	<b>1,115</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>1,295</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.37%</b>		<b>0.50%</b>		<b>0.38%</b>	

Figure F.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales

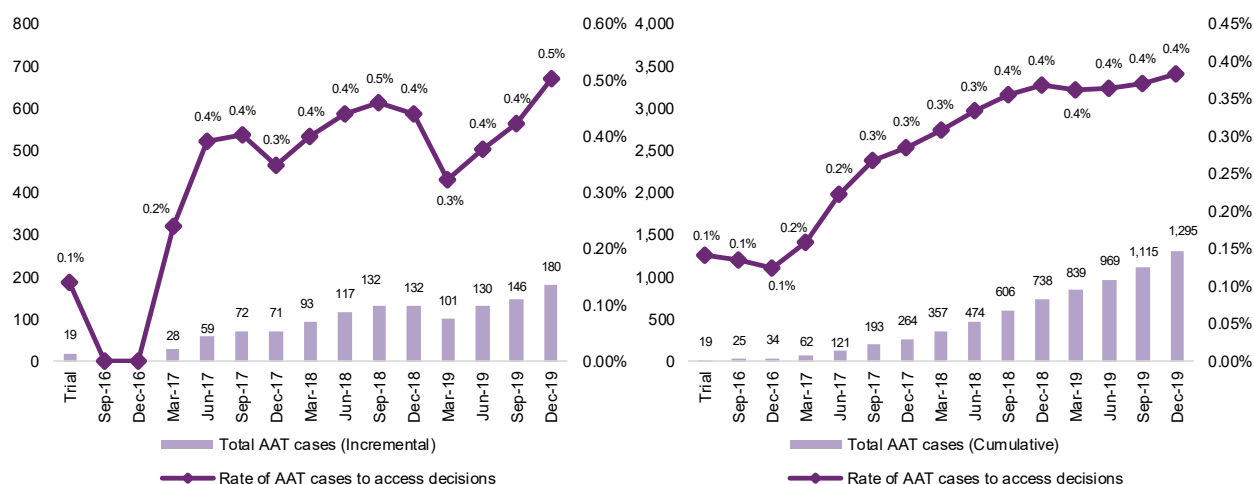


Table F.46 AAT cases by open/closed and decision – New South Wales

	N
<b>AAT Cases</b>	<b>1,295</b>
<b>Open AAT Cases</b>	<b>299</b>
<b>Closed AAT Cases</b>	<b>996</b>
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.

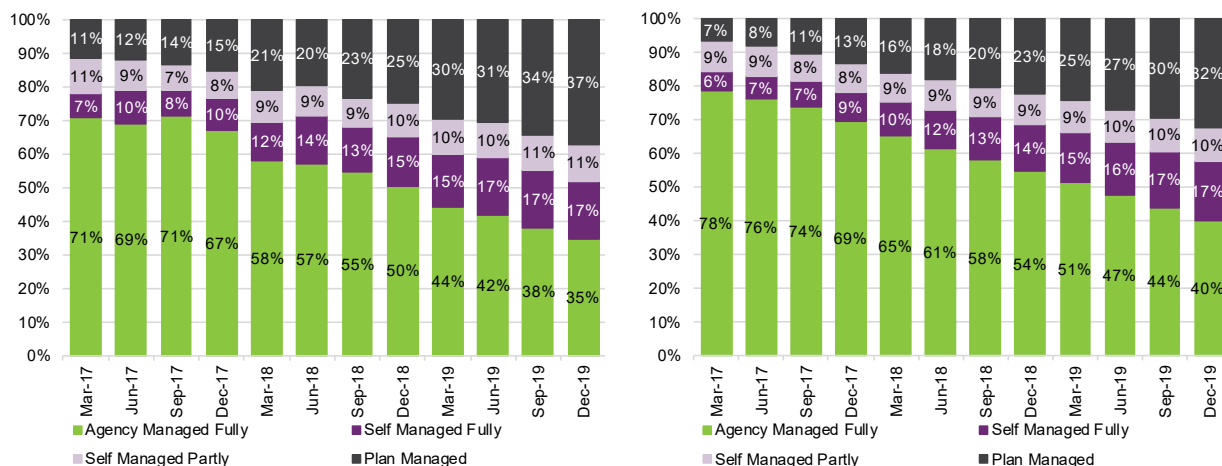
<sup>111</sup> Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

<sup>112</sup> % 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** <sup>113 114</sup>

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	17%	17%	<b>17%</b>
Self-managed partly	10%	11%	<b>10%</b>
Plan managed	30%	37%	<b>32%</b>
Agency managed	42%	35%	<b>40%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales** <sup>115</sup>



**Table F.48 Distribution of active participants by support coordination and quarter of plan approval – New South Wales** <sup>116</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	33%	37%	<b>34%</b>

<sup>113</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>114</sup> Trial participants are not included.

<sup>115</sup> 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.

<sup>116</sup> Trial participants are not included.

**Table F.49 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales** <sup>117</sup>

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
<b>Plan activation</b>				
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%
<b>Activated within 90 days</b>	<b>75,224</b>	<b>86%</b>	<b>3,260</b>	<b>87%</b>
90 to 119 days	2,734	3%	94	3%
120 days and over	7,244	8%	124	3%
<b>Activated after 90 days</b>	<b>9,978</b>	<b>11%</b>	<b>218</b>	<b>6%</b>
No payments	1,799	2%	261	7%
<b>Total plans approved</b>	<b>87,001</b>	<b>100%</b>	<b>3,739</b>	<b>100%</b>

**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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>88,990</b>	<b>91,737</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	8,292	8,510	97%
Not CALD	80,454	82,975	97%
Not Stated	244	252	97%
<b>Total</b>	<b>88,990</b>	<b>91,737</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	62,409	64,216	97%
Regional	26,331	27,249	97%
Remote	236	258	91%
Missing	14	14	100%
<b>Total</b>	<b>88,990</b>	<b>91,737</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>88,990</b>	<b>91,737</b>	<b>97%</b>

<sup>117</sup> 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** <sup>118 119</sup>

Plan utilisation	%
0 to 50%	32%
50% to 75%	23%
> 75%	45%
<b>Total</b>	<b>100%</b>

**Table F.52 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>120</sup>

	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** <sup>121 122</sup>

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%

<sup>118</sup> 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.

<sup>119</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>120</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>121</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>122</sup> 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** <sup>123</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	339	33	372	10%
Specialist Disability Accommodation	103	8	111	8%
Vehicle Modifications	146	10	156	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	567	34	601	6%
Support Coordination	259	18	277	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	315	13	328	4%
Specialised Supported Employment	234	8	242	3%
<b>Total approved active providers</b>	<b>6,551</b>	<b>213</b>	<b>6,764</b>	<b>3%</b>

<sup>123</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	44	182	<b>226</b>	19%	81%	<b>100%</b>
Assistance Animals	12	73	<b>85</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	81	553	<b>634</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	161	530	<b>691</b>	23%	77%	<b>100%</b>
Daily Personal Activities	152	964	<b>1,116</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	79	684	<b>763</b>	10%	90%	<b>100%</b>
High Intensity Daily Personal Activities	106	749	<b>855</b>	12%	88%	<b>100%</b>
Household tasks	579	1,112	<b>1,691</b>	34%	66%	<b>100%</b>
Interpreting and translation	37	116	<b>153</b>	24%	76%	<b>100%</b>
Participation in community, social and civic activities	173	1,048	<b>1,221</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	30	191	<b>221</b>	14%	86%	<b>100%</b>
Assistive products for household tasks	39	186	<b>225</b>	17%	83%	<b>100%</b>
Assistance products for personal care and safety	198	988	<b>1,186</b>	17%	83%	<b>100%</b>
Communication and information equipment	73	249	<b>322</b>	23%	77%	<b>100%</b>
Customised Prosthetics	115	425	<b>540</b>	21%	79%	<b>100%</b>
Hearing Equipment	23	145	<b>168</b>	14%	86%	<b>100%</b>
Hearing Services	5	34	<b>39</b>	13%	87%	<b>100%</b>
Personal Mobility Equipment	109	539	<b>648</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	9	58	<b>67</b>	13%	87%	<b>100%</b>
Vision Equipment	25	148	<b>173</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	167	872	<b>1,039</b>	16%	84%	<b>100%</b>
Behaviour Support	134	424	<b>558</b>	24%	76%	<b>100%</b>
Community nursing care for high needs	59	283	<b>342</b>	17%	83%	<b>100%</b>
Development of daily living and life skills	125	742	<b>867</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	432	687	<b>1,119</b>	39%	61%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	198	524	<b>722</b>	27%	73%	<b>100%</b>
Innovative Community Participation	96	223	<b>319</b>	30%	70%	<b>100%</b>
Specialised Driving Training	61	133	<b>194</b>	31%	69%	<b>100%</b>
Therapeutic Supports	1,712	1,966	<b>3,678</b>	47%	53%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	63	309	<b>372</b>	17%	83%	<b>100%</b>
Specialist Disability Accommodation	3	108	<b>111</b>	3%	97%	<b>100%</b>
Vehicle Modifications	28	128	<b>156</b>	18%	82%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	111	490	<b>601</b>	18%	82%	<b>100%</b>
Support Coordination	33	244	<b>277</b>	12%	88%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	47	281	<b>328</b>	14%	86%	<b>100%</b>
Specialised Supported Employment	22	220	<b>242</b>	9%	91%	<b>100%</b>
<b>Total</b>	<b>2,699</b>	<b>4,065</b>	<b>6,764</b>	<b>40%</b>	<b>60%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	140	33	173	19%
Specialist Disability Accommodation	75	8	83	10%
Vehicle Modifications	40	10	50	20%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	379	34	413	8%
Support Coordination	79	18	97	19%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	161	13	174	7%
Specialised Supported Employment	161	8	169	5%
<b>Total</b>	<b>3,799</b>	<b>213</b>	<b>4,012</b>	<b>5%</b>

**Table F.57 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – New South Wales**

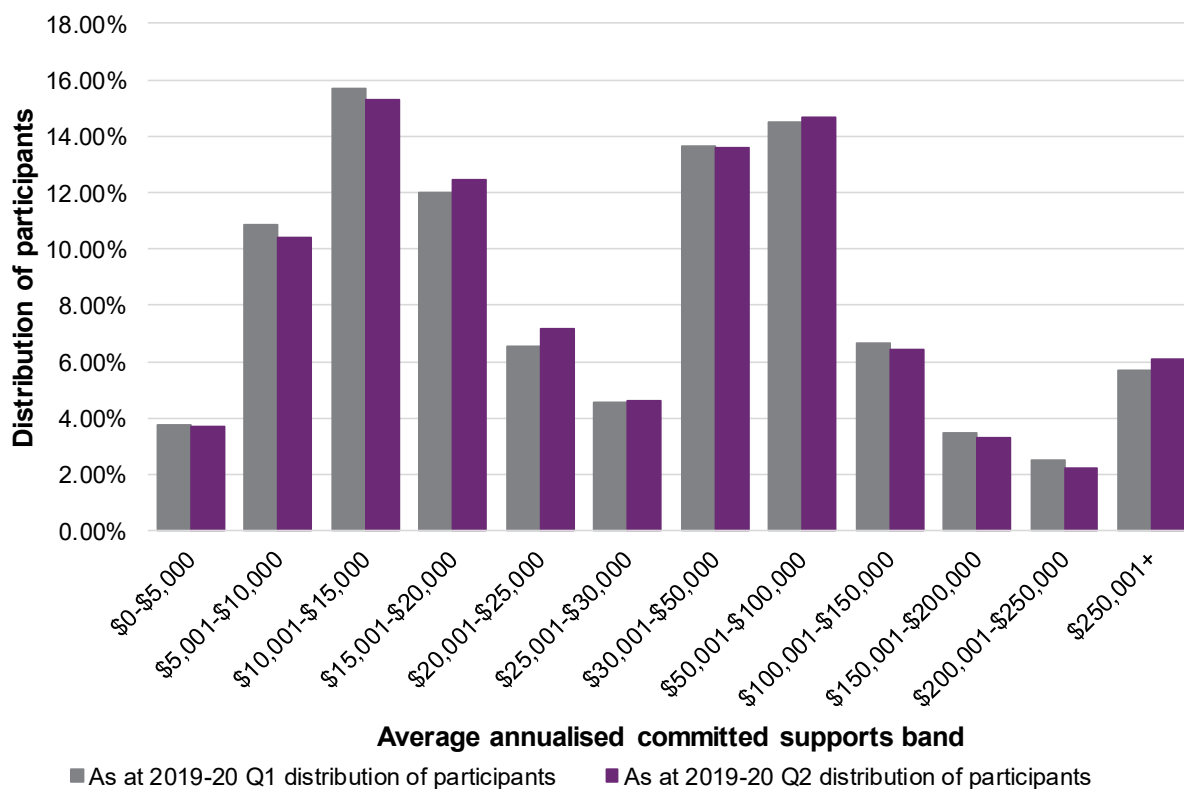
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	18	42	<b>60</b>	30%	70%	<b>100%</b>
Assistance Animals	7	49	<b>56</b>	13%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	52	412	<b>464</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	51	198	<b>249</b>	20%	80%	<b>100%</b>
Daily Personal Activities	98	670	<b>768</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	47	427	<b>474</b>	10%	90%	<b>100%</b>
High Intensity Daily Personal Activities	50	420	<b>470</b>	11%	89%	<b>100%</b>
Household tasks	302	698	<b>1,000</b>	30%	70%	<b>100%</b>
Interpreting and translation	22	53	<b>75</b>	29%	71%	<b>100%</b>
Participation in community, social and civic activities	104	743	<b>847</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	48	<b>52</b>	8%	92%	<b>100%</b>
Assistive products for household tasks	5	31	<b>36</b>	14%	86%	<b>100%</b>
Assistance products for personal care and safety	102	577	<b>679</b>	15%	85%	<b>100%</b>
Communication and information equipment	26	118	<b>144</b>	18%	82%	<b>100%</b>
Customised Prosthetics	38	210	<b>248</b>	15%	85%	<b>100%</b>
Hearing Equipment	10	55	<b>65</b>	15%	85%	<b>100%</b>
Hearing Services	1	6	<b>7</b>	14%	86%	<b>100%</b>
Personal Mobility Equipment	54	296	<b>350</b>	15%	85%	<b>100%</b>
Specialised Hearing Services	0	6	<b>6</b>	0%	100%	<b>100%</b>
Vision Equipment	12	71	<b>83</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	116	610	<b>726</b>	16%	84%	<b>100%</b>
Behaviour Support	61	249	<b>310</b>	20%	80%	<b>100%</b>
Community nursing care for high needs	22	106	<b>128</b>	17%	83%	<b>100%</b>
Development of daily living and life skills	78	440	<b>518</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	149	382	<b>531</b>	28%	72%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	98	342	<b>440</b>	22%	78%	<b>100%</b>
Innovative Community Participation	35	83	<b>118</b>	30%	70%	<b>100%</b>
Specialised Driving Training	27	64	<b>91</b>	30%	70%	<b>100%</b>
Therapeutic Supports	877	1,218	<b>2,095</b>	42%	58%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	27	146	<b>173</b>	16%	84%	<b>100%</b>
Specialist Disability Accommodation	1	82	<b>83</b>	1%	99%	<b>100%</b>
Vehicle Modifications	11	39	<b>50</b>	22%	78%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	84	329	<b>413</b>	20%	80%	<b>100%</b>
Support Coordination	8	89	<b>97</b>	8%	92%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	21	153	<b>174</b>	12%	88%	<b>100%</b>
Specialised Supported Employment	16	153	<b>169</b>	9%	91%	<b>100%</b>
<b>Total</b>	<b>1,374</b>	<b>2,638</b>	<b>4,012</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>

## Part Four: Financial sustainability

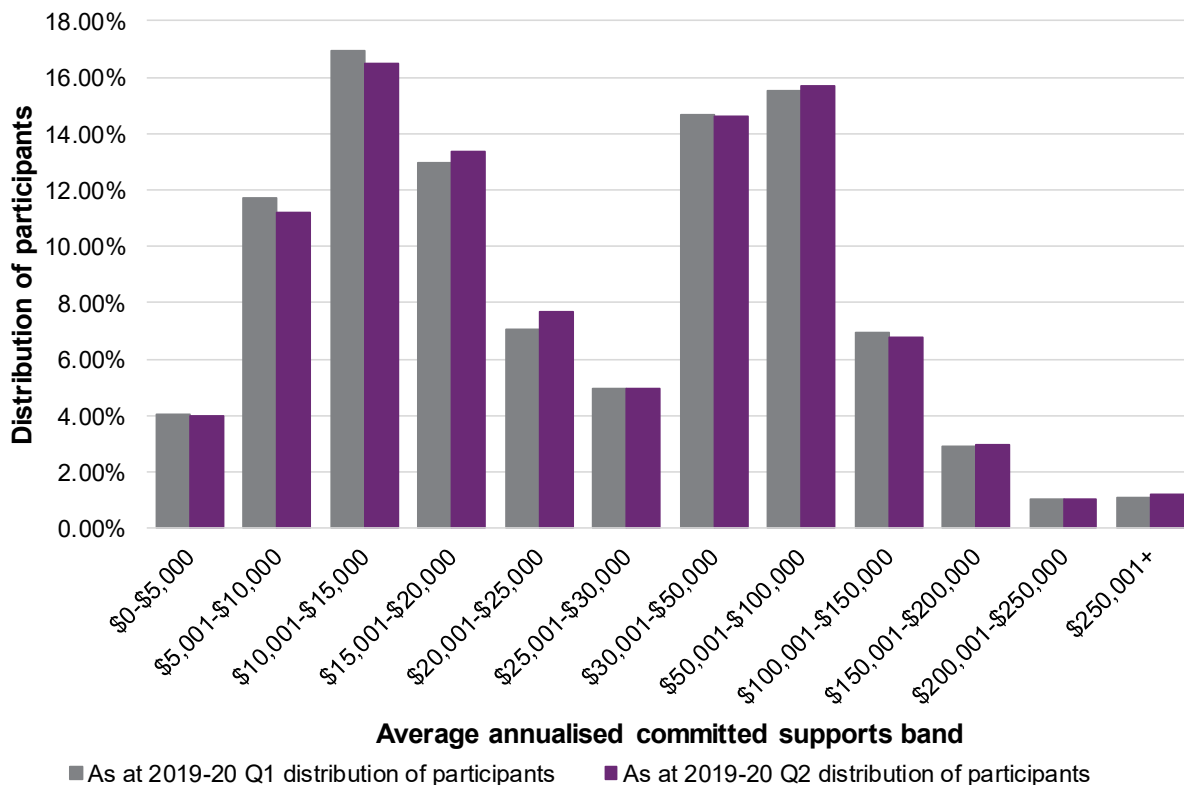
**Table F.58 Committed supports by financial year (\$m) – New South Wales**

	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

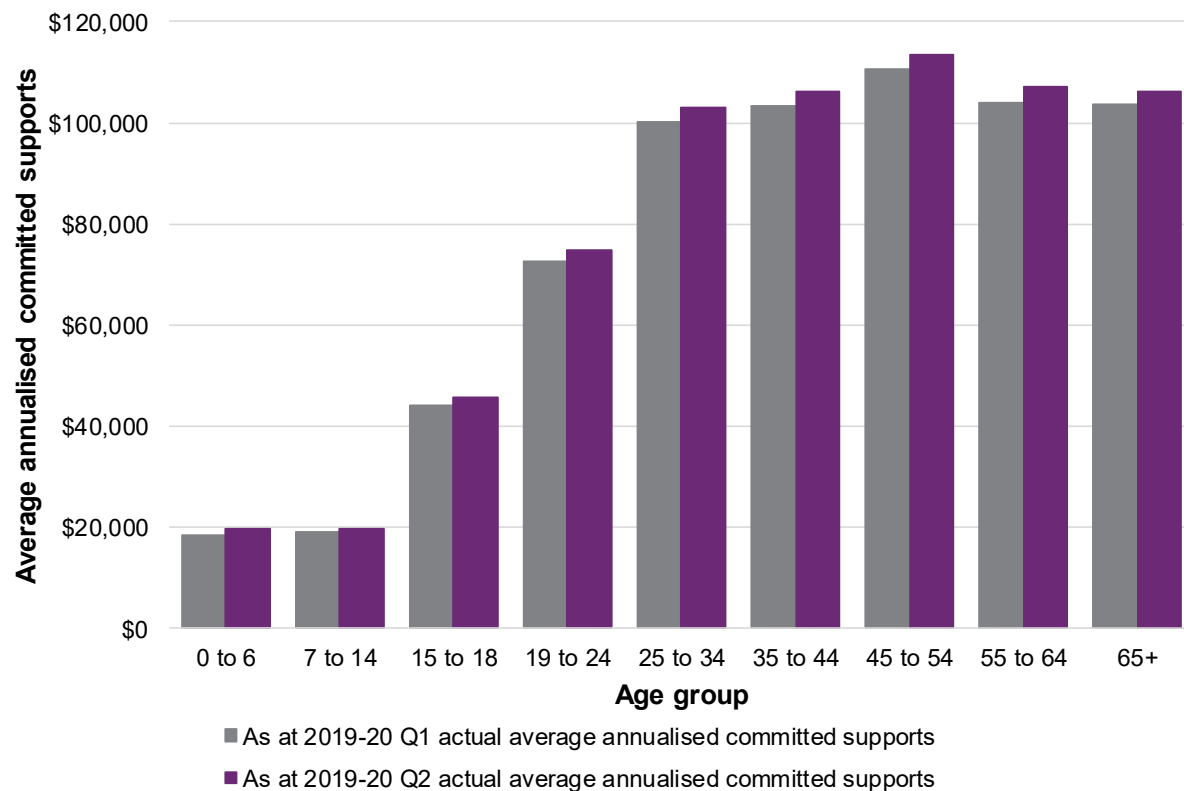
**Figure F.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales**



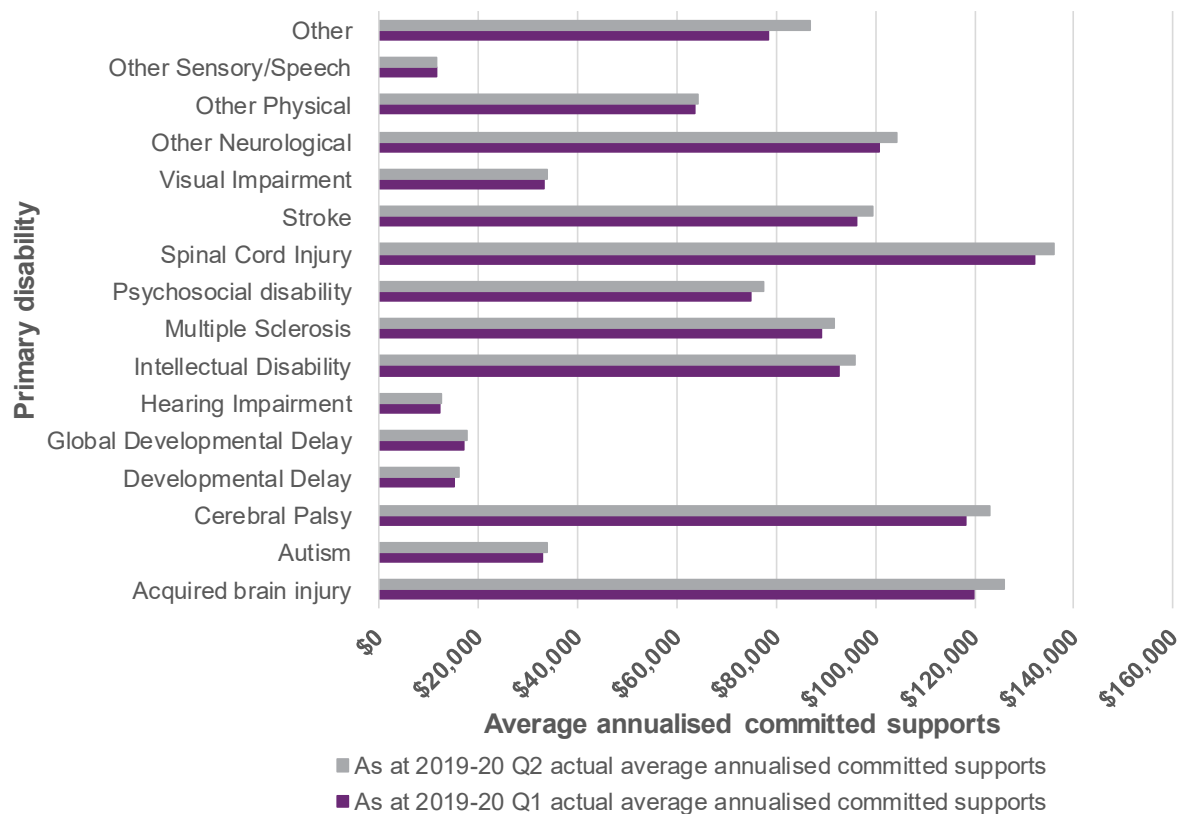
**Figure F.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales**



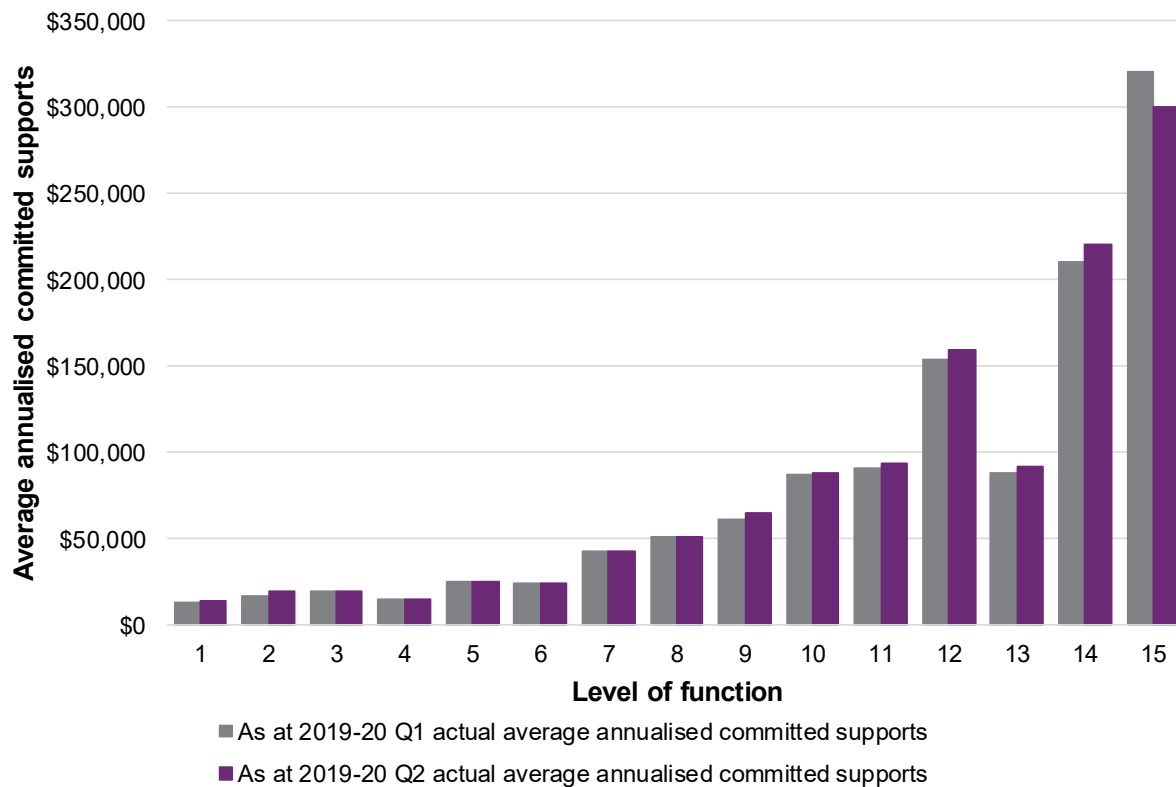
**Figure F.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales**



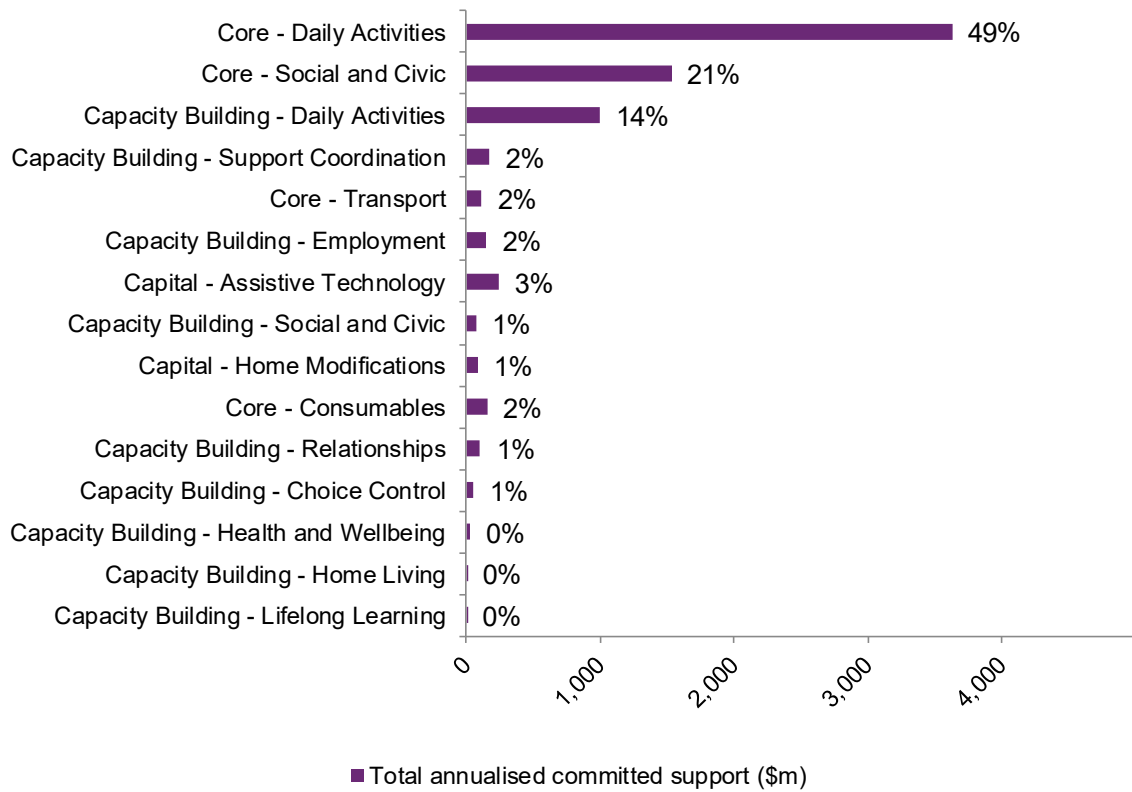
**Figure F.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – New South Wales**



**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**



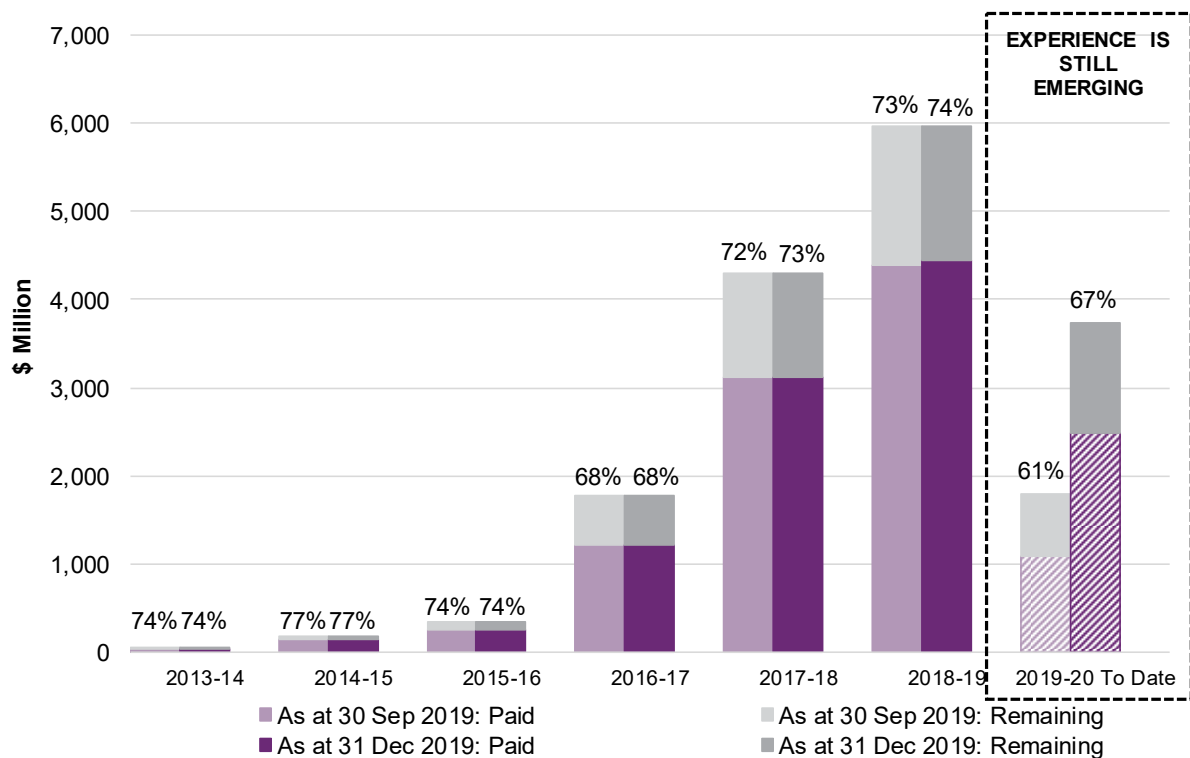
**Figure F.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales**



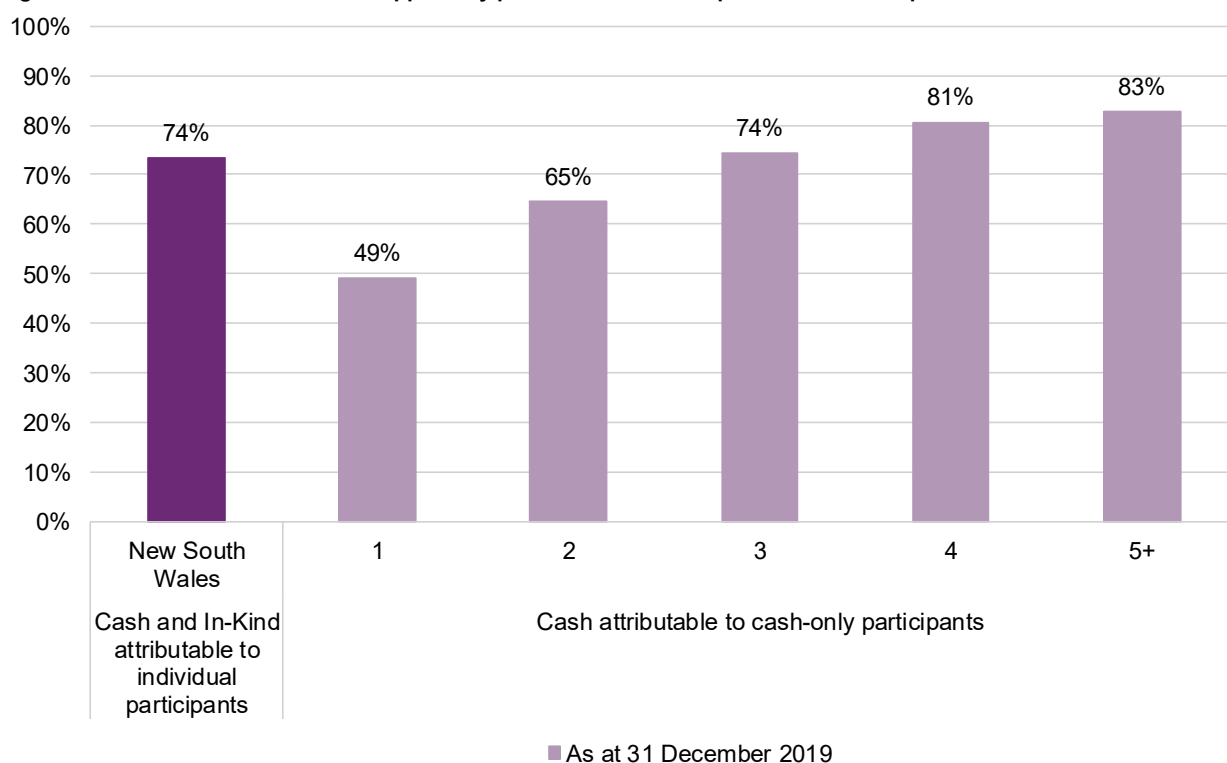
**Table F.59 Payments by financial year, compared to committed supports (\$m) – New South Wales**

	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%

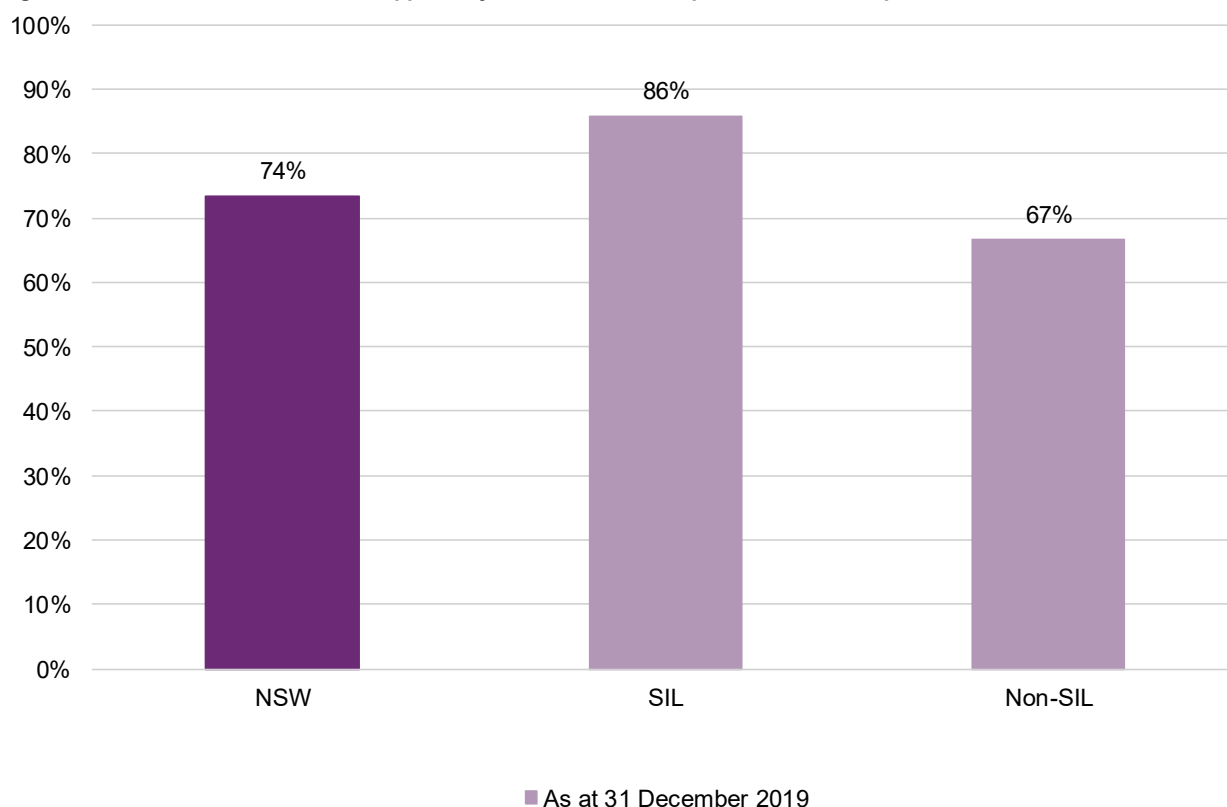
**Figure F.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – New South Wales**



**Figure F.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – New South Wales** <sup>124</sup>



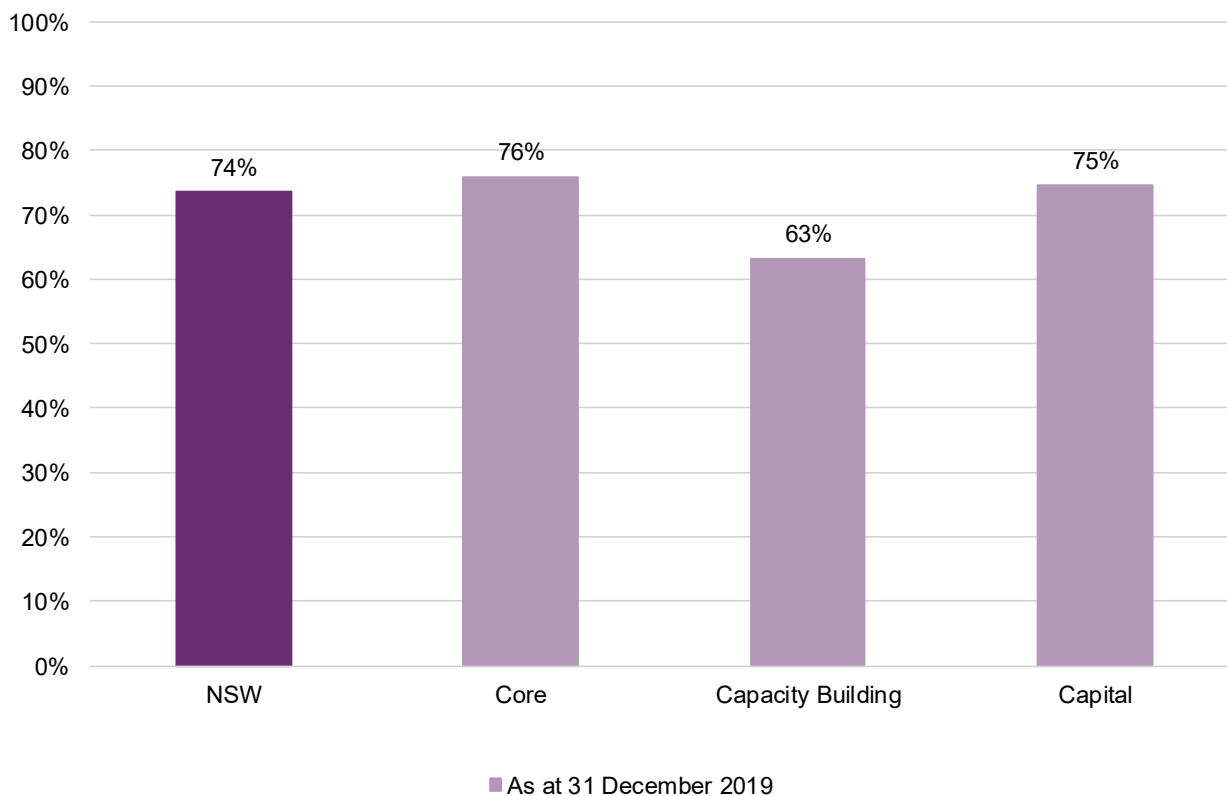
**Figure F.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – New South Wales** <sup>125</sup>



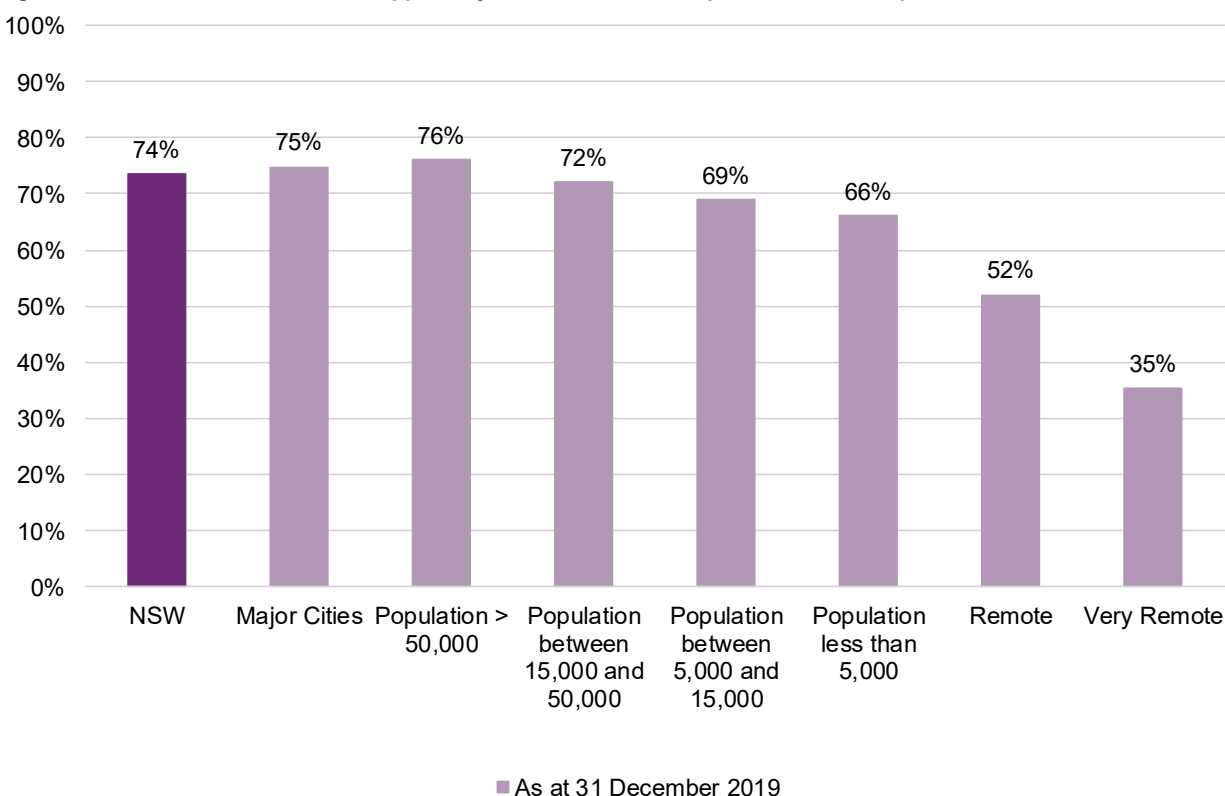
<sup>124</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>125</sup> 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** <sup>126</sup>



**Figure F.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – New South Wales** <sup>127</sup>



<sup>126</sup> Ibid.

<sup>127</sup> Ibid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

**Table G.1 Active participants by quarter of entry – Victoria** <sup>128</sup>

	Prior Quarters	2019-20 Q2	Total excluding ECEI	ECEI	Total including ECEI
<b>Victoria</b>	<b>83,170</b>	<b>7,524</b>	<b>90,694</b>	<b>340</b>	<b>91,034</b>

**Table G.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Victoria** <sup>129 130</sup>

	Prior Quarters	2019-20 Q2	Total
<b>Access decisions</b>	<b>109,171</b>	<b>9,193</b>	<b>118,364</b>
<b>Active Eligible</b>	<b>92,105</b>	<b>6,884</b>	<b>98,989</b>
<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
<b>Active Participant Plans (excl ECEI)</b>	<b>83,170</b>	<b>7,524</b>	<b>90,694</b>
<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
<b>Active Participant Plans</b>	<b>83,370</b>	<b>7,864</b>	<b>91,034</b>
<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
<b>Total participant exits</b>	<b>1,835</b>
<i>Early Intervention participants</i>	174
<i>Permanent disability participants</i>	1,661

<sup>128</sup> 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.

<sup>129</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 90% of people with a hearing impairment met the access criteria compared to 75% overall.

<sup>130</sup> 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** <sup>131 132</sup>

	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** <sup>133 134 135 136</sup>

	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

<sup>131</sup> 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.

<sup>132</sup> 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.

<sup>133</sup> This table shows the total numbers of active participants at the end of each period.

<sup>134</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>135</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>136</sup> 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** <sup>137</sup>

	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	
<b>Total</b>	<b>95,739</b>	<b>88%</b>	<b>6,907</b>	<b>75%</b>	<b>102,646</b>	<b>87%</b>

**Table G.7 Assessment of access by disability – Victoria** <sup>138</sup>

	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%
<b>Total</b>	<b>95,739</b>	<b>88%</b>	<b>6,907</b>	<b>75%</b>	<b>102,646</b>	<b>87%</b>

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

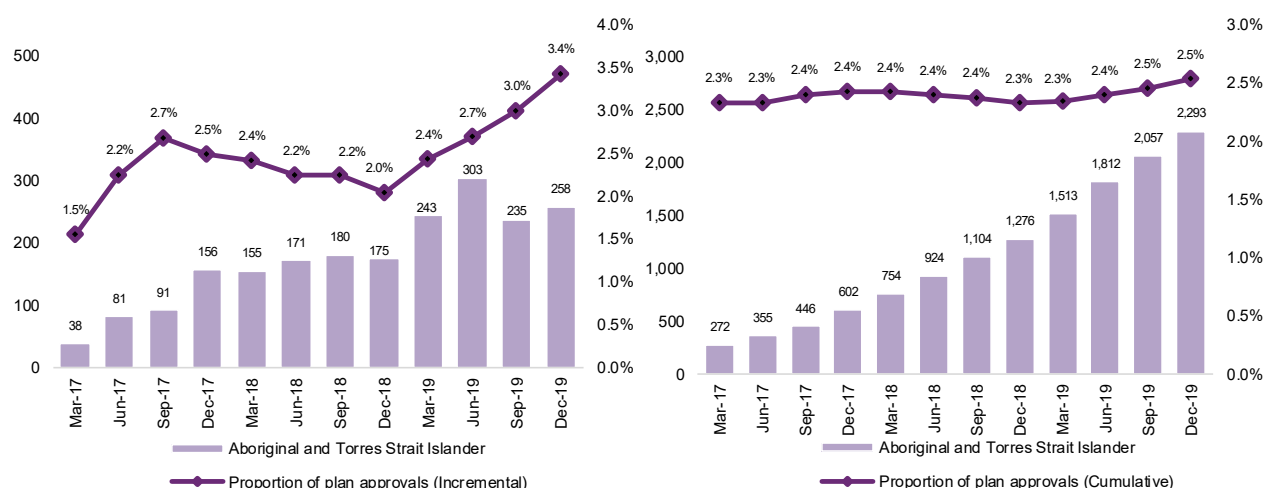
<sup>137</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>138</sup> 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%	<b>2,293</b>	<b>2.5%</b>
Not Aboriginal and Torres Strait Islander	63,622	76.5%	6,084	80.9%	<b>69,706</b>	<b>76.9%</b>
Not Stated	17,513	21.1%	1,182	15.7%	<b>18,695</b>	<b>20.6%</b>
<b>Total</b>	<b>83,170</b>	<b>100%</b>	<b>7,524</b>	<b>100%</b>	<b>90,694</b>	<b>100%</b>

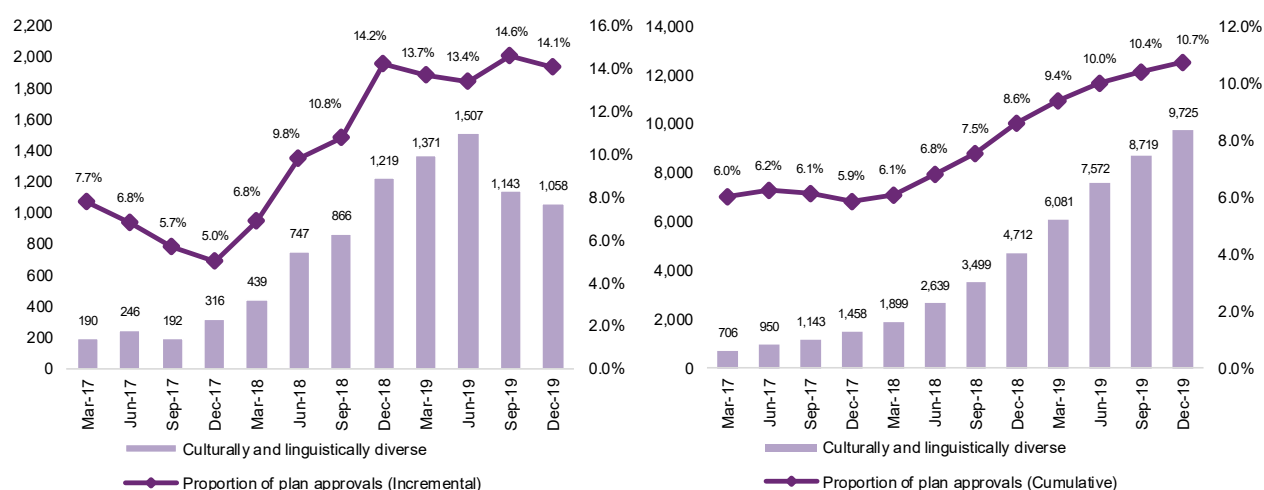
**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>139</sup>



**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%	<b>9,725</b>	<b>10.7%</b>
Not culturally and linguistically diverse	74,218	89.2%	6,462	85.9%	<b>80,680</b>	<b>89.0%</b>
Not stated	285	0.3%	<11		<b>289</b>	<b>0.3%</b>
<b>Total</b>	<b>83,170</b>	<b>100%</b>	<b>7,524</b>	<b>100%</b>	<b>90,694</b>	<b>100%</b>

**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>140</sup>



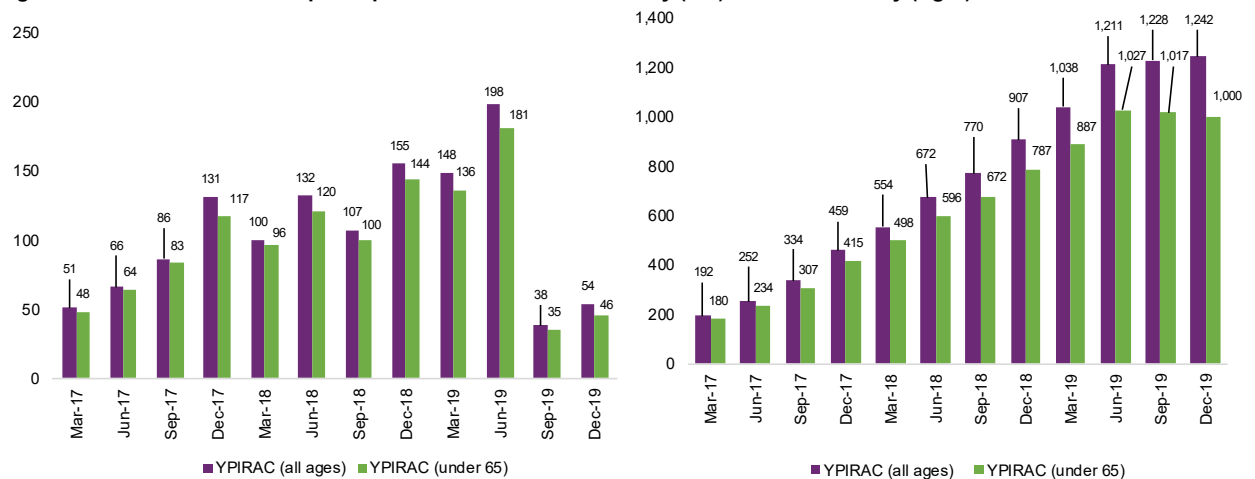
<sup>139</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>140</sup> 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
<b>Total YPIRAC (under 65)</b>	<b>1,000</b>
65 and above	242
<b>Total participants in residential aged care</b>	<b>1,242</b>
Participants not in residential aged care	89,452
<b>Total</b>	<b>90,694</b>

**Figure G.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>141</sup>



**Table G.11 Participant profile per quarter by remoteness – Victoria** <sup>142 143</sup>

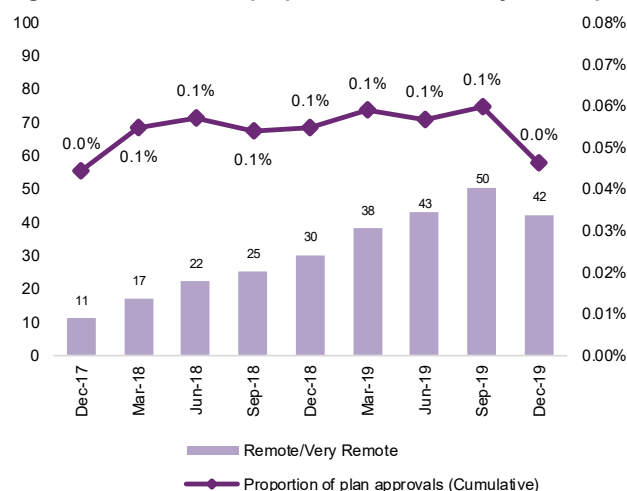
Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	58,712	70.6%	5,353	71.1%	<b>64,065</b>	<b>70.6%</b>
Population > 50,000	8,323	10.0%	716	9.5%	<b>9,039</b>	<b>10.0%</b>
Population between 15,000 and 50,000	5,680	6.8%	537	7.1%	<b>6,217</b>	<b>6.9%</b>
Population between 5,000 and 15,000	4,922	5.9%	369	4.9%	<b>5,291</b>	<b>5.8%</b>
Population less than 5,000	5,481	6.6%	544	7.2%	<b>6,025</b>	<b>6.6%</b>
Remote	37	0.0%	<11		<b>42</b>	<b>0.0%</b>
Very Remote	<11		<11		<b>&lt;11</b>	
Missing	15	0.0%	<11		<b>15</b>	<b>0.0%</b>
<b>Total</b>	<b>83,170</b>	<b>100%</b>	<b>7,524</b>	<b>100%</b>	<b>90,694</b>	<b>100%</b>

<sup>141</sup> Ibid.

<sup>142</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>143</sup> 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** <sup>144 145</sup>



**Table G.12 Participant profile per quarter by disability group – Victoria** <sup>146 147 148</sup>

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%
<b>Total</b>	<b>83,170</b>	<b>100%</b>	<b>7,524</b>	<b>100%</b>	<b>90,694</b>	<b>100%</b>

<sup>144</sup> 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.

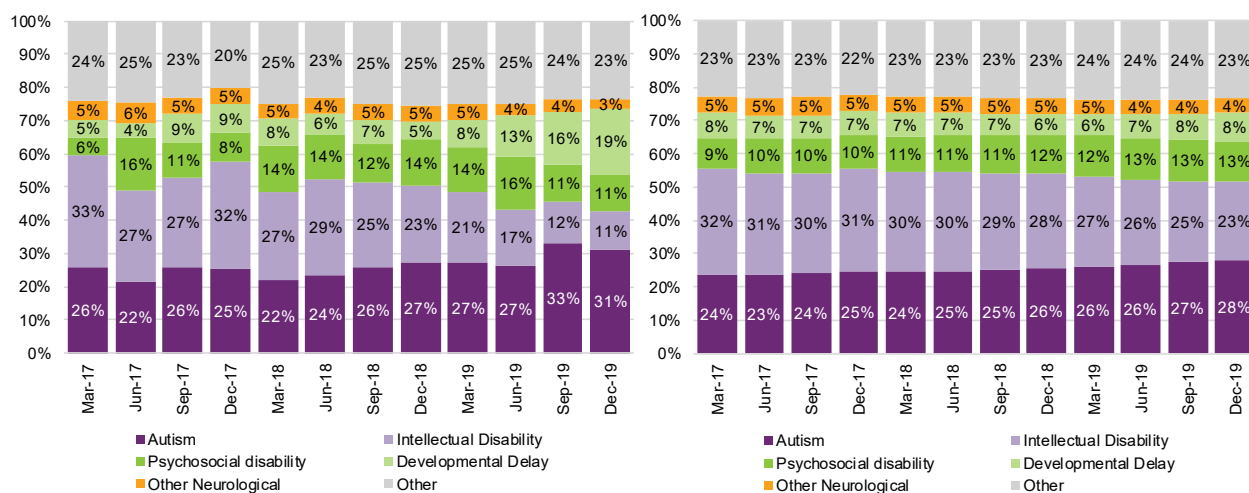
<sup>145</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

<sup>146</sup> Table order based on national proportions (highest to lowest).

<sup>147</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>148</sup> 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** <sup>149</sup>



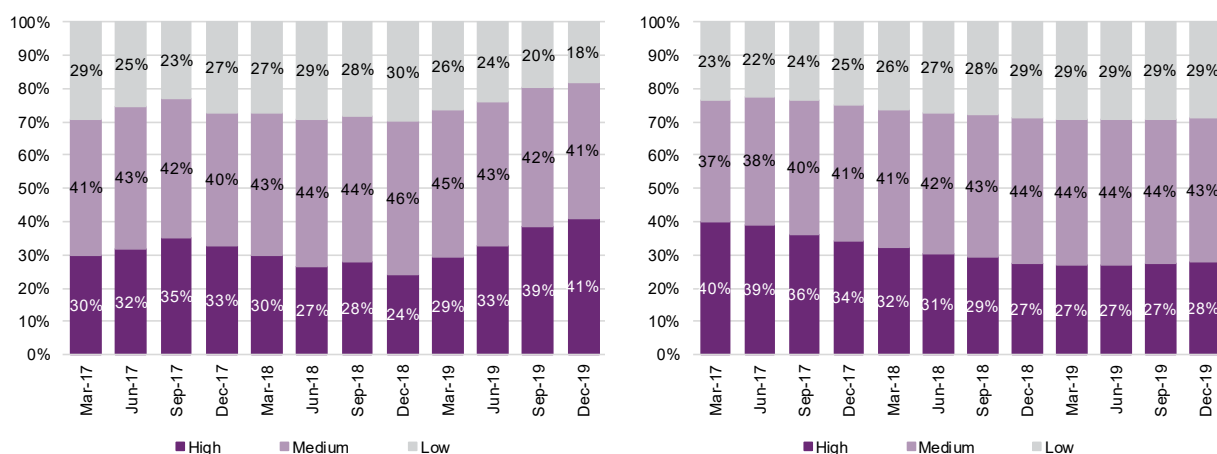
**Table G.13 Participant profile per quarter by level of functions – Victoria** <sup>150</sup>

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%
<b>Total</b>	<b>83,170</b>	<b>100%</b>	<b>7,524</b>	<b>100%</b>	<b>90,694</b>	<b>100%</b>

<sup>149</sup> 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.

<sup>150</sup> The distributions are calculated excluding participants with a missing level of function.

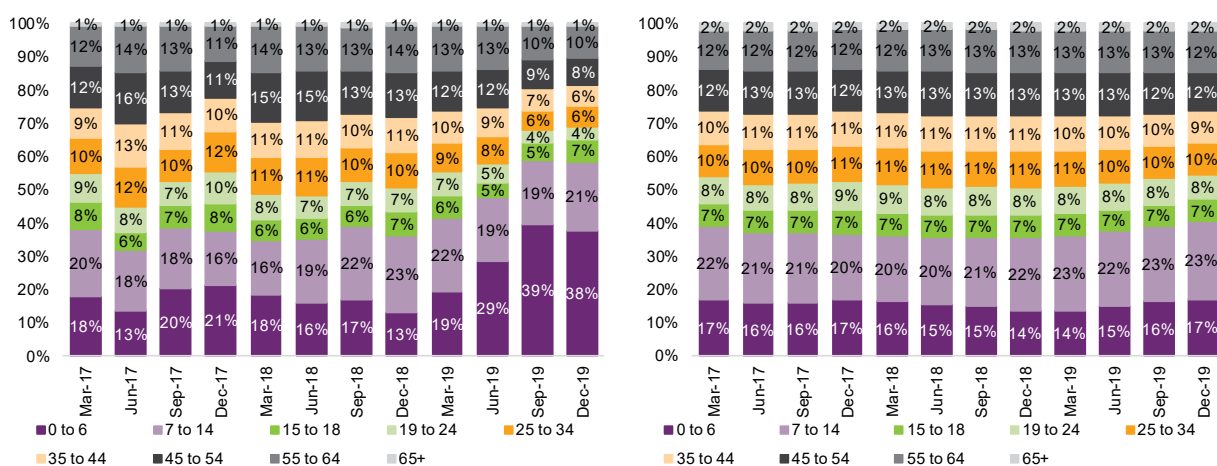
**Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria** <sup>151</sup>



**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%
<b>Total</b>	<b>83,170</b>	<b>100%</b>	<b>7,524</b>	<b>100%</b>	<b>90,694</b>	<b>100%</b>

**Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria** <sup>152</sup>



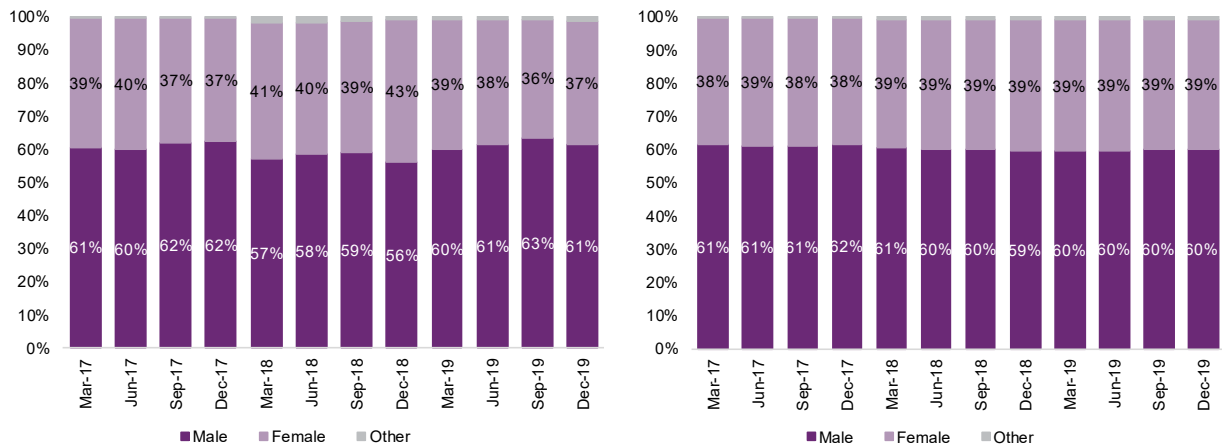
<sup>151</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>152</sup> 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%	<b>54,682</b>	<b>60%</b>
Female	32,276	39%	2,793	37%	<b>35,069</b>	<b>39%</b>
Other	833	1%	110	1%	<b>943</b>	<b>1%</b>
<b>Total</b>	<b>83,170</b>	<b>100%</b>	<b>7,524</b>	<b>100%</b>	<b>90,694</b>	<b>100%</b>

**Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria** <sup>153</sup>



## Part Two: Participant experience and outcomes

**Table G.16 Number of baseline questionnaires completed by SFOF version – Victoria** <sup>154</sup>

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
<b>Total Participant</b>	<b>9,567</b>	<b>22,739</b>	<b>37,260</b>	<b>14,815</b>	<b>84,381</b>
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
<b>Total Family</b>	<b>4,091</b>	<b>14,467</b>	<b>23,750</b>	<b>10,769</b>	<b>53,077</b>
<b>Total</b>	<b>13,658</b>	<b>37,206</b>	<b>61,010</b>	<b>25,584</b>	<b>137,458</b>

<sup>153</sup> Ibid.

<sup>154</sup> 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 – Victoria** <sup>155</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	90%
DL	Has the NDIS improved your child's access to specialist services?	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%

<sup>155</sup> 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 <sup>156</sup>**

	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%

<sup>156</sup> 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** <sup>157</sup>

	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%

<sup>157</sup> 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 <sup>158</sup>**

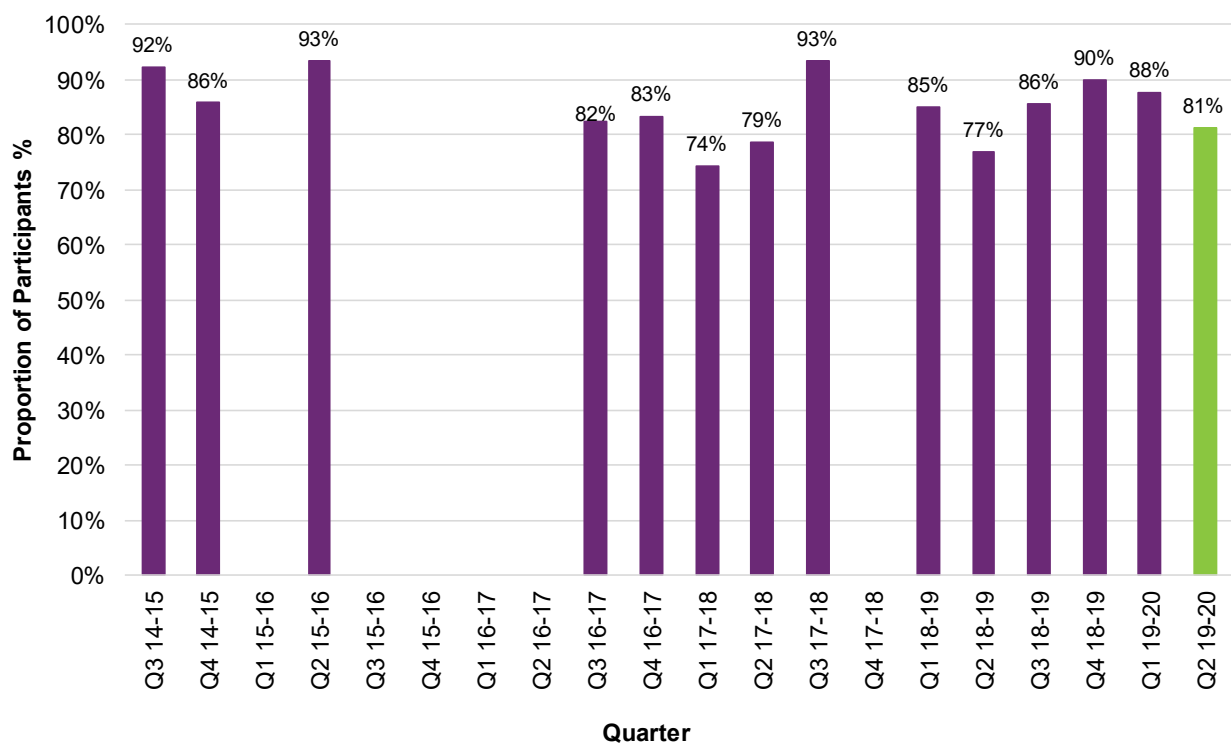
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	17%	21%	23%	24%
Aged 25+	25%	24%	24%	
Aged 15+ (Average)	24%	24%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	33%	40%	42%	47%
Aged 25+	35%	41%	44%	
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%	

<sup>158</sup> 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** <sup>159</sup>

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\*** <sup>160</sup>



\* 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.

<sup>159</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

<sup>160</sup> 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%

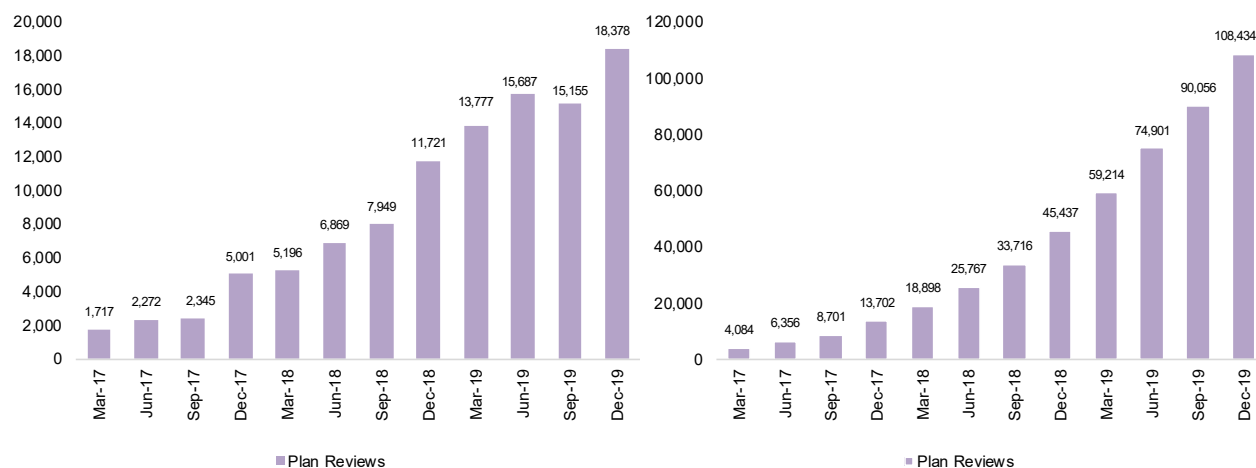
**Table G.38 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Victoria**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 1,392</b>	<b>n = 424</b>
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%
<b>Pre-planning</b>	<b>n = 1,119</b>	<b>n = 435</b>
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%
<b>Planning</b>	<b>n = 1,514</b>	<b>n = 644</b>
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%
<b>Plan review</b>	<b>n = 1,058</b>	<b>n = 97</b>
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** <sup>161</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>90,056</b>	<b>18,378</b>	<b>108,434</b>
Early intervention plans	13,110	2,459	15,569
Permanent disability plans	76,946	15,919	92,865

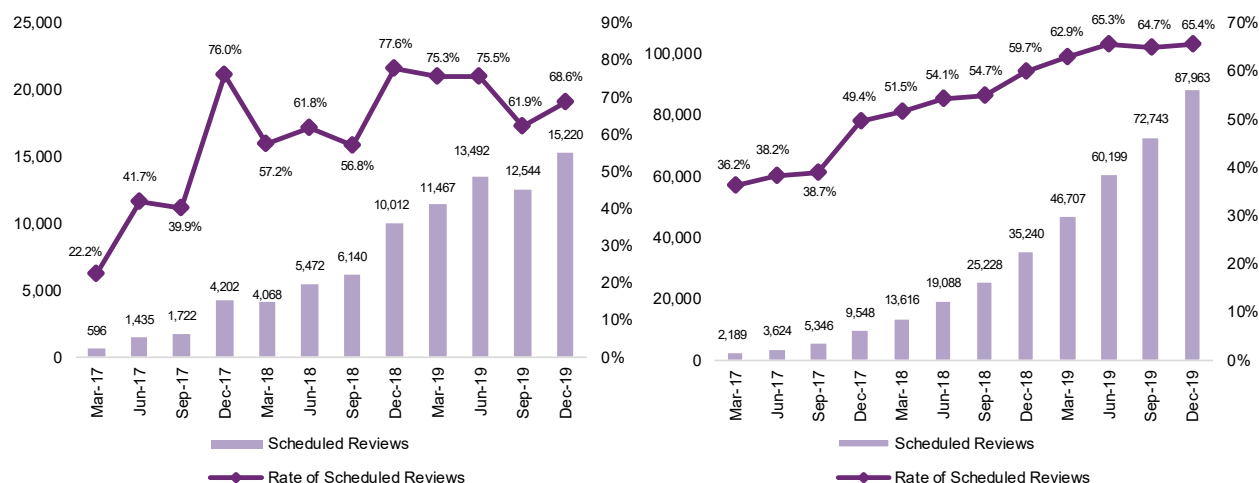
**Figure G.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Victoria**



**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
<b>Total scheduled plan reviews</b>	<b>72,743</b>	<b>15,220</b>	<b>87,963</b>
Trial participants	14,034	1,016	15,050
Transition participants	58,709	14,204	72,913

**Figure G.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – Victoria** <sup>162</sup>



<sup>161</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>162</sup> 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.

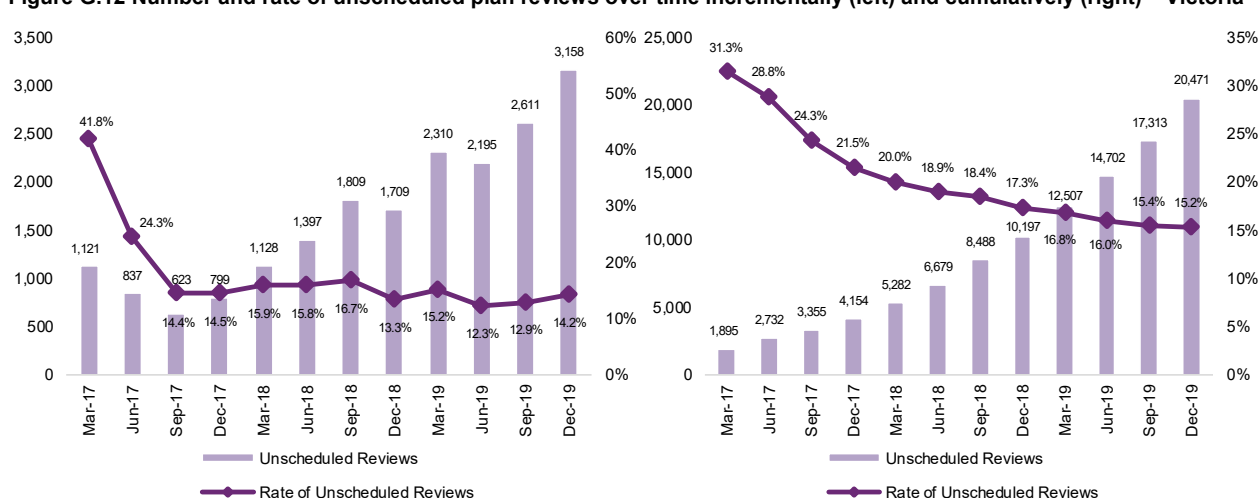
**Table G.41 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Victoria**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>17,313</b>	<b>3,158</b>	<b>20,471</b>
<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** <sup>163</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>% unscheduled reviews</b>	<b>15.4%</b>	<b>14.2%</b>	<b>15.2%</b>

**Figure G.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Victoria** <sup>164</sup>



**Table G.43 Complaints by quarter – Victoria** <sup>165 166 167</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>10,427</b>	<b>1,771</b>	<b>12,198</b>	<b>7,469</b>
% of all access requests	6.9%	6.1%	6.7%	

<sup>163</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

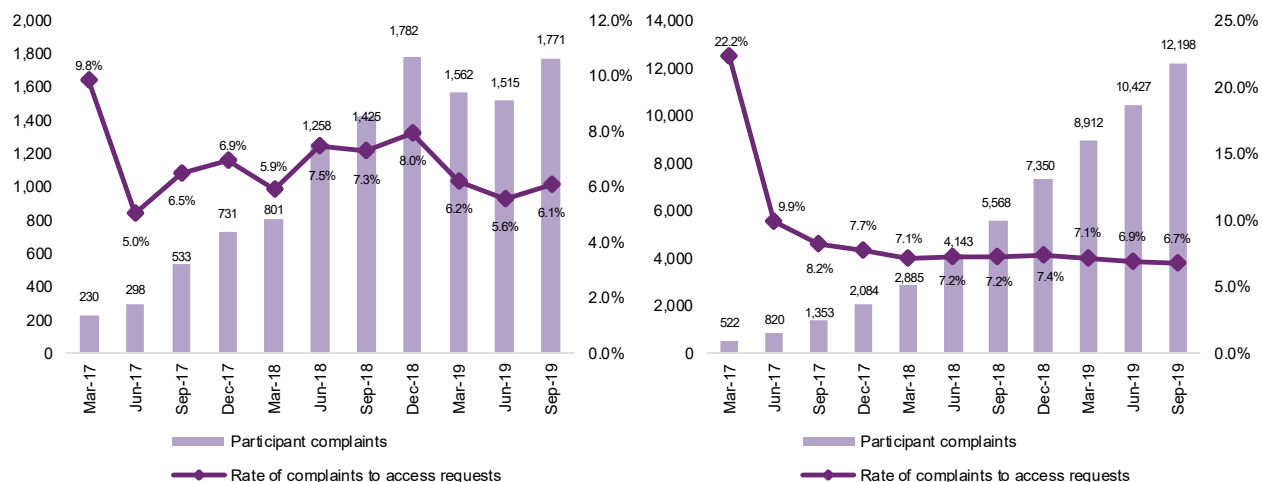
<sup>164</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>165</sup> 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.

<sup>166</sup> Note that 69% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

<sup>167</sup> % 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** <sup>168</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1		Transition Total	
<b>Participants or those who have sought access</b>					
<i>Complaints about service providers</i>					
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%)		
<b>Total</b>	<b>440</b>	<b>103</b>	<b>543</b>		
<i>Complaints about the Agency</i>					
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%)		
<b>Total</b>	<b>9,350</b>	<b>1,668</b>	<b>11,018</b>		
<i>Unclassified</i>	<b>637</b>	<b>0</b>	<b>637</b>		

<sup>168</sup> 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 <sup>169</sup>

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%
<b>Total</b>	<b>514</b>	<b>100%</b>	<b>164</b>	<b>100%</b>	<b>678</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.29%</b>		<b>0.57%</b>		<b>0.33%</b>	

Figure G.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

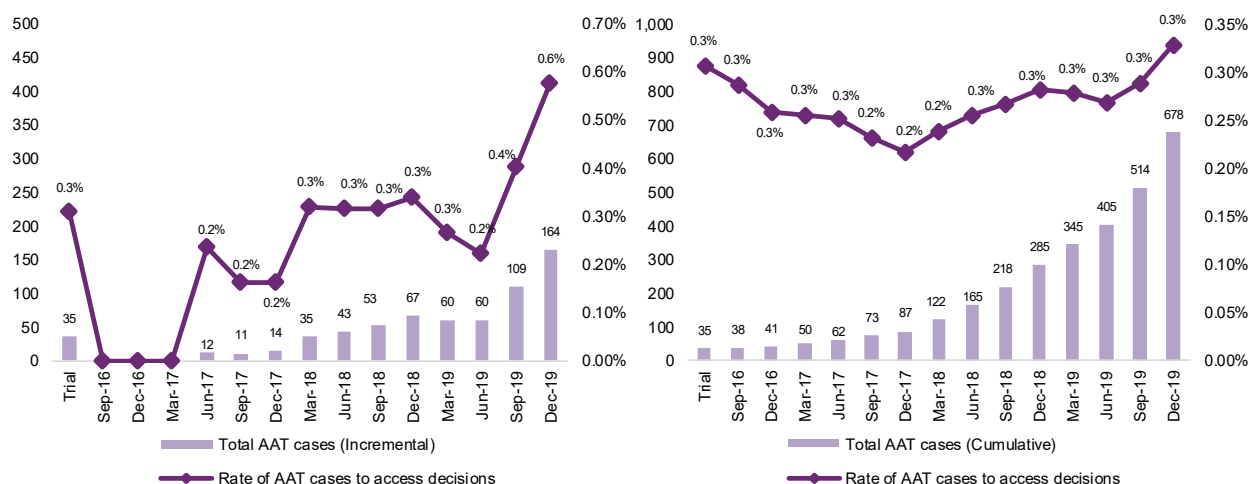


Table G.46 AAT cases by open/closed and decision – Victoria

	N
<b>AAT Cases</b>	<b>678</b>
<b>Open AAT Cases</b>	<b>265</b>
<b>Closed AAT Cases</b>	<b>413</b>
Resolved before hearing	393
Gone to hearing and received a substantive decision	20*

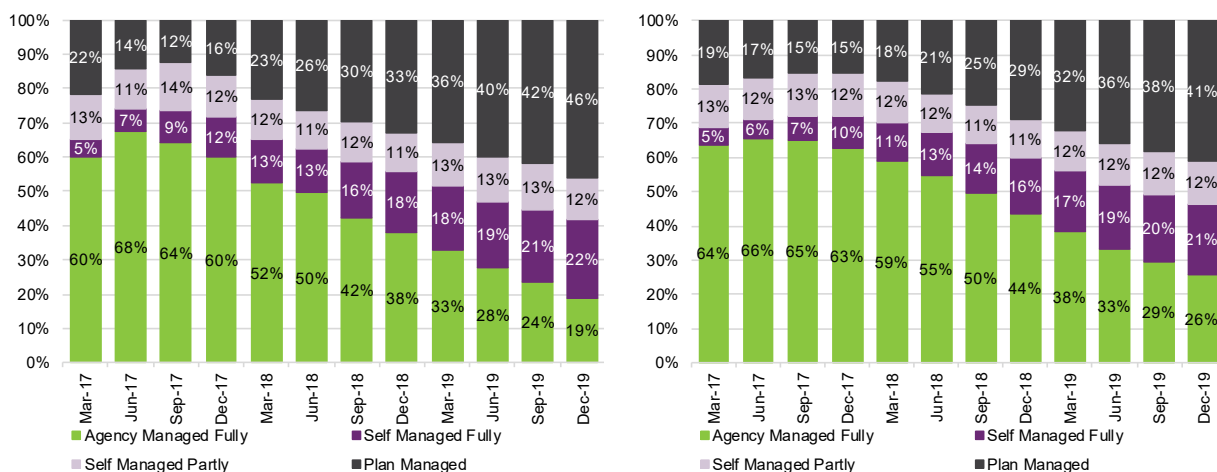
\*Of the 20 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 3 varied the Agency's decision and 10 set aside the Agency's decision.

<sup>169</sup> % 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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria**<sup>172</sup>



**Table G.48 Distribution of active participants by support coordination and quarter of plan approval – Victoria**<sup>173</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	43%	44%	43%

<sup>170</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>171</sup> Trial participants are not included.

<sup>172</sup> 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.

<sup>173</sup> Trial participants are not included.

**Table G.49 Duration to plan activation by quarter of initial plan approval for active participants – Victoria** <sup>174</sup>

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
<b>Plan activation</b>				
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%
<b>Activated within 90 days</b>	<b>51,266</b>	<b>87%</b>	<b>9,483</b>	<b>84%</b>
90 to 119 days	1,781	3%	370	3%
120 days and over	4,417	7%	407	4%
<b>Activated after 90 days</b>	<b>6,198</b>	<b>10%</b>	<b>777</b>	<b>7%</b>
No payments	1,723	3%	971	9%
<b>Total plans approved</b>	<b>59,187</b>	<b>100%</b>	<b>11,231</b>	<b>100%</b>

**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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>52,276</b>	<b>54,191</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	4,526	4,661	97%
Not CALD	47,481	49,258	96%
Not Stated	269	272	99%
<b>Total</b>	<b>52,276</b>	<b>54,191</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	35,617	36,841	97%
Regional	16,631	17,319	96%
Remote	16	19	84%
Missing	12	12	100%
<b>Total</b>	<b>52,276</b>	<b>54,191</b>	<b>96%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>52,276</b>	<b>54,191</b>	<b>96%</b>

<sup>174</sup> 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** <sup>175 176</sup>

Plan utilisation	Total
0 to 50%	43%
50% to 75%	24%
> 75%	33%
<b>Total</b>	<b>100%</b>

**Table G.52 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>177</sup>

	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** <sup>178 179</sup>

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%

<sup>175</sup> 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.

<sup>176</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>177</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>178</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>179</sup> 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** <sup>180</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	145	30	175	21%
Specialist Disability Accommodation	54	8	62	15%
Vehicle Modifications	56	8	64	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	324	27	351	8%
Support Coordination	171	17	188	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	138	6	144	4%
Specialised Supported Employment	147	5	152	3%
<b>Total approved active providers</b>	<b>4,308</b>	<b>223</b>	<b>4,531</b>	<b>5%</b>

<sup>180</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	51	300	351	15%	85%	100%
Support Coordination	24	164	188	13%	87%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>1,713</b>	<b>2,818</b>	<b>4,531</b>	<b>38%</b>	<b>62%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	62	30	92	33%
Specialist Disability Accommodation	35	8	43	19%
Vehicle Modifications	28	8	36	22%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	223	27	250	11%
Support Coordination	84	17	101	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	69	6	75	8%
Specialised Supported Employment	110	5	115	4%
<b>Total</b>	<b>2,670</b>	<b>223</b>	<b>2,893</b>	<b>8%</b>

**Table G.57 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Victoria**

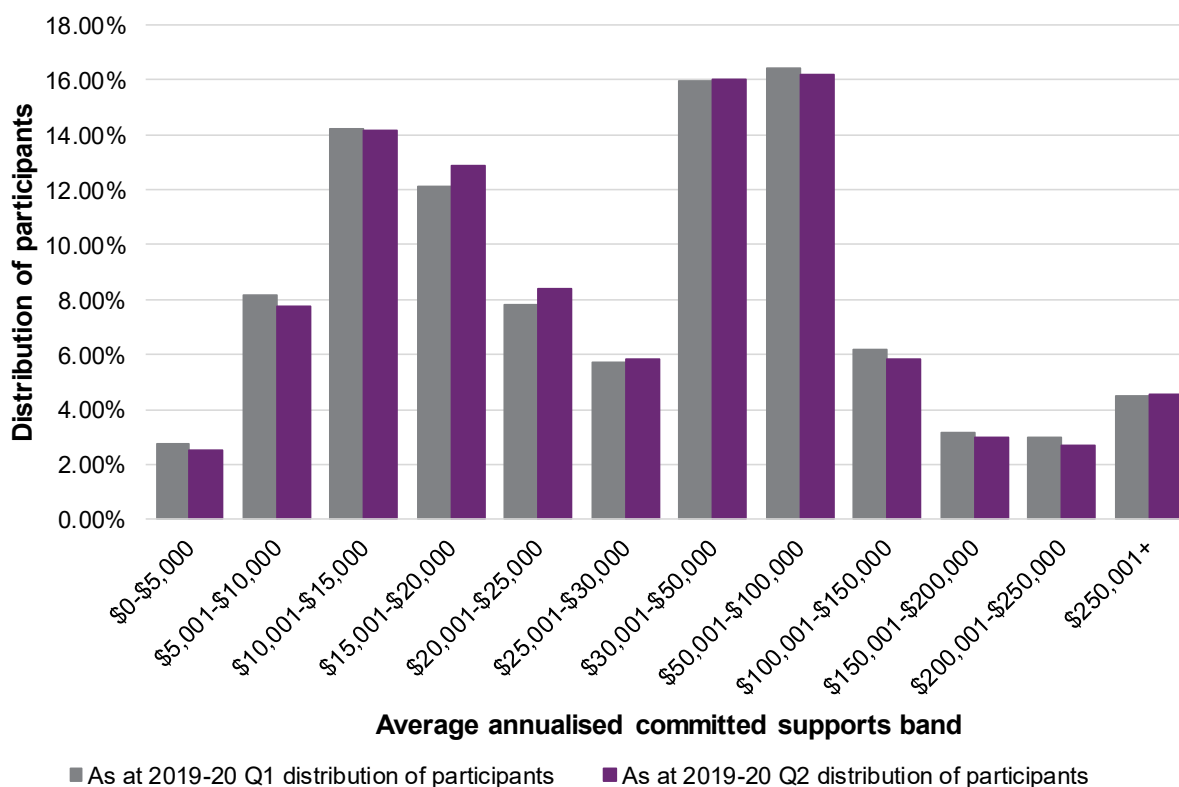
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	8	35	43	19%	81%	100%
Assistance Animals	4	28	32	13%	88%	100%
Assistance with daily 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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	44	206	250	18%	82%	100%
Support Coordination	12	89	101	12%	88%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>1,040</b>	<b>1,853</b>	<b>2,893</b>	<b>36%</b>	<b>64%</b>	<b>100%</b>

## Part Four: Financial sustainability

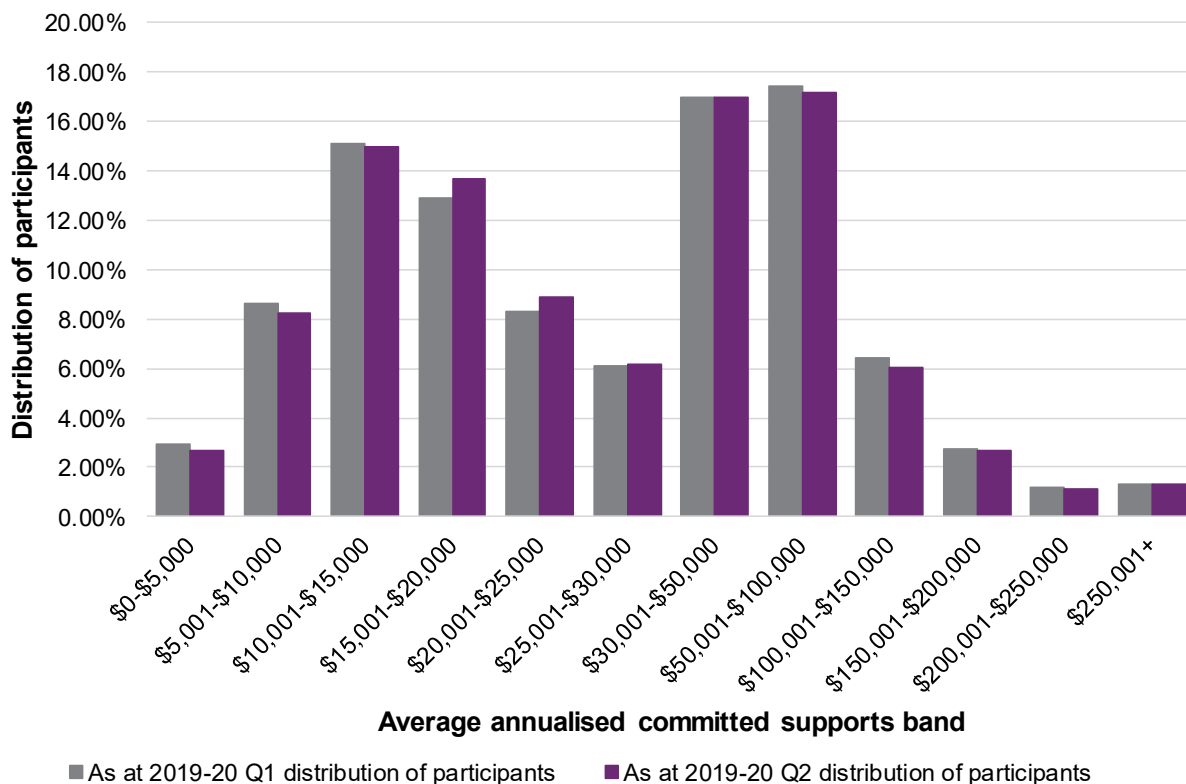
**Table G.58 Committed supports by financial year (\$m) – Victoria**

	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

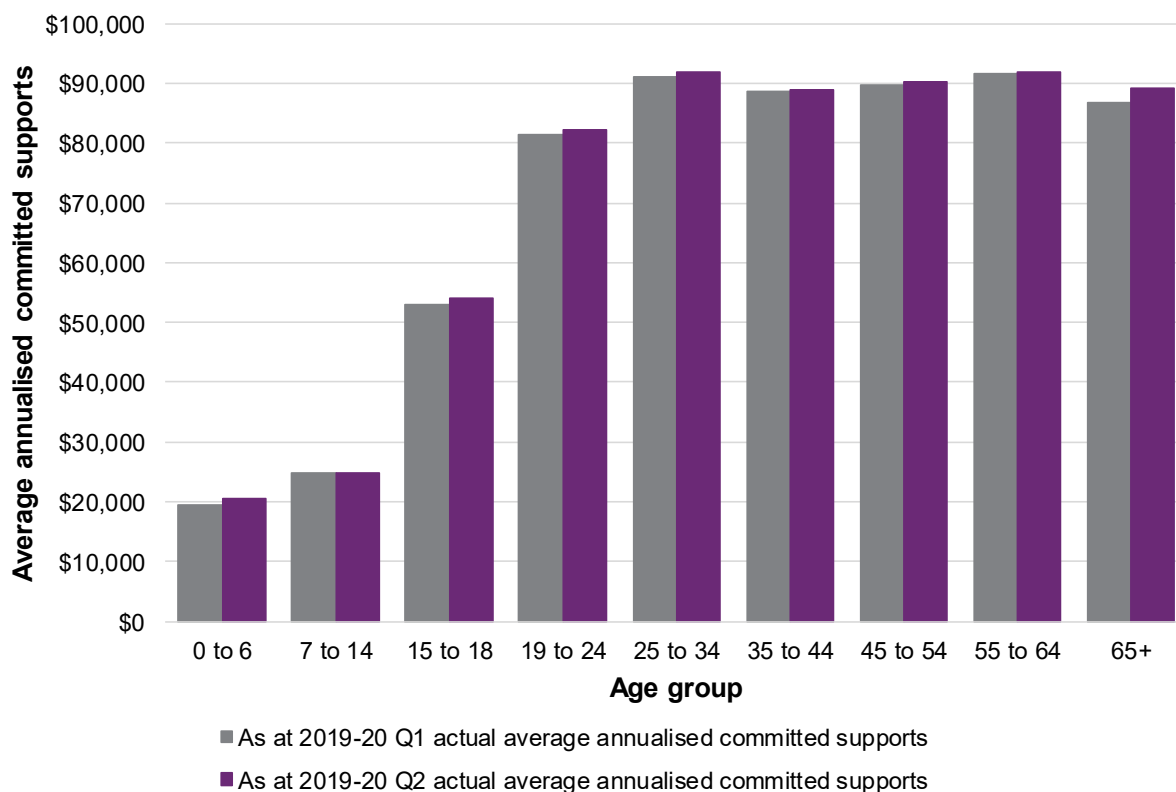
**Figure G.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria**



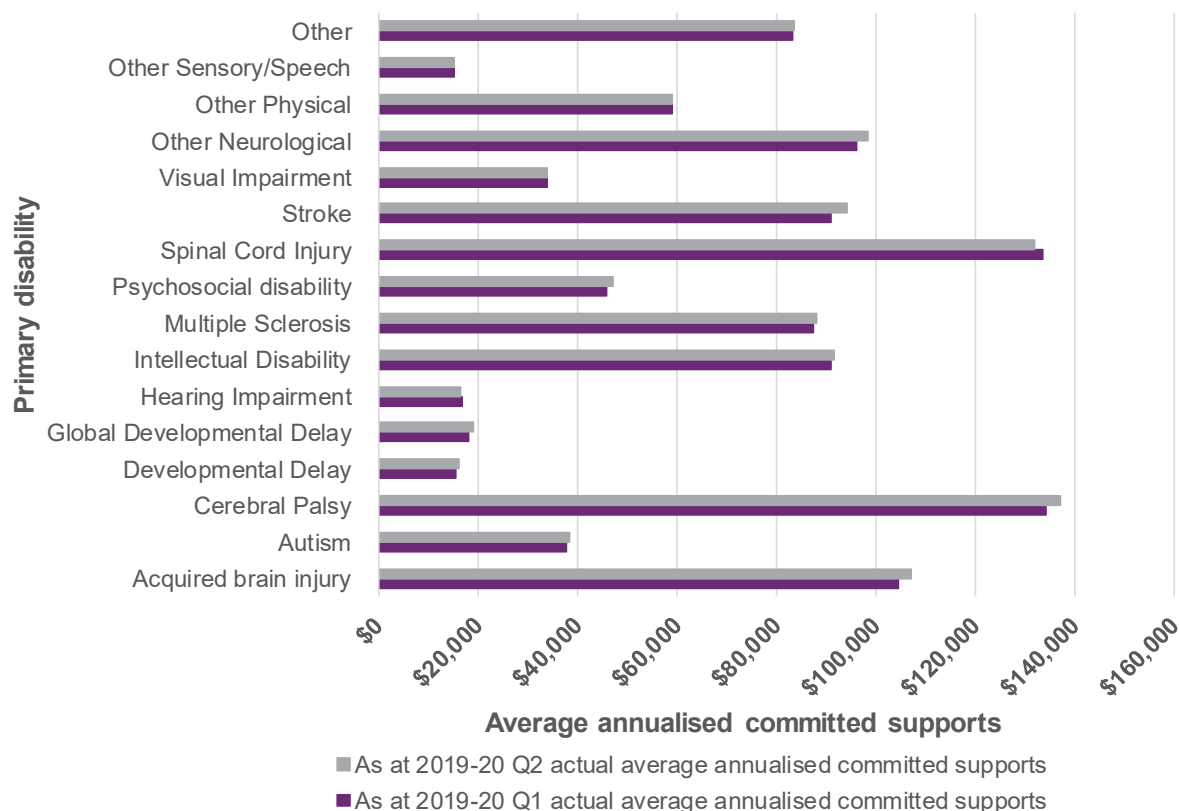
**Figure G.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria**



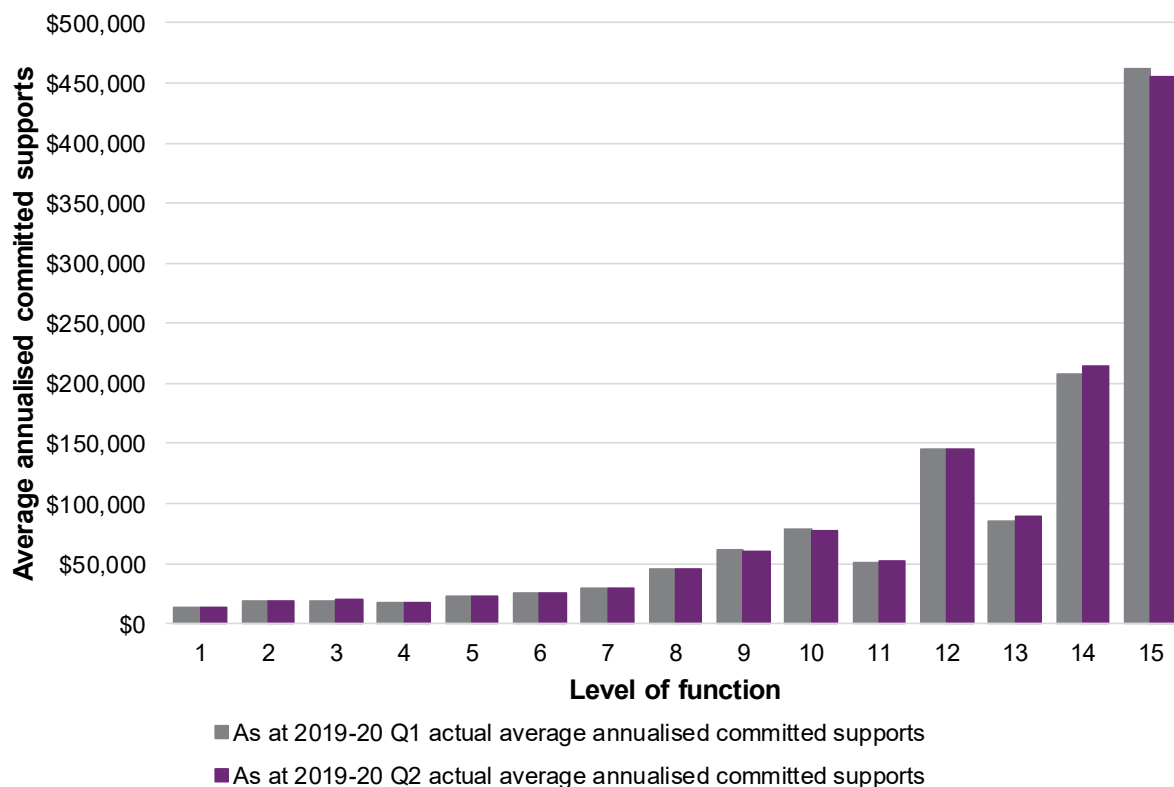
**Figure G.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria**



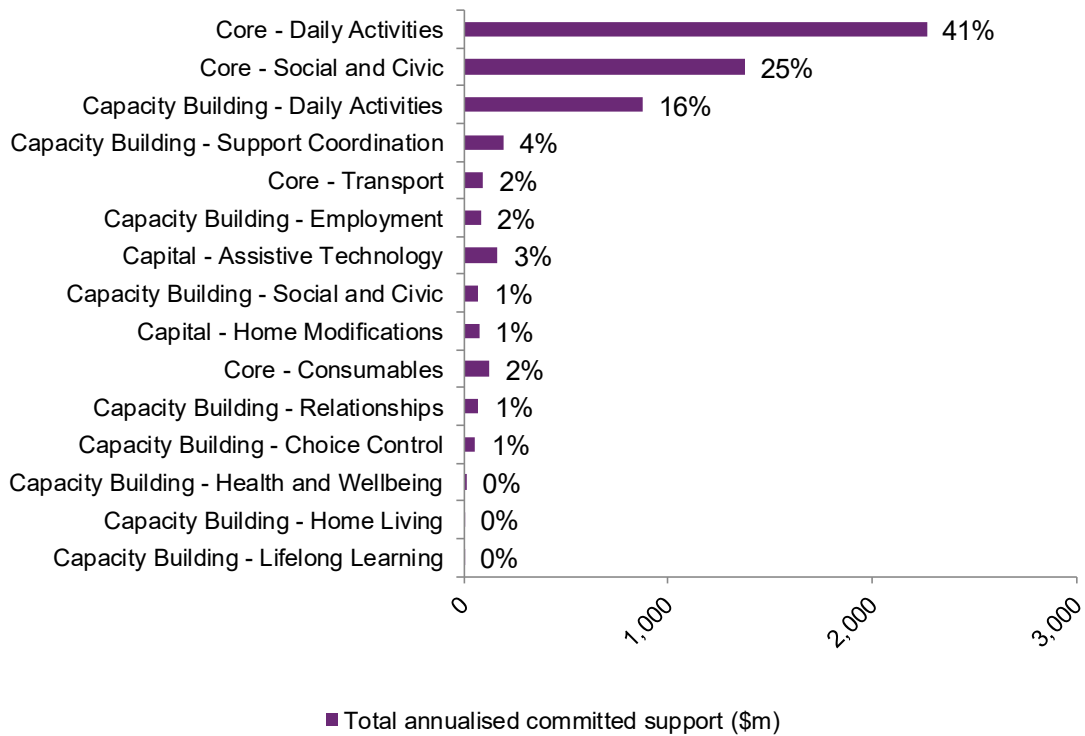
**Figure G.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Victoria**



**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**



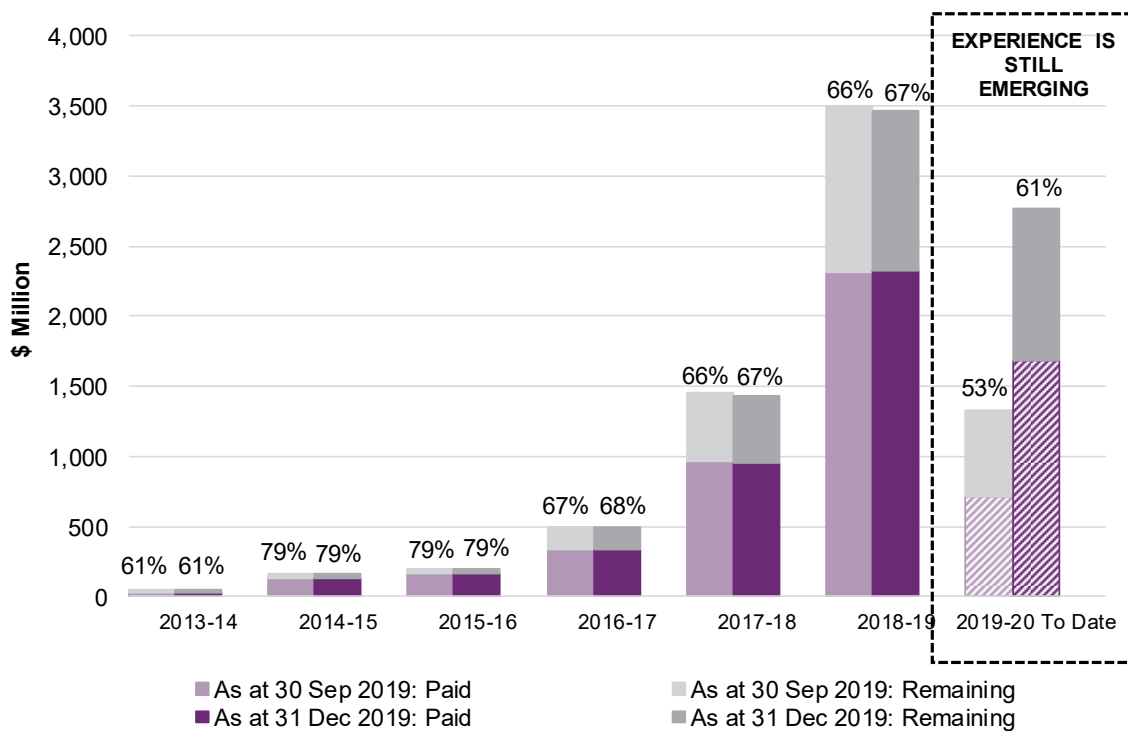
**Figure G.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Victoria**



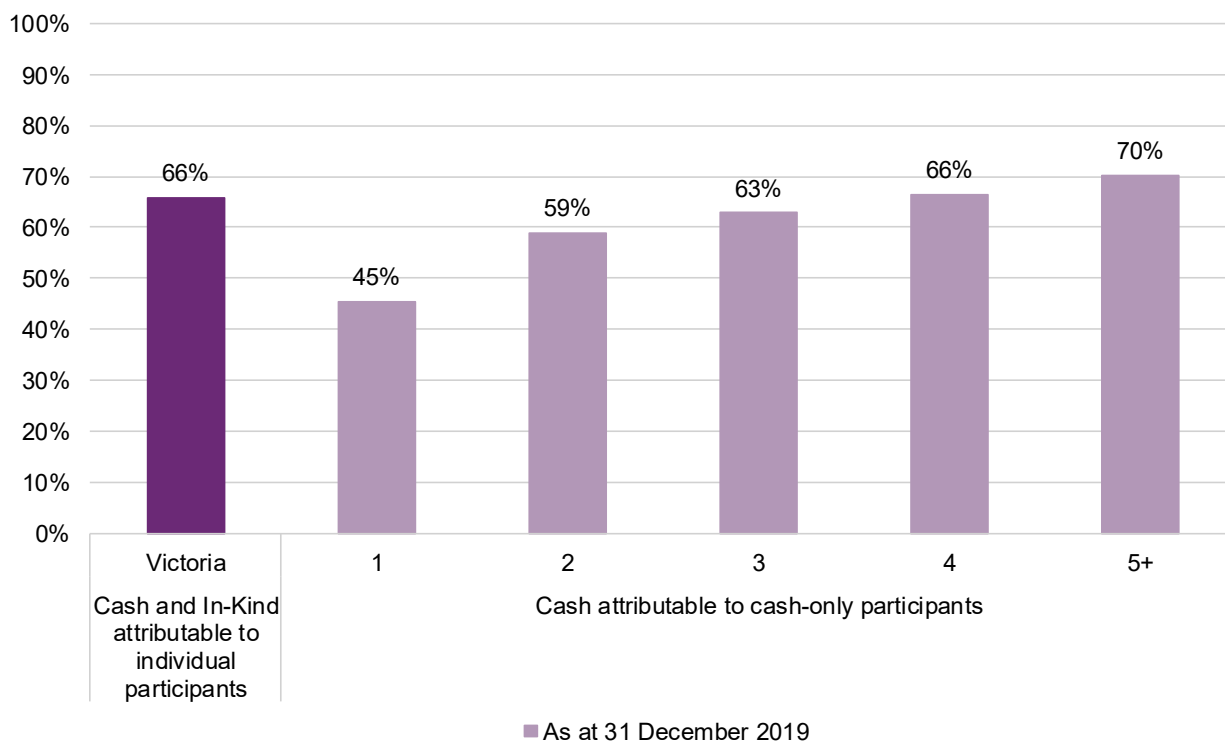
**Table G.59 Payments by financial year, compared to committed supports (\$m) – Victoria**

	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%

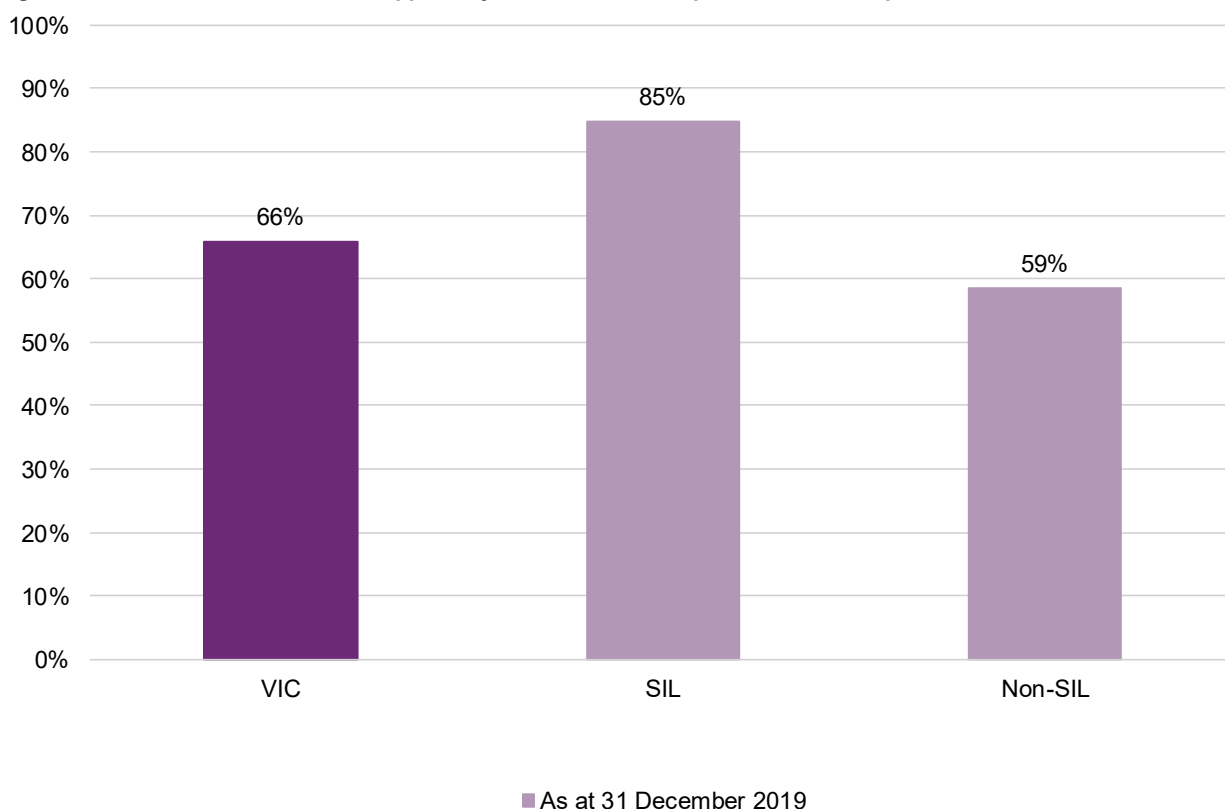
**Figure G.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Victoria**



**Figure G.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Victoria** <sup>181</sup>



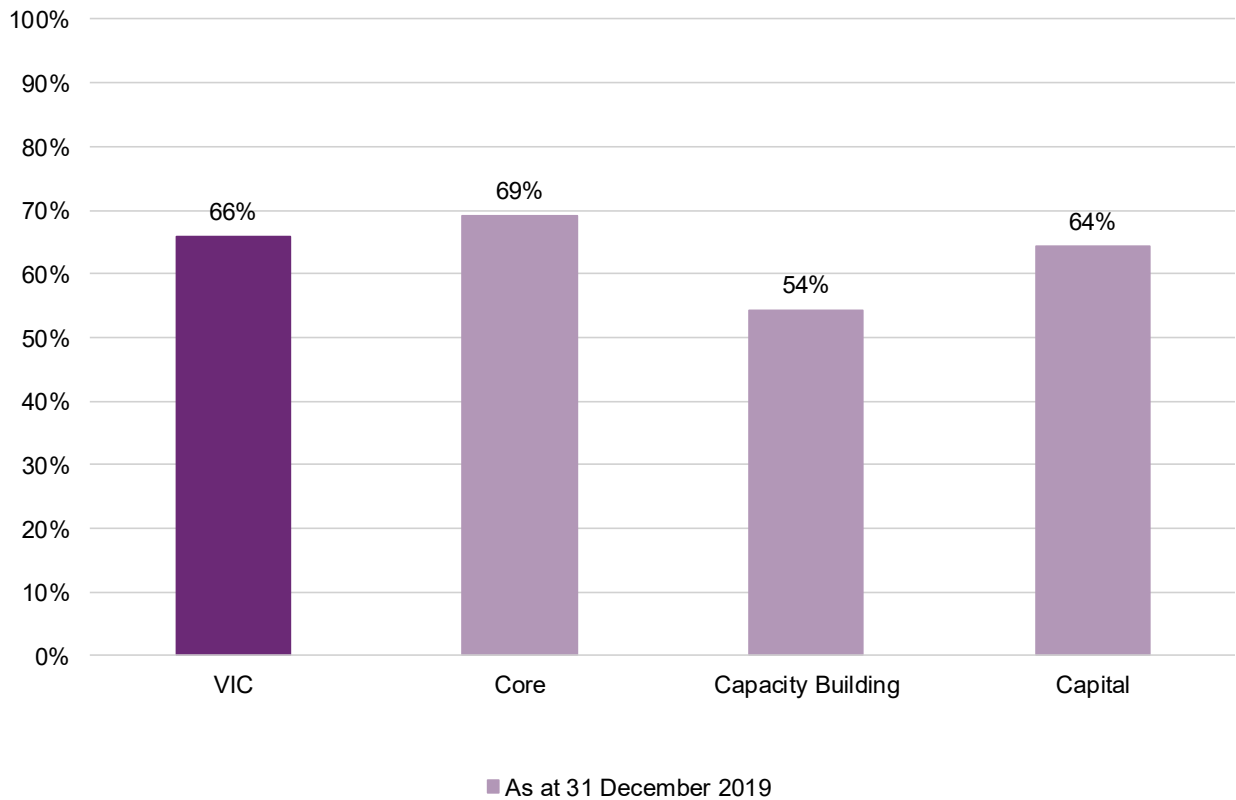
**Figure G.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Victoria** <sup>182</sup>



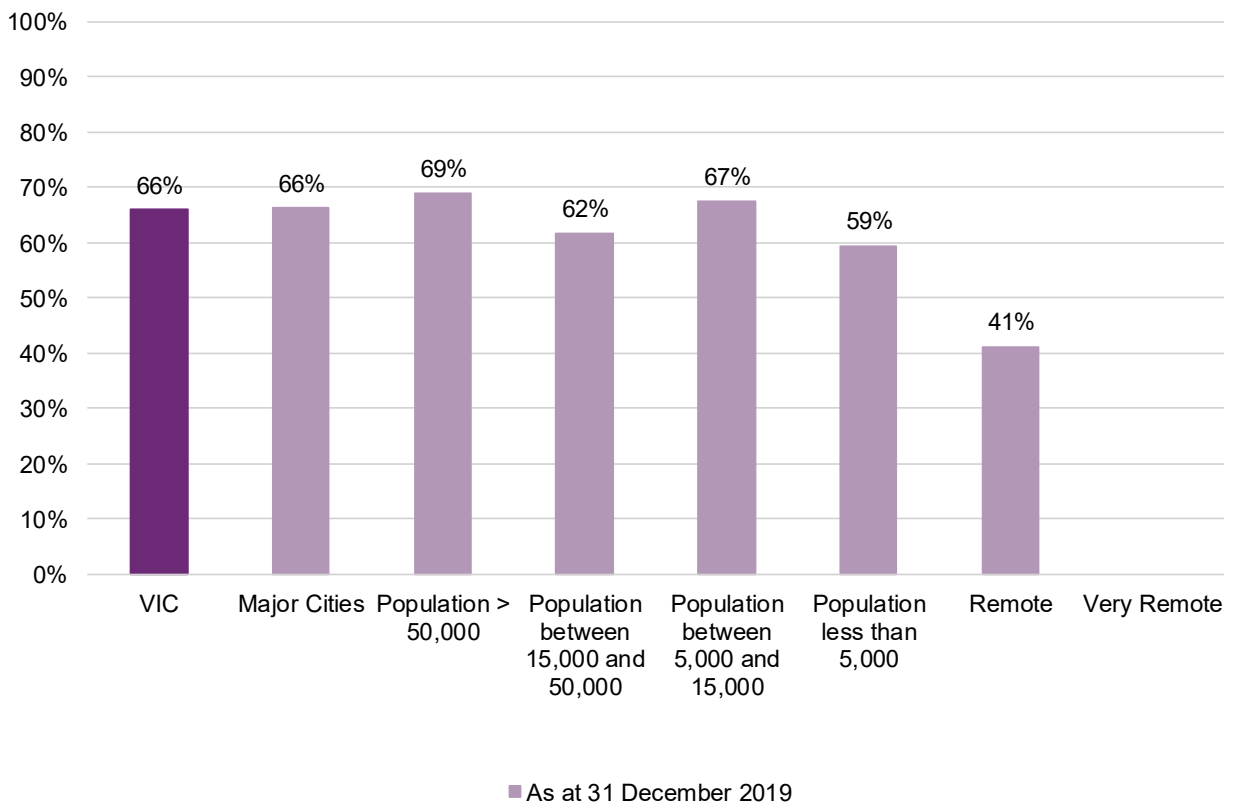
<sup>181</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>182</sup> 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** <sup>183</sup>



**Figure G.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Victoria** <sup>184 185</sup>



<sup>183</sup> Ibid.

<sup>184</sup> Ibid.

<sup>185</sup> 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 <sup>186</sup>

	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 <sup>187 188</sup>

	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

<sup>186</sup> 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.

<sup>187</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 90% of people with a hearing impairment met the access criteria compared to 76% overall.

<sup>188</sup> 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** <sup>189 190</sup>

	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** <sup>191 192 193 194</sup>

	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

<sup>189</sup> 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.

<sup>190</sup> 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.

<sup>191</sup> This table shows the total numbers of active participants at the end of each period.

<sup>192</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>193</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>194</sup> 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** <sup>195</sup>

	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	
<b>Total</b>	<b>62,745</b>	<b>84%</b>	<b>5,912</b>	<b>76%</b>	<b>68,657</b>	<b>83%</b>

**Table H.7 Assessment of access by disability – Queensland** <sup>196</sup>

	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%
<b>Total</b>	<b>62,745</b>	<b>84%</b>	<b>5,912</b>	<b>76%</b>	<b>68,657</b>	<b>83%</b>

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

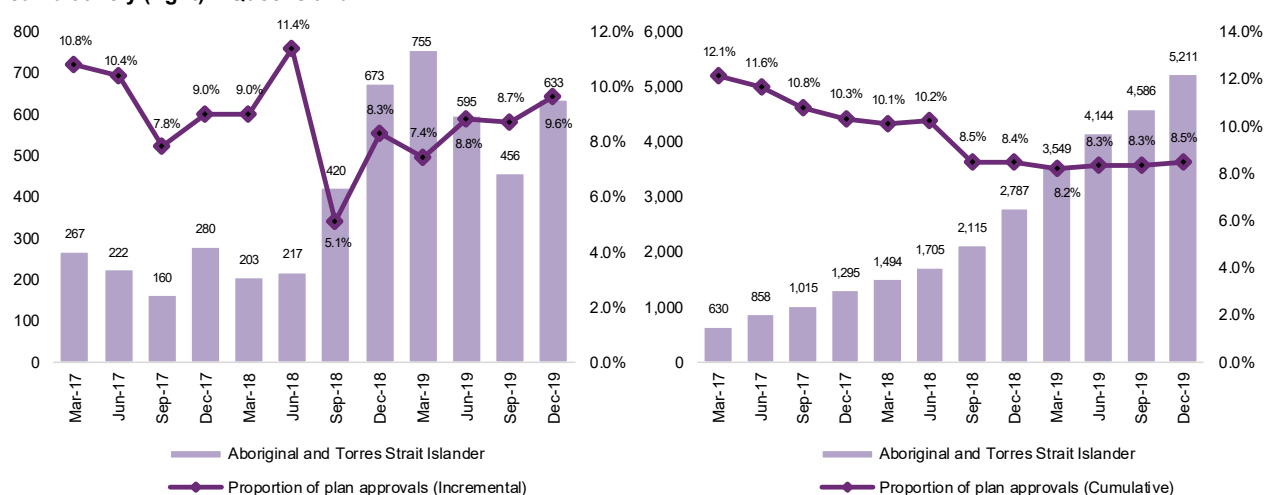
<sup>195</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>196</sup> 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%
<b>Total</b>	<b>55,010</b>	<b>100%</b>	<b>6,573</b>	<b>100%</b>	<b>61,583</b>	<b>100%</b>

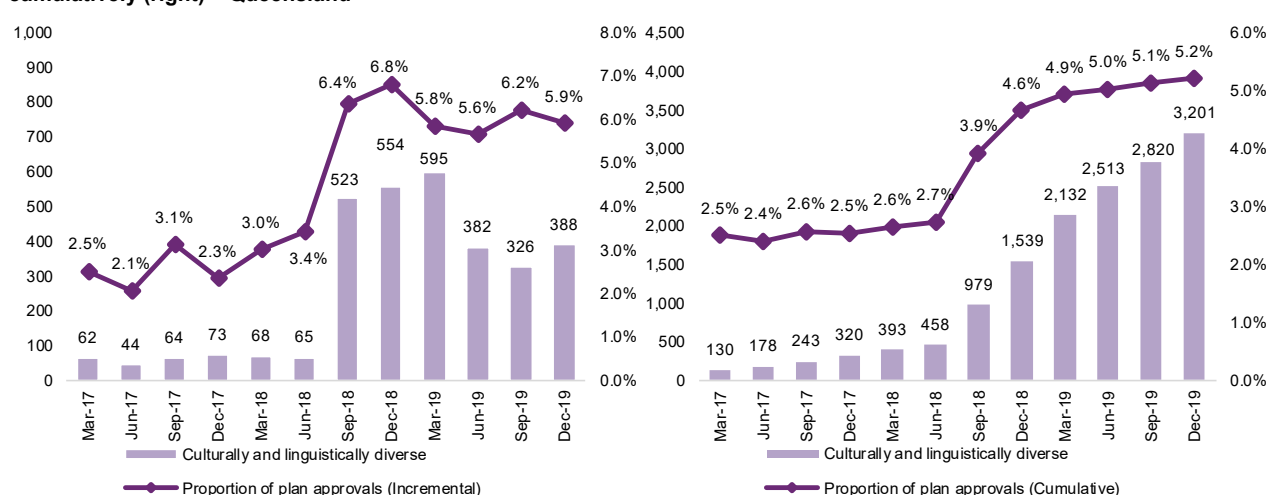
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland**<sup>197</sup>



**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%
<b>Total</b>	<b>55,010</b>	<b>100%</b>	<b>6,573</b>	<b>100%</b>	<b>61,583</b>	<b>100%</b>

**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland**<sup>198</sup>



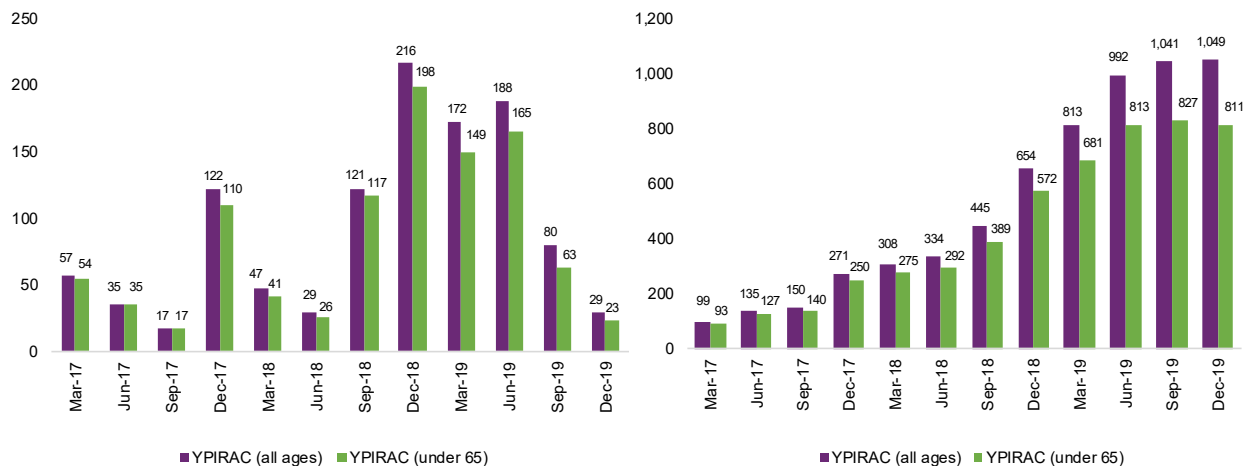
<sup>197</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>198</sup> 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
<b>Total YPIRAC (under 65)</b>	<b>811</b>
65 and above	238
<b>Total participants in residential aged care</b>	<b>1,049</b>
Participants not in residential aged care	60,534
<b>Total</b>	<b>61,583</b>

**Figure H.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – Queensland**<sup>199</sup>



**Table H.11 Participant profile per quarter by remoteness – Queensland**<sup>200 201</sup>

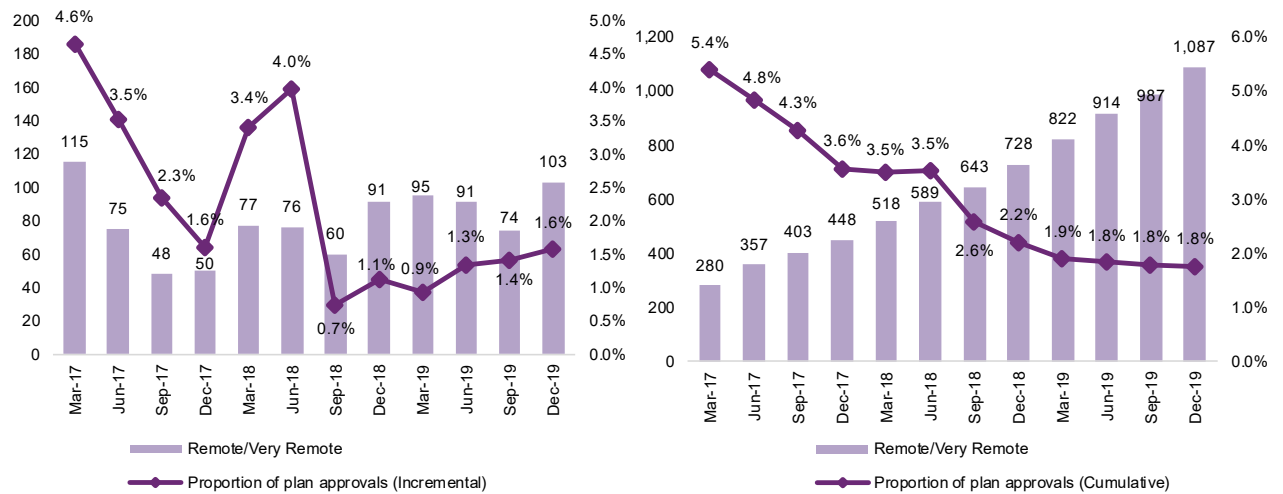
Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	30,719	55.8%	4,029	61.3%	<b>34,748</b>	<b>56.4%</b>
Population > 50,000	14,895	27.1%	1,437	21.9%	<b>16,332</b>	<b>26.5%</b>
Population between 15,000 and 50,000	2,054	3.7%	324	4.9%	<b>2,378</b>	<b>3.9%</b>
Population between 5,000 and 15,000	2,441	4.4%	200	3.0%	<b>2,641</b>	<b>4.3%</b>
Population less than 5,000	3,903	7.1%	478	7.3%	<b>4,381</b>	<b>7.1%</b>
Remote	522	0.9%	50	0.8%	<b>572</b>	<b>0.9%</b>
Very Remote	462	0.8%	53	0.8%	<b>515</b>	<b>0.8%</b>
Missing	14	0.0%	<11		<b>16</b>	<b>0.0%</b>
<b>Total</b>	<b>55,010</b>	<b>100%</b>	<b>6,573</b>	<b>100%</b>	<b>61,583</b>	<b>100%</b>

<sup>199</sup> Ibid.

<sup>200</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>201</sup> 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** <sup>202</sup>



**Table H.12 Participant profile per quarter by disability group – Queensland** <sup>203 204 205</sup>

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%
<b>Total</b>	<b>55,010</b>	<b>100%</b>	<b>6,573</b>	<b>100%</b>	<b>61,583</b>	<b>100%</b>

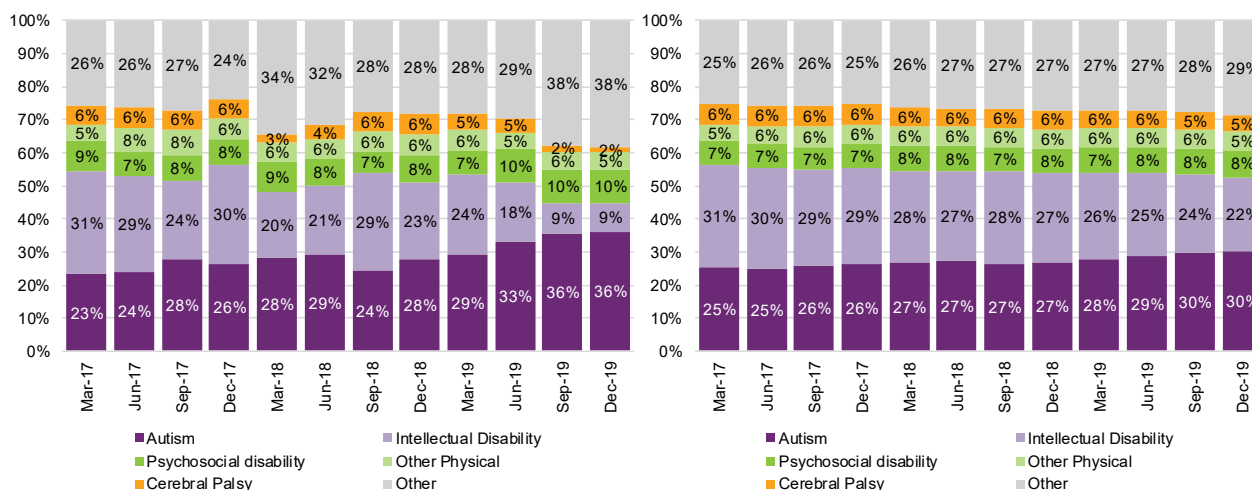
<sup>202</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>203</sup> Table order based on national proportions (highest to lowest).

<sup>204</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>205</sup> 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** <sup>206</sup>



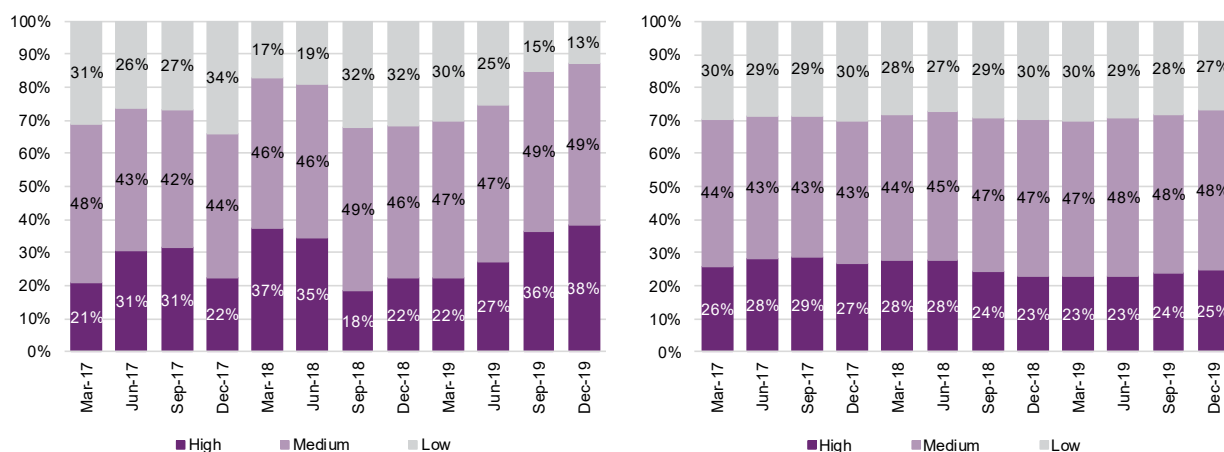
**Table H.13 Participant profile per quarter by level of functions – Queensland** <sup>207</sup>

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%
<b>Total</b>	<b>55,010</b>	<b>100%</b>	<b>6,573</b>	<b>100%</b>	<b>61,583</b>	<b>100%</b>

<sup>206</sup> 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.

<sup>207</sup> The distributions are calculated excluding participants with a missing level of function.

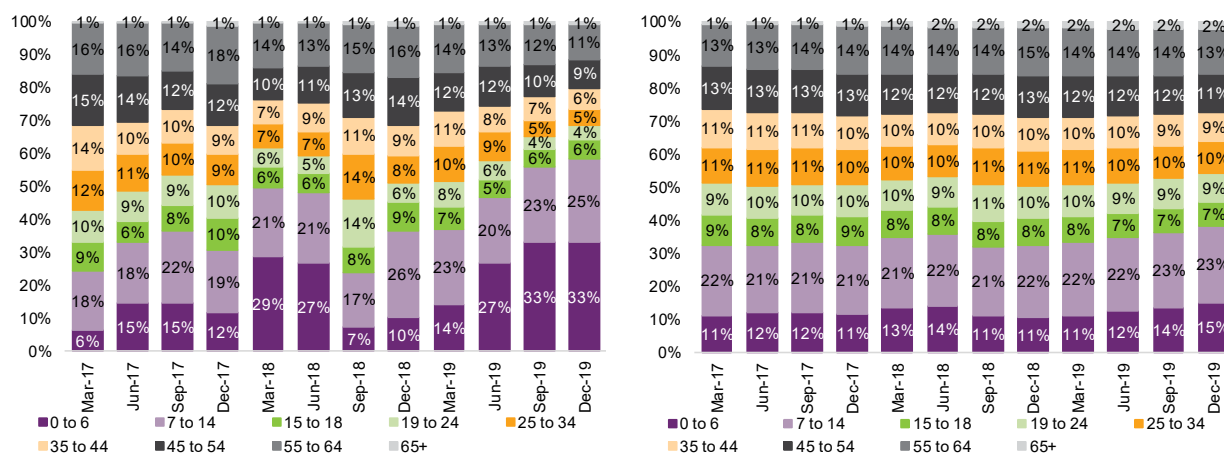
**Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland** <sup>208</sup>



**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%
<b>Total</b>	<b>55,010</b>	<b>100%</b>	<b>6,573</b>	<b>100%</b>	<b>61,583</b>	<b>100%</b>

**Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland** <sup>209</sup>



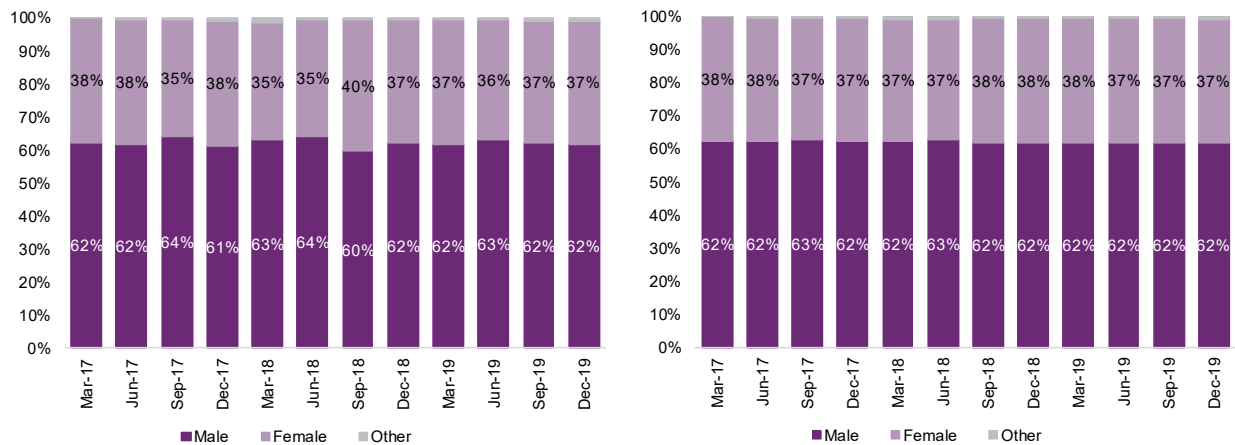
<sup>208</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>209</sup> Ibid.

**Table H.15 Participant profile per quarter by gender – Queensland**

	Prior Quarters		2019-20 Q2		Total	
Gender	N	%	N	%	N	%
Male	34,059	62%	4,070	62%	<b>38,129</b>	<b>62%</b>
Female	20,579	37%	2,442	37%	<b>23,021</b>	<b>37%</b>
Other	372	1%	61	1%	<b>433</b>	<b>1%</b>
<b>Total</b>	<b>55,010</b>	<b>100%</b>	<b>6,573</b>	<b>100%</b>	<b>61,583</b>	<b>100%</b>

**Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland** <sup>210</sup>



## Part Two: Participant experience and outcomes

**Table H.16 Number of baseline questionnaires completed by SFQF version – Queensland** <sup>211</sup>

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
<b>Total Participant</b>	<b>6,601</b>	<b>9,349</b>	<b>32,840</b>	<b>11,660</b>	<b>60,450</b>
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
<b>Total Family</b>	<b>2,452</b>	<b>5,937</b>	<b>18,956</b>	<b>8,129</b>	<b>35,474</b>
<b>Total</b>	<b>9,053</b>	<b>15,286</b>	<b>51,796</b>	<b>19,789</b>	<b>95,924</b>

<sup>210</sup> Ibid.

<sup>211</sup> 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** <sup>212</sup>

	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%

<sup>212</sup> 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** <sup>213</sup>

	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%

<sup>213</sup> 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** <sup>214</sup>

	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%

<sup>214</sup> 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 <sup>215</sup>**

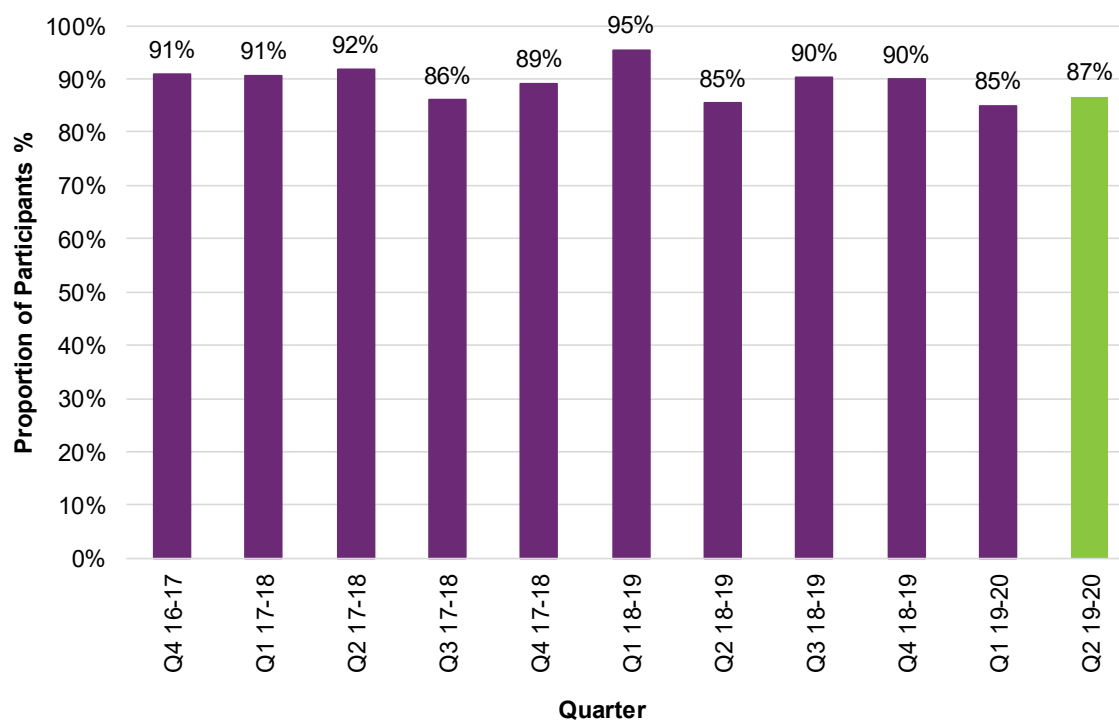
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	18%	21%	23%	24%
Aged 25+	20%	20%	19%	
Aged 15+ (Average)	20%	20%	20%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	29%	38%	41%	47%
Aged 25+	36%	46%	50%	
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%	

<sup>215</sup> 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** <sup>216</sup>

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\*** <sup>217</sup>



\* 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.

<sup>216</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

<sup>217</sup> 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%

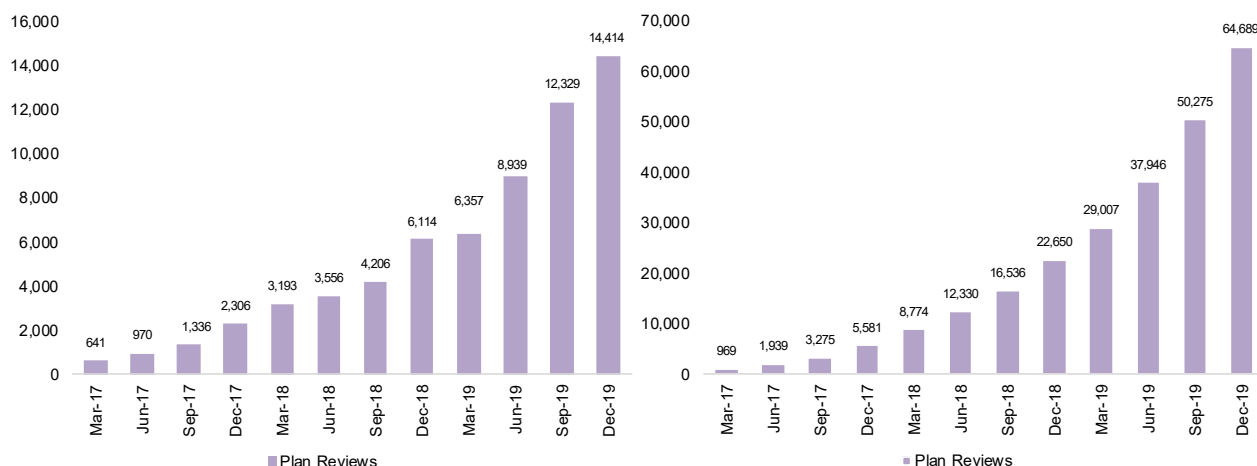
**Table H.38 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Queensland**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 968</b>	<b>n = 267</b>
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%
<b>Pre-planning</b>	<b>n = 933</b>	<b>n = 187</b>
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%
<b>Planning</b>	<b>n = 1,180</b>	<b>n = 307</b>
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%
<b>Plan review</b>	<b>n = 510</b>	<b>n = 59</b>
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** <sup>218</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>50,275</b>	<b>14,414</b>	<b>64,689</b>
<i>Early intervention plans</i>	8,413	2,127	10,540
<i>Permanent disability plans</i>	41,862	12,287	54,149

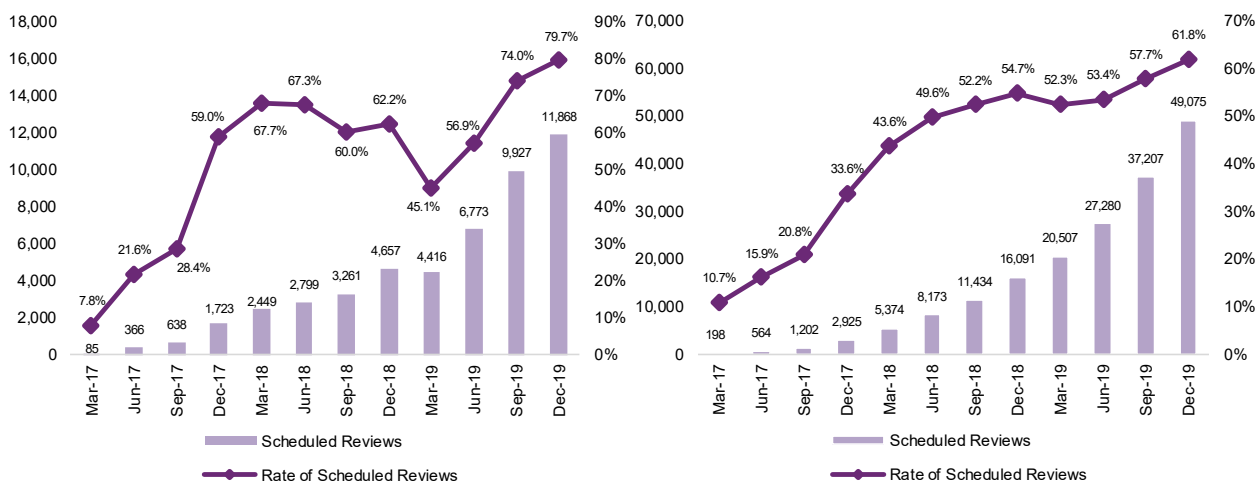
**Figure H.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Queensland**



**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
<b>Total scheduled plan reviews</b>	<b>37,207</b>	<b>11,868</b>	<b>49,075</b>
<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** <sup>219</sup>



<sup>218</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>219</sup> 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.

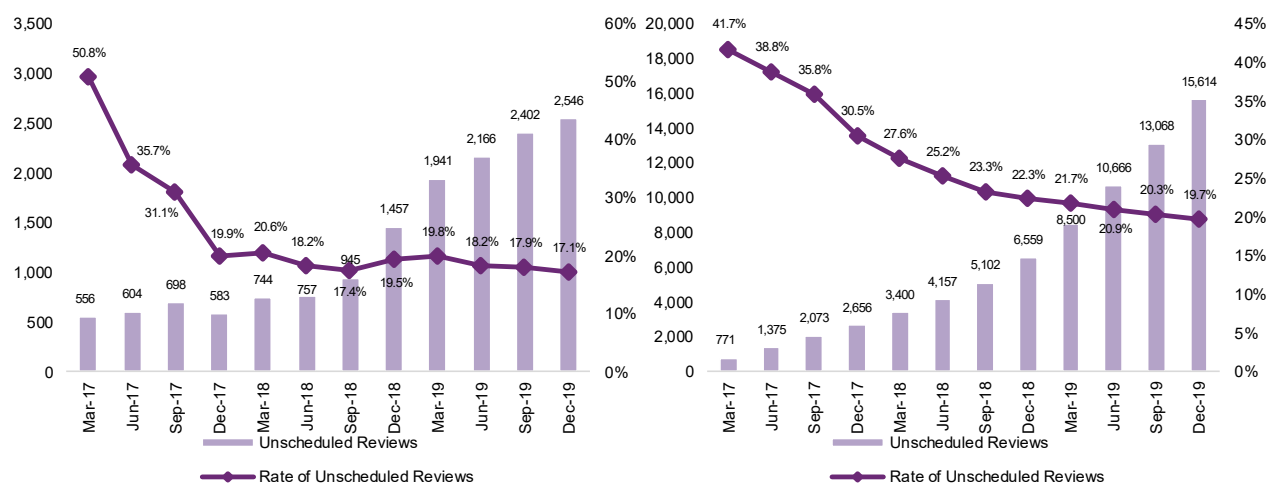
**Table H.41 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Queensland**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>13,068</b>	<b>2,546</b>	<b>15,614</b>
<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** <sup>220</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>% unscheduled reviews</b>	<b>20.3%</b>	<b>17.1%</b>	<b>19.7%</b>

**Figure H.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Queensland** <sup>221</sup>



**Table H.43 Complaints by quarter – Queensland** <sup>222 223 224</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaints about service providers	402	86	488	397
Complaints about the Agency	4,102	903	5,005	3,316
Unclassified	204	1	205	187
<b>Total</b>	<b>4,708</b>	<b>990</b>	<b>5,698</b>	<b>3,690</b>
% of all access requests	5.0%	4.9%	4.9%	

<sup>220</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

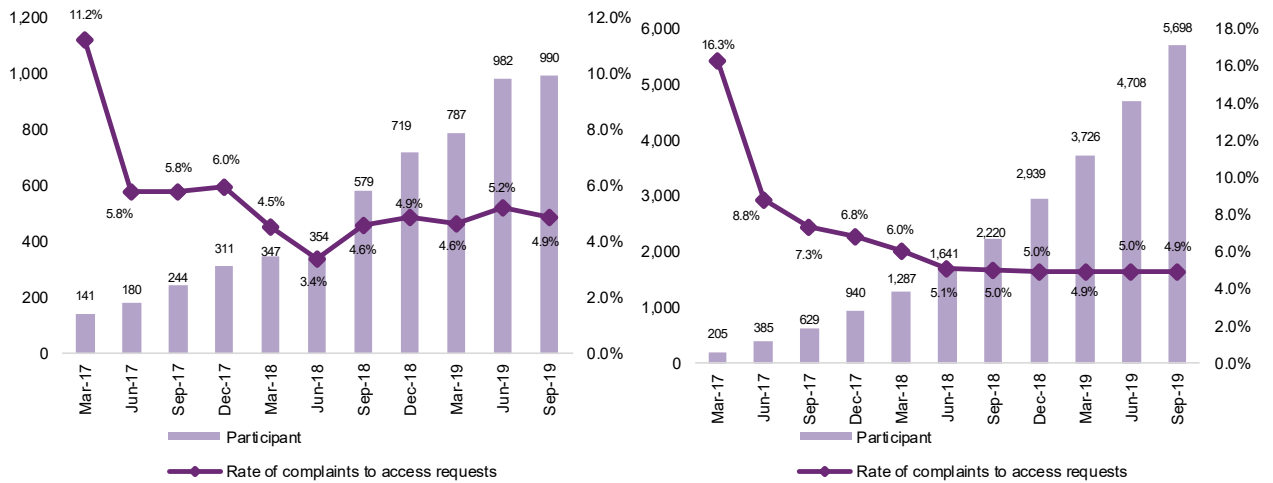
<sup>221</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>222</sup> 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.

<sup>223</sup> Note that 72% of all complainants made only one complaint, 17% made two complaints and 11% made three or more complaints.

<sup>224</sup> % 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** <sup>225</sup>

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	

<sup>225</sup> 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 <sup>226</sup>

	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%
<b>Total</b>	<b>358</b>	<b>100%</b>	<b>86</b>	<b>100%</b>	<b>444</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.36%</b>		<b>0.43%</b>		<b>0.38%</b>	

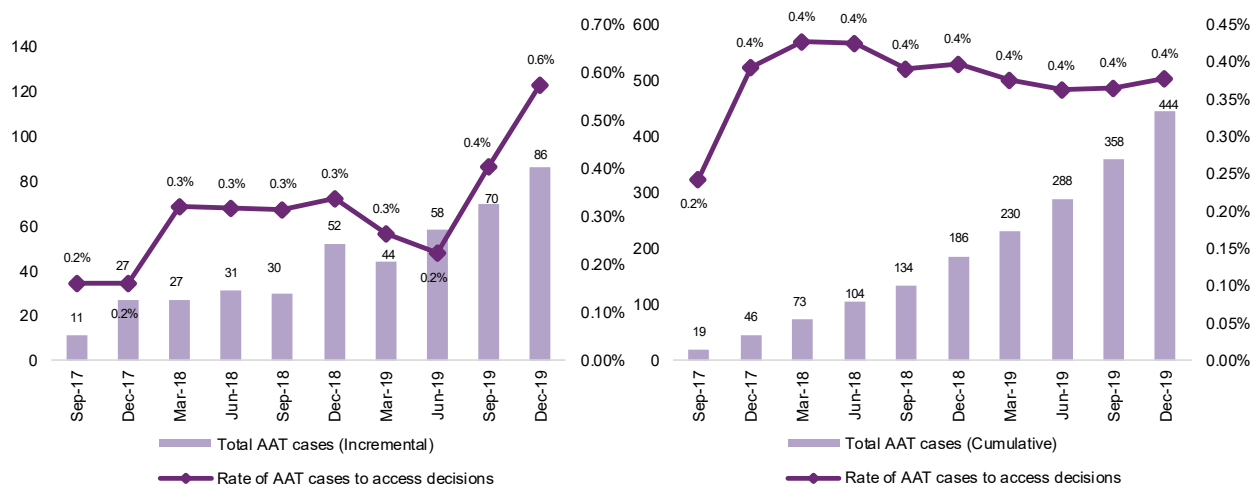
Figure H.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland <sup>227</sup>

Table H.46 AAT cases by open/closed and decision – Queensland

	N
<b>AAT Cases</b>	<b>444</b>
<b>Open AAT Cases</b>	<b>144</b>
<b>Closed AAT Cases</b>	<b>300</b>
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 <sup>228 229</sup>

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	18%	20%	<b>19%</b>
Self-managed partly	12%	11%	<b>12%</b>
Plan managed	35%	42%	<b>37%</b>
Agency managed	35%	26%	<b>32%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

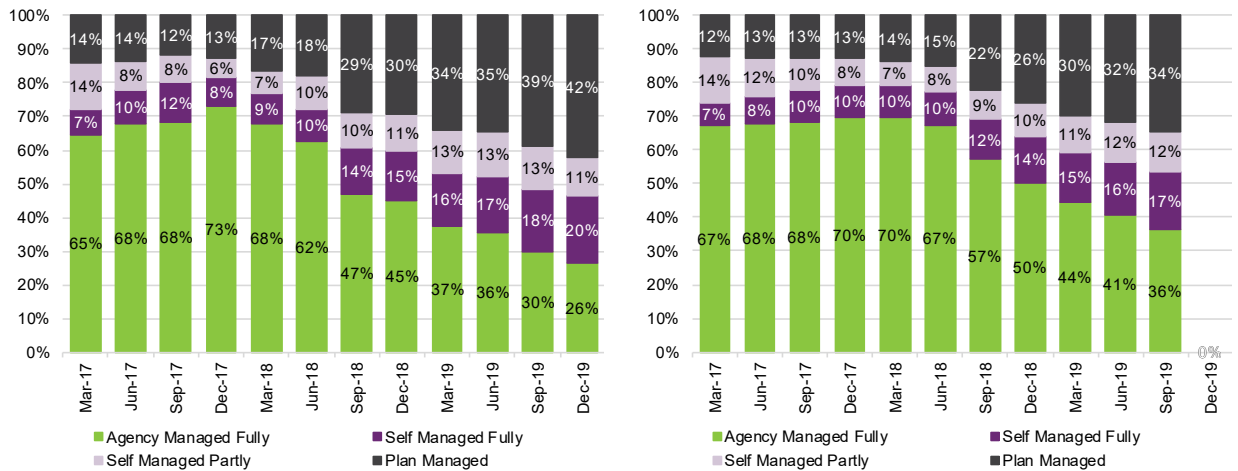
<sup>226</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>227</sup> There are insufficient numbers to show the count of AAT cases in QLD prior to the September 2017 quarter.

<sup>228</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>229</sup> 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** <sup>230</sup>



**Table H.48 Distribution of active participants by support coordination and quarter of plan approval – Queensland** <sup>231</sup>

	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** <sup>232</sup>

	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%
<b>Activated within 90 days</b>	<b>37,143</b>	<b>88%</b>	<b>5,963</b>	<b>89%</b>
90 to 119 days	1,358	3%	152	2%
120 days and over	3,001	7%	194	3%
<b>Activated after 90 days</b>	<b>4,359</b>	<b>10%</b>	<b>346</b>	<b>5%</b>
No payments	878	2%	427	6%
<b>Total plans approved</b>	<b>42,380</b>	<b>100%</b>	<b>6,736</b>	<b>100%</b>

<sup>230</sup> 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.

<sup>231</sup> Trial participants are not included.

<sup>232</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>32,032</b>	<b>32,940</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	1,485	1,520	98%
Not CALD	30,524	31,396	97%
Not Stated	23	24	96%
<b>Total</b>	<b>32,032</b>	<b>32,940</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	14,496	14,827	98%
Regional	16,851	17,376	97%
Remote	677	729	93%
Missing	<11	<11	
<b>Total</b>	<b>32,032</b>	<b>32,940</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>32,032</b>	<b>32,940</b>	<b>97%</b>

Table H.51 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Queensland <sup>233 234</sup>

Plan utilisation	Total
0 to 50%	47%
50% to 75%	25%
> 75%	28%
<b>Total</b>	<b>100%</b>

<sup>233</sup> 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.

<sup>234</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

**Table H.52 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>235</sup>

	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** <sup>236 237</sup>

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%

<sup>235</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>236</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>237</sup> 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** <sup>238</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	199	30	229	15%
Specialist Disability Accommodation	28	5	33	18%
Vehicle Modifications	105	16	121	15%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	373	15	388	4%
Support Coordination	176	22	198	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	99	10	109	10%
Specialised Supported Employment	120	10	130	8%
<b>Total approved active providers</b>	<b>4,307</b>	<b>183</b>	<b>4,490</b>	<b>4%</b>

<sup>238</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	26	67	<b>93</b>	28%	72%	<b>100%</b>
Assistance Animals	5	66	<b>71</b>	7%	93%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	45	409	<b>454</b>	10%	90%	<b>100%</b>
Assistance with travel/transport arrangements	73	419	<b>492</b>	15%	85%	<b>100%</b>
Daily Personal Activities	93	685	<b>778</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	49	479	<b>528</b>	9%	91%	<b>100%</b>
High Intensity Daily Personal Activities	55	468	<b>523</b>	11%	89%	<b>100%</b>
Household tasks	304	639	<b>943</b>	32%	68%	<b>100%</b>
Interpreting and translation	18	67	<b>85</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	105	736	<b>841</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	19	102	<b>121</b>	16%	84%	<b>100%</b>
Assistive products for household tasks	9	85	<b>94</b>	10%	90%	<b>100%</b>
Assistance products for personal care and safety	130	769	<b>899</b>	14%	86%	<b>100%</b>
Communication and information equipment	27	165	<b>192</b>	14%	86%	<b>100%</b>
Customised Prosthetics	38	299	<b>337</b>	11%	89%	<b>100%</b>
Hearing Equipment	9	83	<b>92</b>	10%	90%	<b>100%</b>
Hearing Services	3	12	<b>15</b>	20%	80%	<b>100%</b>
Personal Mobility Equipment	58	424	<b>482</b>	12%	88%	<b>100%</b>
Specialised Hearing Services	1	20	<b>21</b>	5%	95%	<b>100%</b>
Vision Equipment	14	94	<b>108</b>	13%	87%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	137	628	<b>765</b>	18%	82%	<b>100%</b>
Behaviour Support	122	245	<b>367</b>	33%	67%	<b>100%</b>
Community nursing care for high needs	26	172	<b>198</b>	13%	87%	<b>100%</b>
Development of daily living and life skills	59	441	<b>500</b>	12%	88%	<b>100%</b>
Early Intervention supports for early childhood	302	507	<b>809</b>	37%	63%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	107	340	<b>447</b>	24%	76%	<b>100%</b>
Innovative Community Participation	41	100	<b>141</b>	29%	71%	<b>100%</b>
Specialised Driving Training	17	88	<b>105</b>	16%	84%	<b>100%</b>
Therapeutic Supports	877	1,231	<b>2,108</b>	42%	58%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	27	202	<b>229</b>	12%	88%	<b>100%</b>
Specialist Disability Accommodation	2	31	<b>33</b>	6%	94%	<b>100%</b>
Vehicle Modifications	9	112	<b>121</b>	7%	93%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	57	331	<b>388</b>	15%	85%	<b>100%</b>
Support Coordination	39	159	<b>198</b>	20%	80%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	9	100	<b>109</b>	8%	92%	<b>100%</b>
Specialised Supported Employment	7	123	<b>130</b>	5%	95%	<b>100%</b>
<b>Total</b>	<b>1,528</b>	<b>2,962</b>	<b>4,490</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	93	30	123	24%
Specialist Disability Accommodation	19	5	24	21%
Vehicle Modifications	37	16	53	30%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	265	15	280	5%
Support Coordination	77	22	99	22%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	36	10	46	22%
Specialised Supported Employment	76	10	86	12%
<b>Total</b>	<b>2,537</b>	<b>183</b>	<b>2,720</b>	<b>7%</b>

**Table H.57 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Queensland**

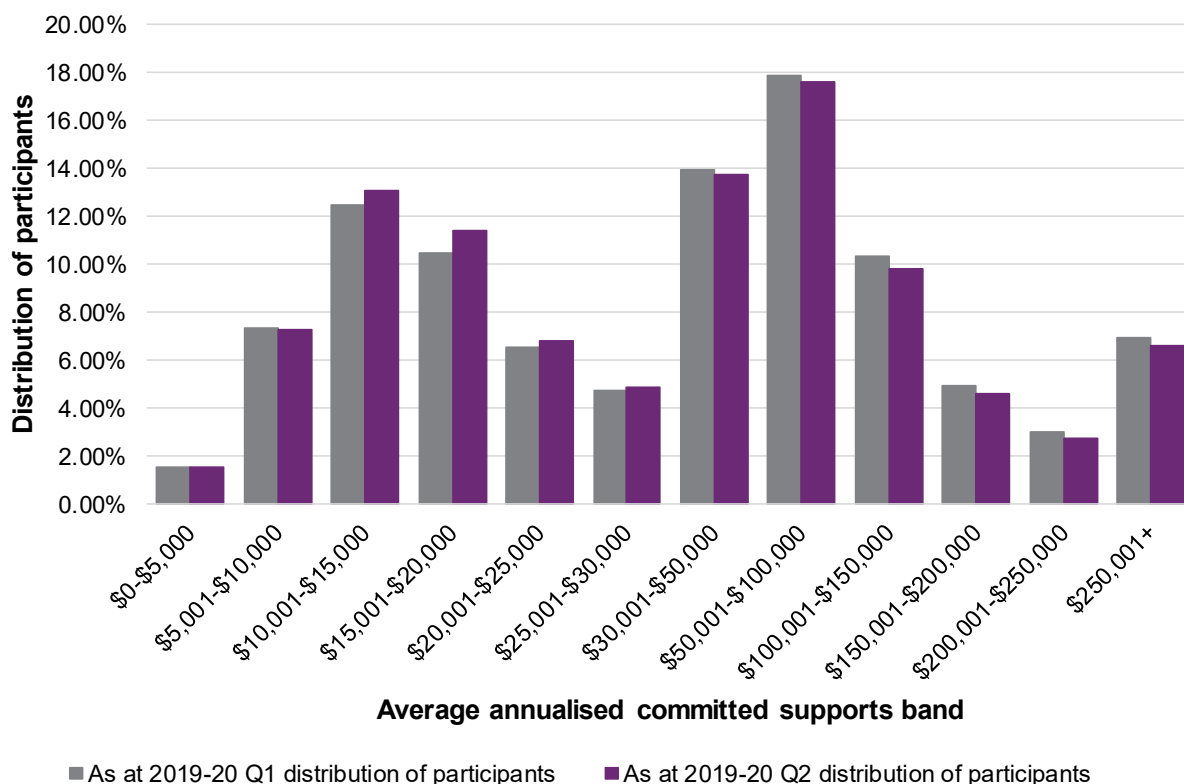
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	9	28	37	24%	76%	100%
Assistance Animals	4	42	46	9%	91%	100%
Assistance with daily life 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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	48	232	280	17%	83%	100%
Support Coordination	16	83	99	16%	84%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>890</b>	<b>1,830</b>	<b>2,720</b>	<b>33%</b>	<b>67%</b>	<b>100%</b>

## Part Four: Financial sustainability

Table H.58 Committed supports by financial year (\$m) – Queensland <sup>239</sup>

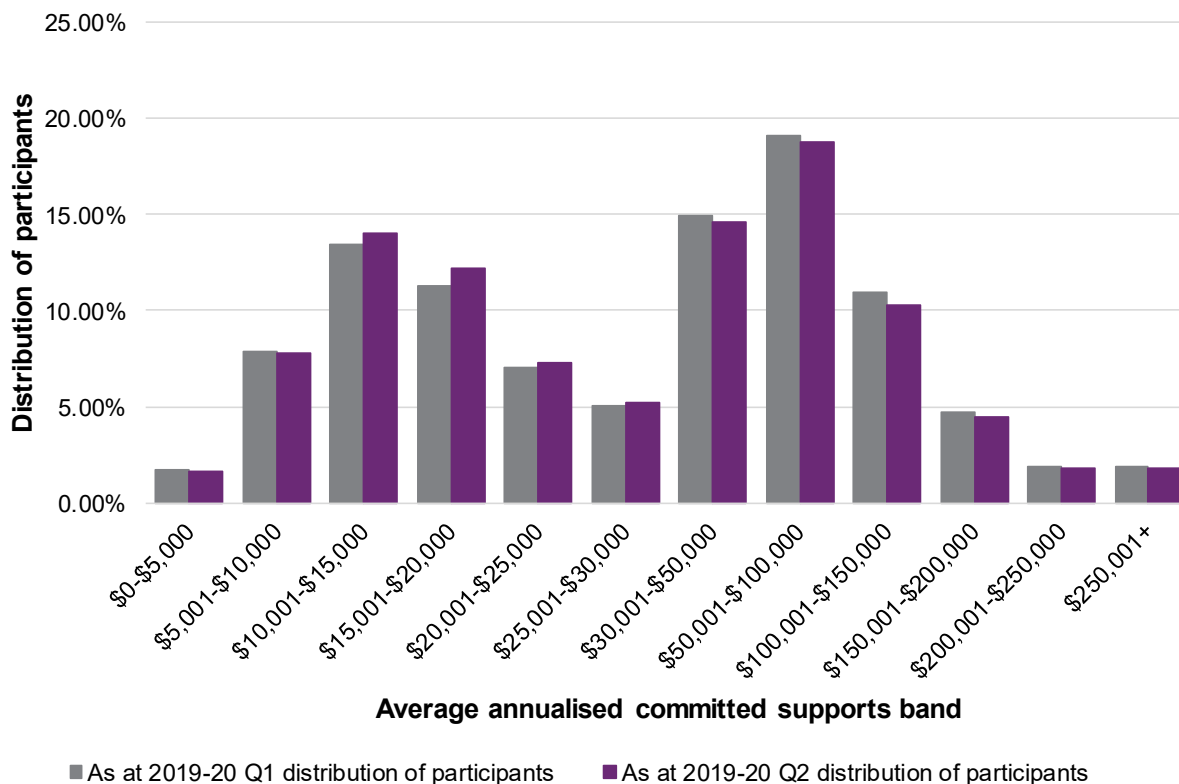
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.8	2.8	7.2	214.4	824.6	2,465.8	2,293.6

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

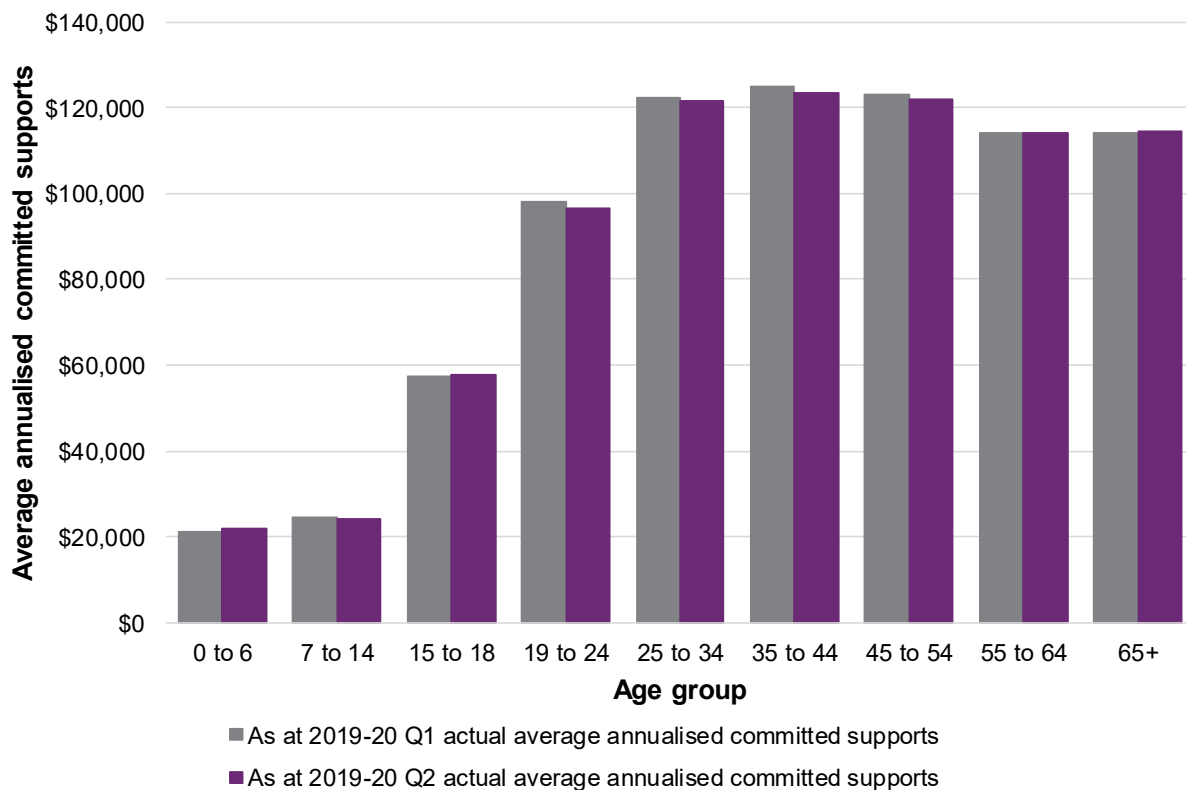


<sup>239</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Qld.

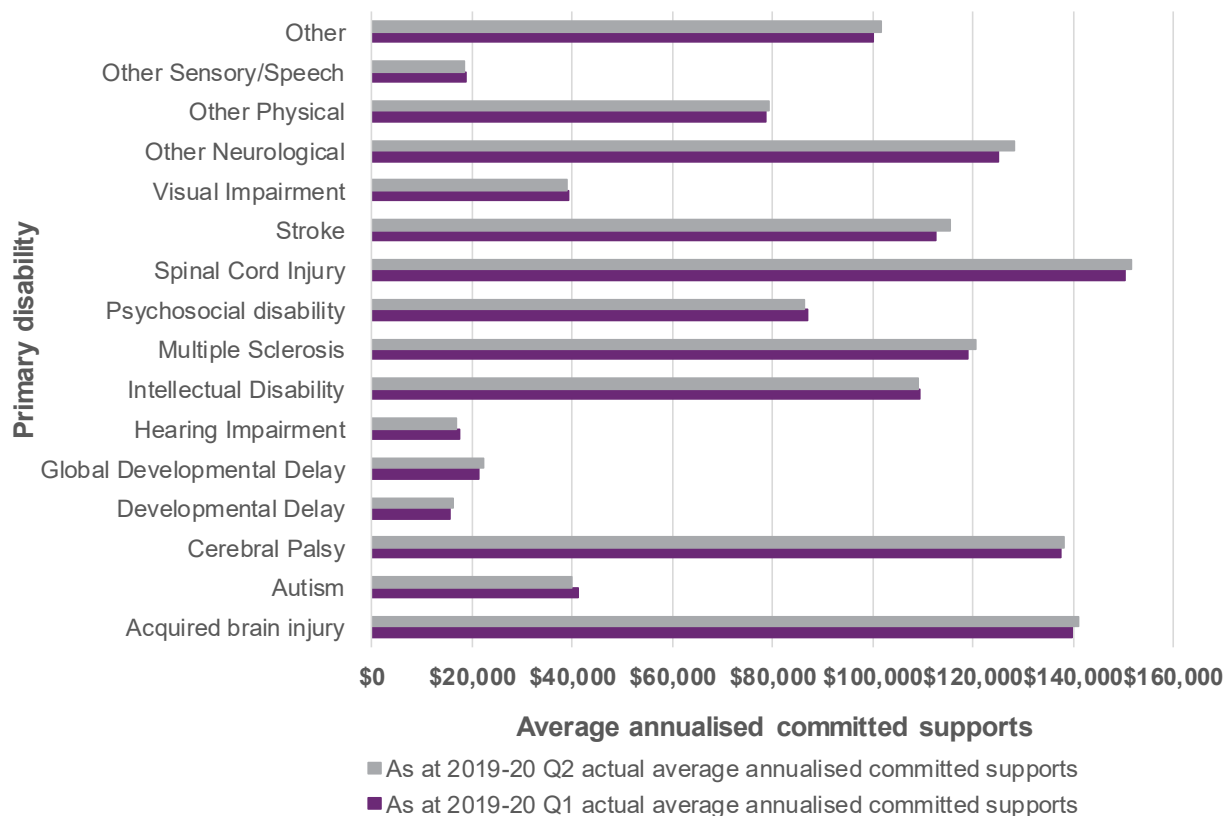
**Figure H.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland**



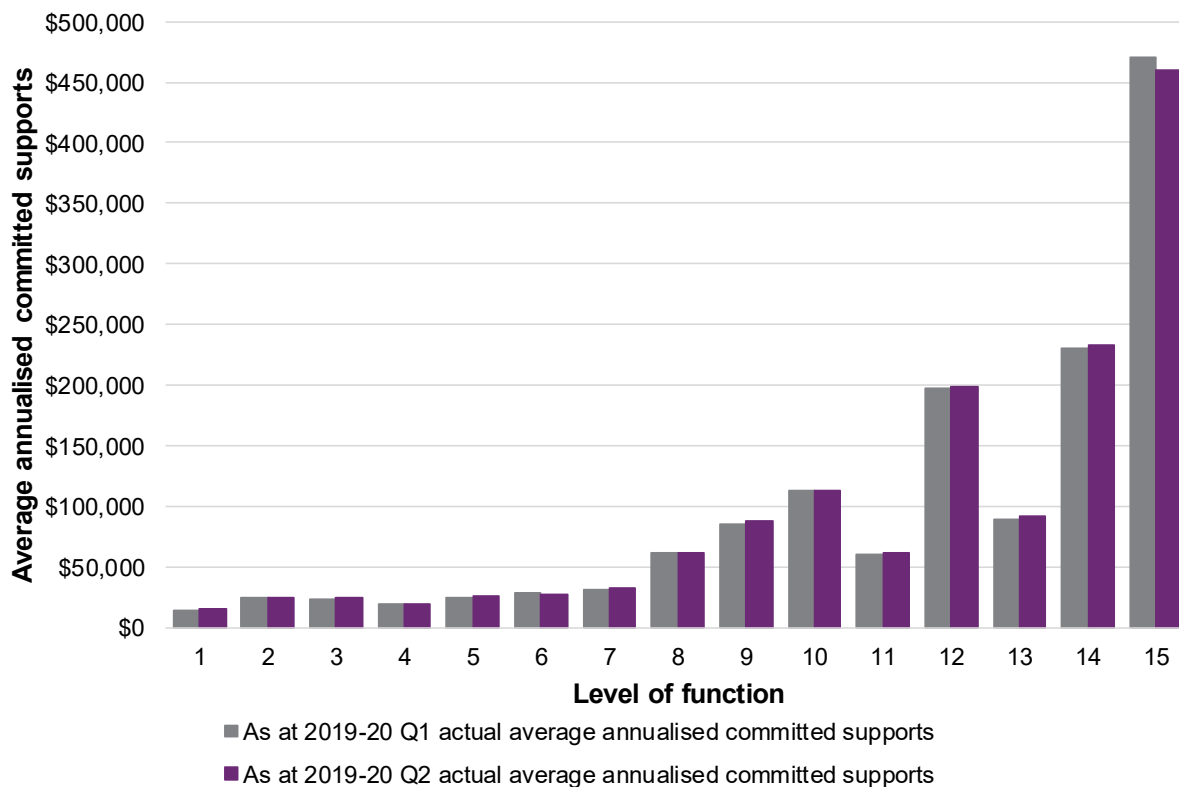
**Figure H.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland**



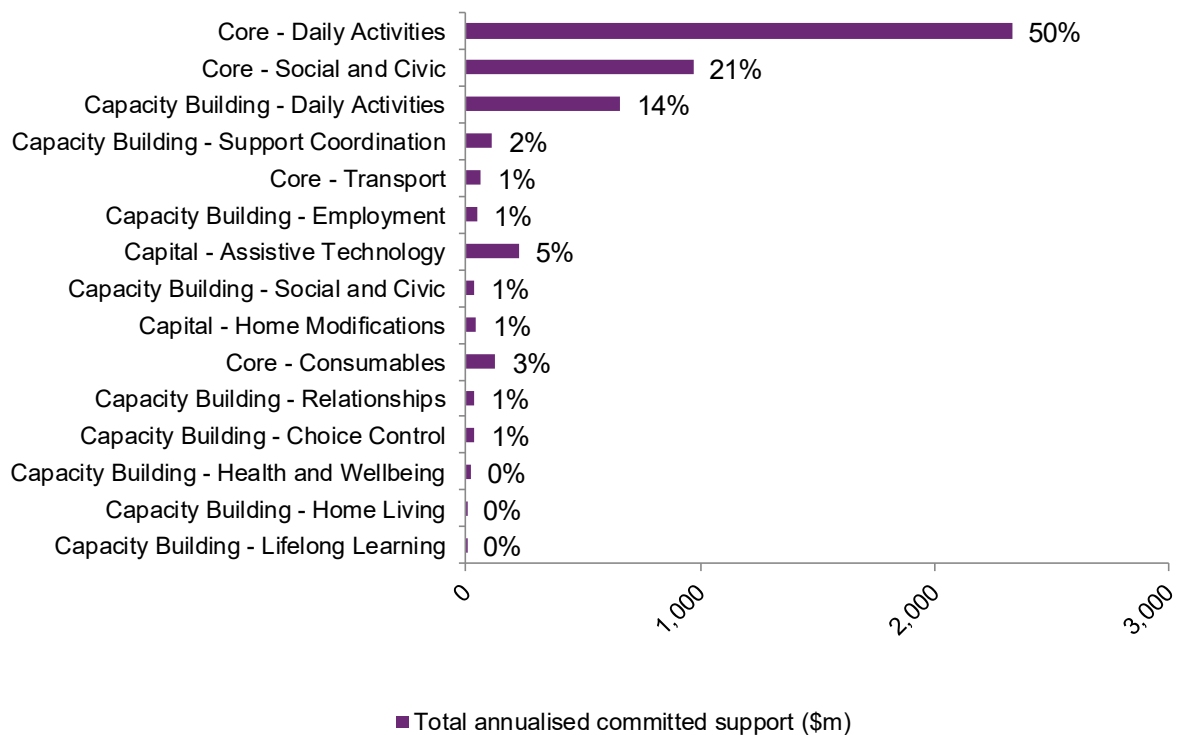
**Figure H.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Queensland**



**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**



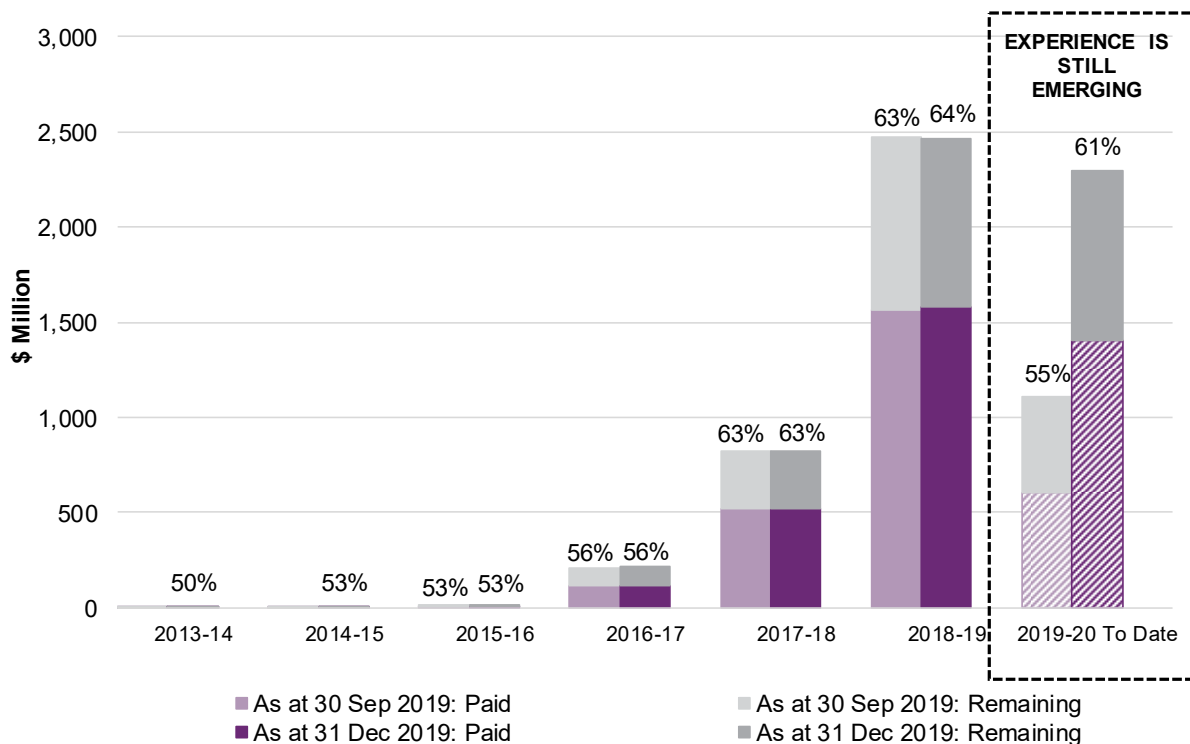
**Figure H.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Queensland**



**Table H.59 Payments by financial year, compared to committed supports (\$m) – Queensland** <sup>240</sup>

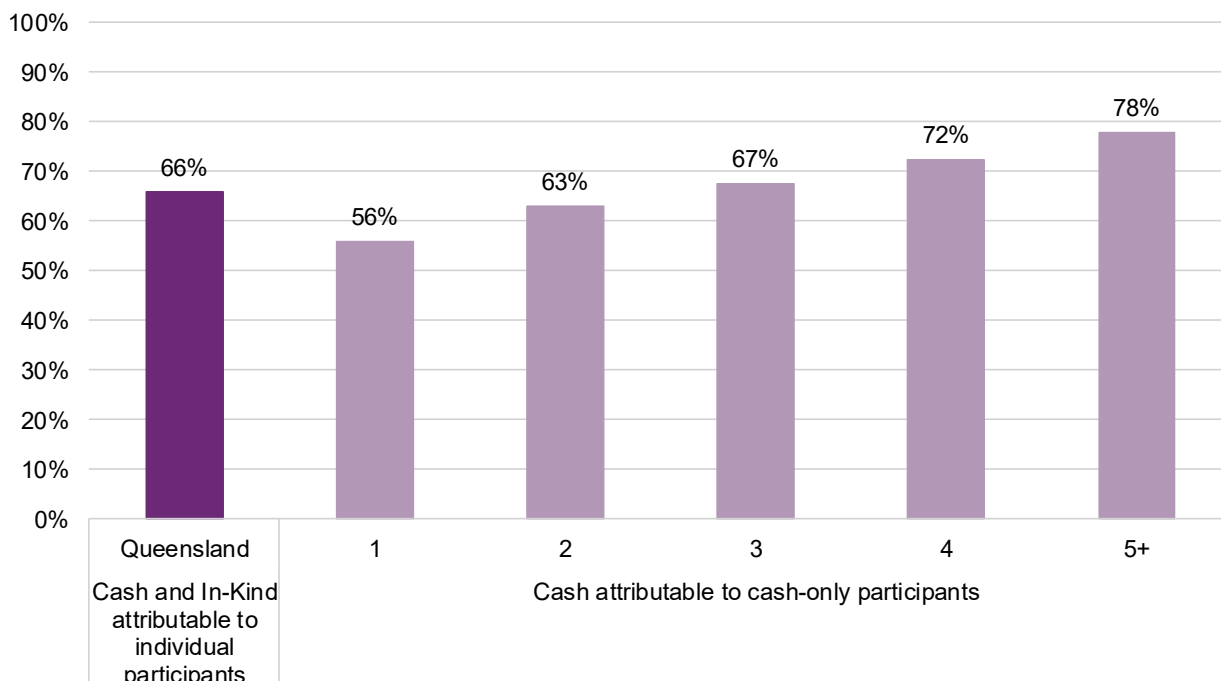
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.8	2.8	7.2	214.4	824.6	2,465.8	2,293.6
Total Paid	0.4	1.5	3.8	120.4	520.7	1,581.9	1,403.9
% utilised to date	50%	53%	53%	56%	63%	64%	61%

**Figure H.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Queensland**



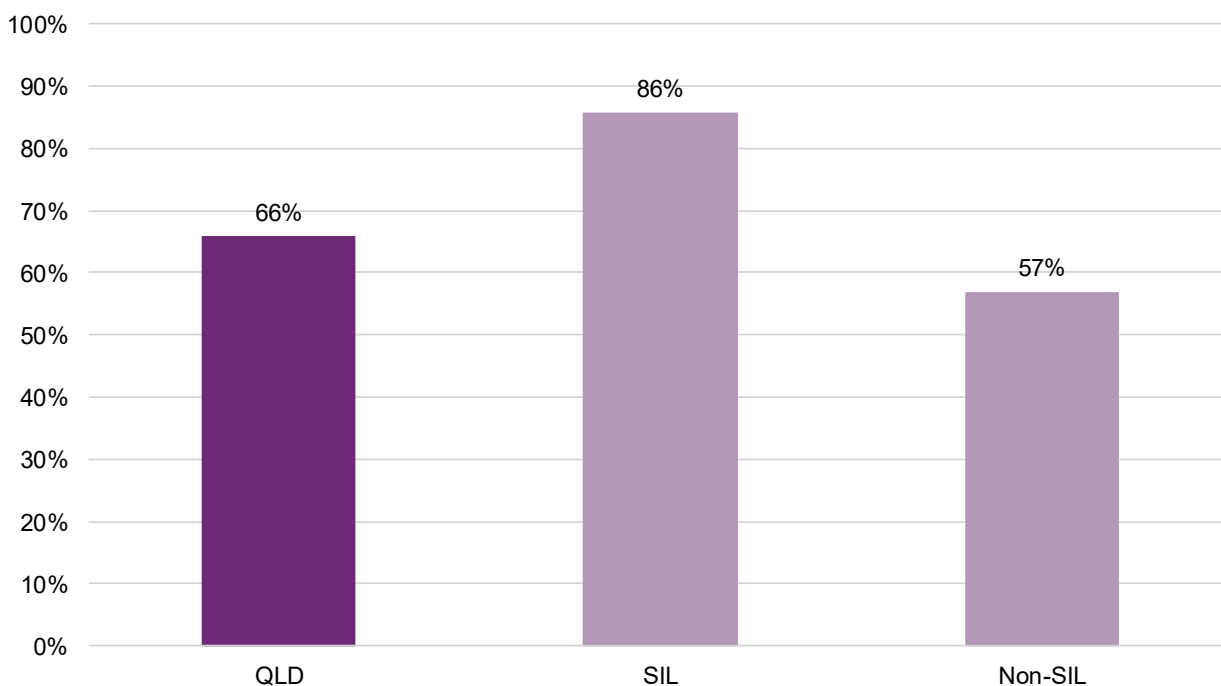
<sup>240</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Qld.

**Figure H.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Queensland** <sup>241</sup>



■ As at 31 December 2019

**Figure H.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Queensland** <sup>242</sup>

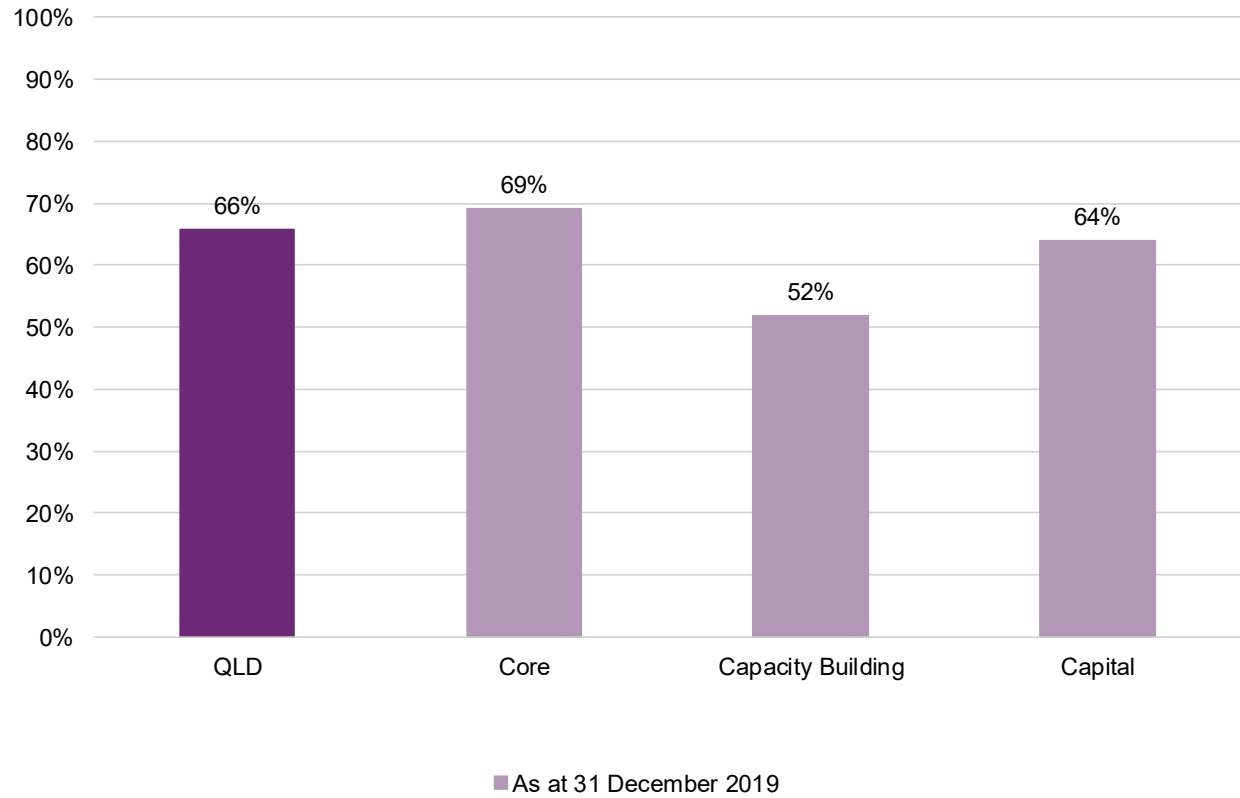


■ As at 31 December 2019

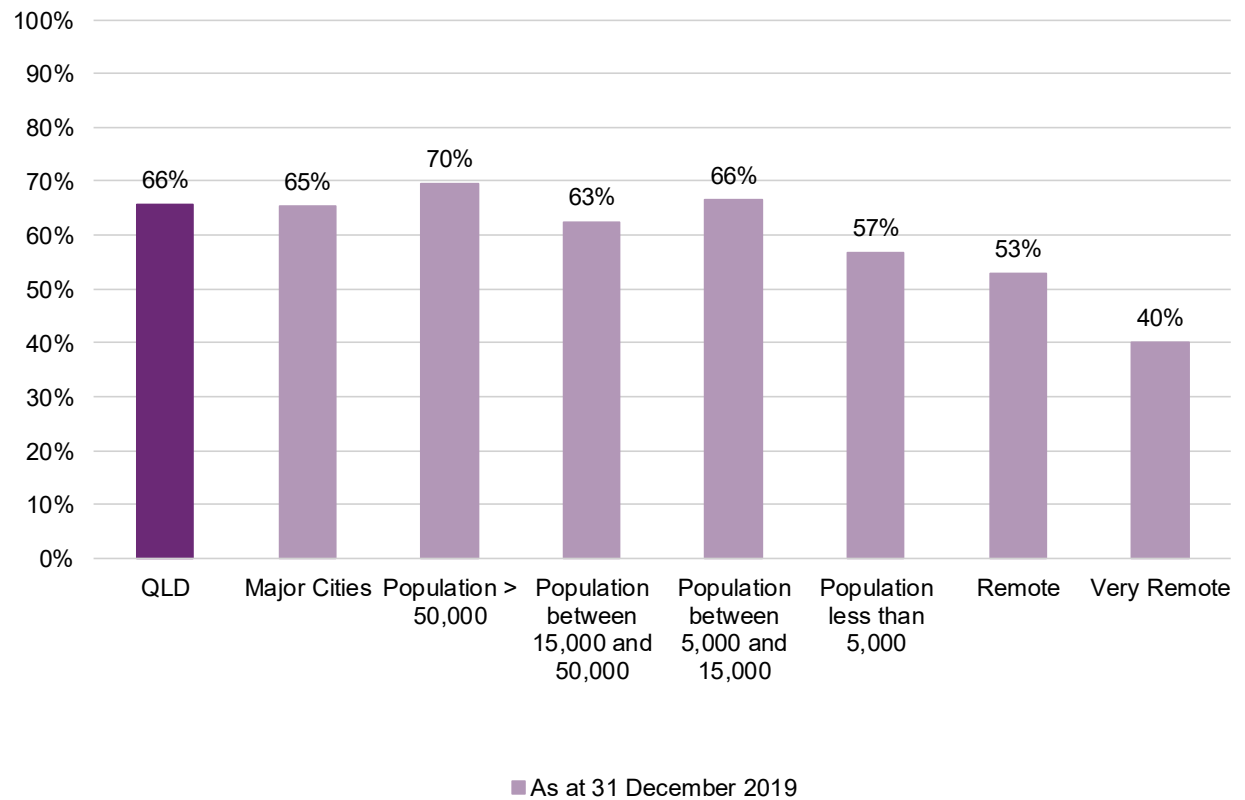
<sup>241</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>242</sup> 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** <sup>243</sup>



**Figure H.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Queensland** <sup>244</sup>



<sup>243</sup> Ibid.

<sup>244</sup> Ibid.

# Appendix I:

## Western Australia

### Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>245</sup>

	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 <sup>246 247</sup>

	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

<sup>245</sup> 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.

<sup>246</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 94% of people with a hearing impairment met the access criteria compared to 76% overall.

<sup>247</sup> 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** <sup>248 249</sup>

	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** <sup>250 251 252 253</sup>

	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

<sup>248</sup> 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.

<sup>249</sup> 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.

<sup>250</sup> This table shows the total numbers of active participants at the end of each period.

<sup>251</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>252</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>253</sup> 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** <sup>254</sup>

	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	
<b>Total</b>	<b>26,125</b>	<b>90%</b>	<b>3,084</b>	<b>76%</b>	<b>29,209</b>	<b>88%</b>

**Table I.7 Assessment of access by disability – Western Australia** <sup>255</sup>

	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%
<b>Total</b>	<b>26,125</b>	<b>90%</b>	<b>3,084</b>	<b>76%</b>	<b>29,209</b>	<b>88%</b>

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

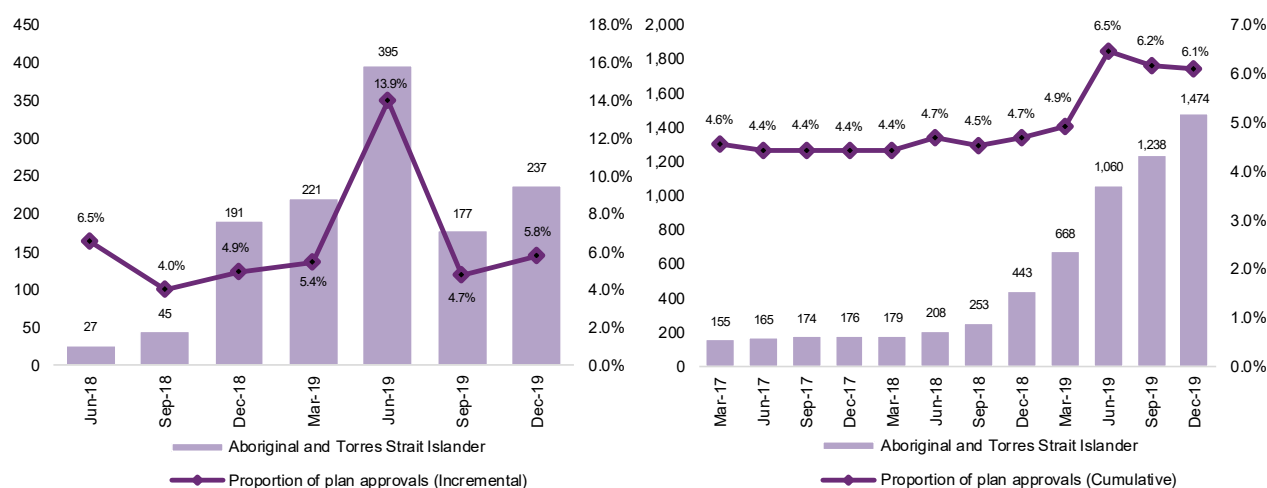
<sup>254</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>255</sup> 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%	<b>1,474</b>	<b>6.1%</b>
Not Aboriginal and Torres Strait Islander	17,034	84.8%	3,421	83.2%	<b>20,455</b>	<b>84.5%</b>
Not Stated	1,819	9.1%	454	11.0%	<b>2,273</b>	<b>9.4%</b>
<b>Total</b>	<b>20,090</b>	<b>100%</b>	<b>4,112</b>	<b>100%</b>	<b>24,202</b>	<b>100%</b>

**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>256 257</sup>



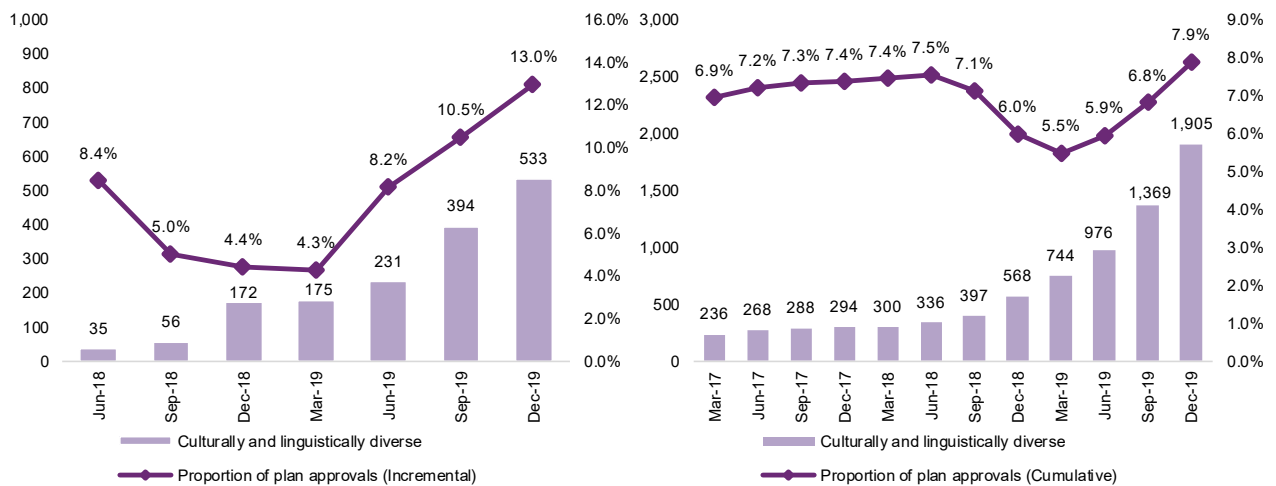
**Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia**

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	1,372	6.8%	533	13.0%	<b>1,905</b>	<b>7.9%</b>
Not culturally and linguistically diverse	12,972	64.6%	3,564	86.7%	<b>16,536</b>	<b>68.3%</b>
Not stated	5,746	28.6%	15	0.4%	<b>5,761</b>	<b>23.8%</b>
<b>Total</b>	<b>20,090</b>	<b>100%</b>	<b>4,112</b>	<b>100%</b>	<b>24,202</b>	<b>100%</b>

<sup>256</sup> 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.

<sup>257</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

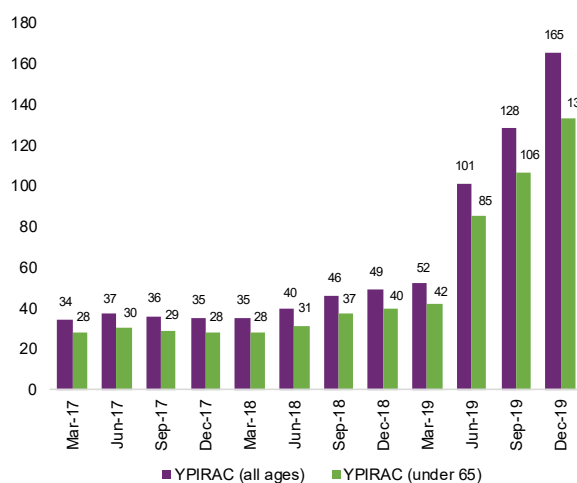
**Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>258 259</sup>



**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
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	34
55 to 64	95
<b>Total YPIRAC (under 65)</b>	<b>133</b>
65 and above	32
<b>Total participants in residential aged care</b>	<b>165</b>
Participants not in residential aged care	24,037
<b>Total</b>	<b>24,202</b>

**Figure I.3 Number of YPIRAC participants over time cumulatively – Western Australia** <sup>260 261</sup>



<sup>258</sup> 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.

<sup>259</sup> There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

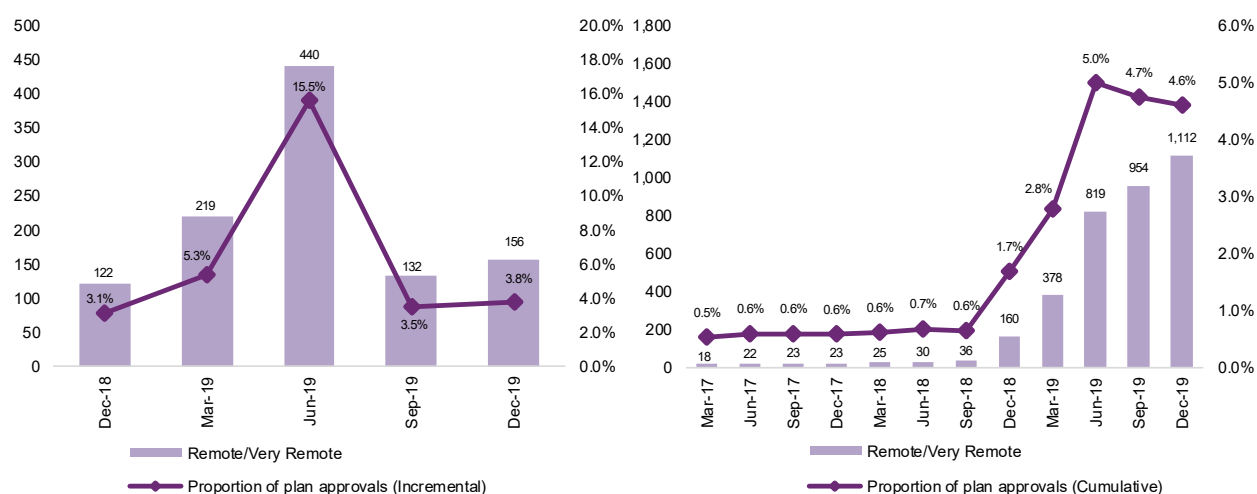
<sup>260</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>261</sup> 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** <sup>262 263</sup>

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Major cities	15,548	77.4%	3,236	78.7%	<b>18,784</b>	<b>77.6%</b>
Population > 50,000	1,175	5.8%	202	4.9%	<b>1,377</b>	<b>5.7%</b>
Population between 15,000 and 50,000	1,091	5.4%	333	8.1%	<b>1,424</b>	<b>5.9%</b>
Population between 5,000 and 15,000	325	1.6%	20	0.5%	<b>345</b>	<b>1.4%</b>
Population less than 5,000	993	4.9%	165	4.0%	<b>1,158</b>	<b>4.8%</b>
Remote	703	3.5%	114	2.8%	<b>817</b>	<b>3.4%</b>
Very Remote	253	1.3%	42	1.0%	<b>295</b>	<b>1.2%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>20,090</b>	<b>100%</b>	<b>4,112</b>	<b>100%</b>	<b>24,202</b>	<b>100%</b>

**Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>264 265</sup>



<sup>262</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>263</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

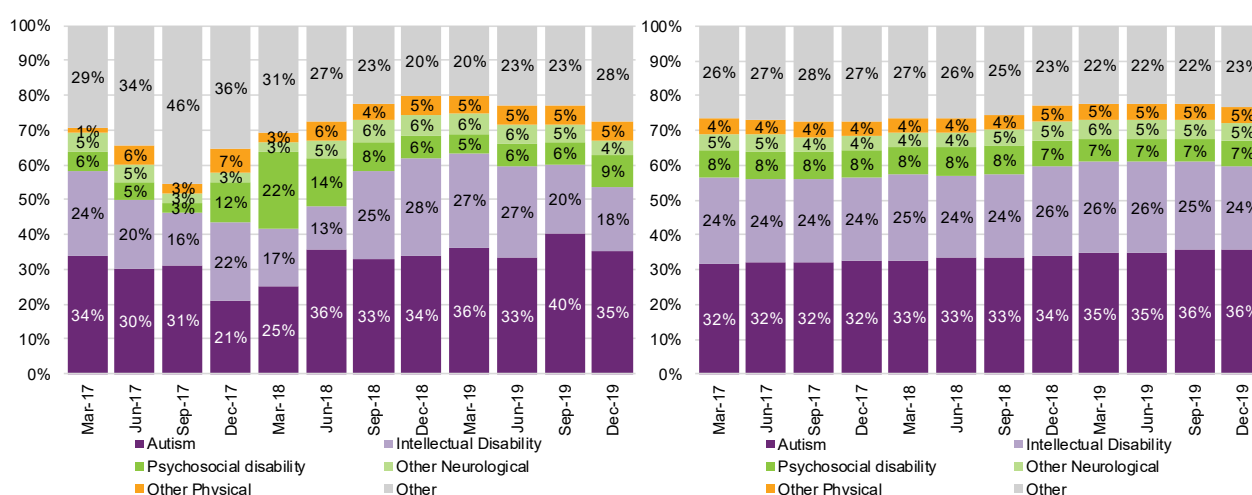
<sup>264</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>265</sup> 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** <sup>266 267 268</sup>

	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%
<b>Total</b>	<b>20,090</b>	<b>100%</b>	<b>4,112</b>	<b>100%</b>	<b>24,202</b>	<b>100%</b>

**Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia** <sup>269</sup>



<sup>266</sup> Table order based on national proportions (highest to lowest).

<sup>267</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

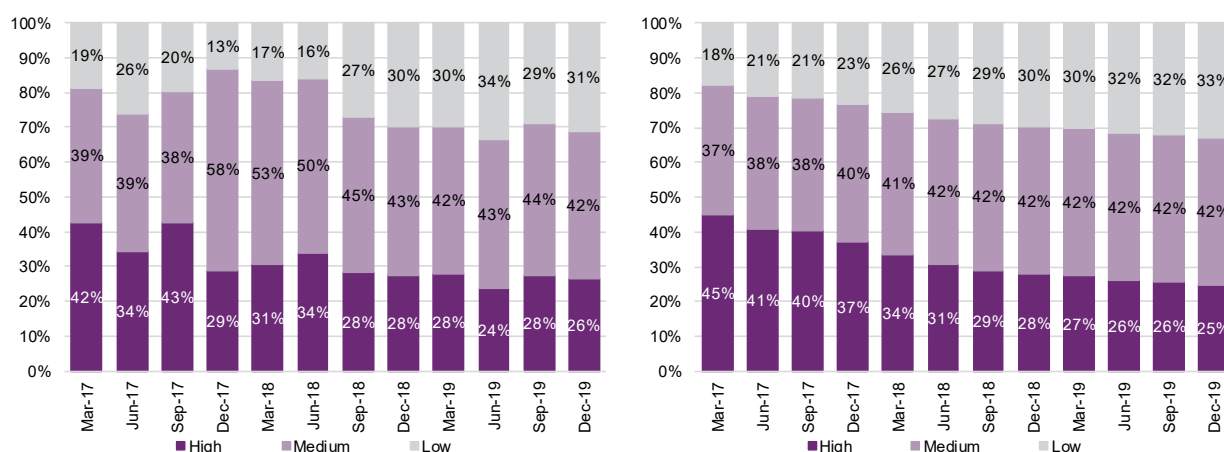
<sup>268</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (738).

<sup>269</sup> 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** <sup>270</sup>

	Prior Quarters		2019-20 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	1,204	6%	205	5%	<b>1,409</b>	<b>6%</b>
2 (High Function)	54	0%	11	0%	<b>65</b>	<b>0%</b>
3 (High Function)	1,281	6%	201	5%	<b>1,482</b>	<b>6%</b>
4 (High Function)	839	4%	307	7%	<b>1,146</b>	<b>5%</b>
5 (High Function)	1,568	8%	363	9%	<b>1,931</b>	<b>8%</b>
6 (Moderate Function)	3,275	16%	748	18%	<b>4,023</b>	<b>17%</b>
7 (Moderate Function)	1,373	7%	230	6%	<b>1,603</b>	<b>7%</b>
8 (Moderate Function)	1,508	8%	277	7%	<b>1,785</b>	<b>7%</b>
9 (Moderate Function)	78	0%	<11		<b>88</b>	<b>0%</b>
10 (Moderate Function)	2,226	11%	478	12%	<b>2,704</b>	<b>11%</b>
11 (Low Function)	1,224	6%	163	4%	<b>1,387</b>	<b>6%</b>
12 (Low Function)	3,678	18%	745	18%	<b>4,423</b>	<b>18%</b>
13 (Low Function)	1,370	7%	314	8%	<b>1,684</b>	<b>7%</b>
14 (Low Function)	341	2%	60	1%	<b>401</b>	<b>2%</b>
15 (Low Function)	<11		<11		<b>&lt;11</b>	
Missing	67	0%	<11		<b>67</b>	<b>0%</b>
<b>Total</b>	<b>20,090</b>	<b>100%</b>	<b>4,112</b>	<b>100%</b>	<b>24,202</b>	<b>100%</b>

**Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia** <sup>271</sup>



**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%	<b>2,781</b>	<b>11%</b>
7 to 14	5,701	28%	931	23%	<b>6,632</b>	<b>27%</b>
15 to 18	2,031	10%	313	8%	<b>2,344</b>	<b>10%</b>
19 to 24	1,994	10%	337	8%	<b>2,331</b>	<b>10%</b>
25 to 34	2,105	10%	353	9%	<b>2,458</b>	<b>10%</b>
35 to 44	1,596	8%	338	8%	<b>1,934</b>	<b>8%</b>
45 to 54	1,976	10%	425	10%	<b>2,401</b>	<b>10%</b>
55 to 64	2,190	11%	548	13%	<b>2,738</b>	<b>11%</b>
65+	532	3%	51	1%	<b>583</b>	<b>2%</b>
<b>Total</b>	<b>20,090</b>	<b>100%</b>	<b>4,112</b>	<b>100%</b>	<b>24,202</b>	<b>100%</b>

<sup>270</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>271</sup> 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 <sup>272</sup>

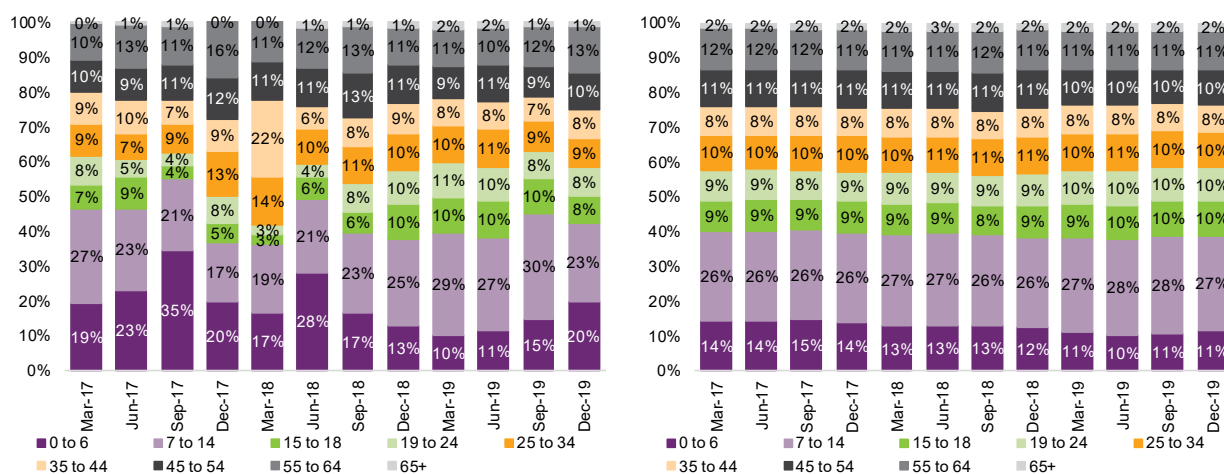
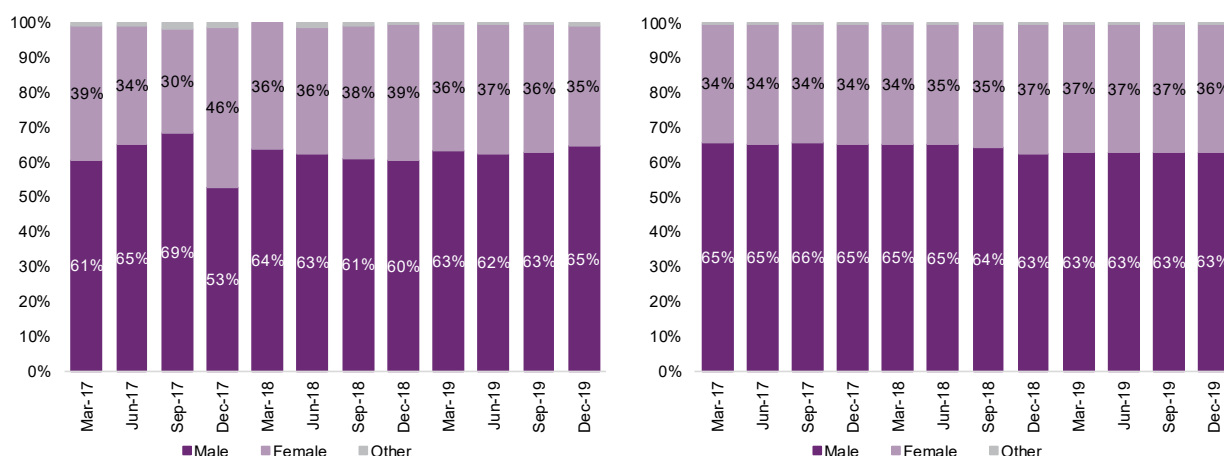


Table I.15 Participant profile per quarter by gender – Western Australia

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%
<b>Total</b>	<b>20,090</b>	<b>100%</b>	<b>4,112</b>	<b>100%</b>	<b>24,202</b>	<b>100%</b>

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia <sup>273</sup>



<sup>272</sup> Ibid.

<sup>273</sup> Ibid.

## Part Two: Participant experience and outcomes

**Table I.16 Number of baseline questionnaires completed by SFOF version – Western Australia** <sup>274</sup>

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
<b>Total Participant</b>	<b>1,259</b>	<b>782</b>	<b>11,789</b>	<b>7,220</b>	<b>21,050</b>
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
<b>Total Family</b>	<b>638</b>	<b>517</b>	<b>7,130</b>	<b>4,843</b>	<b>13,128</b>
<b>Total</b>	<b>1,897</b>	<b>1,299</b>	<b>18,919</b>	<b>12,063</b>	<b>34,178</b>

**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%

<sup>274</sup> 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 Australia<sup>275</sup>**

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%

<sup>275</sup> 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 Australia<sup>276</sup>**

	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%

<sup>276</sup> 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 <sup>277</sup>**

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.

<sup>277</sup> 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** <sup>278</sup>

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%	

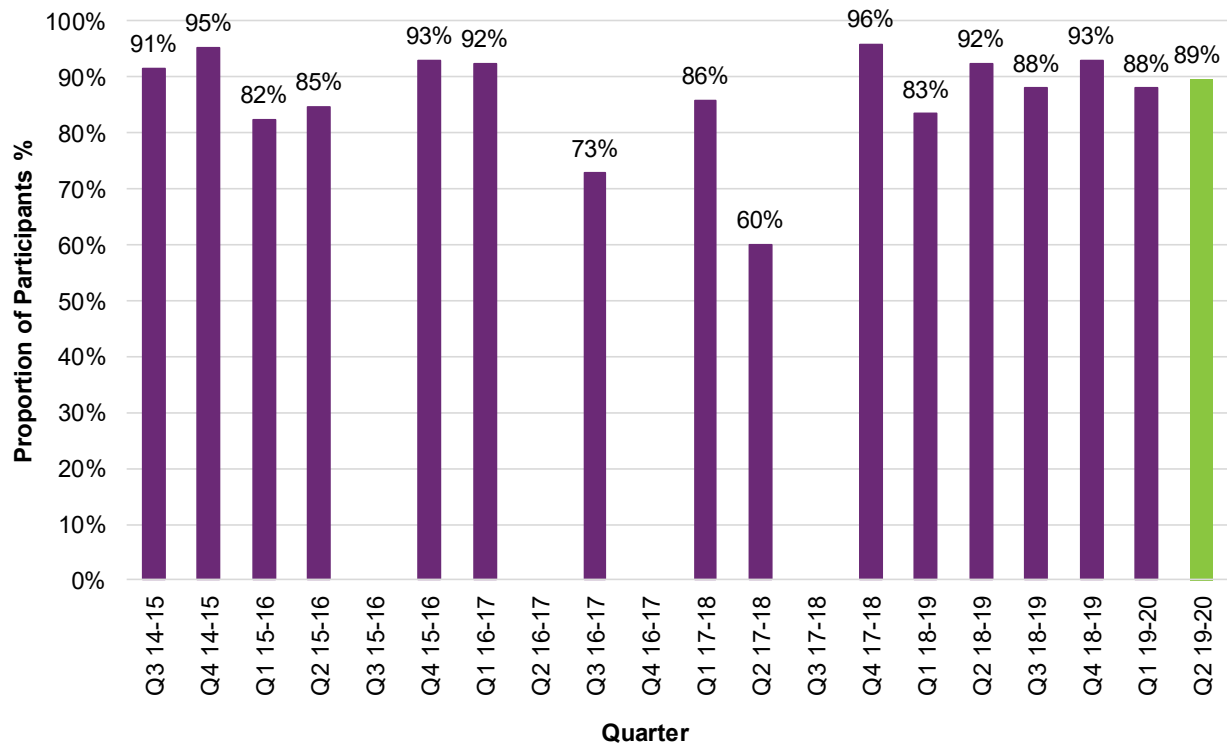
**Table I.32 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=124), 'participants in community and social activities' (n=124) and 'participants who choose who supports them' (n=136) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – Western Australia** <sup>279</sup>

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%	

<sup>278</sup> 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.

<sup>279</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 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\*** <sup>280</sup>



\* 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%

<sup>280</sup> 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**

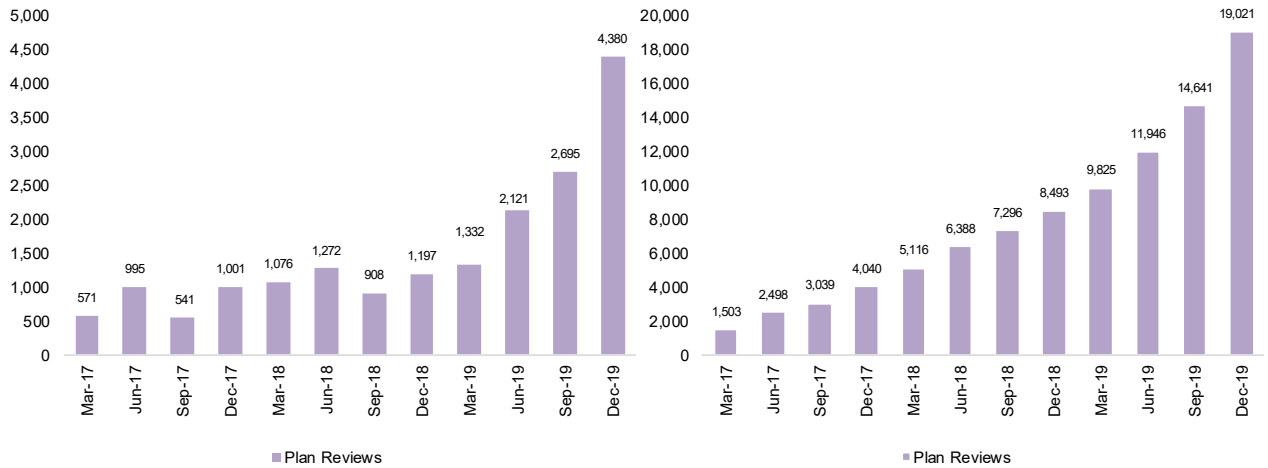
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 627</b>	<b>n = 211</b>
Are you happy with how coming into the NDIS has gone?	74%	76%
Was the person from the NDIS respectful?	92%	93%
Do you understand what will happen next with your plan?	72%	61%
<b>Pre-planning</b>	<b>n = 376</b>	<b>n = 101</b>
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%
<b>Planning</b>	<b>n = 490</b>	<b>n = 209</b>
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%
<b>Plan review</b>	<b>n = 205</b>	<b>n = 23</b>
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 <sup>281</sup>**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>14,641</b>	<b>4,380</b>	<b>19,021</b>
<i>Early intervention plans</i>	2,293	437	2,730
<i>Permanent disability plans</i>	12,348	3,943	16,291

<sup>281</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

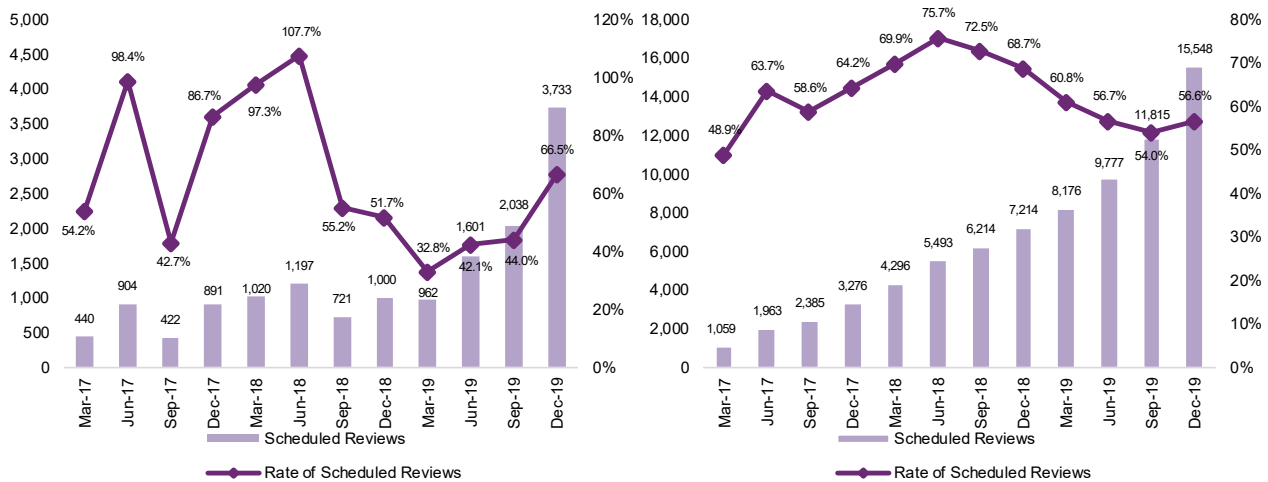
**Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia**



**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
<b>Total scheduled plan reviews</b>	<b>11,815</b>	<b>3,733</b>	<b>15,548</b>
<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**

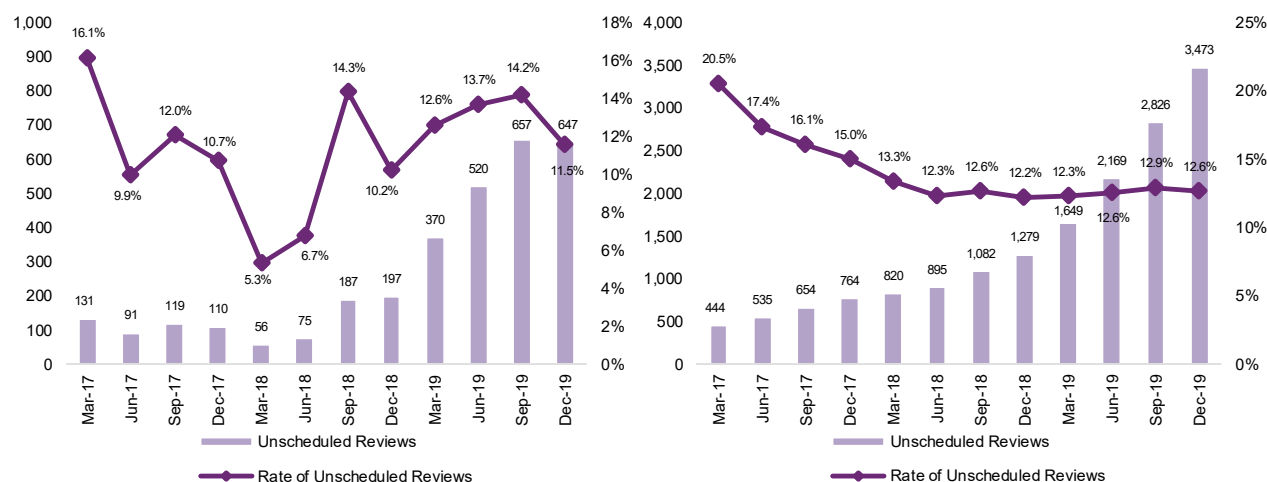
	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,826</b>	<b>647</b>	<b>3,473</b>
<i>Trial participants</i>	960	58	1,018
<i>Transition participants</i>	1,866	589	2,455

<sup>282</sup> 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** <sup>283</sup>

	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** <sup>284</sup>



**Table I.39 Complaints by quarter – Western Australia** <sup>285 286 287</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaints about service providers	50	22	72	61
Complaints about the Agency	824	375	1,199	862
Unclassified	71	0	71	69
<b>Total</b>	<b>945</b>	<b>397</b>	<b>1,342</b>	<b>943</b>
% of all access requests	3.4%	5.3%	3.8%	

<sup>283</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

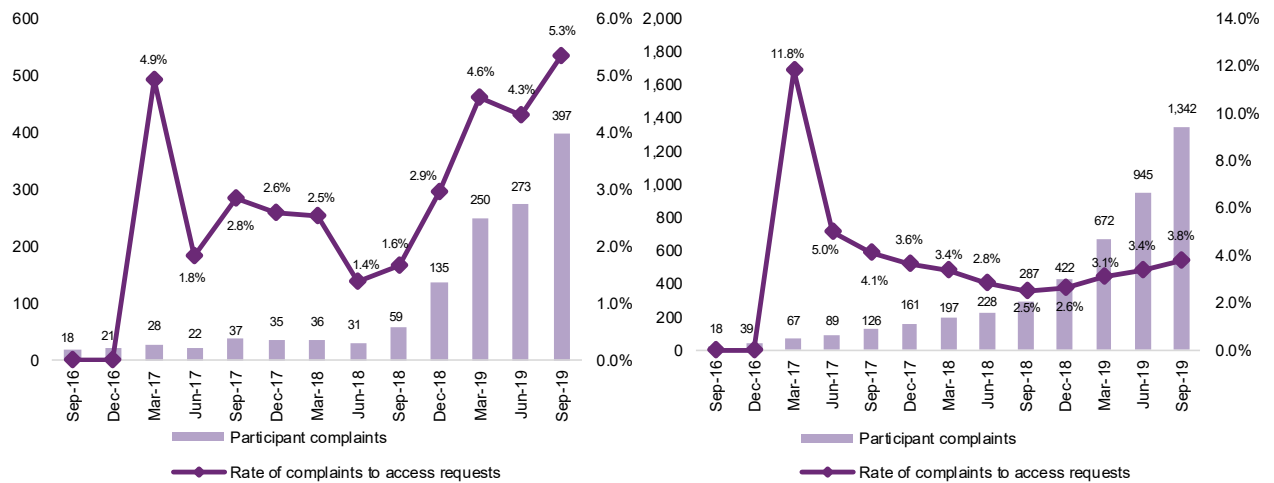
<sup>284</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>285</sup> 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.

<sup>286</sup> Note that 76% of all complainants made only one complaint, 16% made two complaints and 9% made three or more complaints.

<sup>287</sup> % 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** <sup>288</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Participants or those who have sought access</b>			
<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%)
<b>Total</b>	<b>50</b>	<b>22</b>	<b>72</b>
<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%)
<b>Total</b>	<b>824</b>	<b>375</b>	<b>1,199</b>
<i>Unclassified</i>	<b>71</b>	-	<b>71</b>

<sup>288</sup> 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 <sup>289</sup>

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	
<b>Total</b>	<b>80</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>108</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.21%</b>		<b>0.36%</b>		<b>0.23%</b>	

Figure I.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia <sup>290</sup>

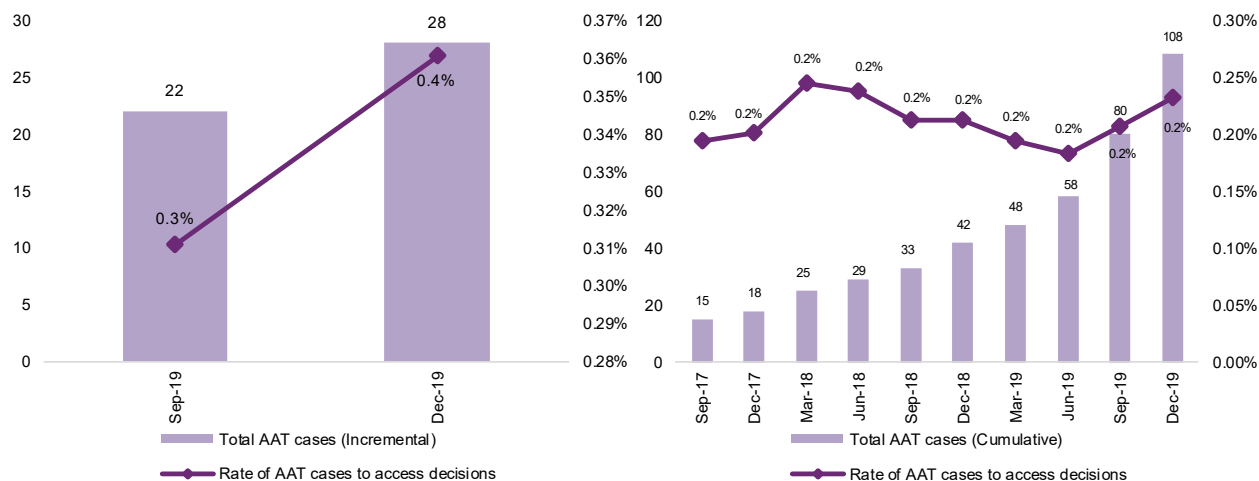


Table I.42 AAT cases by open/closed and decision – Western Australia

	N
<b>AAT Cases</b>	<b>108</b>
<b>Open AAT Cases</b>	<b>34</b>
<b>Closed AAT Cases</b>	<b>74</b>
Resolved before hearing	74
Gone to hearing and received a substantive decision	<11

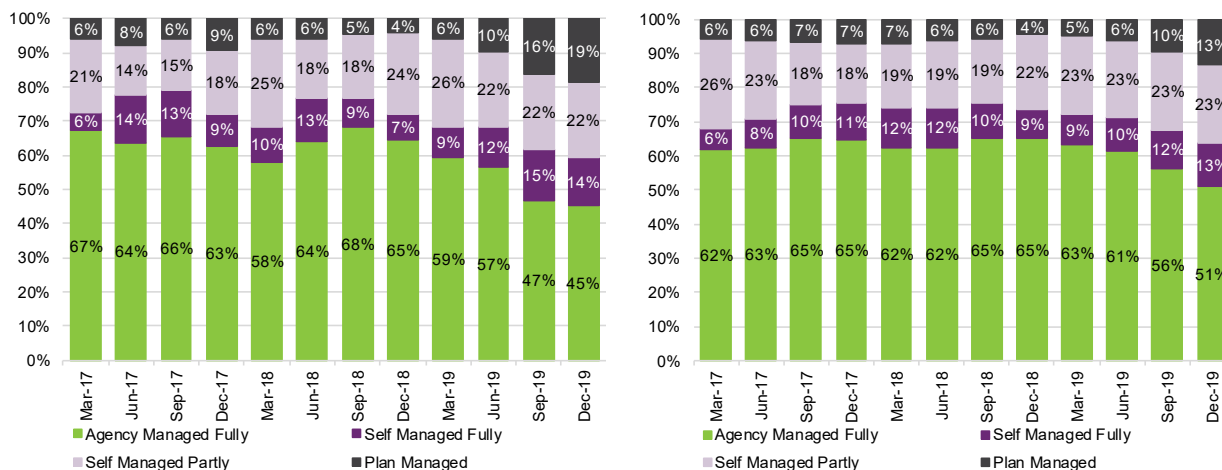
<sup>289</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>290</sup> 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** <sup>291 292</sup>

	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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia** <sup>293</sup>



**Table I.44 Distribution of active participants by support coordination and quarter of plan approval – Western Australia** <sup>294</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	38%	41%	39%

<sup>291</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>292</sup> Trial participants are not included.

<sup>293</sup> 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.

<sup>294</sup> Trial participants are not included.

Table I.45 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia <sup>295</sup>

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
<b>Plan activation</b>				
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%
<b>Activated within 90 days</b>	<b>9,878</b>	<b>89%</b>	<b>2,396</b>	<b>85%</b>
90 to 119 days	263	2%	73	3%
120 days and over	518	5%	89	3%
<b>Activated after 90 days</b>	<b>781</b>	<b>7%</b>	<b>162</b>	<b>6%</b>
No payments	483	4%	264	9%
<b>Total plans approved</b>	<b>11,142</b>	<b>100%</b>	<b>2,822</b>	<b>100%</b>

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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>9,065</b>	<b>9,442</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	551	569	97%
Not CALD	5,559	5,810	96%
Not Stated	2,955	3,063	96%
<b>Total</b>	<b>9,065</b>	<b>9,442</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	8,002	8,308	96%
Regional	916	972	94%
Remote	147	162	91%
Missing	<11	<11	
<b>Total</b>	<b>9,065</b>	<b>9,442</b>	<b>96%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>9,065</b>	<b>9,442</b>	<b>96%</b>

<sup>295</sup> 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** <sup>296 297</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	27%
> 75%	36%
<b>Total</b>	<b>100%</b>

**Table I.48 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>298</sup>

	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** <sup>299 300</sup>

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%

<sup>296</sup> 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.

<sup>297</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>298</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>299</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>300</sup> 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** <sup>301</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	28	5	33	18%
Specialist Disability Accommodation	2	0	2	0%
Vehicle Modifications	11	4	15	36%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	82	7	89	9%
Support Coordination	54	10	64	19%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	46	6	52	13%
Specialised Supported Employment	17	3	20	18%
<b>Total approved active providers</b>	<b>1,015</b>	<b>83</b>	<b>1,098</b>	<b>8%</b>

<sup>301</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	15	74	89	17%	83%	100%
Support Coordination	5	59	64	8%	92%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>229</b>	<b>869</b>	<b>1,098</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	11	5	16	31%
Specialist Disability Accommodation	0	0	0	
Vehicle Modifications	6	4	10	40%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	55	7	62	11%
Support Coordination	42	10	52	19%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	33	6	39	15%
Specialised Supported Employment	13	3	16	19%
<b>Total</b>	<b>549</b>	<b>83</b>	<b>632</b>	<b>13%</b>

**Table I.53 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Western Australia**

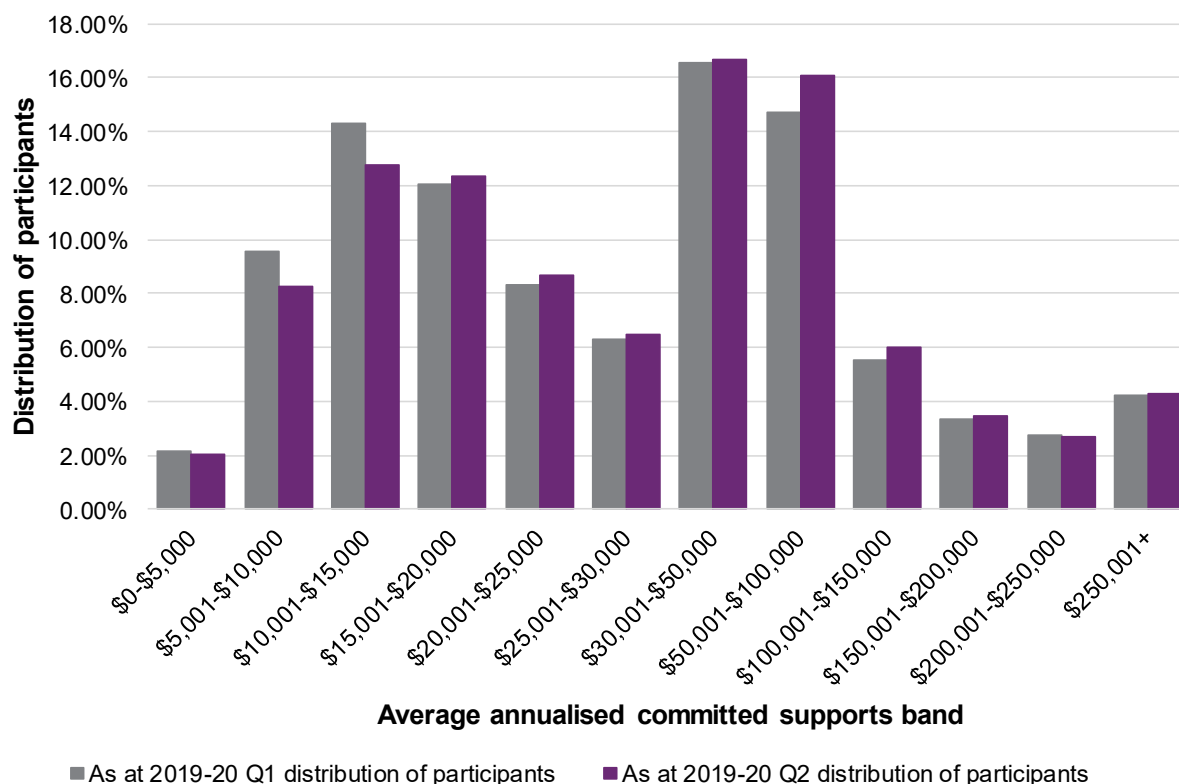
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	3	3	0%	100%	100%
Assistance Animals	0	8	8	0%	100%	100%
Assistance with daily life 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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	11	51	62	18%	82%	100%
Support Coordination	5	47	52	10%	90%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>121</b>	<b>511</b>	<b>632</b>	<b>19%</b>	<b>81%</b>	<b>100%</b>

## Part Four: Financial sustainability

Table I.54 Committed supports by financial year (\$m) – Western Australia <sup>302</sup>

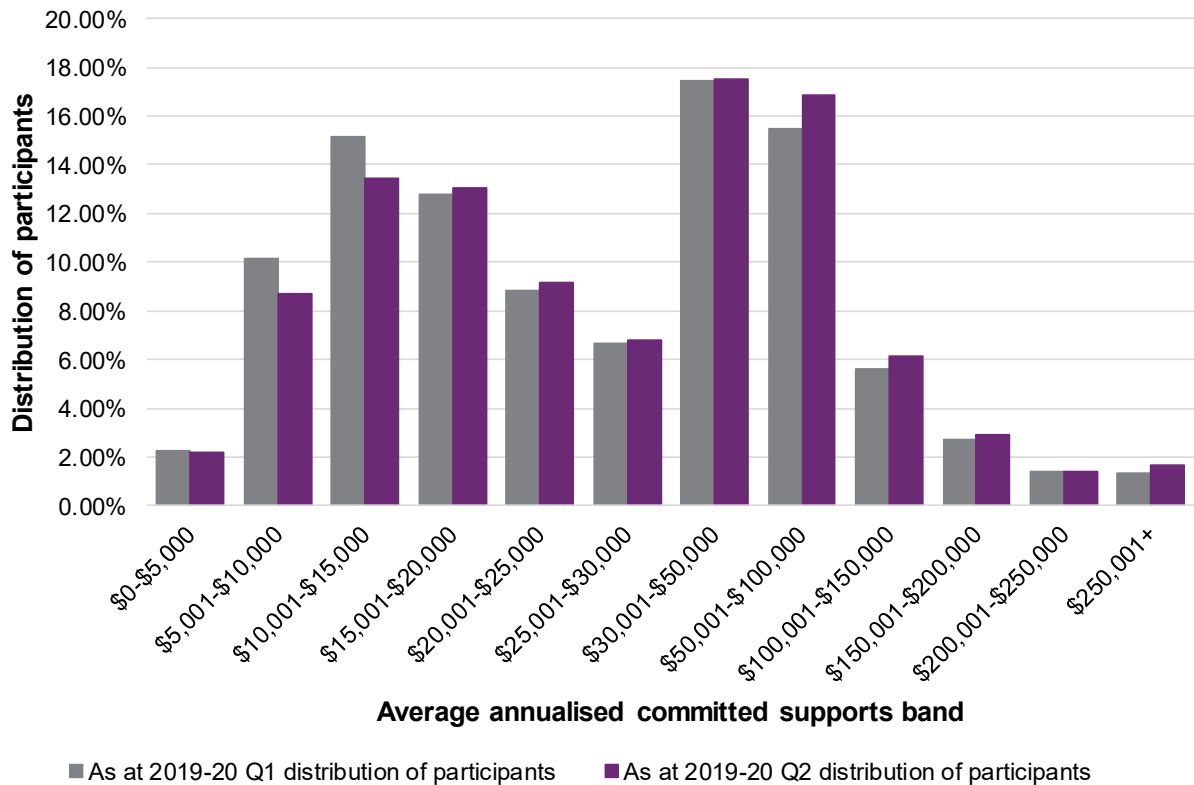
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.2	69.8	168.3	221.1	542.2	619.6

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

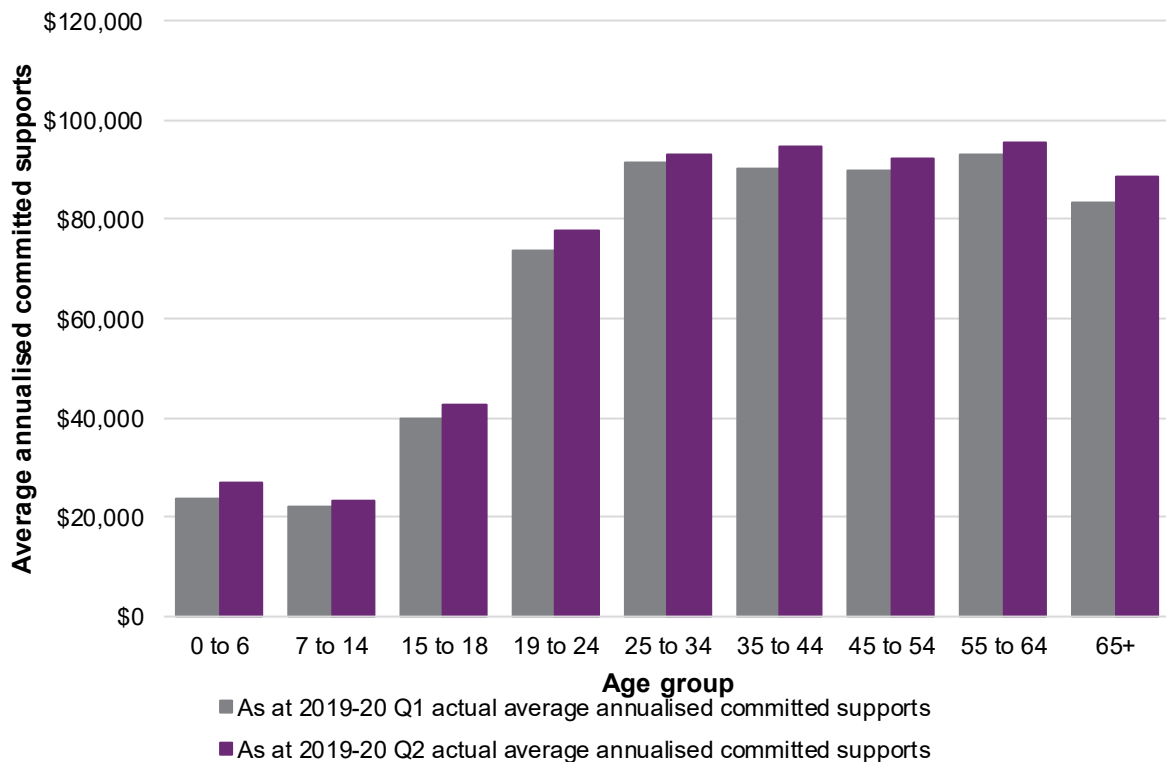


<sup>302</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for WA.

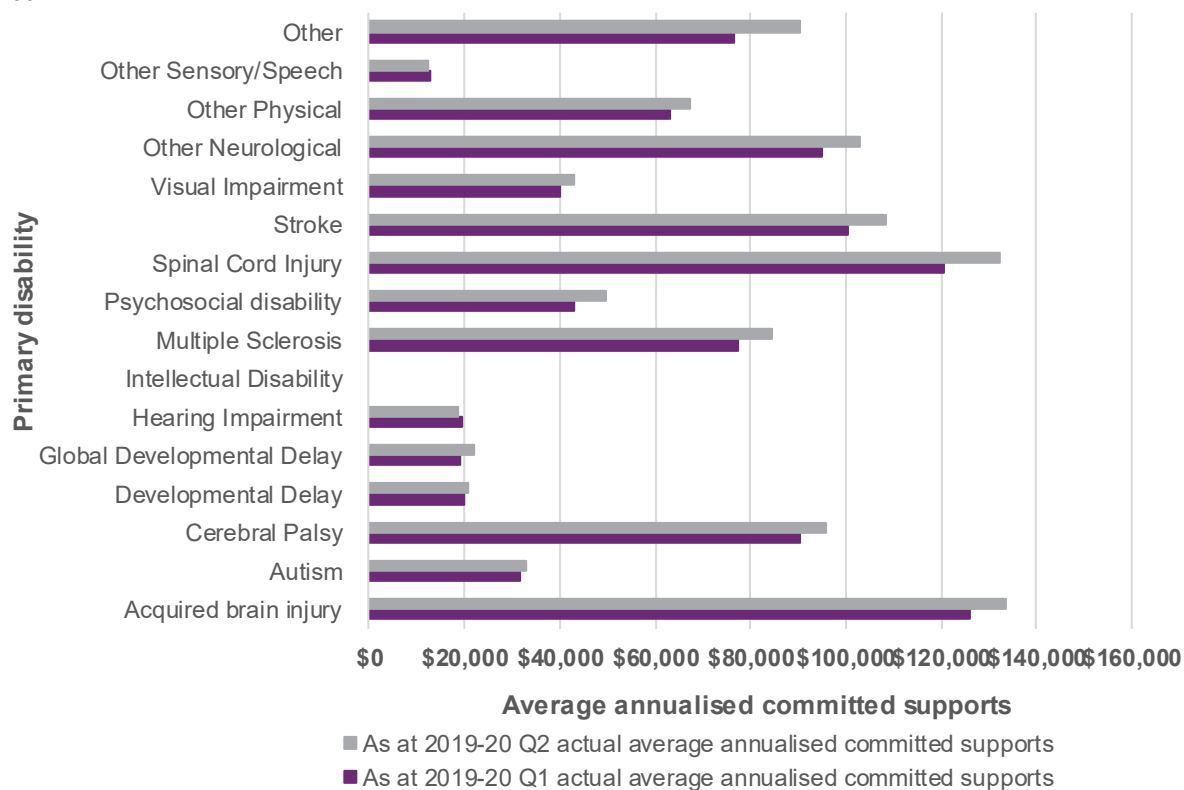
**Figure I.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia**



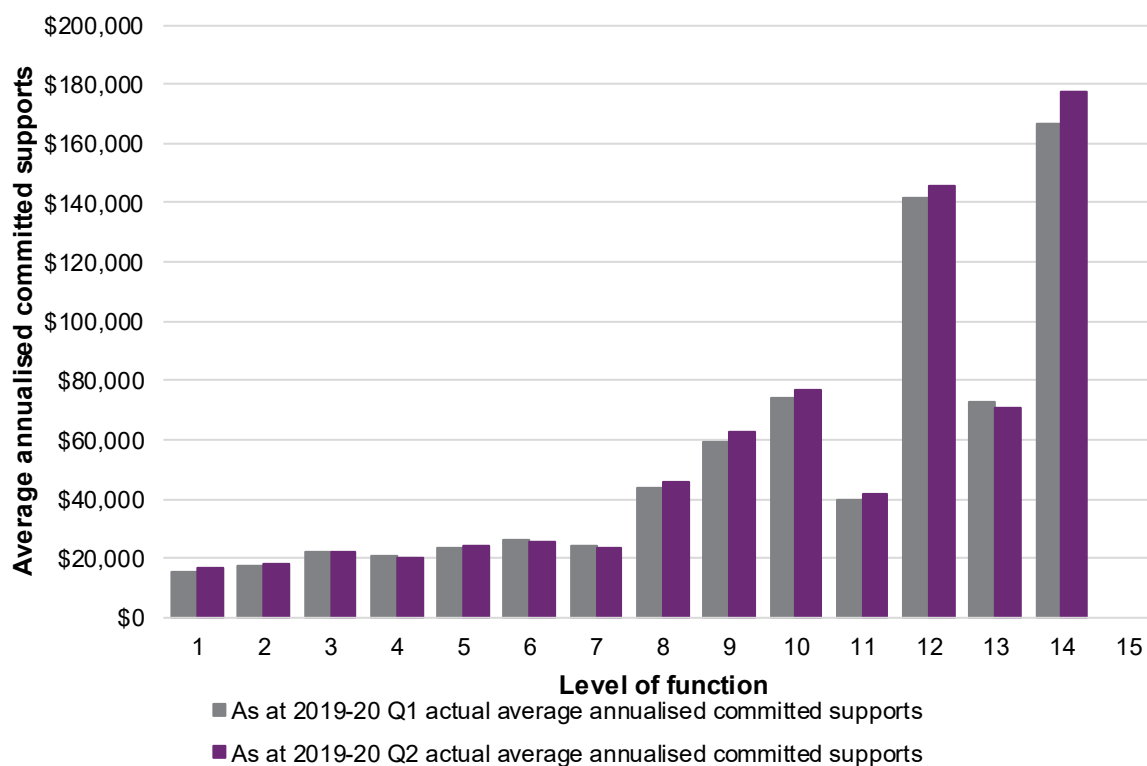
**Figure I.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia**



**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**

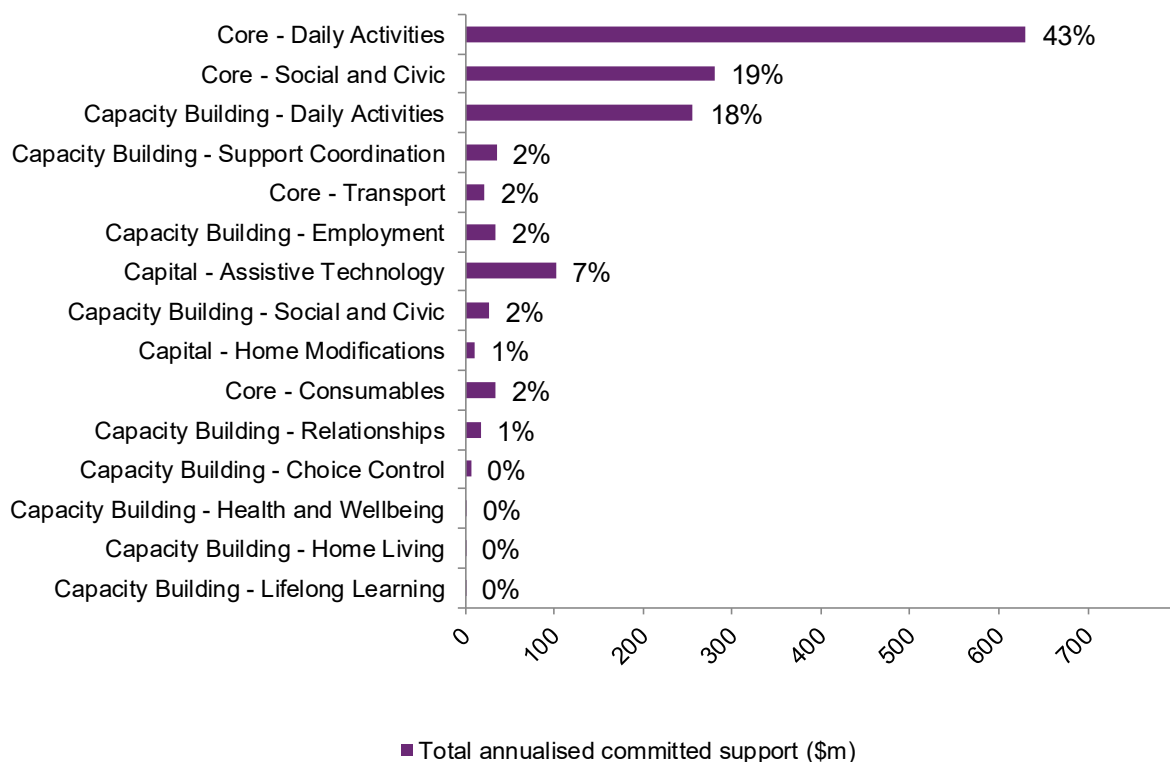


**Figure I.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Western Australia <sup>303</sup>**



<sup>303</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

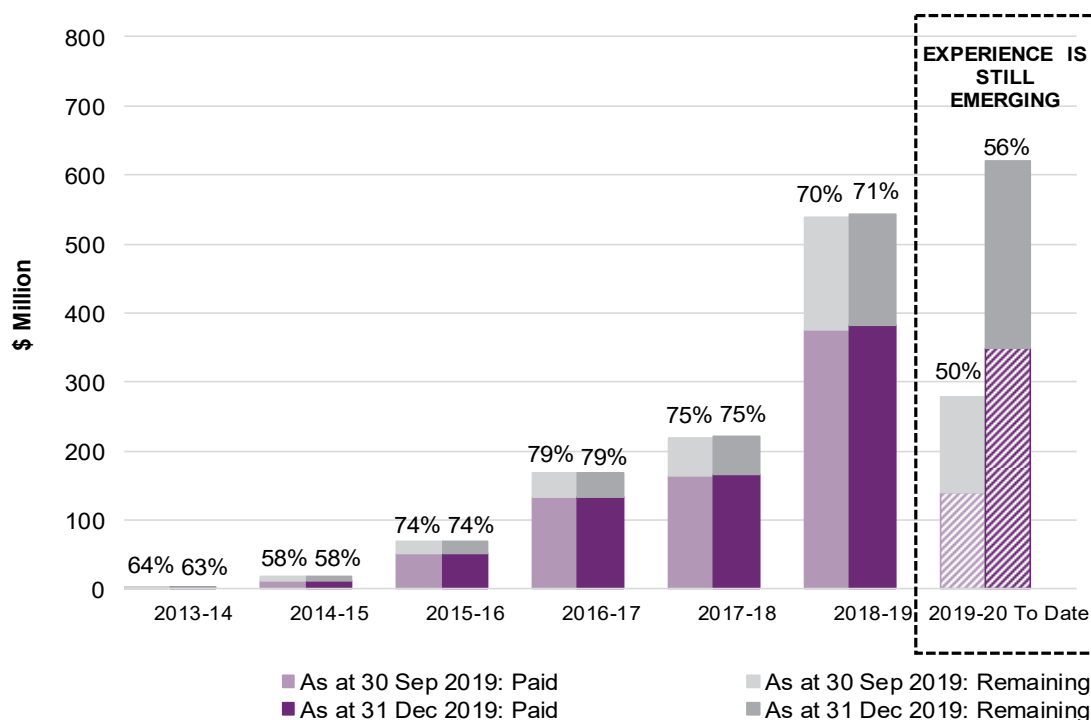
**Figure I.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia**



**Table I.55 Payments by financial year, compared to committed supports (\$m) – Western Australia <sup>304</sup>**

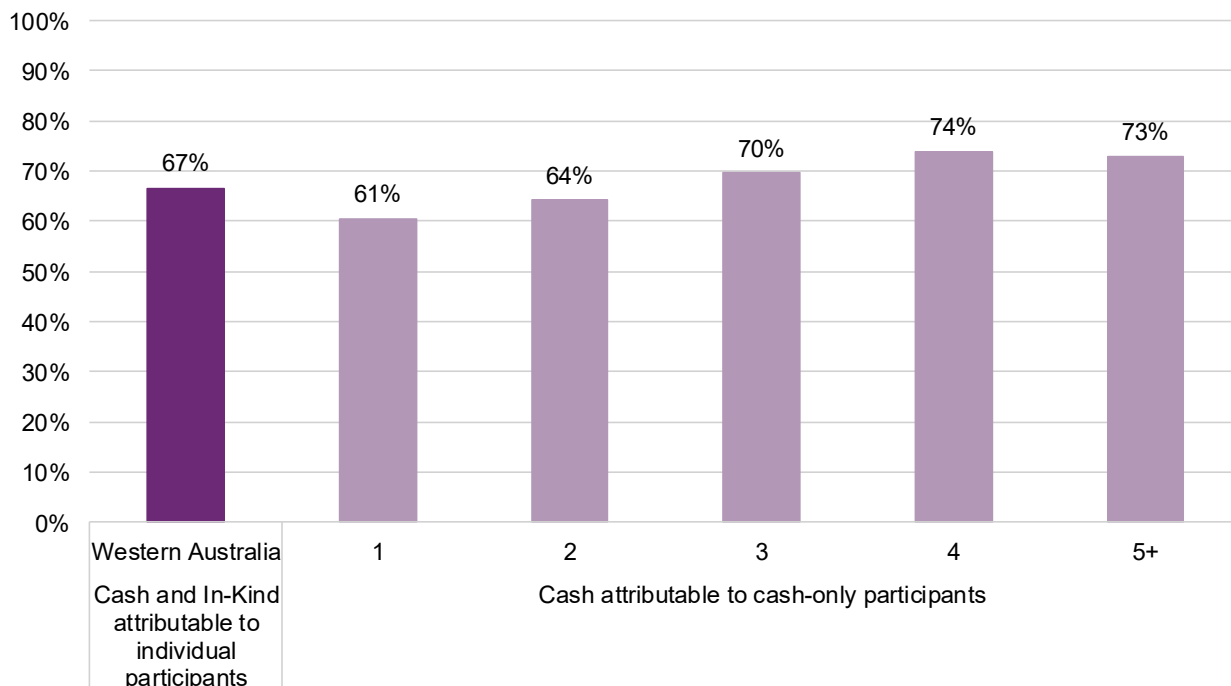
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.2	69.8	168.3	221.1	542.2	619.6
Total Paid	0.2	11.2	51.4	133.1	165.3	382.6	348.3
% utilised to date	63%	58%	74%	79%	75%	71%	56%

**Figure I.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Western Australia**

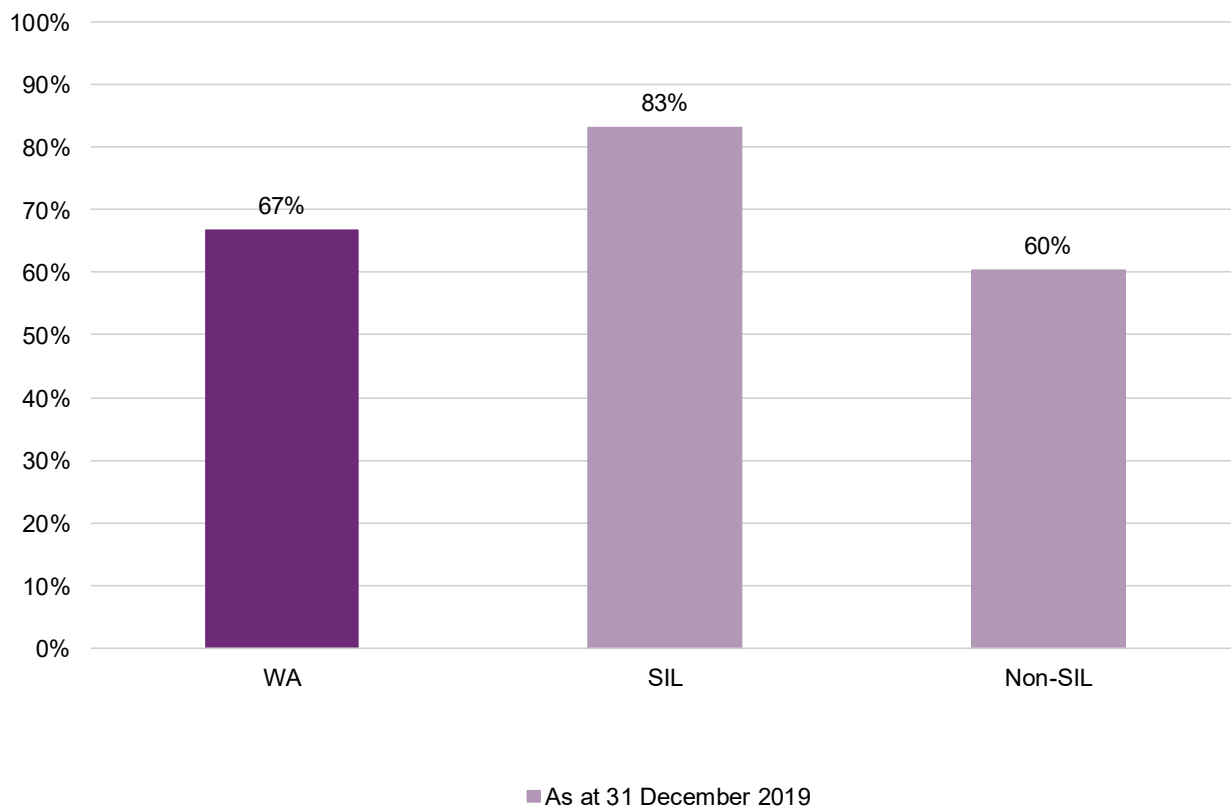


<sup>304</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for WA.

**Figure I.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Western Australia** <sup>305</sup>



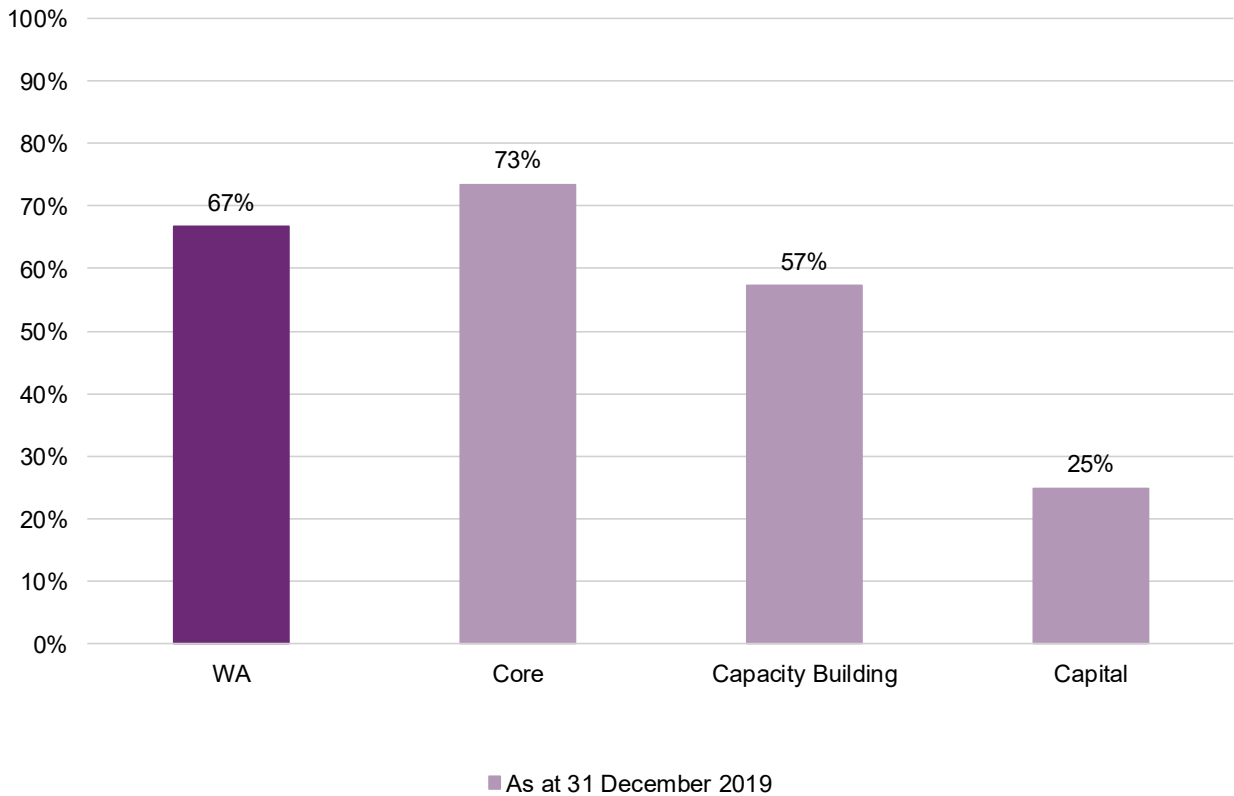
**Figure I.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Western Australia** <sup>306</sup>



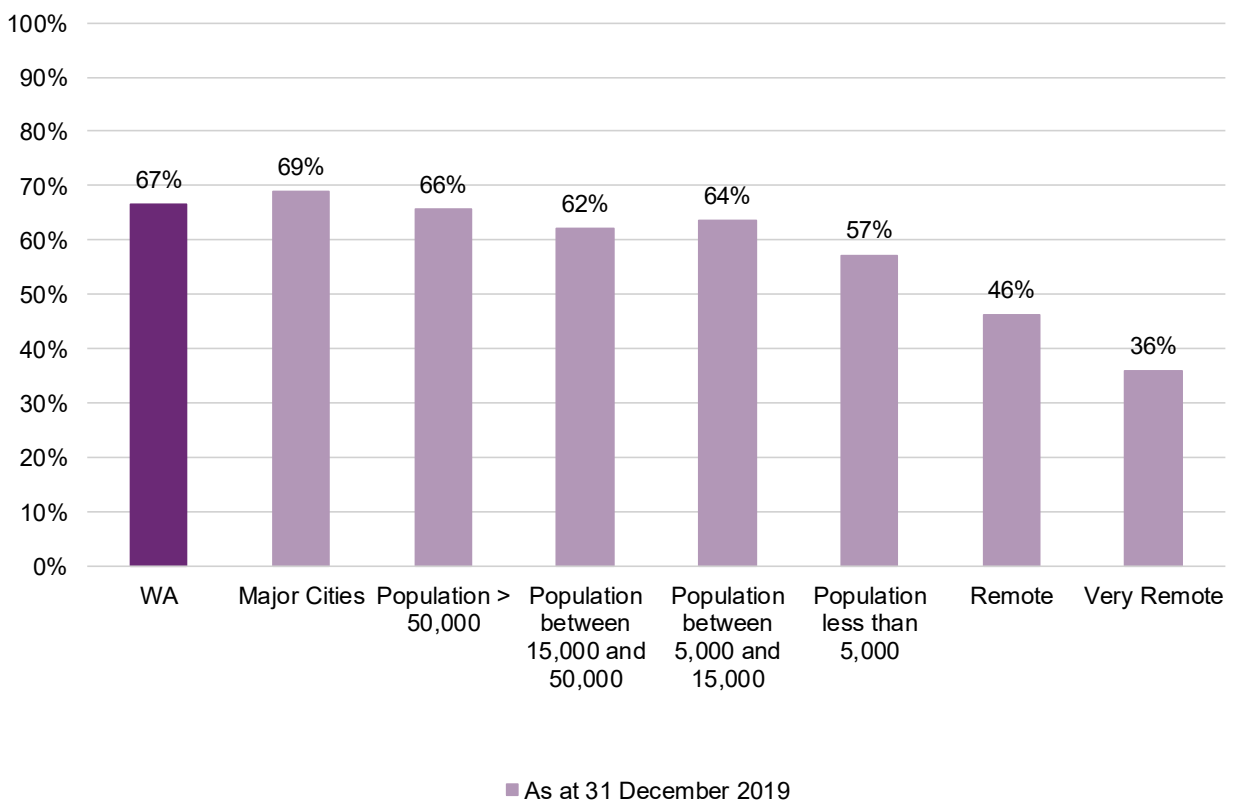
<sup>305</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>306</sup> 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** <sup>307</sup>



**Figure I.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Western Australia** <sup>308</sup>



<sup>307</sup> Ibid.

<sup>308</sup> Ibid.

# Appendix J:

## South Australia

### Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia <sup>309</sup>

	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 <sup>310 311</sup>

	Prior Quarters	2019-20 Q2	Total
Access decisions	38,616	2,285	40,901
Active Eligible	31,669	1,657	33,326
<i>New</i>	16,285	1,516	17,801
<i>State</i>	12,966	61	13,027
<i>Commonwealth</i>	2,418	80	2,498
Active Participant Plans (excl ECEI)	29,622	1,510	31,132
<i>New</i>	14,669	1,348	16,017
<i>State</i>	12,712	77	12,789
<i>Commonwealth</i>	2,241	85	2,326
Active Participant Plans	29,660	1,608	31,230
<i>Early Intervention (s25)</i>	9,674	450	10,124
<i>Permanent Disability (s24)</i>	19,948	1,060	21,008
<i>ECEI</i>	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
<i>Early Intervention participants</i>	829
<i>Permanent disability participants</i>	443

<sup>309</sup> 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.

<sup>310</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 97% of people with a hearing impairment met the access criteria compared to 73% overall.

<sup>311</sup> 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** <sup>312 313</sup>

	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** <sup>314 315 316 317</sup>

	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

<sup>312</sup> 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.

<sup>313</sup> 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.

<sup>314</sup> This table shows the total numbers of active participants at the end of each period.

<sup>315</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>316</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>317</sup> 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** <sup>318</sup>

	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	
<b>Total</b>	<b>33,519</b>	<b>87%</b>	<b>1,665</b>	<b>73%</b>	<b>35,184</b>	<b>86%</b>

**Table J.7 Assessment of access by disability – South Australia** <sup>319</sup>

	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%
<b>Total</b>	<b>33,519</b>	<b>87%</b>	<b>1,665</b>	<b>73%</b>	<b>35,184</b>	<b>86%</b>

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

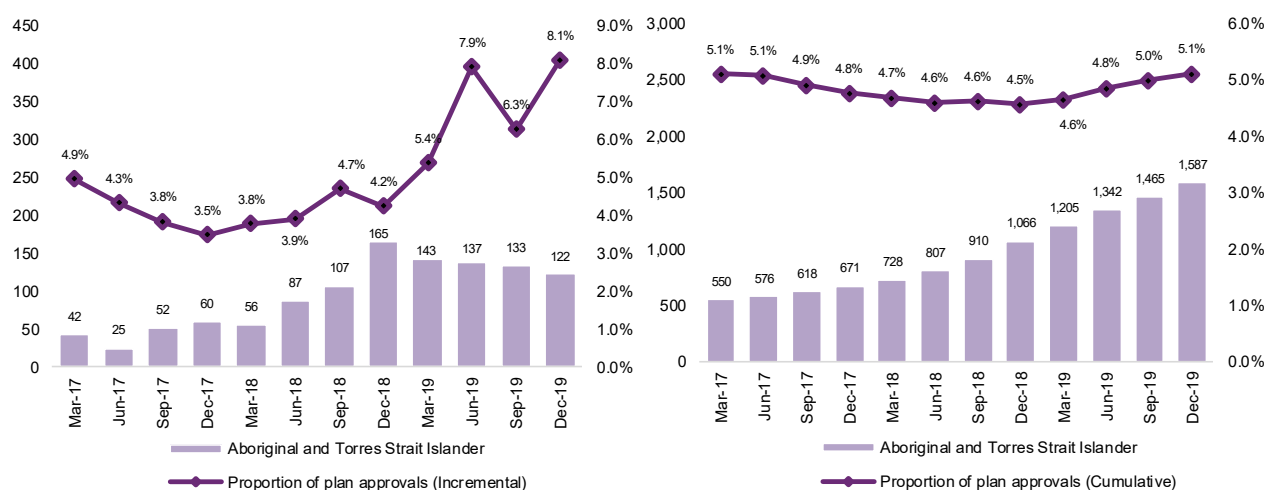
<sup>318</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>319</sup> 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%	<b>1,587</b>	<b>5.1%</b>
Not Aboriginal and Torres Strait Islander	23,578	79.6%	1,144	75.8%	<b>24,722</b>	<b>79.4%</b>
Not Stated	4,579	15.5%	244	16.2%	<b>4,823</b>	<b>15.5%</b>
<b>Total</b>	<b>29,622</b>	<b>100%</b>	<b>1,510</b>	<b>100%</b>	<b>31,132</b>	<b>100%</b>

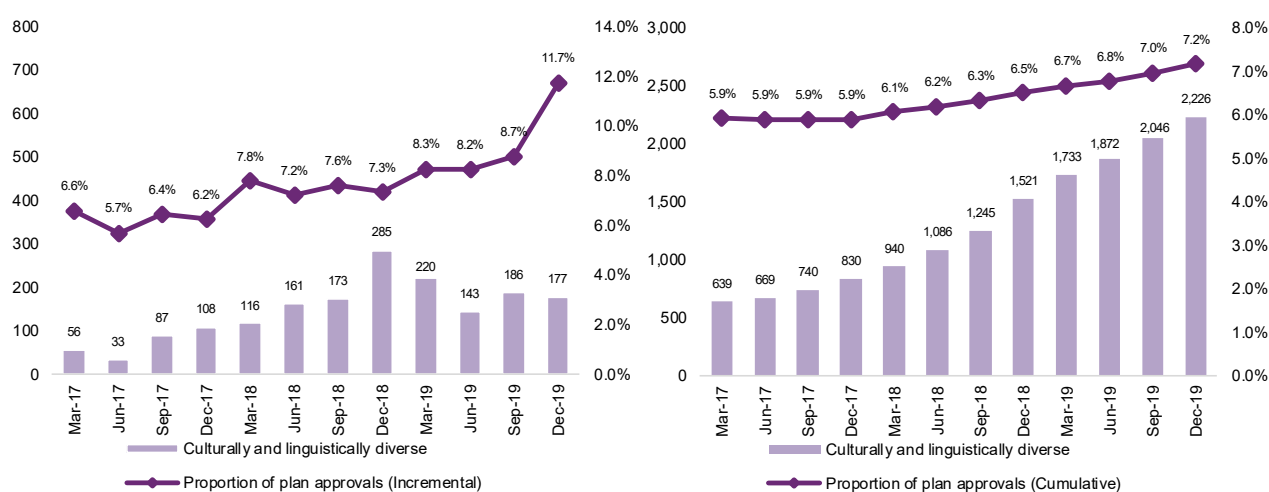
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>320</sup>



**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%	<b>2,226</b>	<b>7.2%</b>
Not culturally and linguistically diverse	27,433	92.6%	1,332	88.2%	<b>28,765</b>	<b>92.4%</b>
Not stated	140	0.5%	<11		<b>141</b>	<b>0.5%</b>
<b>Total</b>	<b>29,622</b>	<b>100%</b>	<b>1,510</b>	<b>100%</b>	<b>31,132</b>	<b>100%</b>

**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>321</sup>



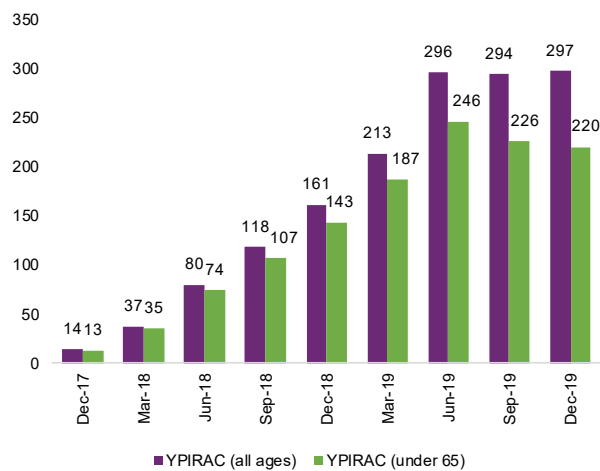
<sup>320</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>321</sup> 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
<b>Total YPIRAC (under 65)</b>	<b>220</b>
65 and above	77
<b>Total participants in residential aged care</b>	<b>297</b>
Participants not in residential aged care	30,835
<b>Total</b>	<b>31,132</b>

**Figure J.3 Number of YPIRAC participants over time cumulatively – South Australia** <sup>322 323</sup>



**Table J.11 Participant profile per quarter by remoteness – South Australia** <sup>324 325</sup>

Participant profile	Prior Quarters		2019-20 Q2		Total	
	N	%	N	%	N	%
Major cities	22,357	75.5%	1,132	75.0%	<b>23,489</b>	<b>75.4%</b>
Population > 50,000	668	2.3%	23	1.5%	<b>691</b>	<b>2.2%</b>
Population between 15,000 and 50,000	2,470	8.3%	135	8.9%	<b>2,605</b>	<b>8.4%</b>
Population between 5,000 and 15,000	551	1.9%	35	2.3%	<b>586</b>	<b>1.9%</b>
Population less than 5,000	2,883	9.7%	135	8.9%	<b>3,018</b>	<b>9.7%</b>
Remote	501	1.7%	24	1.6%	<b>525</b>	<b>1.7%</b>
Very Remote	192	0.6%	26	1.7%	<b>218</b>	<b>0.7%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>29,622</b>	<b>100%</b>	<b>1,510</b>	<b>100%</b>	<b>31,132</b>	<b>100%</b>

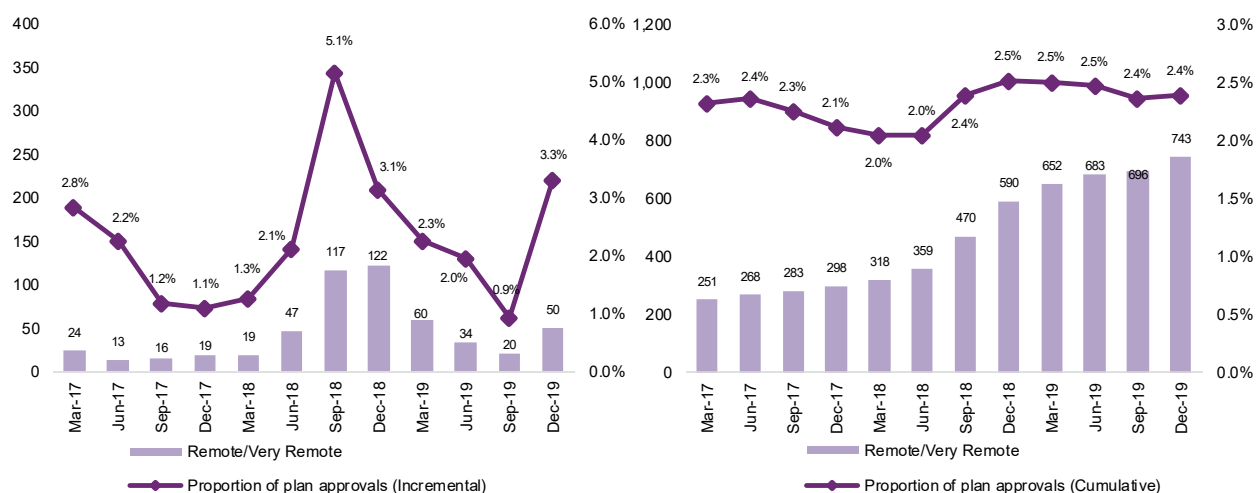
<sup>322</sup> Ibid.

<sup>323</sup> 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.

<sup>324</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>325</sup> 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** <sup>326</sup>



**Table J.12 Participant profile per quarter by disability group – South Australia** <sup>327 328 329</sup>

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%
<b>Total</b>	<b>29,622</b>	<b>100%</b>	<b>1,510</b>	<b>100%</b>	<b>31,132</b>	<b>100%</b>

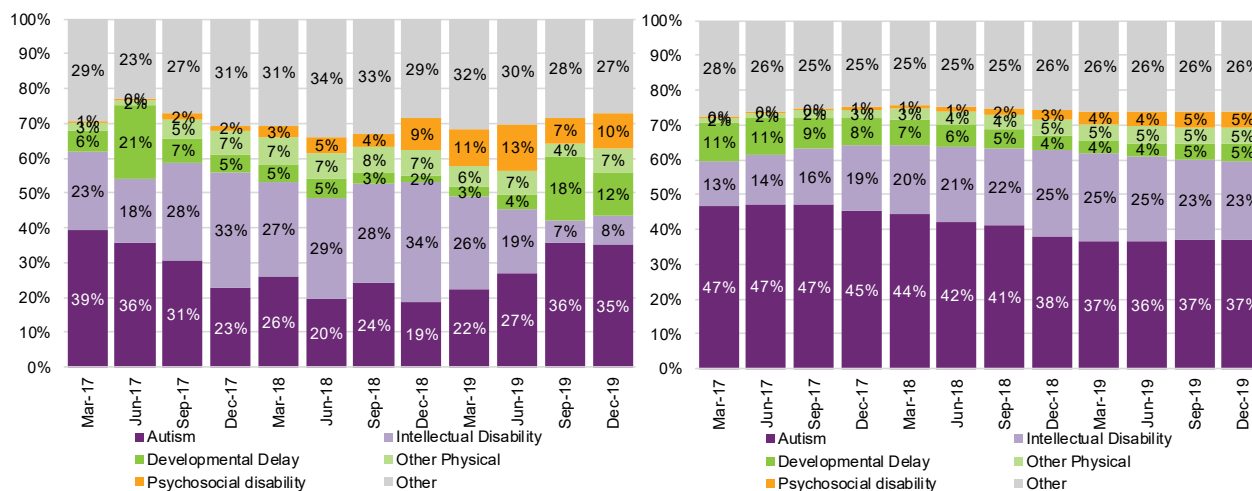
<sup>326</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>327</sup> Table order based on national proportions (highest to lowest).

<sup>328</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>329</sup> 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** <sup>330</sup>



**Table J.13 Participant profile per quarter by level of functions – South Australia** <sup>331</sup>

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%
<b>Total</b>	<b>29,622</b>	<b>100%</b>	<b>1,510</b>	<b>100%</b>	<b>31,132</b>	<b>100%</b>

<sup>330</sup> 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.

<sup>331</sup> 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 <sup>332</sup>

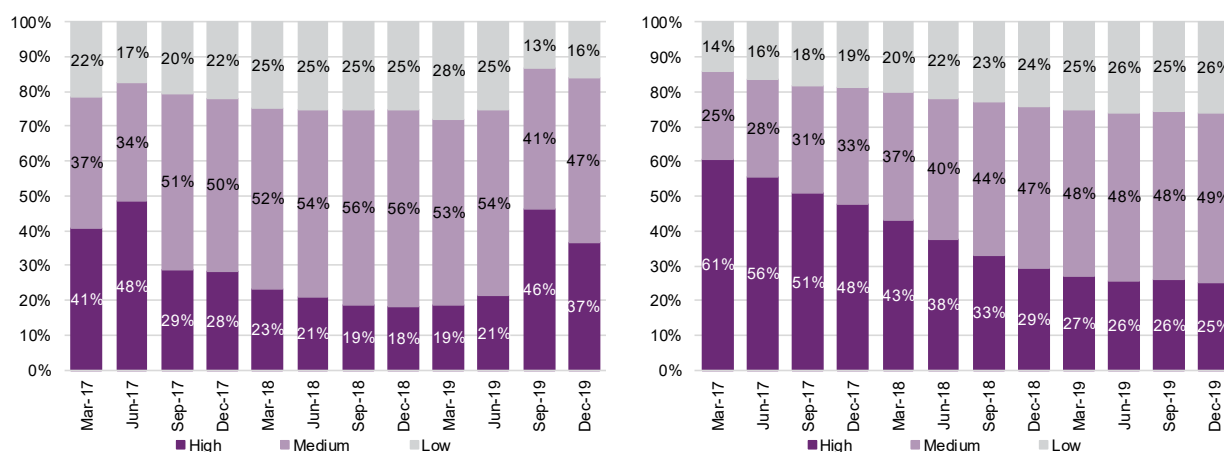
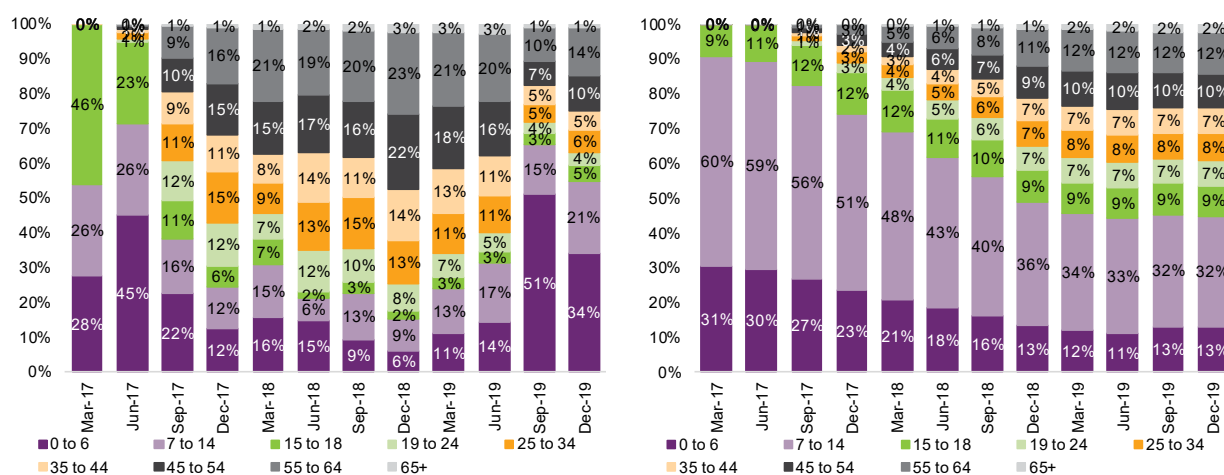


Table J.14 Participant profile per quarter by age group – South Australia

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%
<b>Total</b>	<b>29,622</b>	<b>100%</b>	<b>1,510</b>	<b>100%</b>	<b>31,132</b>	<b>100%</b>

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia <sup>333</sup>



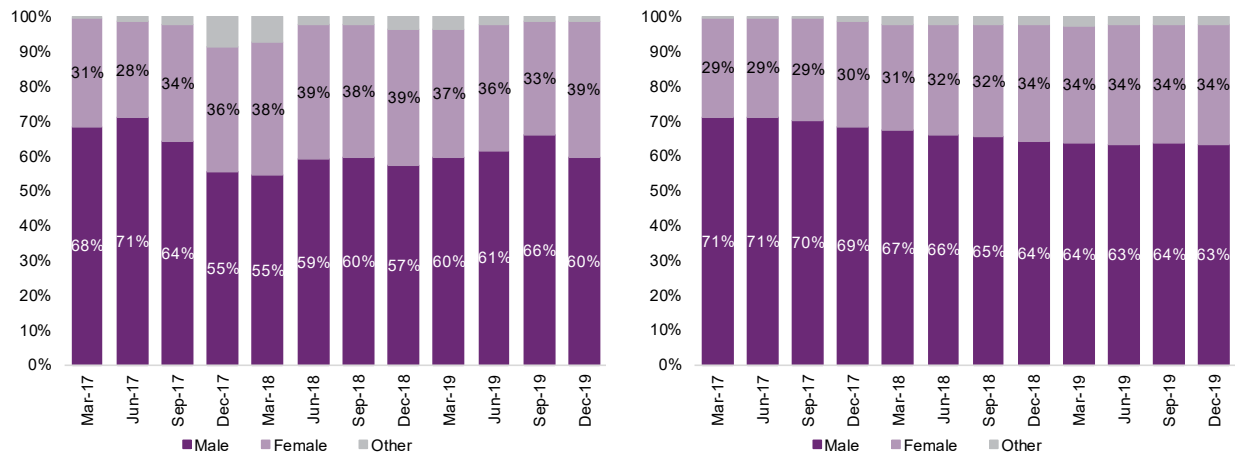
<sup>332</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>333</sup> 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%	<b>19,747</b>	<b>63%</b>
Female	10,070	34%	586	39%	<b>10,656</b>	<b>34%</b>
Other	707	2%	22	1%	<b>729</b>	<b>2%</b>
<b>Total</b>	<b>29,622</b>	<b>100%</b>	<b>1,510</b>	<b>100%</b>	<b>31,132</b>	<b>100%</b>

**Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia** <sup>334</sup>



## Part Two: Participant experience and outcomes

**Table J.16 Number of baseline questionnaires completed by SFQF version – South Australia** <sup>335</sup>

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
<b>Total Participant</b>	<b>4,018</b>	<b>6,566</b>	<b>10,383</b>	<b>2,599</b>	<b>23,566</b>
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
<b>Total Family</b>	<b>3,769</b>	<b>3,771</b>	<b>4,886</b>	<b>1,602</b>	<b>14,028</b>
<b>Total</b>	<b>7,787</b>	<b>10,337</b>	<b>15,269</b>	<b>4,201</b>	<b>37,594</b>

<sup>334</sup> Ibid.

<sup>335</sup> 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** <sup>336</sup>

	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%

<sup>336</sup> 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** <sup>337</sup>

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%

<sup>337</sup> 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** <sup>338</sup>

	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%

<sup>338</sup> 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** <sup>339</sup>

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%	

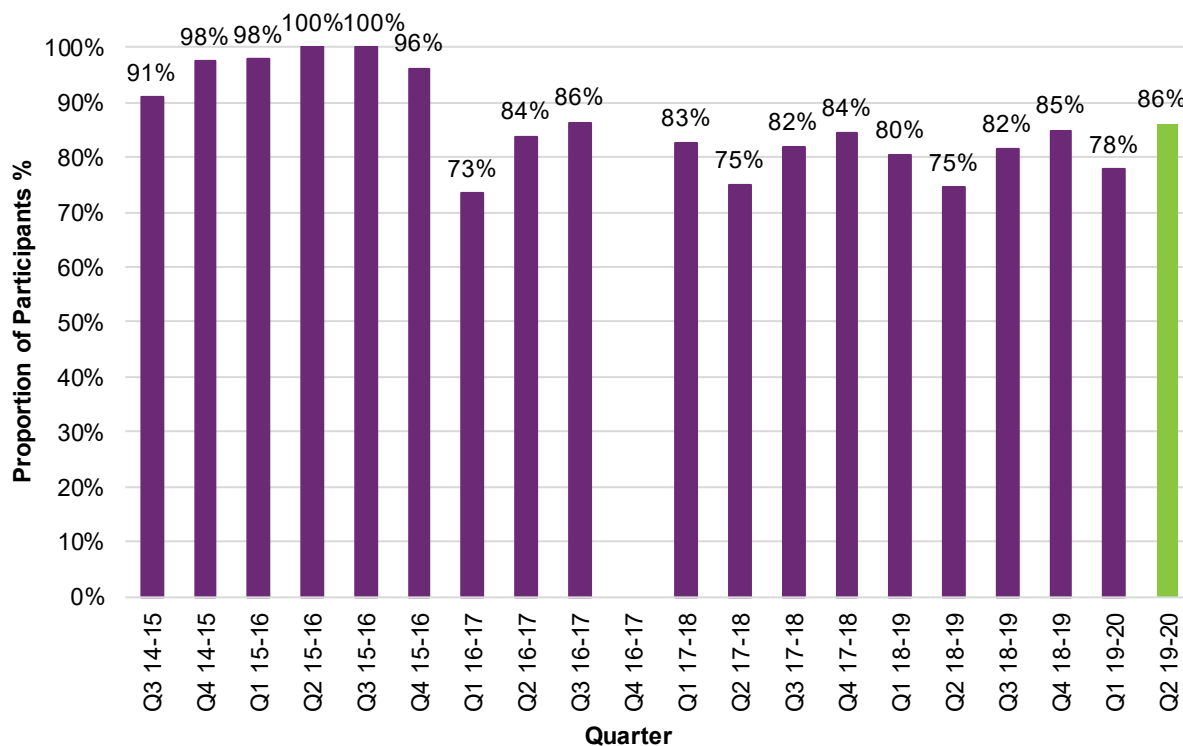
**Table J.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=33), 'participants in community and social activities' (n=37) and 'participants who choose who supports them' (n=40) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – South Australia** <sup>340</sup>

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%	

<sup>339</sup> 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.

<sup>340</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 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\*** <sup>341</sup>



\* 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%

<sup>341</sup> 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**

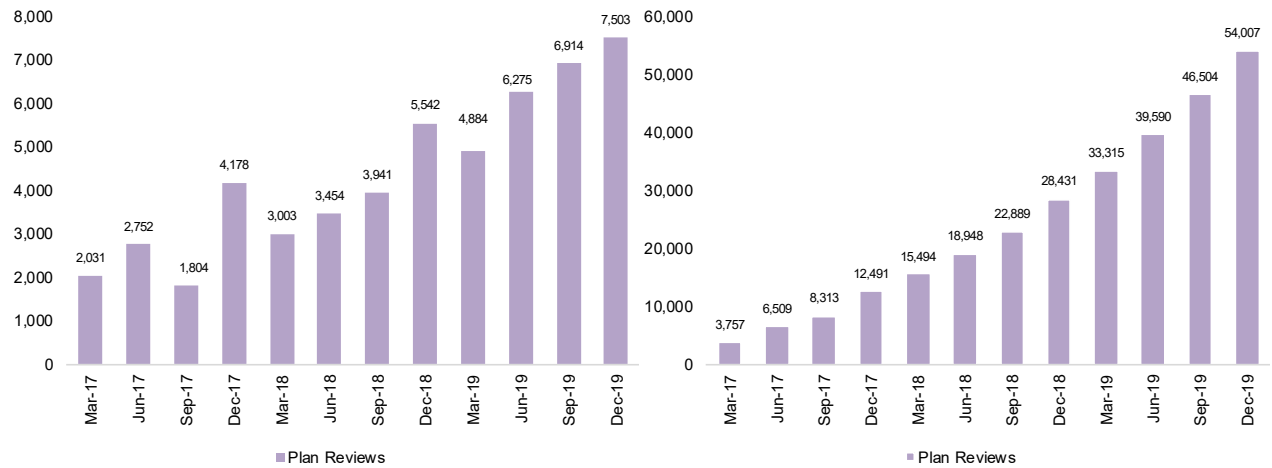
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 310</b>	<b>n = 101</b>
Are you happy with how coming into the NDIS has gone?	75%	80%
Was the person from the NDIS respectful?	92%	92%
Do you understand what will happen next with your plan?	71%	71%
<b>Pre-planning</b>	<b>n = 309</b>	<b>n = 161</b>
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%
<b>Planning</b>	<b>n = 351</b>	<b>n = 246</b>
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%
<b>Plan review</b>	<b>n = 455</b>	<b>n = 95</b>
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 <sup>342</sup>**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>46,504</b>	<b>7,503</b>	<b>54,007</b>
<i>Early intervention plans</i>	23,412	1,947	25,359
<i>Permanent disability plans</i>	23,092	5,556	28,648

<sup>342</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

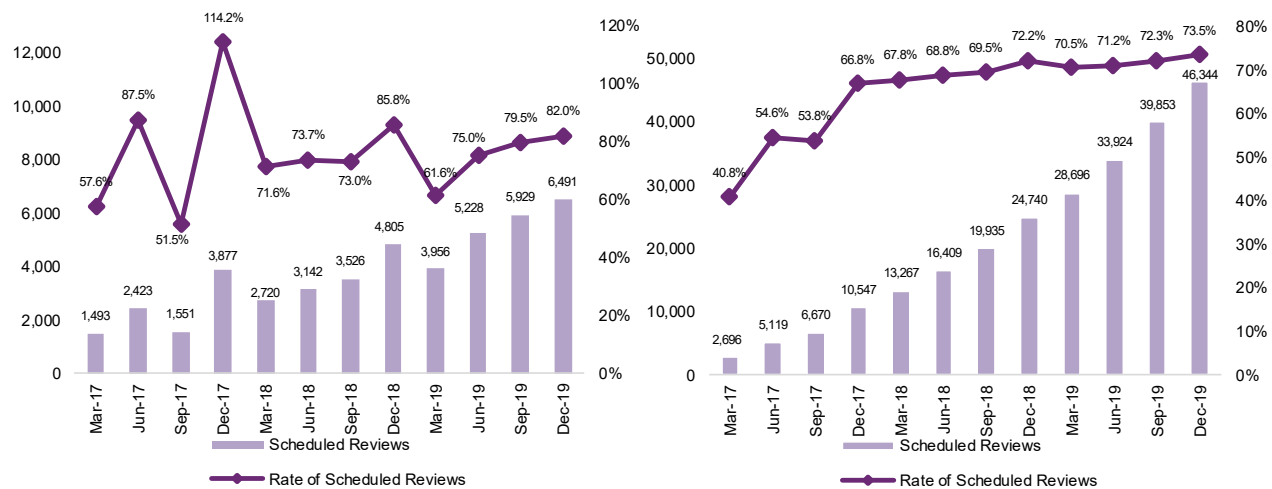
**Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia**



**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
<b>Total scheduled plan reviews</b>	<b>39,853</b>	<b>6,491</b>	<b>46,344</b>
<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**

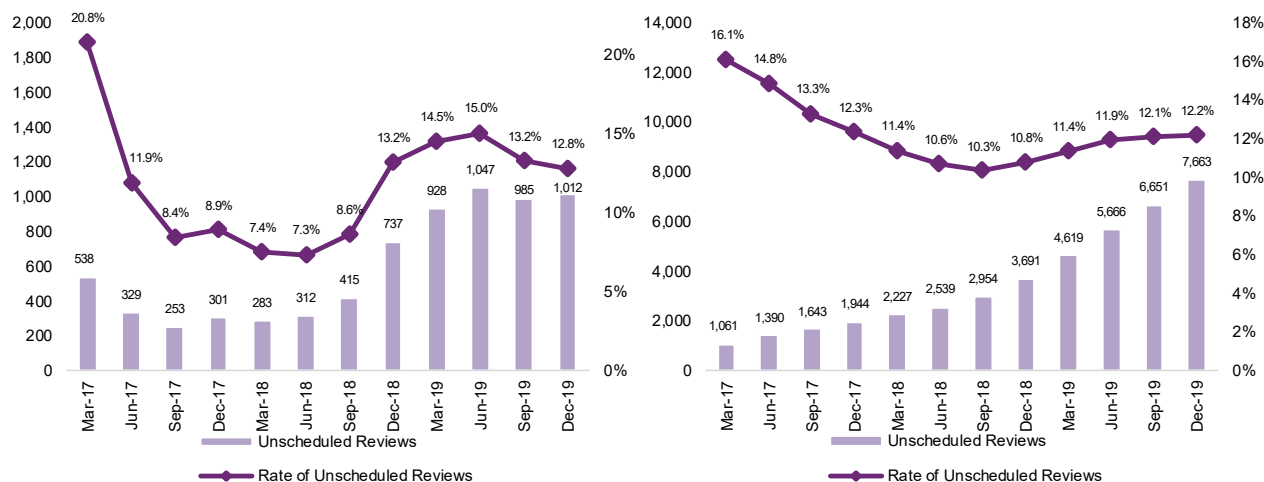
	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>6,651</b>	<b>1,012</b>	<b>7,663</b>
<i>Trial participants</i>	2,174	210	2,384
<i>Transition participants</i>	4,477	802	5,279

<sup>343</sup> 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** <sup>344</sup>

	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** <sup>345</sup>



**Table J.42 Complaints by quarter – South Australia** <sup>346 347 348</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaints about service providers	160	44	204	181
Complaints about the Agency	5,888	650	6,538	3,661
Unclassified	503	0	503	466
<b>Total</b>	<b>6,551</b>	<b>694</b>	<b>7,245</b>	<b>3,963</b>
% of all access requests	9.5%	6.7%	9.1%	

<sup>344</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

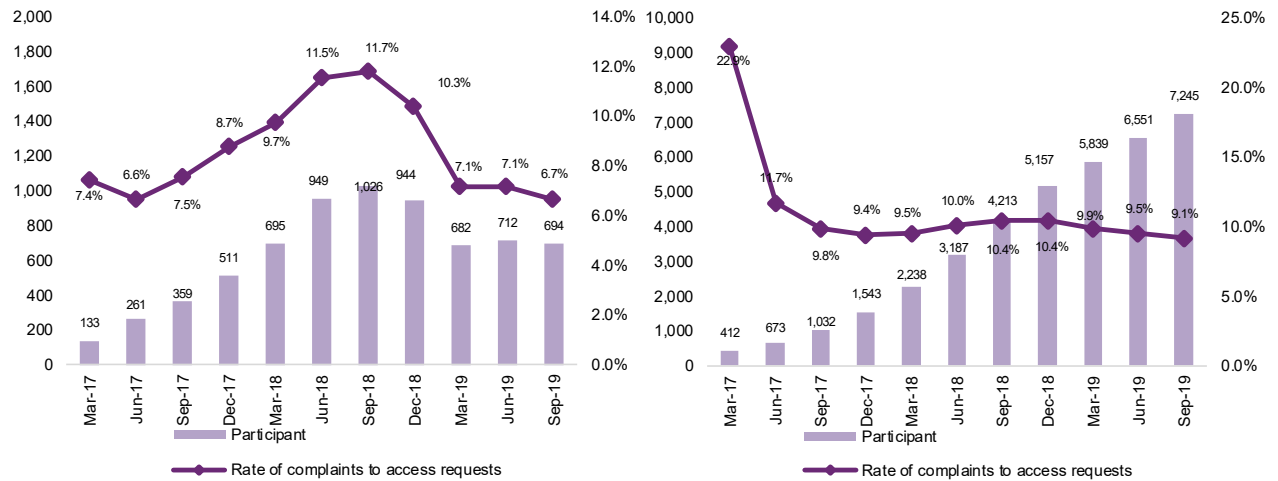
<sup>345</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>346</sup> 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.

<sup>347</sup> Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

<sup>348</sup> % 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** <sup>349</sup>

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	

<sup>349</sup> 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 <sup>350</sup>

	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%
<b>Total</b>	<b>328</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>395</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.36%</b>		<b>0.67%</b>		<b>0.39%</b>	

Figure J.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia <sup>351</sup>

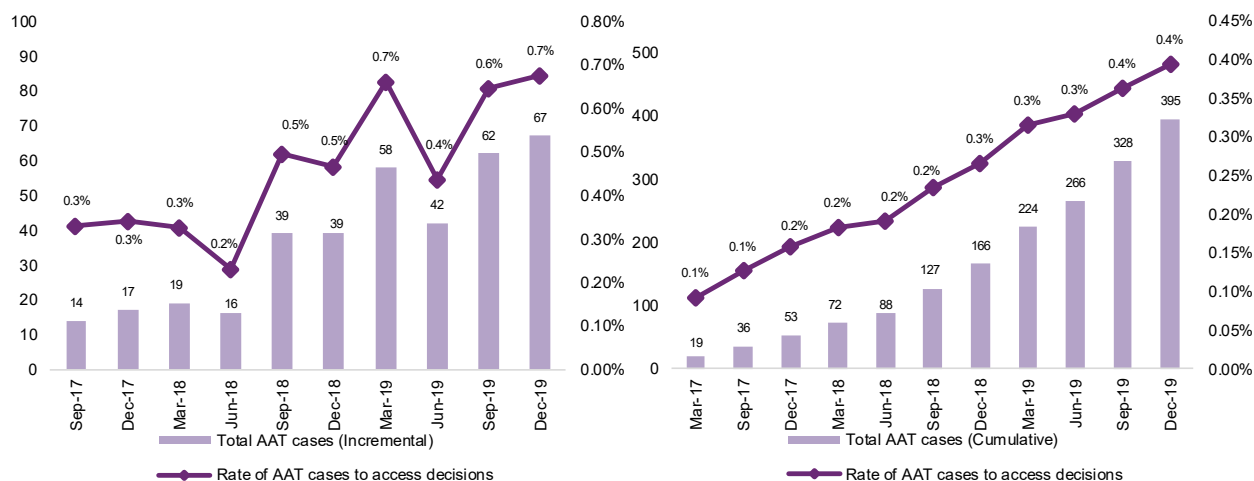


Table J.45 AAT cases by open/closed and decision – South Australia

	N
<b>AAT Cases</b>	<b>395</b>
<b>Open AAT Cases</b>	<b>117</b>
<b>Closed AAT Cases</b>	<b>278</b>
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 <sup>352 353</sup>

	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	15%	15%	<b>15%</b>
Self-managed partly	7%	6%	<b>7%</b>
Plan managed	42%	54%	<b>45%</b>
Agency managed	36%	25%	<b>33%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

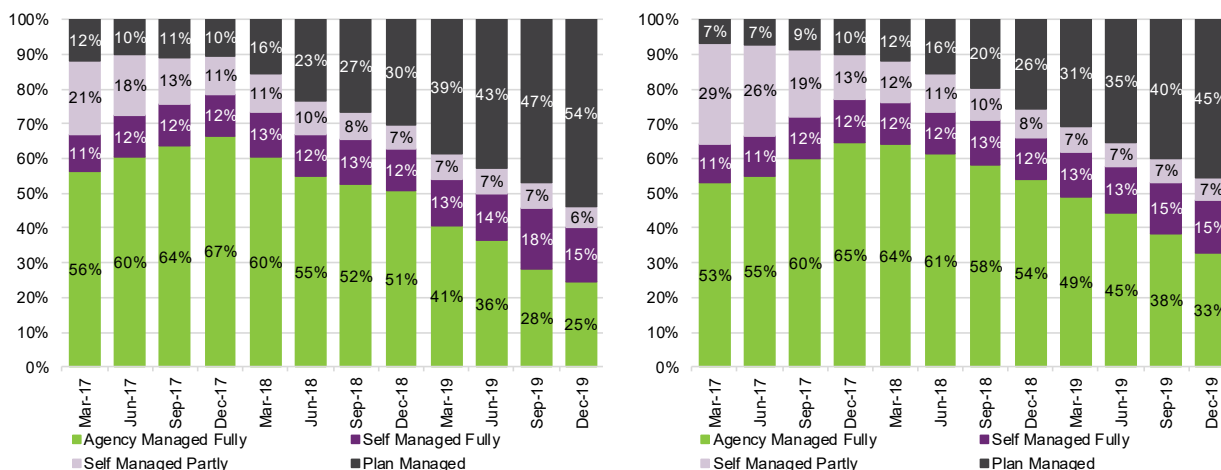
<sup>350</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>351</sup> There are insufficient numbers to show the incremental count of AAT cases in SA prior to the September 2017 quarter.

<sup>352</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>353</sup> 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** <sup>354</sup>



**Table J.47 Distribution of active participants by support coordination and quarter of plan approval – South Australia** <sup>355</sup>

	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** <sup>356</sup>

	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%
<b>Activated within 90 days</b>	<b>16,547</b>	<b>85%</b>	<b>1,442</b>	<b>84%</b>
90 to 119 days	578	3%	40	2%
120 days and over	1,677	9%	79	5%
<b>Activated after 90 days</b>	<b>2,255</b>	<b>12%</b>	<b>119</b>	<b>7%</b>
No payments	645	3%	161	9%
<b>Total plans approved</b>	<b>19,447</b>	<b>100%</b>	<b>1,722</b>	<b>100%</b>

<sup>354</sup> 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.

<sup>355</sup> Trial participants are not included.

<sup>356</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>22,340</b>	<b>23,140</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	1,453	1,500	97%
Not CALD	20,754	21,505	97%
Not Stated	133	135	99%
<b>Total</b>	<b>22,340</b>	<b>23,140</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	16,704	17,284	97%
Regional	5,080	5,275	96%
Remote	556	581	96%
Missing	<11	<11	
<b>Total</b>	<b>22,340</b>	<b>23,140</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>22,340</b>	<b>23,140</b>	<b>97%</b>

Table J.50 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – South Australia <sup>357 358</sup>

Plan utilisation	Total
0 to 50%	39%
50% to 75%	26%
> 75%	35%
<b>Total</b>	<b>100%</b>

<sup>357</sup> 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.

<sup>358</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

**Table J.51 Proportion of active participants with approved plans accessing mainstream supports – South Australia** <sup>359</sup>

	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** <sup>360 361</sup>

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%

<sup>359</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>360</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>361</sup> 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** <sup>362</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	37	10	47	27%
Specialist Disability Accommodation	10	2	12	20%
Vehicle Modifications	33	4	37	12%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	114	12	126	11%
Support Coordination	103	15	118	15%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	50	3	53	6%
Specialised Supported Employment	52	6	58	12%
<b>Total approved active providers</b>	<b>1,521</b>	<b>65</b>	<b>1,586</b>	<b>4%</b>

<sup>362</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	27	99	126	21%	79%	100%
Support Coordination	32	86	118	27%	73%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>515</b>	<b>1,071</b>	<b>1,586</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	18	10	28	36%
Specialist Disability Accommodation	8	2	10	20%
Vehicle Modifications	12	4	16	25%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	82	12	94	13%
Support Coordination	62	15	77	19%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	27	3	30	10%
Specialised Supported Employment	38	6	44	14%
<b>Total</b>	<b>798</b>	<b>65</b>	<b>863</b>	<b>8%</b>

**Table J.56 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – South Australia**

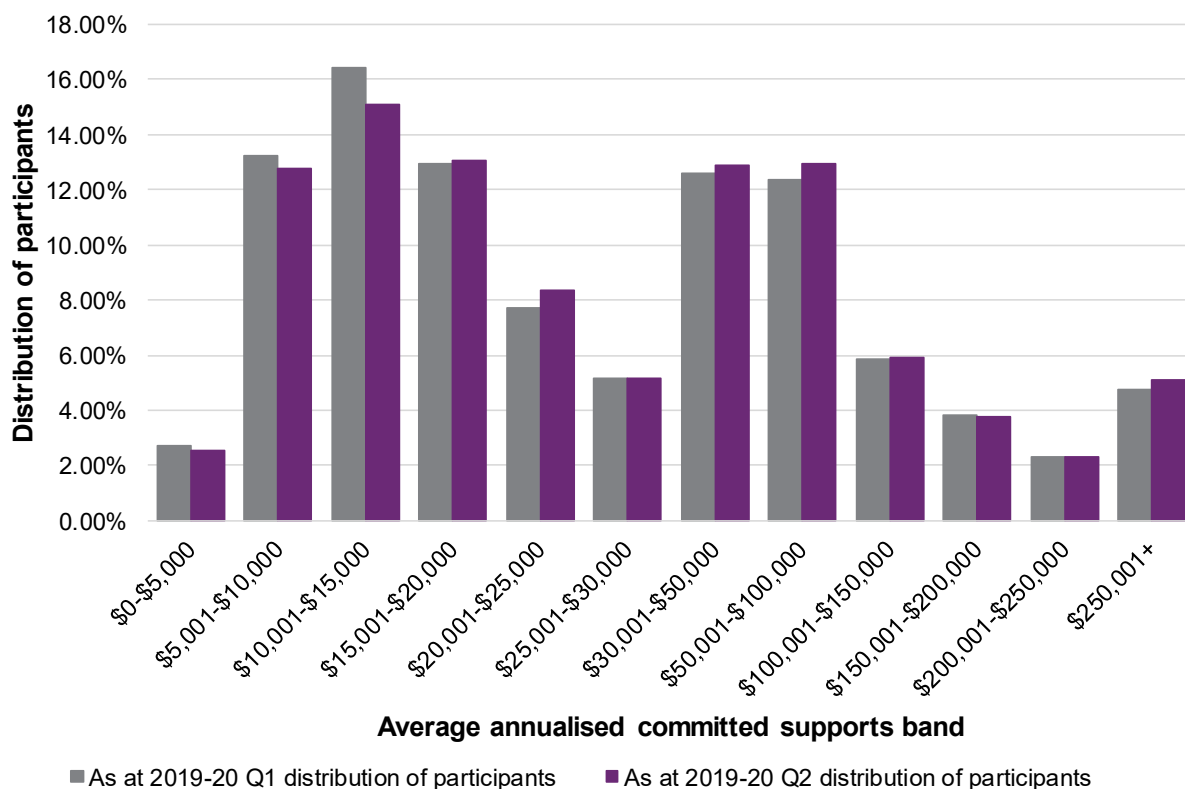
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	8	9	11%	89%	100%
Assistance Animals	2	11	13	15%	85%	100%
Assistance with daily life 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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	22	72	94	23%	77%	100%
Support Coordination	17	60	77	22%	78%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>269</b>	<b>594</b>	<b>863</b>	<b>31%</b>	<b>69%</b>	<b>100%</b>

## Part Four: Financial sustainability

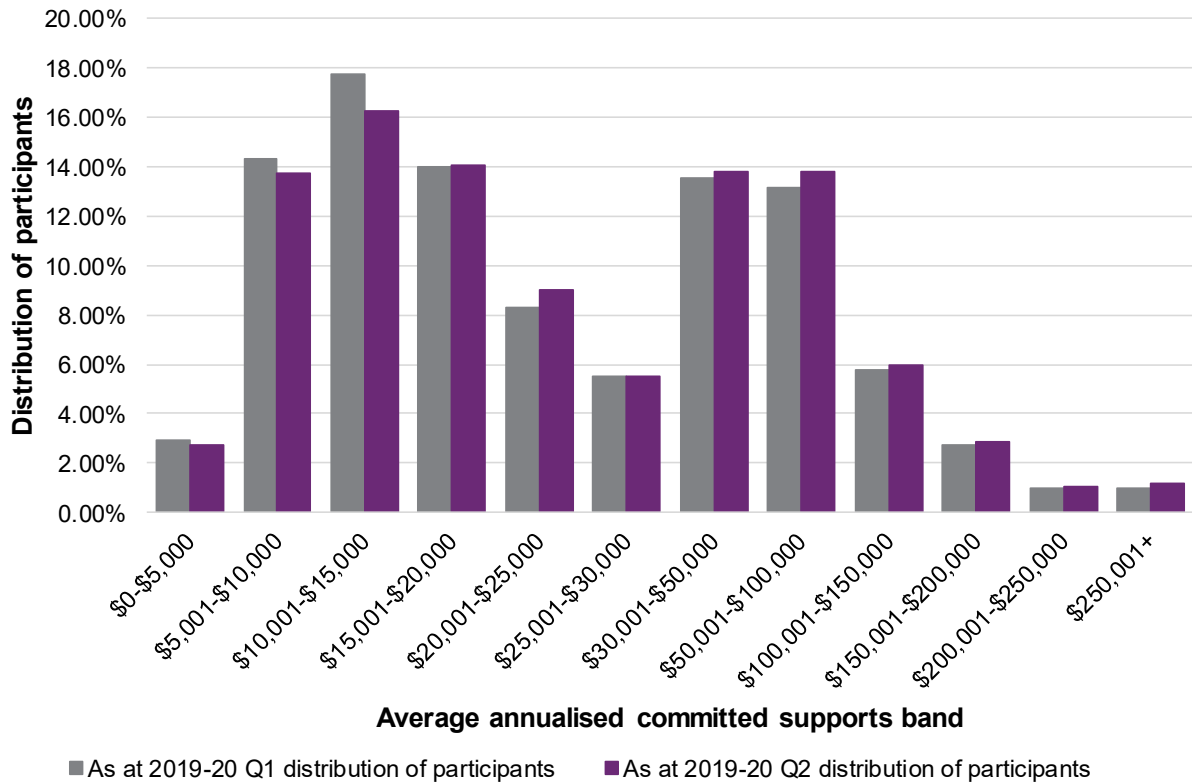
**Table J.57 Committed supports by financial year (\$m) – South Australia**

	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

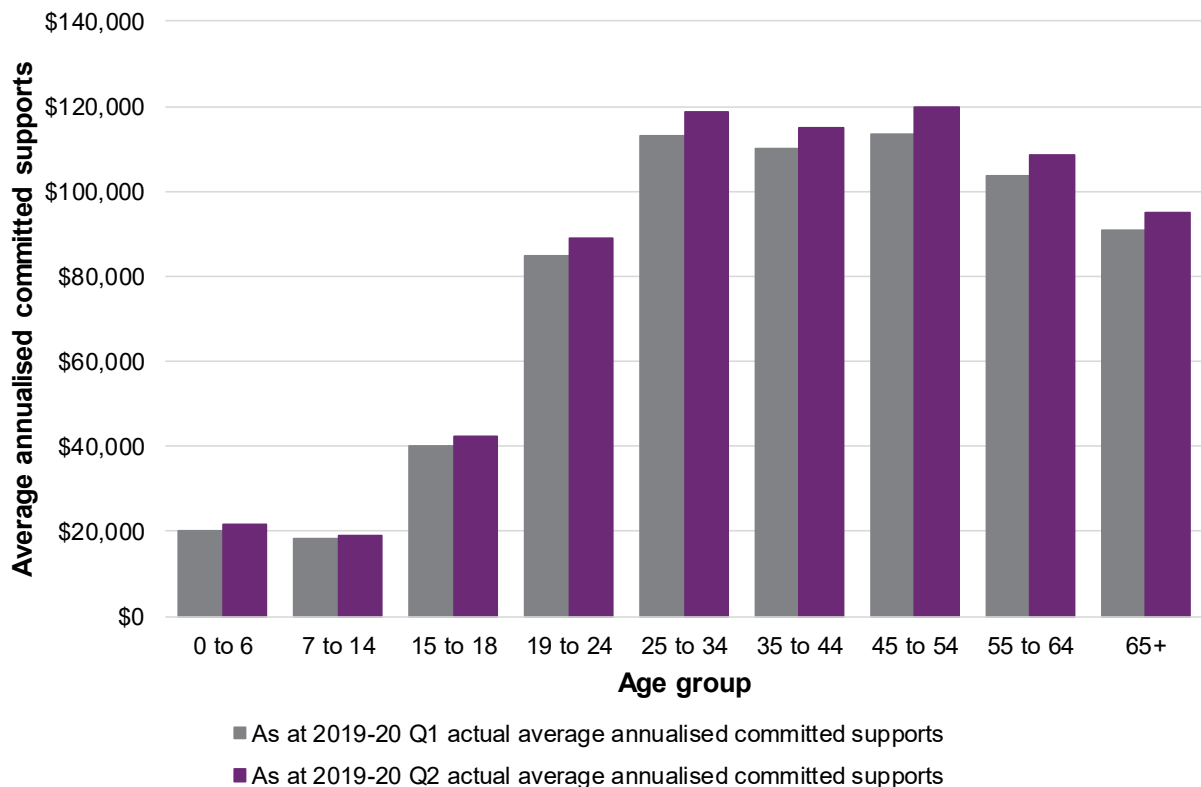
**Figure J.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia**



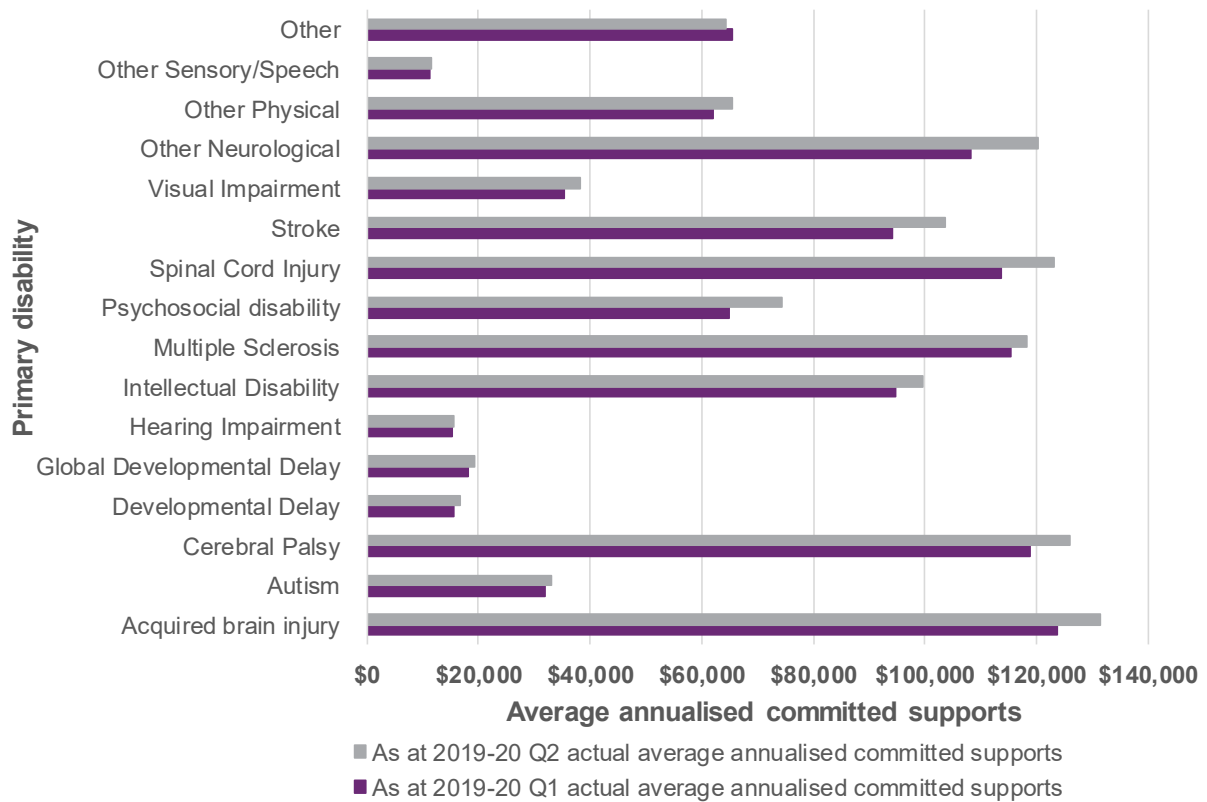
**Figure J.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia**



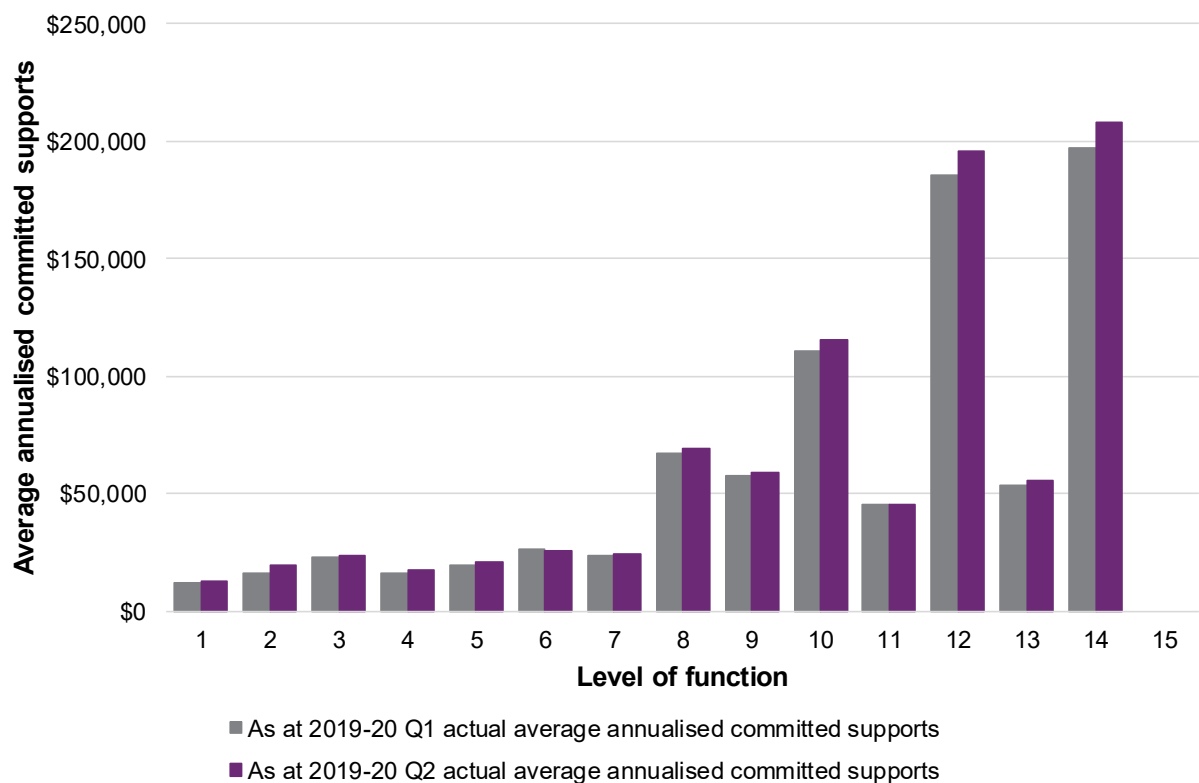
**Figure J.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia**



**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**

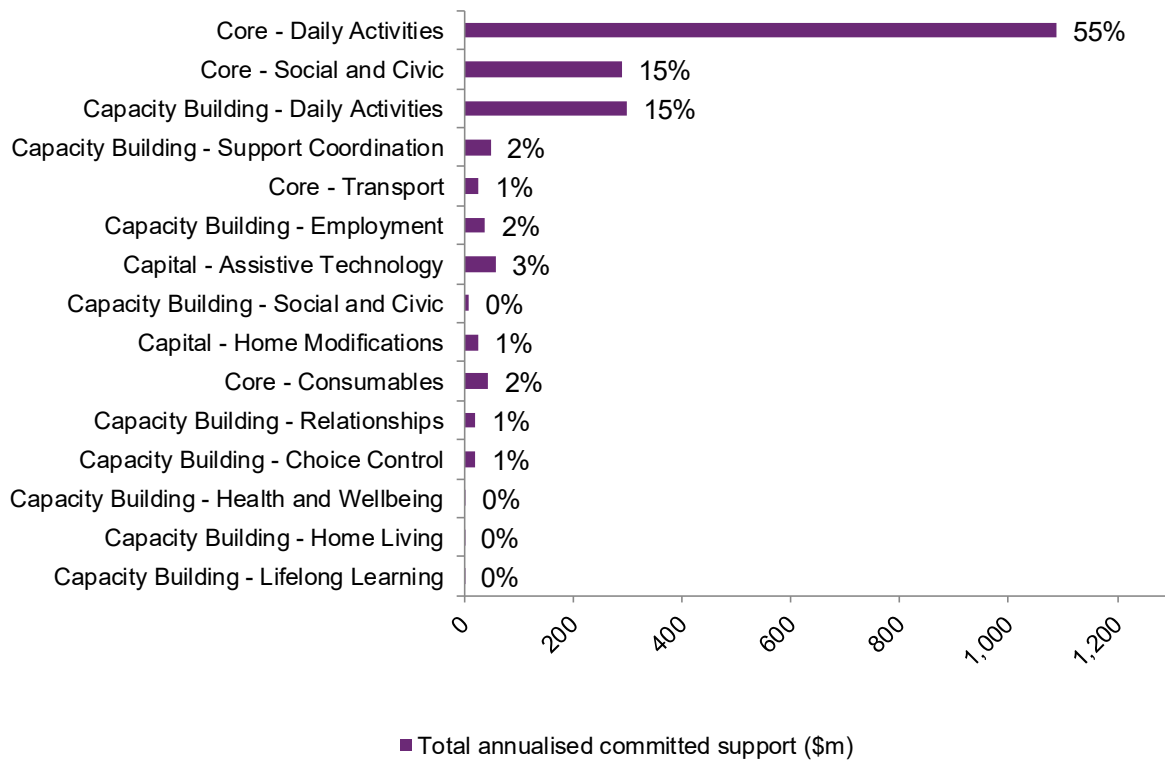


**Figure J.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – South Australia <sup>363</sup>**



<sup>363</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

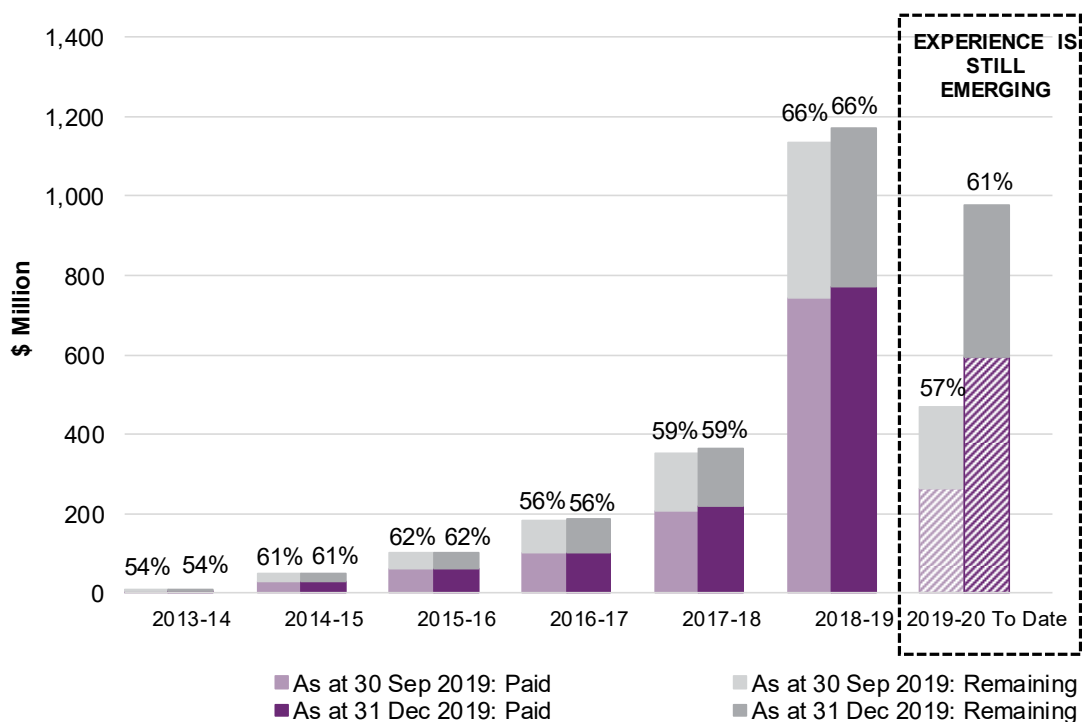
**Figure J.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia**



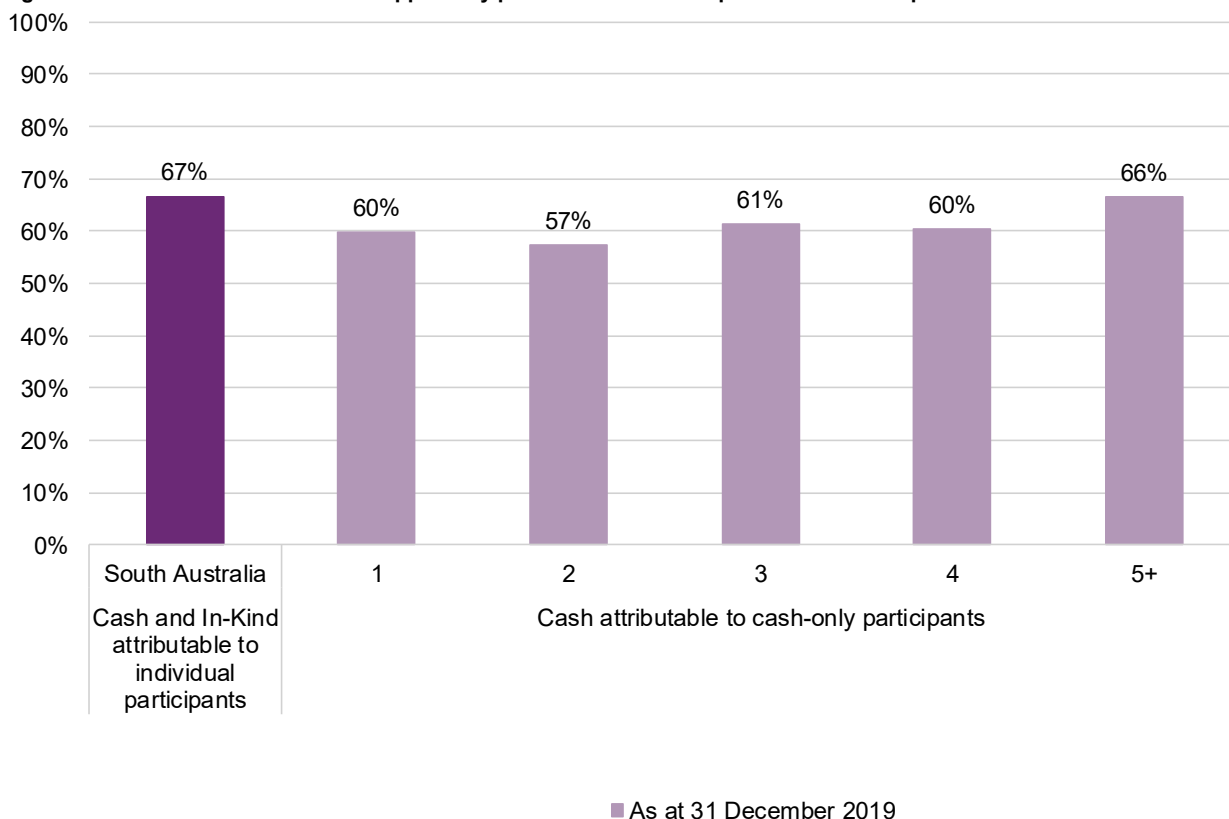
**Table J.58 Payments by financial year, compared to committed supports (\$m) – South Australia**

	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%

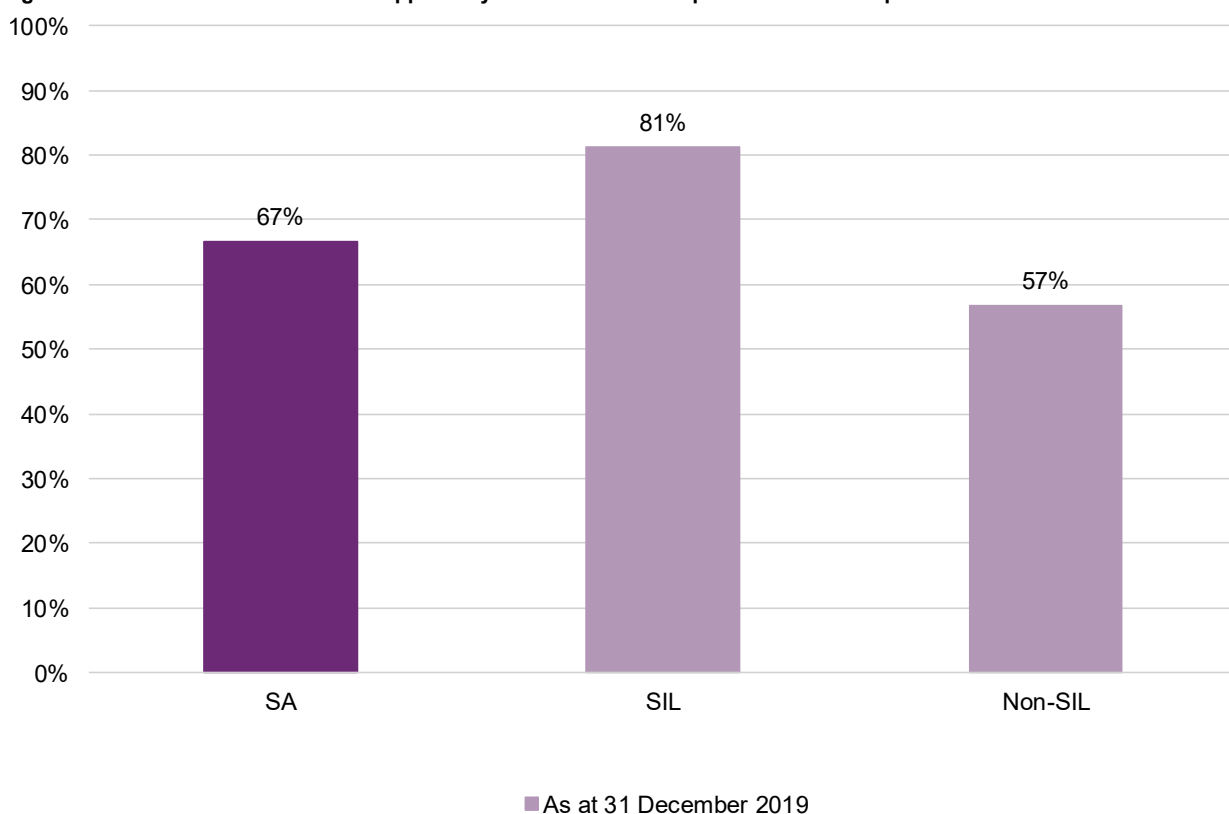
**Figure J.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – South Australia**



**Figure J.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – South Australia** <sup>364</sup>



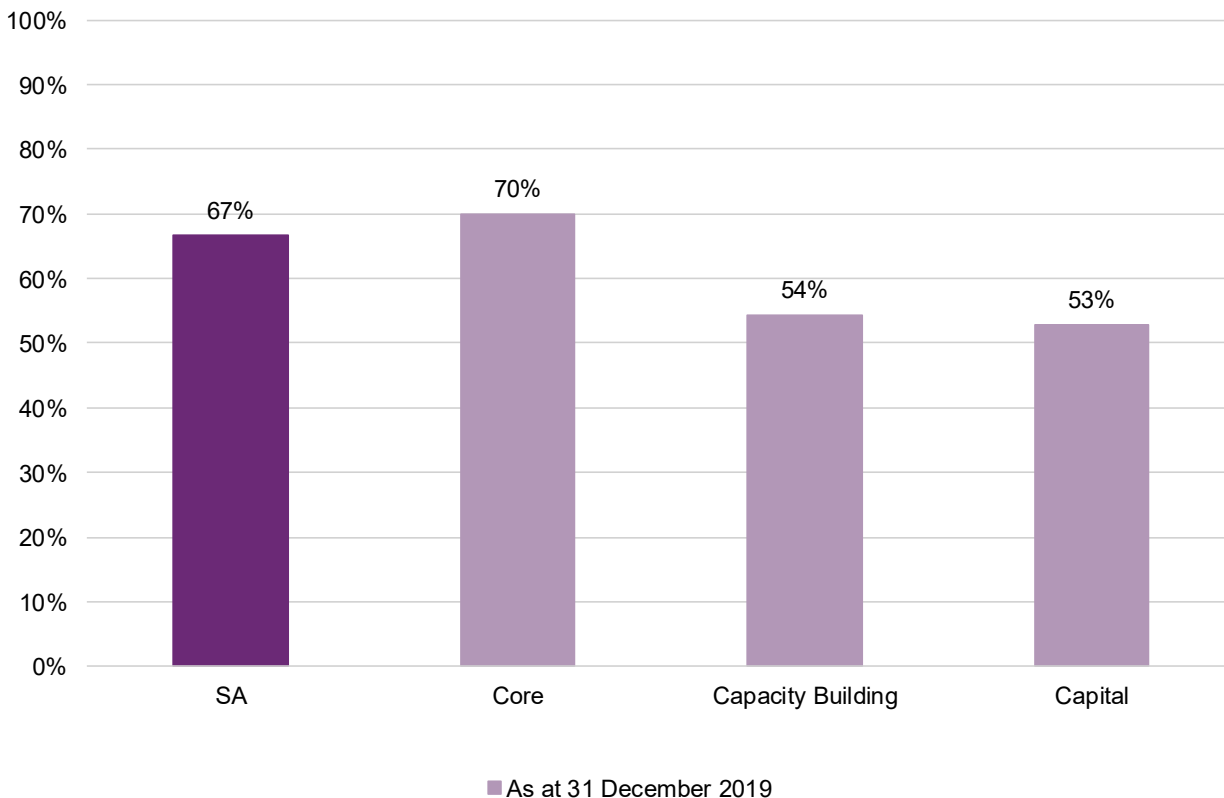
**Figure J.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – South Australia** <sup>365</sup>



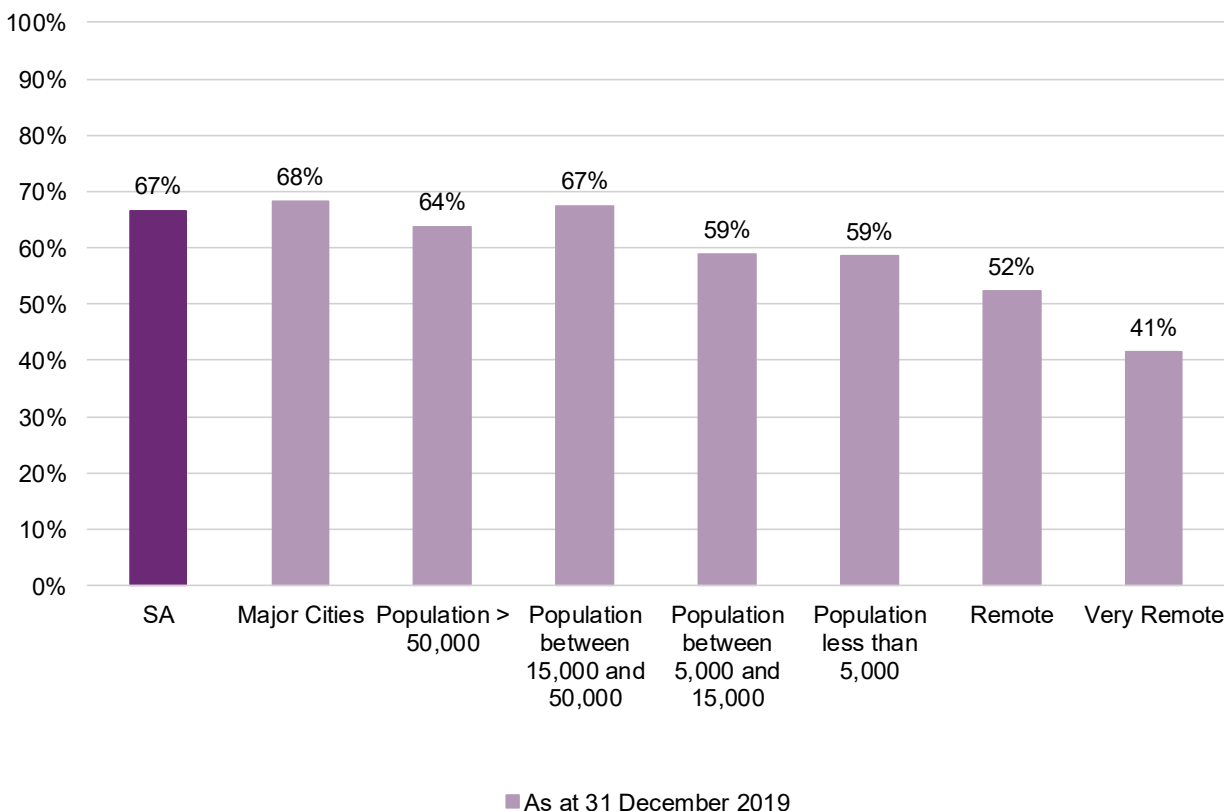
<sup>364</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>365</sup> 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** <sup>366</sup>



**Figure J.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – South Australia** <sup>367</sup>



<sup>366</sup> Ibid.

<sup>367</sup> Ibid.

# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>368</sup>

	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 <sup>369 370</sup>

	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

<sup>368</sup> 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.

<sup>369</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 79% of people with a hearing impairment met the access criteria compared to 70% overall.

<sup>370</sup> 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** <sup>371 372</sup>

	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** <sup>373 374 375 376</sup>

	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

<sup>371</sup> 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.

<sup>372</sup> 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.

<sup>373</sup> This table shows the total numbers of active participants at the end of each period.

<sup>374</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>375</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>376</sup> 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** <sup>377</sup>

	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	
<b>Total</b>	<b>7,756</b>	<b>88%</b>	<b>595</b>	<b>70%</b>	<b>8,351</b>	<b>86%</b>

**Table K.7 Assessment of access by disability – Tasmania** <sup>378</sup>

	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%
<b>Total</b>	<b>7,756</b>	<b>88%</b>	<b>595</b>	<b>70%</b>	<b>8,351</b>	<b>86%</b>

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

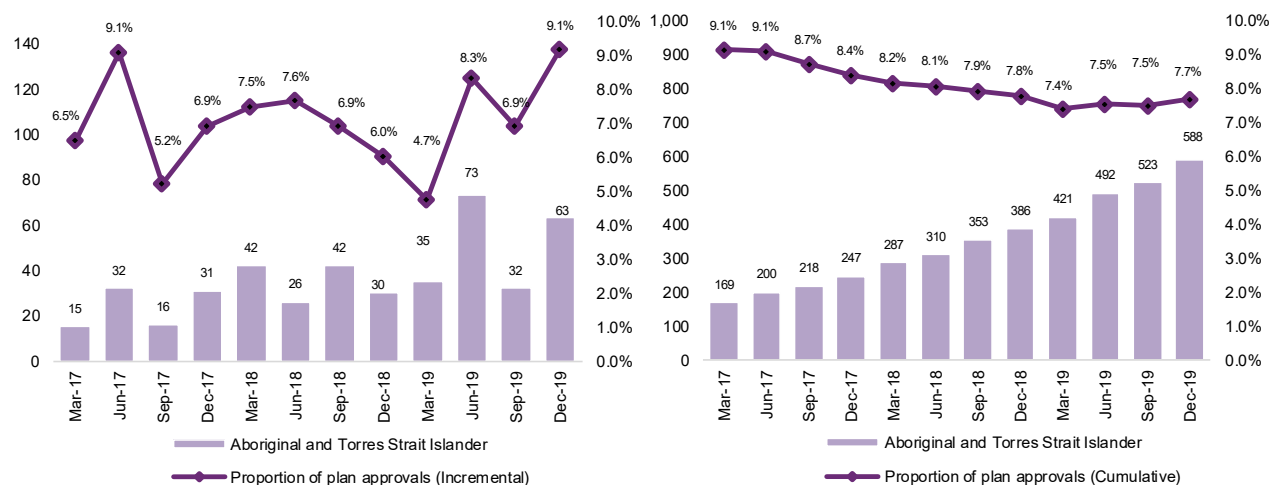
<sup>377</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>378</sup> 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%	<b>588</b>	<b>7.7%</b>
Not Aboriginal and Torres Strait Islander	5,048	72.2%	511	74.2%	<b>5,559</b>	<b>72.4%</b>
Not Stated	1,417	20.3%	115	16.7%	<b>1,532</b>	<b>20.0%</b>
<b>Total</b>	<b>6,990</b>	<b>100%</b>	<b>689</b>	<b>100%</b>	<b>7,679</b>	<b>100%</b>

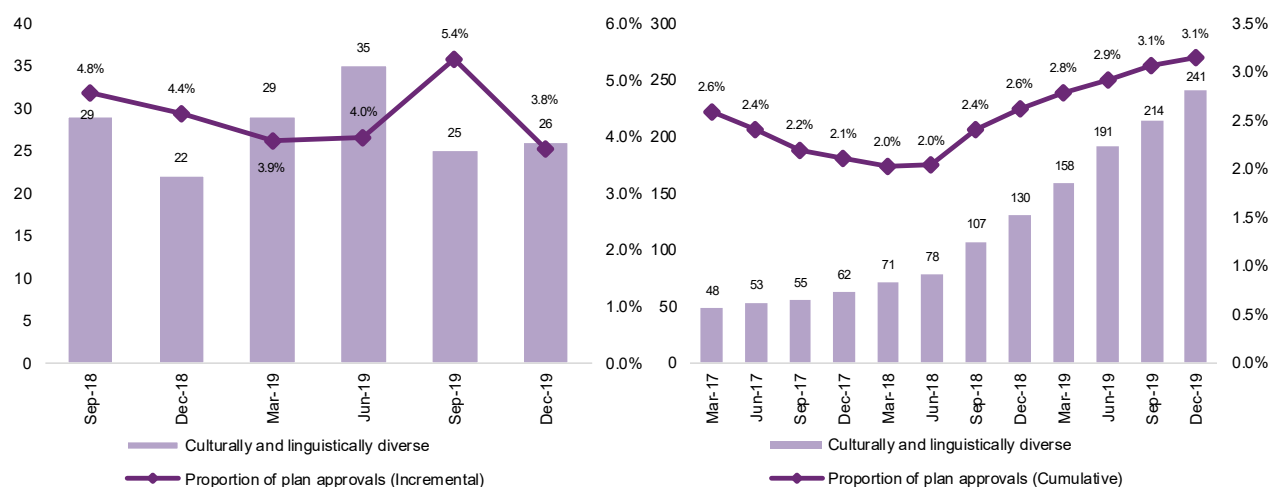
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania**<sup>379</sup>



**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%	<b>241</b>	<b>3.1%</b>
Not culturally and linguistically diverse	6,759	96.7%	663	96.2%	<b>7,422</b>	<b>96.7%</b>
Not stated	16	0.2%	<11		<b>16</b>	<b>0.2%</b>
<b>Total</b>	<b>6,990</b>	<b>100%</b>	<b>689</b>	<b>100%</b>	<b>7,679</b>	<b>100%</b>

**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania**<sup>380 381</sup>



<sup>379</sup> 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.

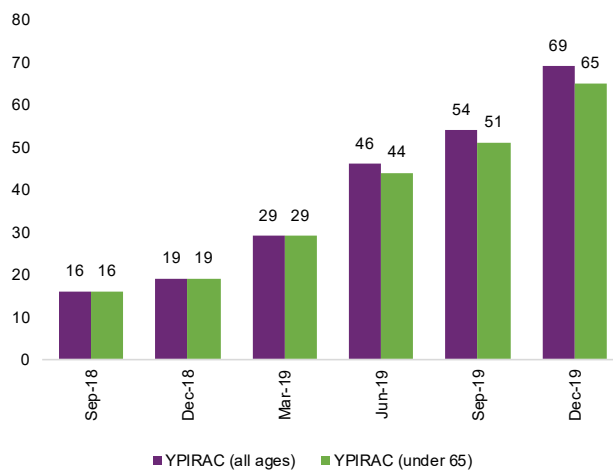
<sup>380</sup> Ibid.

<sup>381</sup> 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
<b>Total YPIRAC (under 65)</b>	<b>65</b>
65 and above	<11
<b>Total participants in residential aged care</b>	<b>69</b>
Participants not in residential aged care	7,610
<b>Total</b>	<b>7,679</b>

**Figure K.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>382 383</sup>



**Table K.11 Participant profile per quarter by remoteness – Tasmania** <sup>384 385</sup>

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	4,476	64.0%	452	65.6%	<b>4,928</b>	<b>64.2%</b>
Population between 15,000 and 50,000	1,456	20.8%	124	18.0%	<b>1,580</b>	<b>20.6%</b>
Population between 5,000 and 15,000	12	0.2%	<11		<b>14</b>	<b>0.2%</b>
Population less than 5,000	971	13.9%	97	14.1%	<b>1,068</b>	<b>13.9%</b>
Remote	64	0.9%	11	1.6%	<b>75</b>	<b>1.0%</b>
Very Remote	11	0.2%	<11		<b>14</b>	<b>0.2%</b>
Missing	<11		<11		<11	
<b>Total</b>	<b>6,990</b>	<b>100%</b>	<b>689</b>	<b>100%</b>	<b>7,679</b>	<b>100%</b>

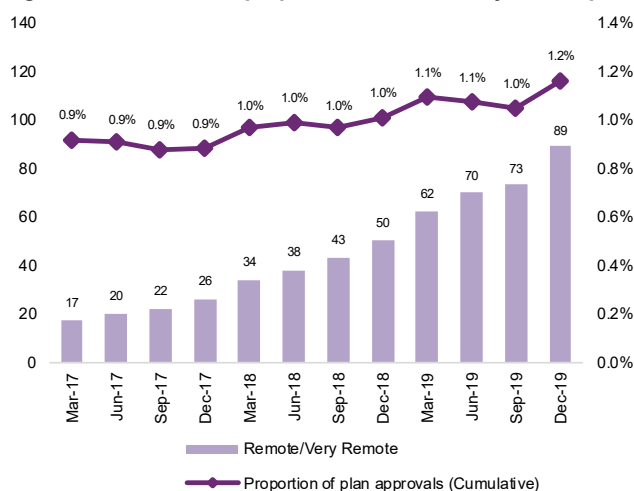
<sup>382</sup> The cumulative chart shows the number of active participants as at each quarter over time.

<sup>383</sup> 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.

<sup>384</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>385</sup> 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** <sup>386 387</sup>



**Table K.12 Participant profile per quarter by disability group – Tasmania** <sup>388 389 390</sup>

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%
<b>Total</b>	<b>6,990</b>	<b>100%</b>	<b>689</b>	<b>100%</b>	<b>7,679</b>	<b>100%</b>

<sup>386</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

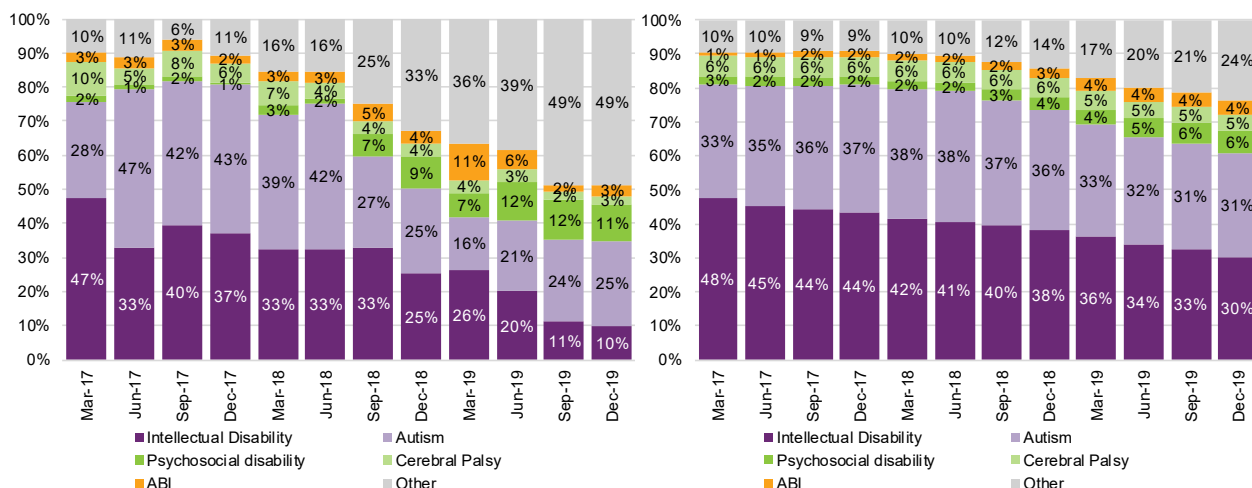
<sup>387</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

<sup>388</sup> Table order based on national proportions (highest to lowest).

<sup>389</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>390</sup> 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** <sup>391</sup>



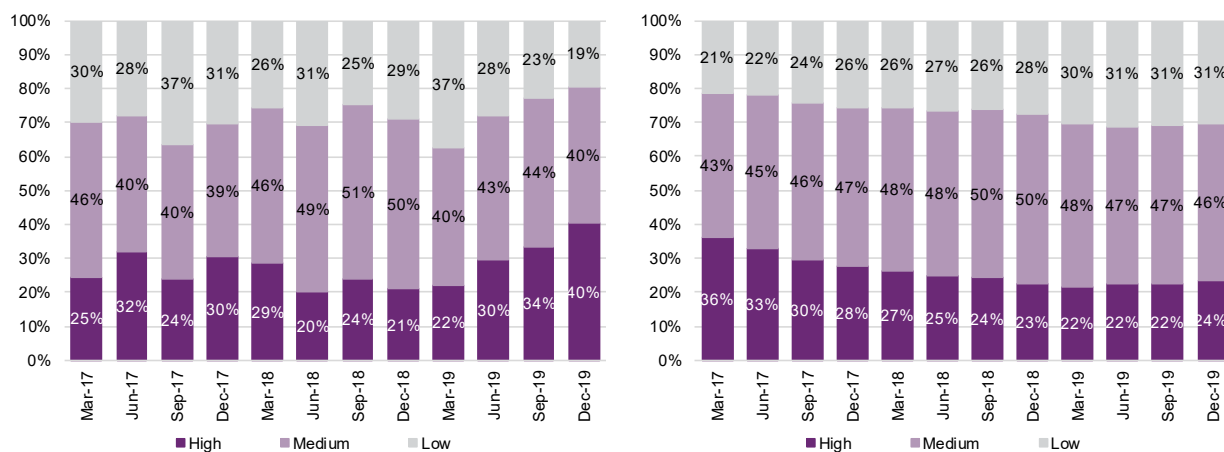
**Table K.13 Participant profile per quarter by level of functions – Tasmania** <sup>392</sup>

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%
<b>Total</b>	<b>6,990</b>	<b>100%</b>	<b>689</b>	<b>100%</b>	<b>7,679</b>	<b>100%</b>

<sup>391</sup> 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.

<sup>392</sup> The distributions are calculated excluding participants with a missing level of function.

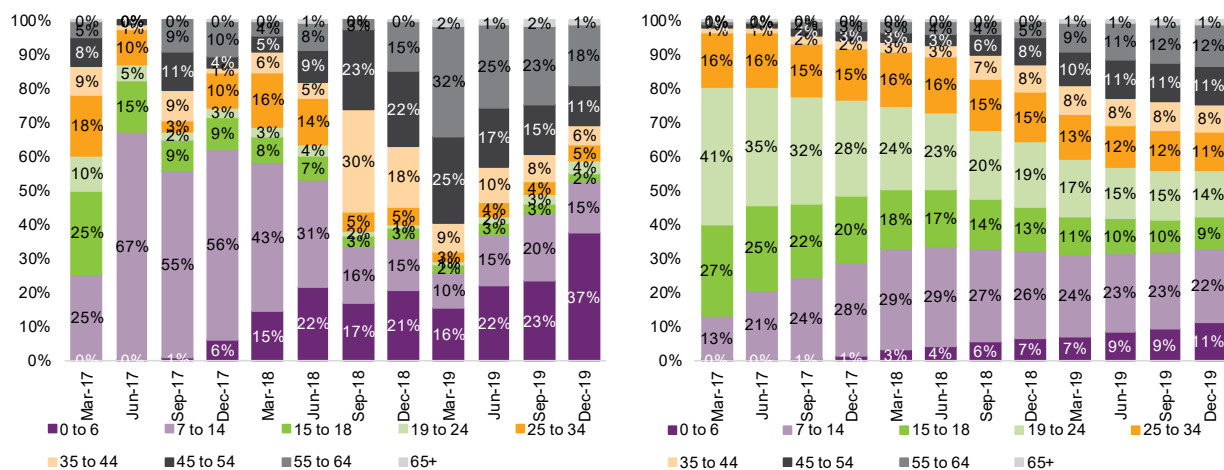
**Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania** <sup>393</sup>



**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%
<b>Total</b>	<b>6,990</b>	<b>100%</b>	<b>689</b>	<b>100%</b>	<b>7,679</b>	<b>100%</b>

**Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>394</sup>



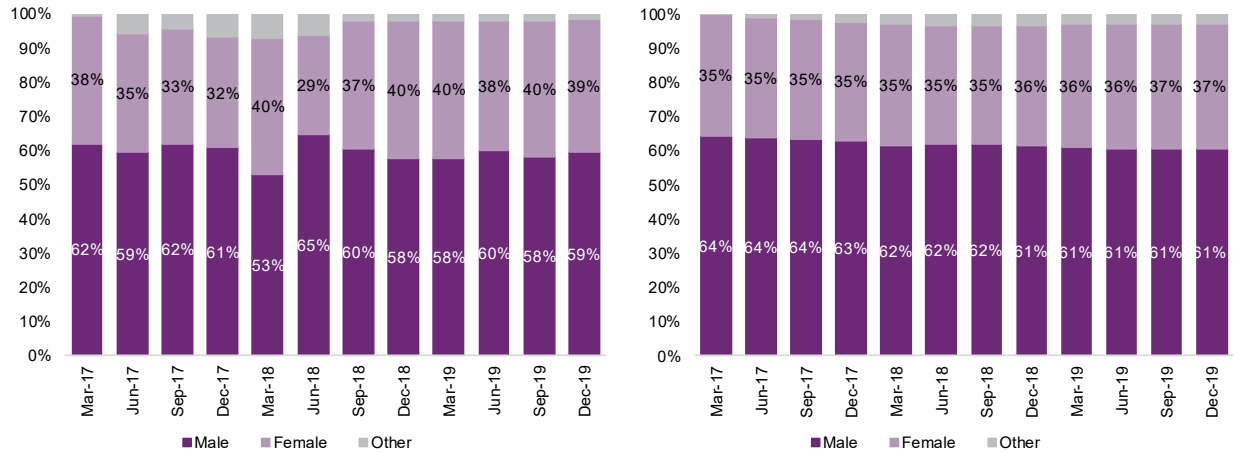
<sup>393</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>394</sup> 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%	<b>4,646</b>	<b>61%</b>
Female	2,556	37%	268	39%	<b>2,824</b>	<b>37%</b>
Other	197	3%	12	2%	<b>209</b>	<b>3%</b>
<b>Total</b>	<b>6,990</b>	<b>100%</b>	<b>689</b>	<b>100%</b>	<b>7,679</b>	<b>100%</b>

**Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania** <sup>395</sup>



## Part Two: Participant experience and outcomes

**Table K.16 Number of baseline questionnaires completed by SFOF version – Tasmania** <sup>396</sup>

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
<b>Total Participant</b>	<b>1,030</b>	<b>1,639</b>	<b>2,697</b>	<b>1,146</b>	<b>6,512</b>
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
<b>Total Family</b>	<b>676</b>	<b>1,268</b>	<b>1,573</b>	<b>779</b>	<b>4,296</b>
<b>Total</b>	<b>1,706</b>	<b>2,907</b>	<b>4,270</b>	<b>1,925</b>	<b>10,808</b>

<sup>395</sup> Ibid.

<sup>396</sup> 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** <sup>397</sup>

	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%

<sup>397</sup> 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 <sup>398</sup>**

	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%

<sup>398</sup> 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**

	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?	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**

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?	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** <sup>399</sup>

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%

<sup>399</sup> 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** <sup>400</sup>

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%	

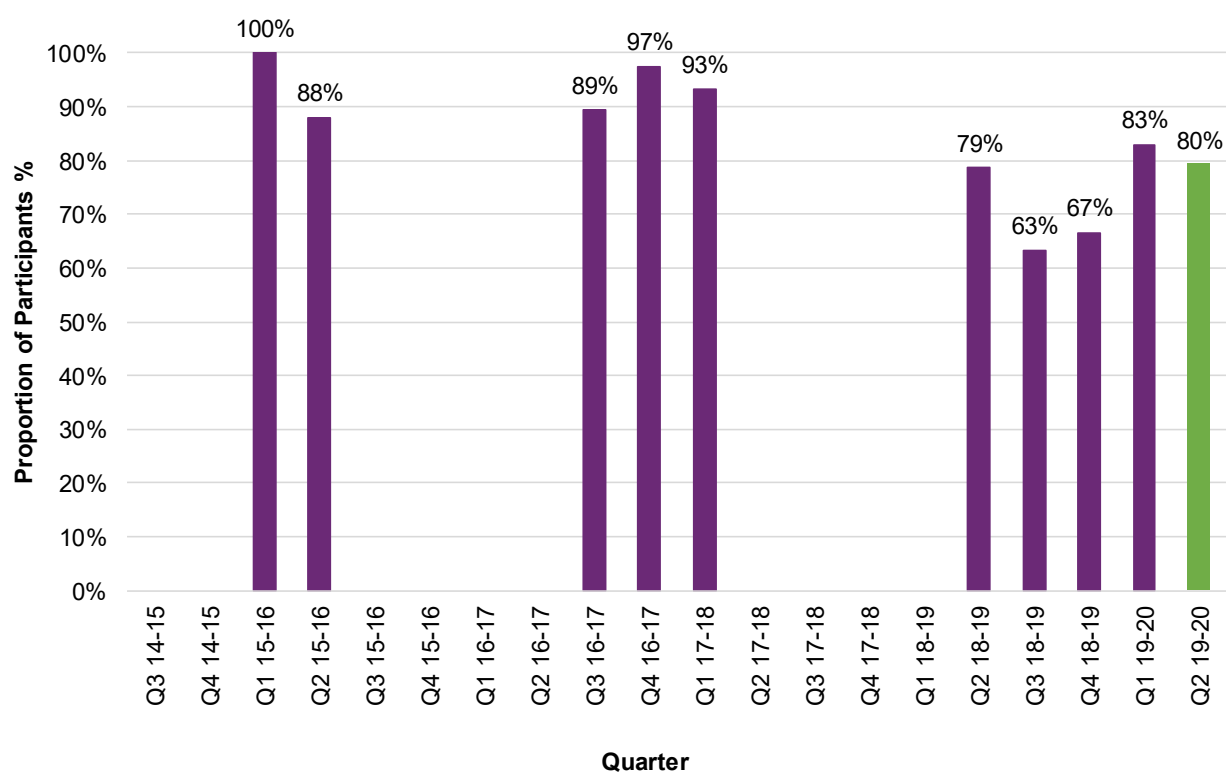
**Table K.31 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=118) and 'participants in community and social activities' (n=121) at entry, first, second and third plan review - participants who entered from 1 July 2016 and 31 December 2016 – Tasmania** <sup>401</sup>

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%	

<sup>400</sup> 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.

<sup>401</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 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\*** <sup>402</sup>



\* 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**

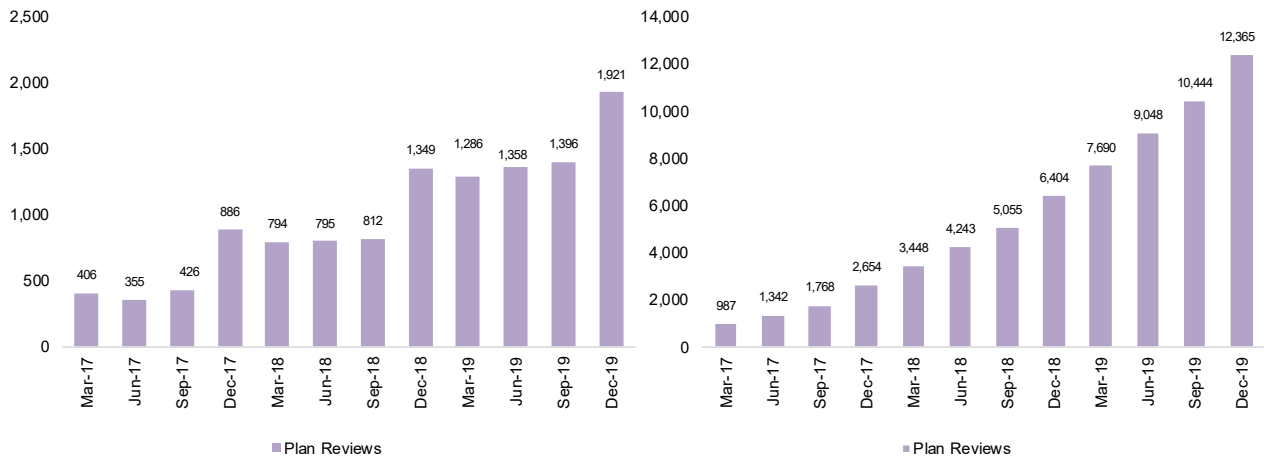
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 100</b>	<b>n = 27</b>
Are you happy with how coming into the NDIS has gone?	80%	89%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	66%	63%
<b>Pre-planning</b>	<b>n = 93</b>	<b>n = 40</b>
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%
<b>Planning</b>	<b>n = 99</b>	<b>n = 60</b>
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%
<b>Plan review</b>	<b>n = 79</b>	<b>n = 7</b>
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** <sup>403</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>10,444</b>	<b>1,921</b>	<b>12,365</b>
<i>Early intervention plans</i>	1,148	252	1,400
<i>Permanent disability plans</i>	9,296	1,669	10,965

<sup>403</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

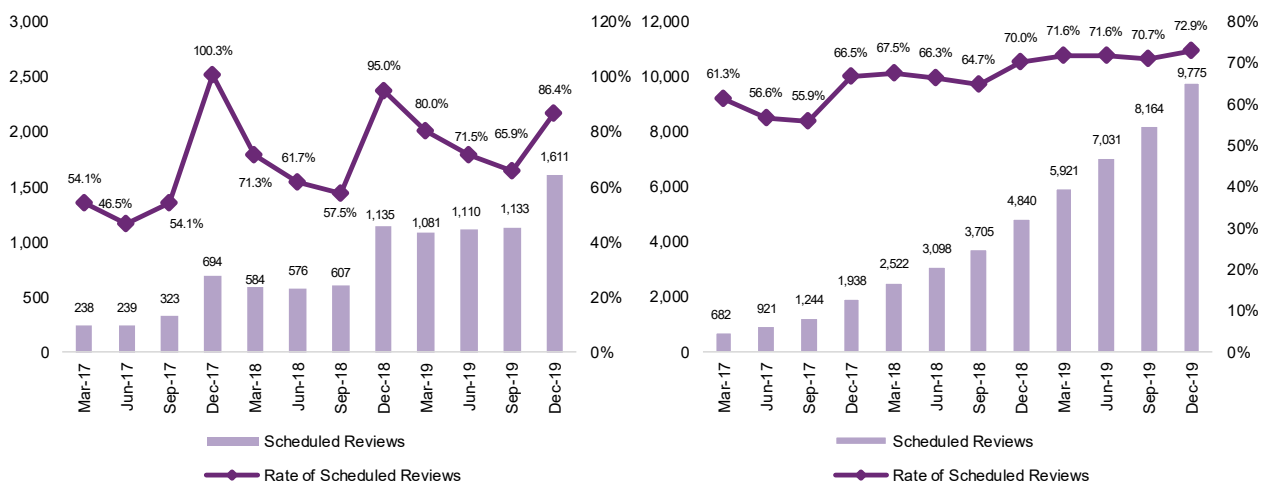
**Figure K.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Tasmania**



**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
<b>Total scheduled plan reviews</b>	<b>8,164</b>	<b>1,611</b>	<b>9,775</b>
<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) – Tasmania**<sup>404</sup>



<sup>404</sup> 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.

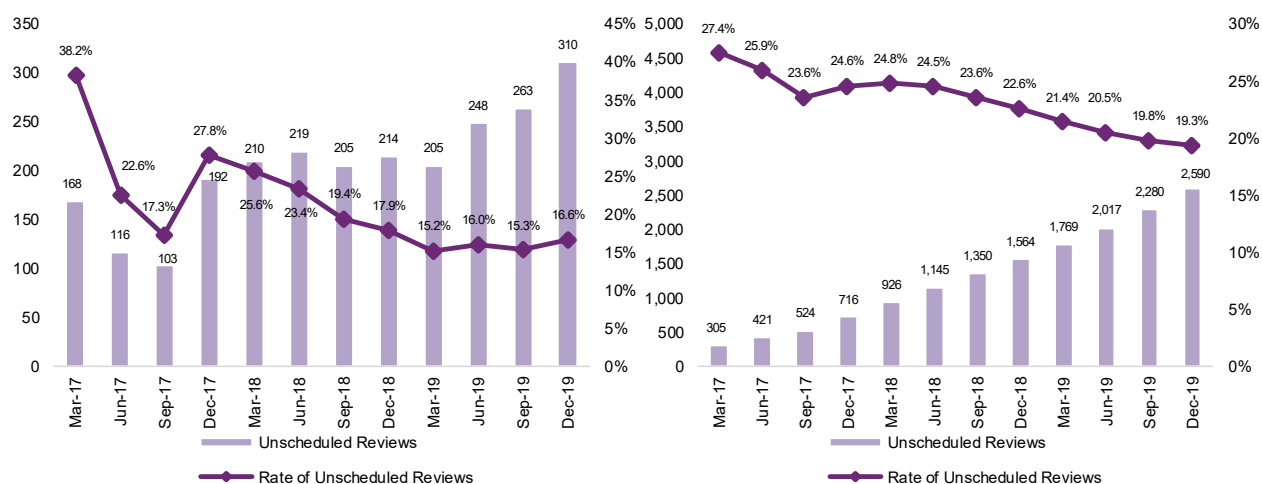
**Table K.36 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Tasmania**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,280</b>	<b>310</b>	<b>2,590</b>
<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** <sup>405</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>% unscheduled reviews</b>	<b>19.8%</b>	<b>16.6%</b>	<b>19.3%</b>

**Figure K.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Tasmania** <sup>406</sup>



**Table K.38 Complaints by quarter – Tasmania** <sup>407 408 409</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaints about service providers	60	14	74	64
Complaints about the Agency	661	120	781	521
Unclassified	34	0	34	30
<b>Total</b>	<b>755</b>	<b>134</b>	<b>889</b>	<b>578</b>
% of all access requests	5.9%	5.6%	5.8%	

<sup>405</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>406</sup> 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.

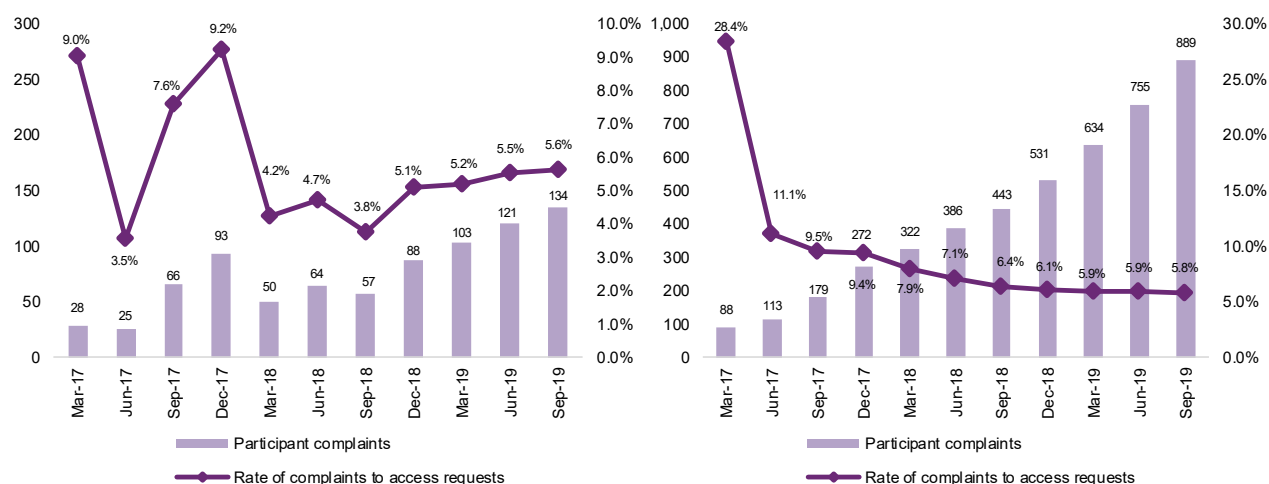
<sup>407</sup> Complaints submitted after the end of 2019-20 Q1 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

<sup>408</sup> Note that 69% of all complainants made only one complaint, 16% made two complaints and 14% made three or more complaints.

<sup>409</sup> % 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**

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**Table K.39 Complaints by type – Tasmania**

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Participants or those who have sought access</b>			
<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%)
<b>Total</b>	<b>60</b>	<b>14</b>	<b>74</b>
<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%)
<b>Total</b>	<b>661</b>	<b>120</b>	<b>781</b>
<i>Unclassified</i>	<b>34</b>	<b>0</b>	<b>34</b>

**Table K.40 AAT Cases by category – Tasmania** <sup>411 412</sup>

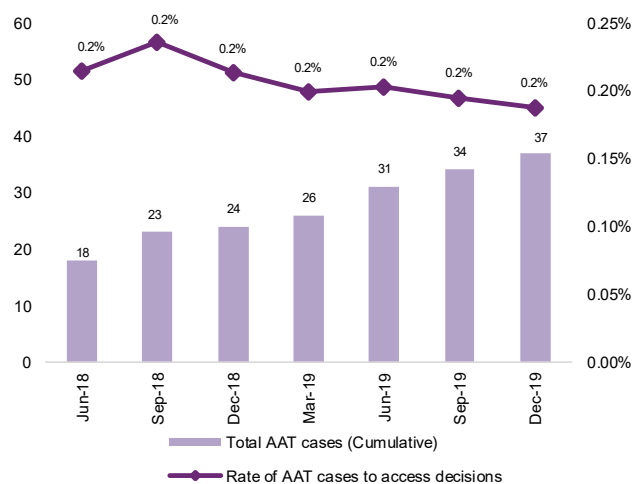
	Prior Quarters		2019-20 Q2		Total	
Category	N	%	N	%	N	%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>&lt;11</b>		<b>37</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.19%</b>		<b>0.13%</b>		<b>0.19%</b>	

<sup>410</sup> 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.

<sup>411</sup> The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

<sup>412</sup> % 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** <sup>413</sup>



**Table K.41 AAT cases by open/closed and decision – Tasmania**

	N
<b>AAT Cases</b>	<b>37</b>
<b>Open AAT Cases</b>	<b>&lt;11</b>
<b>Closed AAT Cases</b>	<b>31</b>
<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** <sup>414 415</sup>

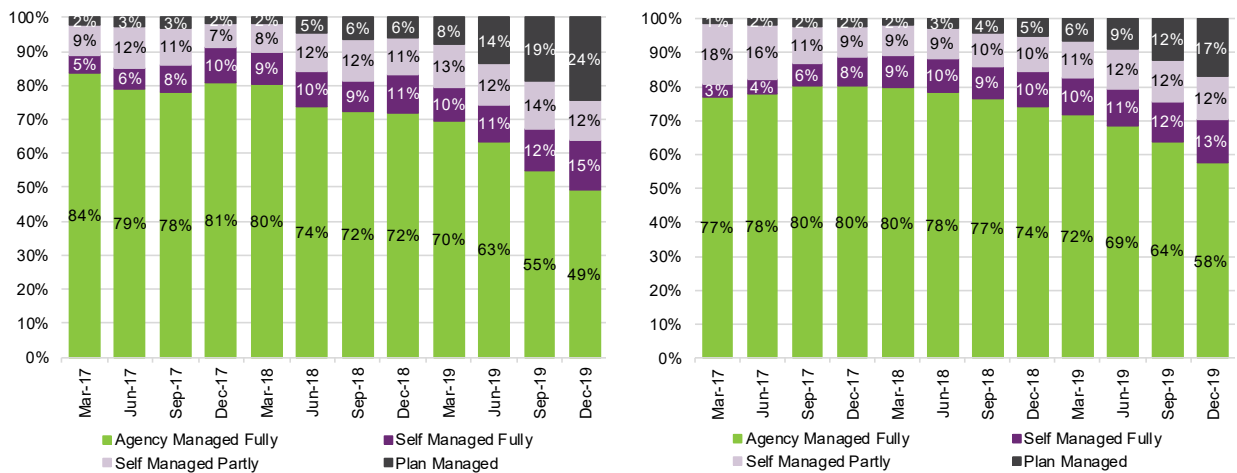
	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	12%	15%	<b>13%</b>
Self-managed partly	13%	12%	<b>12%</b>
Plan managed	13%	24%	<b>17%</b>
Agency managed	62%	49%	<b>58%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>413</sup> 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.

<sup>414</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>415</sup> 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** <sup>416</sup>



**Table K.43 Distribution of active participants by support coordination and quarter of plan approval – Tasmania** <sup>417</sup>

	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** <sup>418</sup>

	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%
<b>Activated within 90 days</b>	<b>3,824</b>	<b>84%</b>	<b>735</b>	<b>85%</b>
90 to 119 days	154	3%	31	4%
120 days and over	439	10%	25	3%
<b>Activated after 90 days</b>	<b>593</b>	<b>13%</b>	<b>56</b>	<b>6%</b>
No payments	127	3%	78	9%
<b>Total plans approved</b>	<b>4,544</b>	<b>100%</b>	<b>869</b>	<b>100%</b>

<sup>416</sup> 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.

<sup>417</sup> Trial participants are not included.

<sup>418</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>4,679</b>	<b>4,919</b>	<b>95%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	119	126	94%
Not CALD	4,548	4,779	95%
Not Stated	12	14	86%
<b>Total</b>	<b>4,679</b>	<b>4,919</b>	<b>95%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	4,635	4,869	95%
Remote	44	50	88%
Missing	<11	<11	
<b>Total</b>	<b>4,679</b>	<b>4,919</b>	<b>95%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>4,679</b>	<b>4,919</b>	<b>95%</b>

**Table K.46 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Tasmania** <sup>419 420</sup>

Plan utilisation	Total
0 to 50%	38%
50% to 75%	18%
> 75%	44%
<b>Total</b>	<b>100%</b>

<sup>419</sup> 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.

<sup>420</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

**Table K.47 Proportion of active participants with approved plans accessing mainstream supports – Tasmania** <sup>421</sup>

	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** <sup>422 423</sup>

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%

<sup>421</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>422</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>423</sup> 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** <sup>424</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	22	6	28	27%
Specialist Disability Accommodation	11	0	11	0%
Vehicle Modifications	17	4	21	24%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	49	6	55	12%
Support Coordination	29	0	29	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	42	2	44	5%
Specialised Supported Employment	25	0	25	0%
<b>Total approved active providers</b>	<b>854</b>	<b>46</b>	<b>900</b>	<b>5%</b>

<sup>424</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	7	48	55	13%	87%	100%
Support Coordination	4	25	29	14%	86%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>227</b>	<b>673</b>	<b>900</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	8	6	14	43%
Specialist Disability Accommodation	7	0	7	0%
Vehicle Modifications	4	4	8	50%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	32	6	38	16%
Support Coordination	7	0	7	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	14	2	16	13%
Specialised Supported Employment	17	0	17	0%
<b>Total</b>	<b>432</b>	<b>46</b>	<b>478</b>	<b>10%</b>

**Table K.52 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Tasmania**

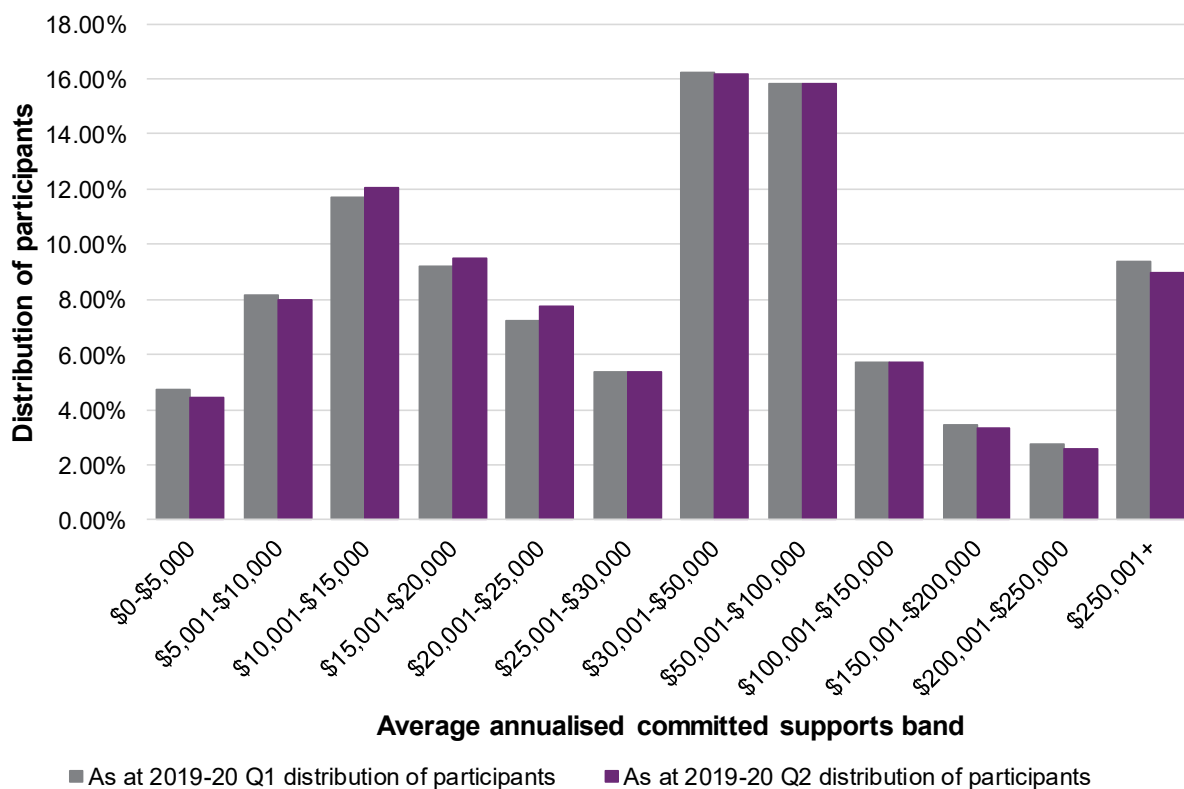
Registration Group	Active					
	Individual / sole trader	Company/ organisatio n	Total Active	Individual / sole trader	Company/ organisatio n	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	1	2	50%	50%	100%
Assistance Animals	0	3	3	0%	100%	100%
Assistance with daily 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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	5	33	38	13%	87%	100%
Support Coordination	2	5	7	29%	71%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>140</b>	<b>338</b>	<b>478</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

## Part Four: Financial sustainability

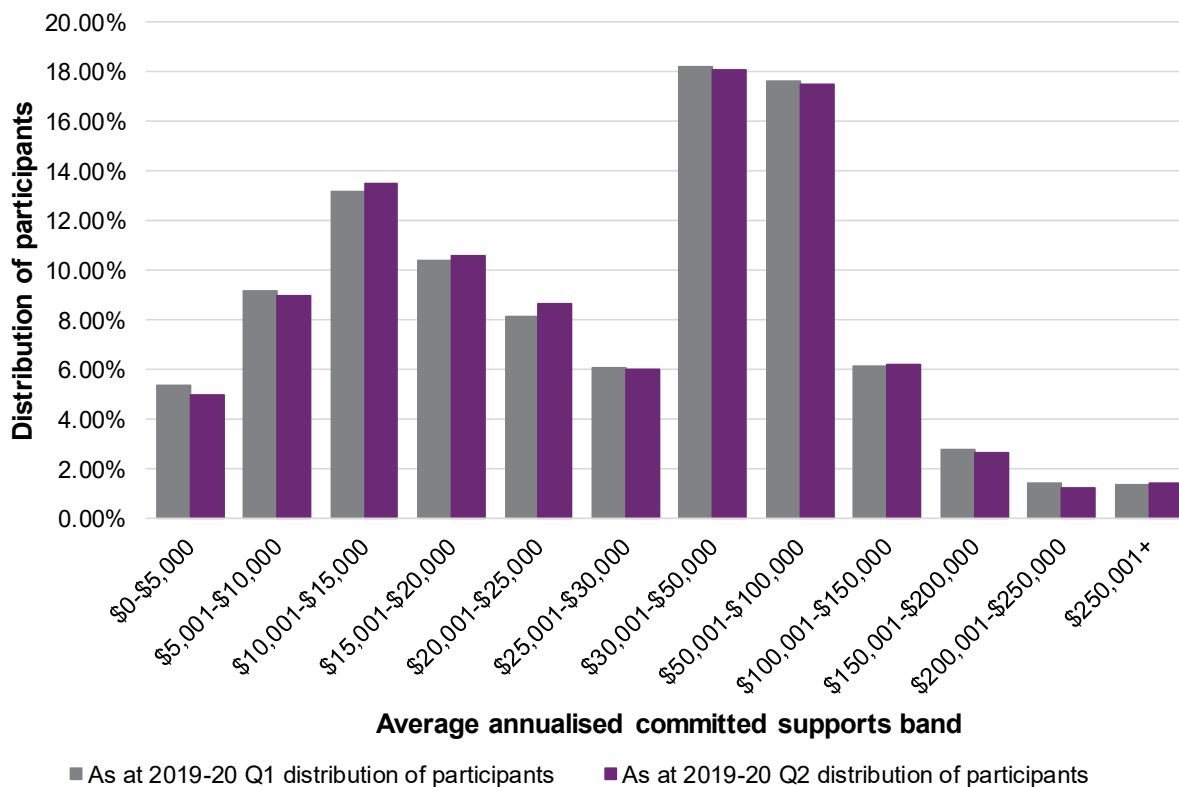
Table K.53 Committed supports by financial year (\$m) – Tasmania

	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

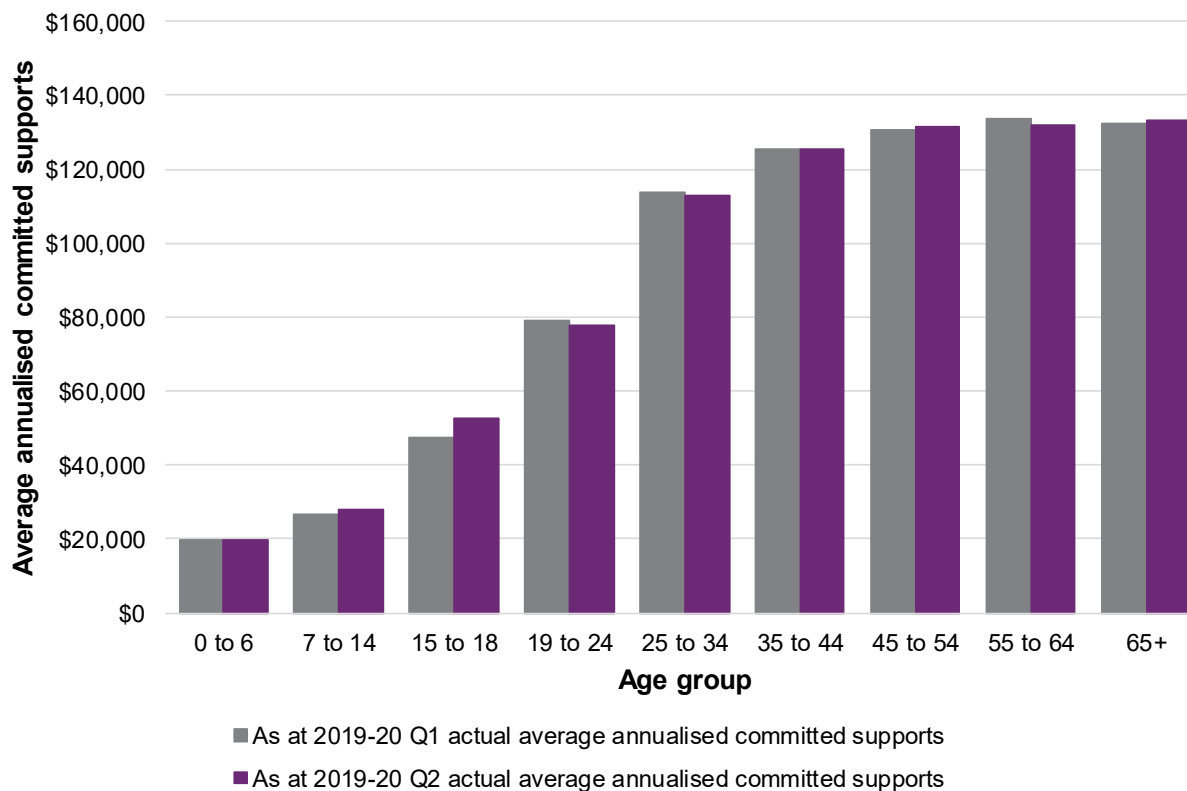
Figure K.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania



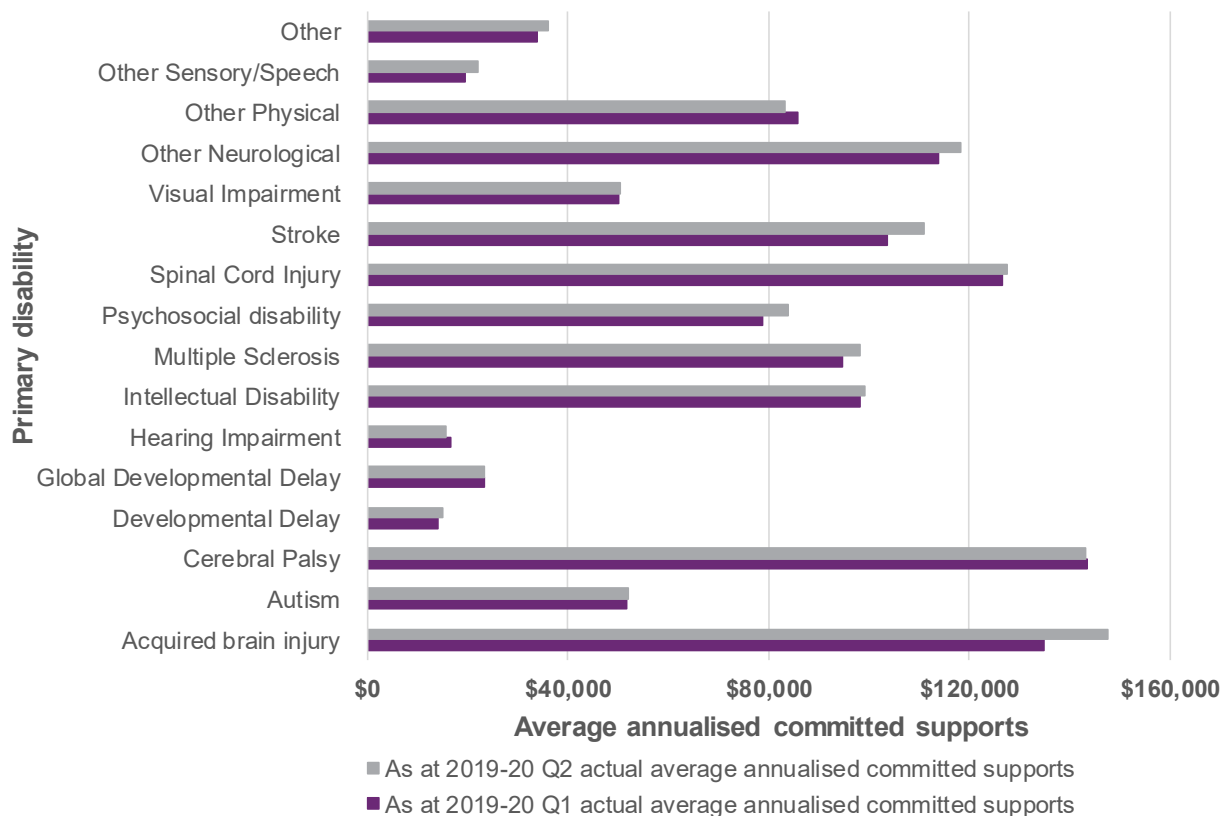
**Figure K.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania**



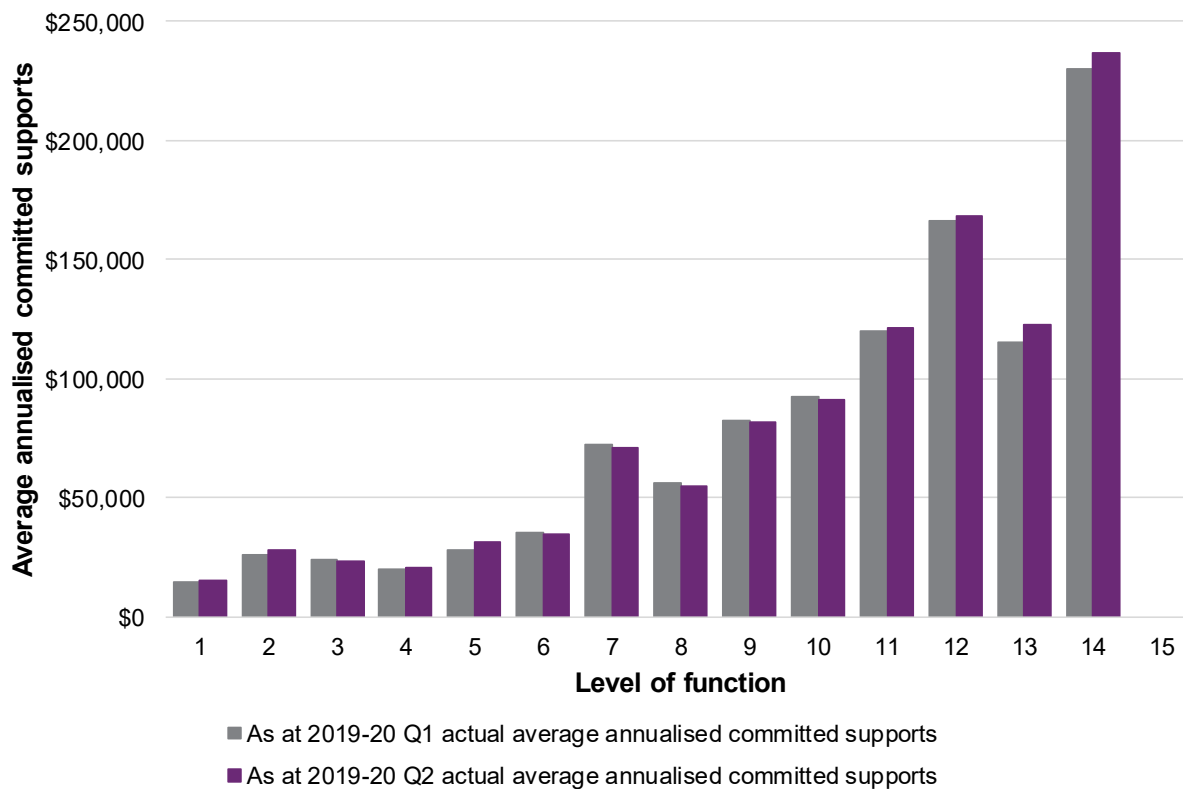
**Figure K.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania**



**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**

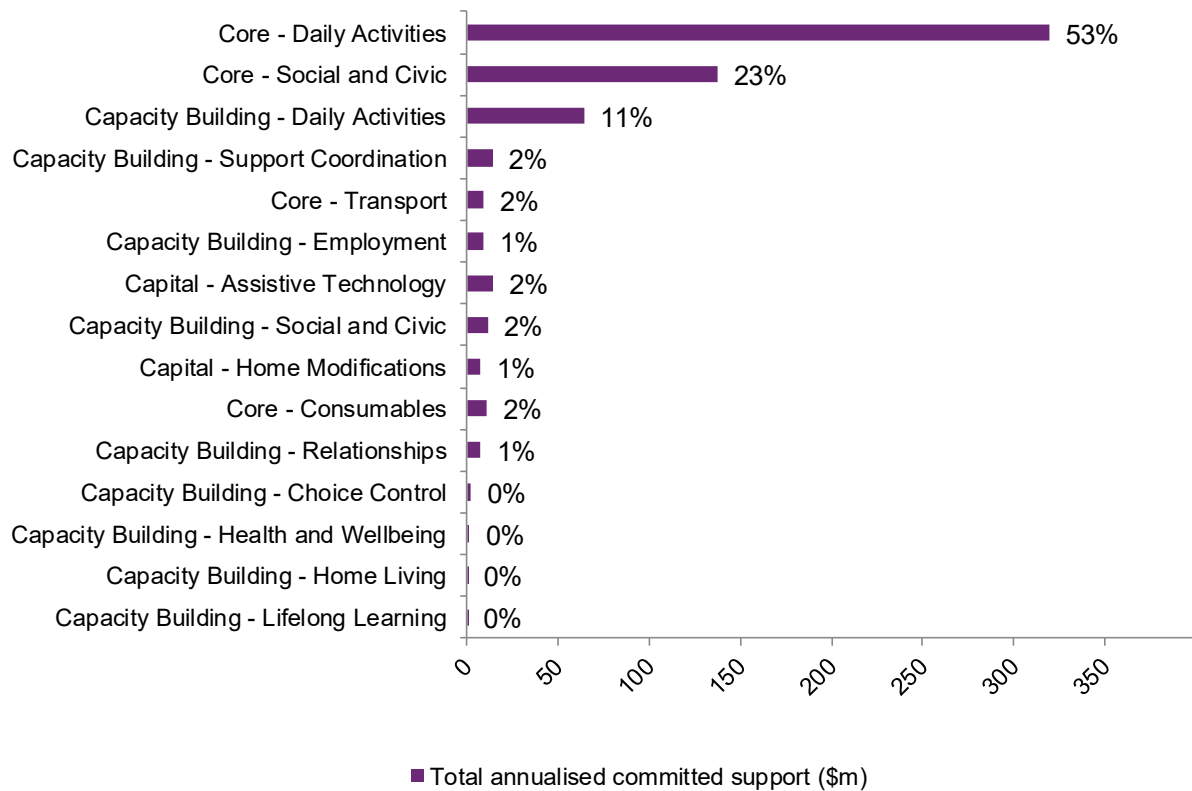


**Figure K.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Tasmania**<sup>425</sup>



<sup>425</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

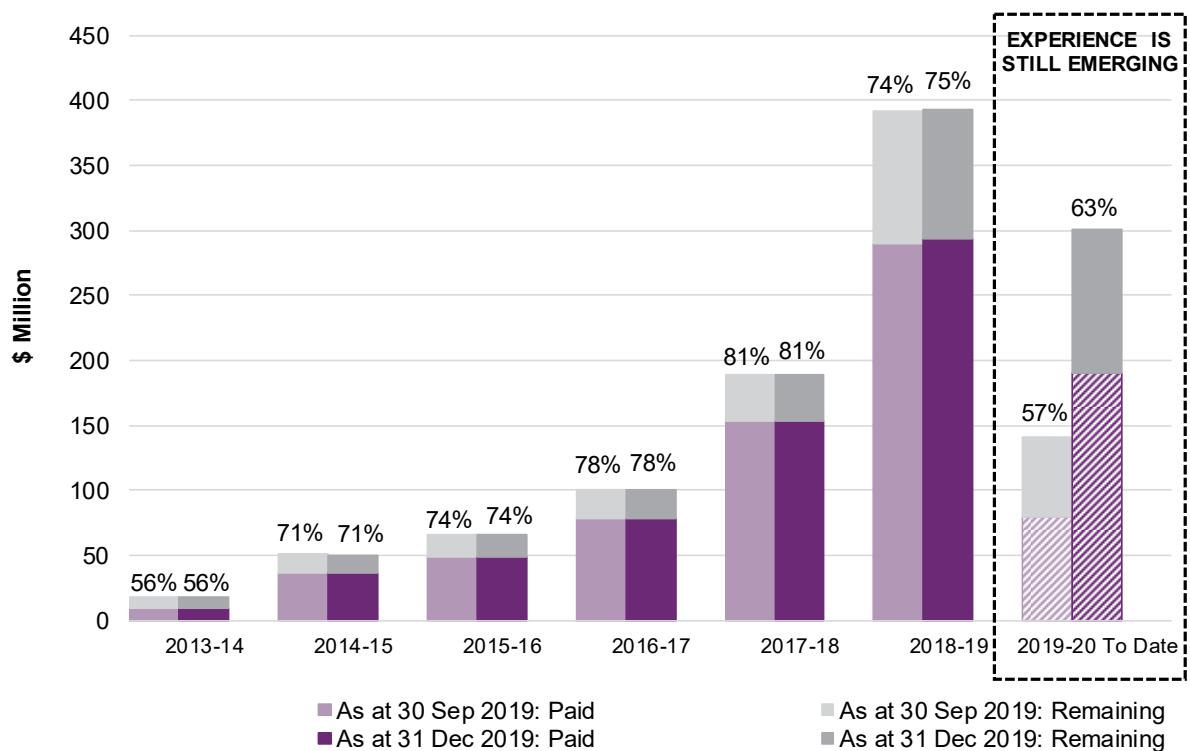
**Figure K.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania**



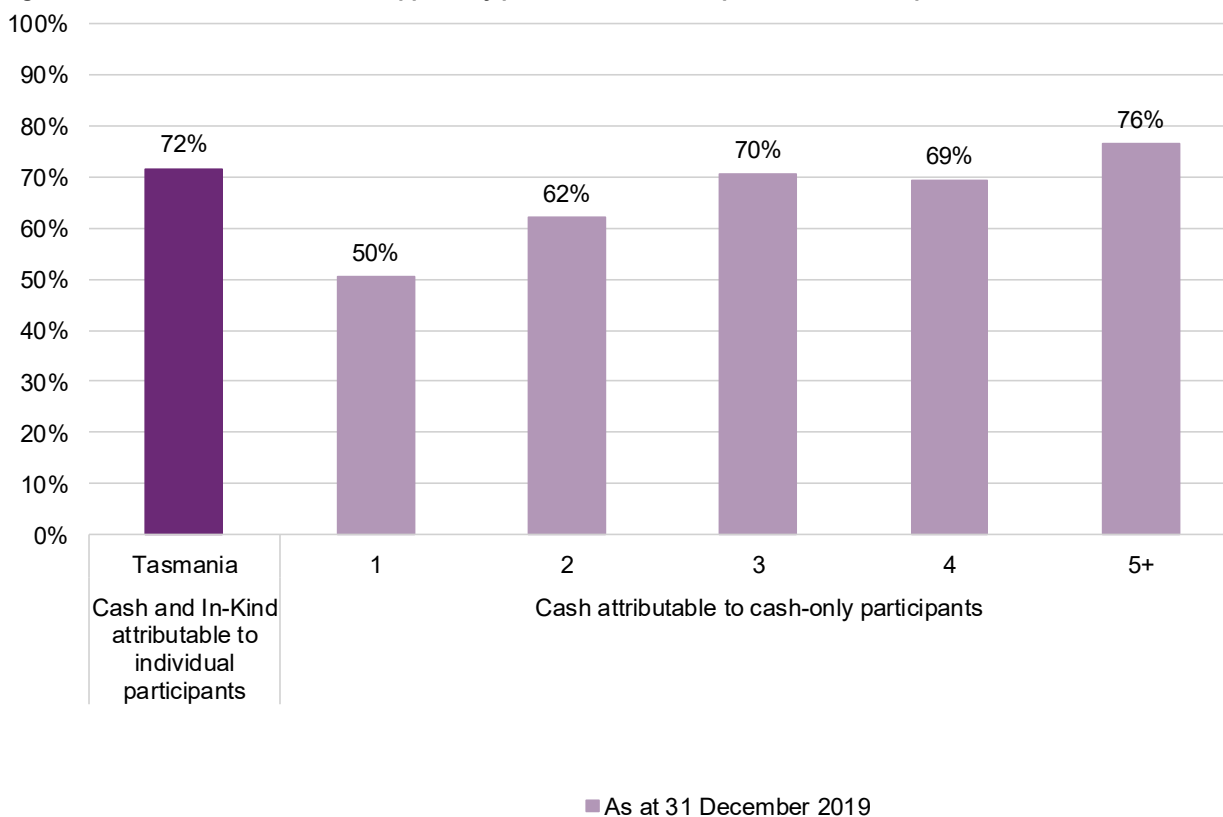
**Table K.54 Payments by financial year, compared to committed supports (\$m) – Tasmania**

	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%

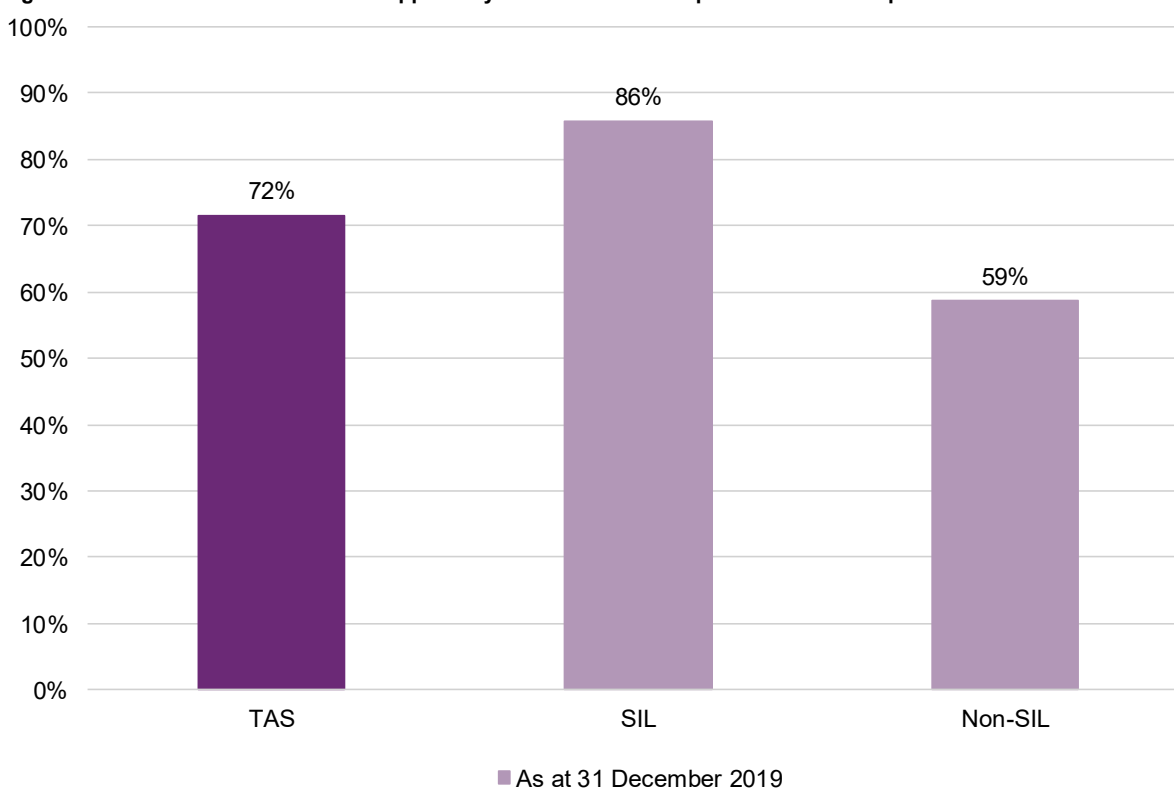
**Figure K.22 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Tasmania**



**Figure K.23 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Tasmania** <sup>426</sup>



**Figure K.24 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Tasmania** <sup>427</sup>



<sup>426</sup> 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.

<sup>427</sup> 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 <sup>428</sup>

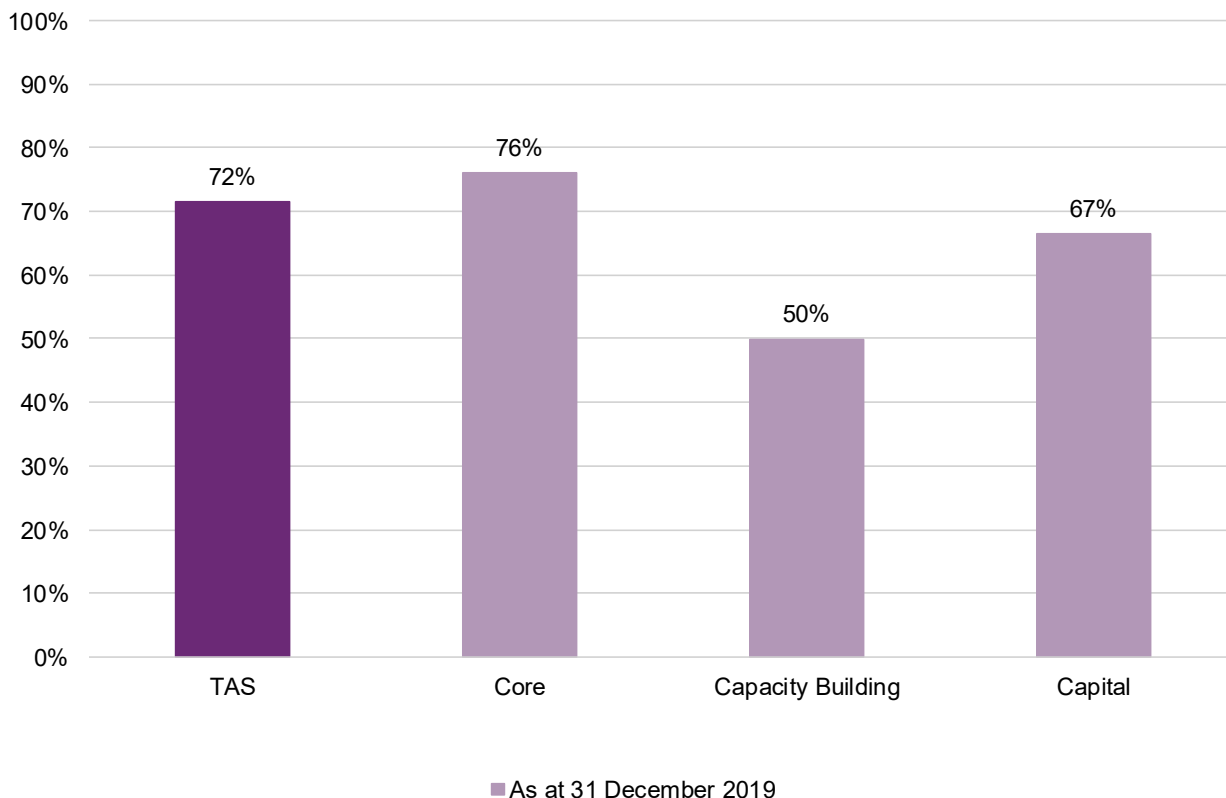
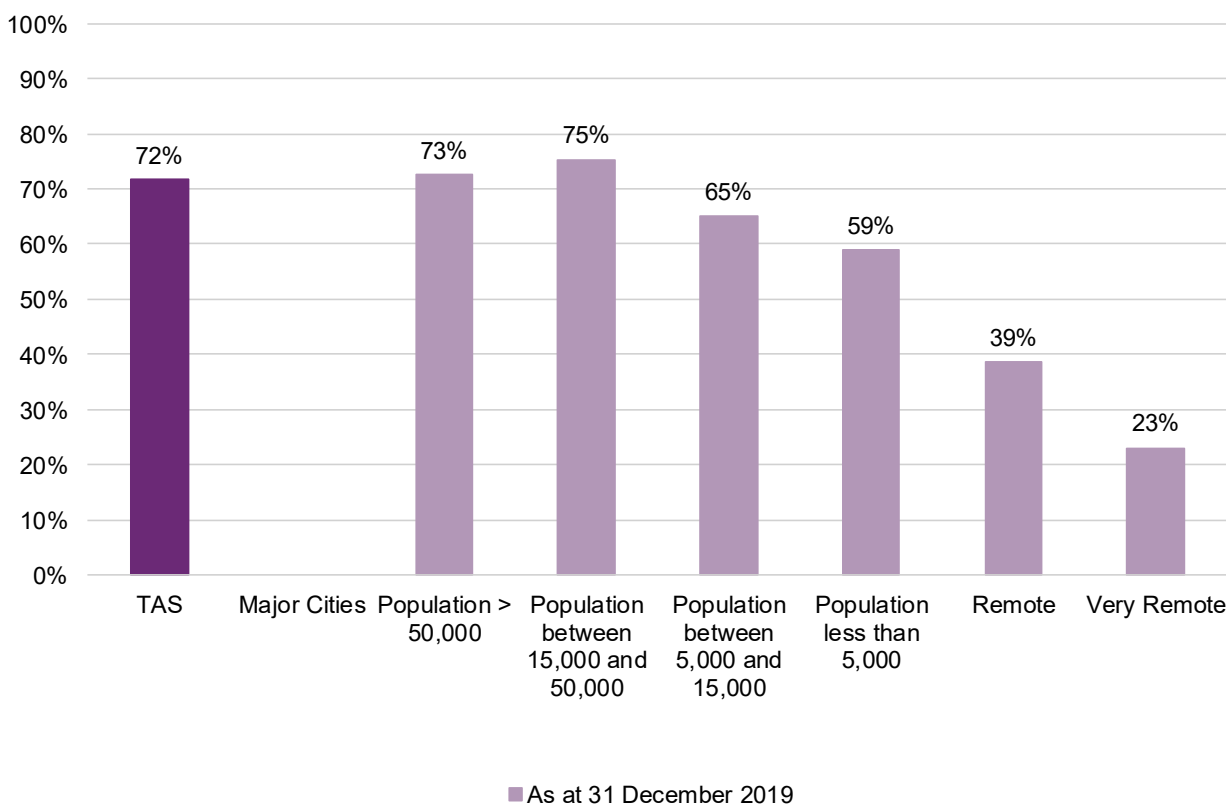


Figure K.26 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Tasmania <sup>429</sup> <sup>430</sup>



<sup>428</sup> Ibid.

<sup>429</sup> Ibid.

<sup>430</sup> 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 <sup>431</sup>

	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 <sup>432 433</sup>

	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

<sup>431</sup> 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.

<sup>432</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 97% of people with a hearing impairment met the access criteria compared to 73% overall.

<sup>433</sup> 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** <sup>434 435</sup>

	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** <sup>436 437 438 439</sup>

	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

<sup>434</sup> 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.

<sup>435</sup> 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.

<sup>436</sup> This table shows the total numbers of active participants at the end of each period.

<sup>437</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>438</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>439</sup> 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** <sup>440</sup>

	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%
<b>Total</b>	<b>8,158</b>	<b>83%</b>	<b>281</b>	<b>73%</b>	<b>8,439</b>	<b>82%</b>

**Table L.7 Assessment of access by disability – Australian Capital Territory** <sup>441</sup>

	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%
<b>Total</b>	<b>8,158</b>	<b>83%</b>	<b>281</b>	<b>73%</b>	<b>8,439</b>	<b>82%</b>

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

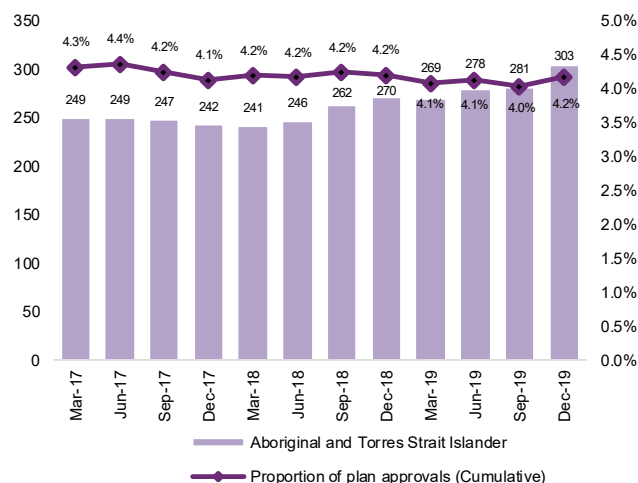
<sup>440</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>441</sup> 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%	<b>303</b>	<b>4.2%</b>
Not Aboriginal and Torres Strait Islander	5,776	83.2%	246	77.4%	<b>6,022</b>	<b>82.9%</b>
Not Stated	883	12.7%	52	16.4%	<b>935</b>	<b>12.9%</b>
<b>Total</b>	<b>6,942</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>7,260</b>	<b>100%</b>

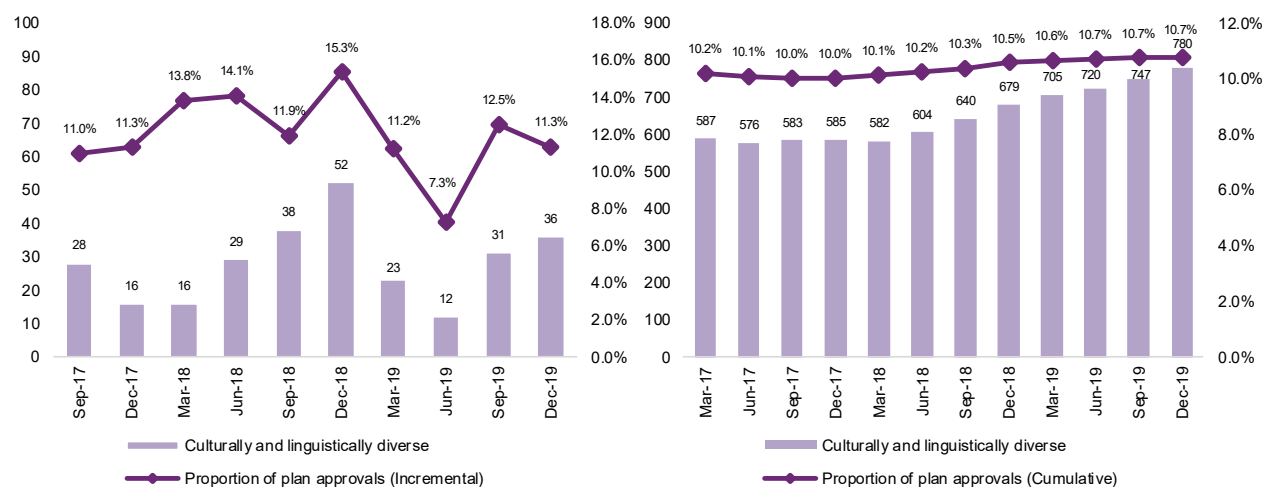
**Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively – Australian Capital Territory** <sup>442 443</sup>



**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%	<b>780</b>	<b>10.7%</b>
Not culturally and linguistically diverse	6,086	87.7%	282	88.7%	<b>6,368</b>	<b>87.7%</b>
Not stated	112	1.6%	<11		<b>112</b>	<b>1.5%</b>
<b>Total</b>	<b>6,942</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>7,260</b>	<b>100%</b>

**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>444 445</sup>



<sup>442</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>443</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT over time.

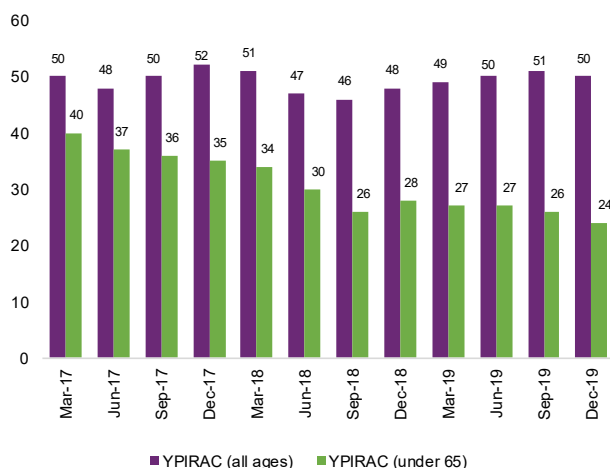
<sup>444</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>445</sup> 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** <sup>446</sup>

	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
<b>Total</b>	<b>7,260</b>

**Figure L.3 Number of YPIRAC participants over time cumulatively (right) – Australian Capital Territory** <sup>447 448</sup>



**Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory** <sup>449</sup>

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	
<b>Total</b>	<b>6,942</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>7,260</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for the Australian Capital Territory over time.

<sup>446</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>447</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

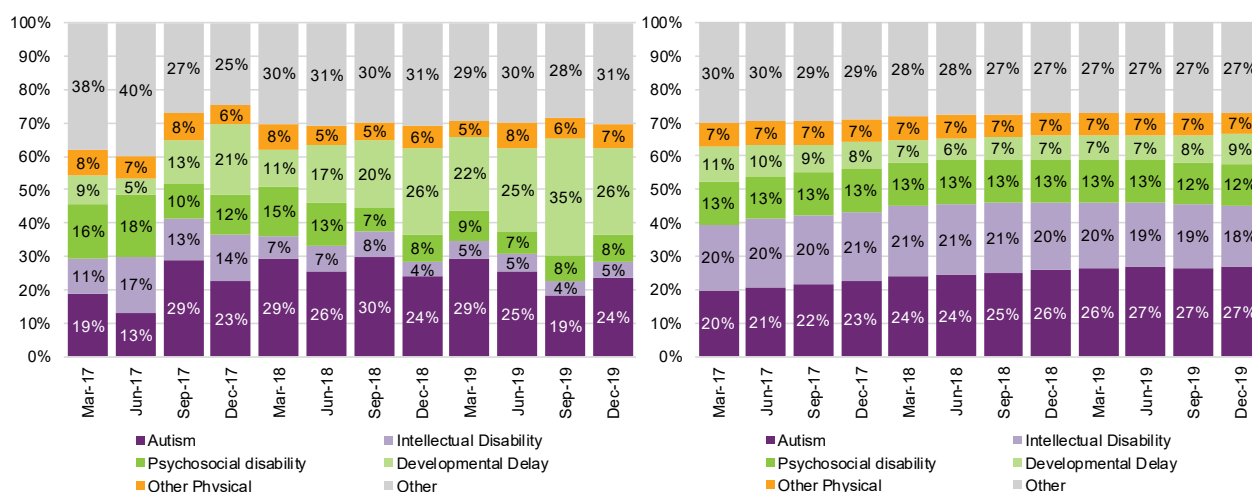
<sup>448</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in ACT over time.

<sup>449</sup> 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** <sup>450 451 452</sup>

	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%
<b>Total</b>	<b>6,942</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>7,260</b>	<b>100%</b>

**Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>453</sup>



<sup>450</sup> Table order based on national proportions (highest to lowest)

<sup>451</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

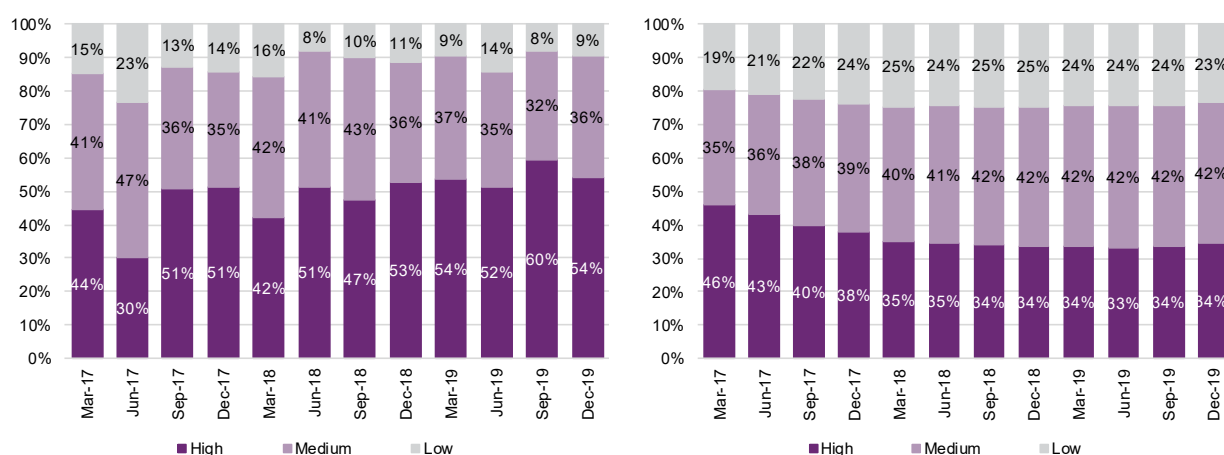
<sup>452</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (223).

<sup>453</sup> 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** <sup>454</sup>

	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%
<b>Total</b>	<b>6,942</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>7,260</b>	<b>100%</b>

**Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>455</sup>



**Table L.14 Participant profile per quarter by age group – Australian Capital Territory**

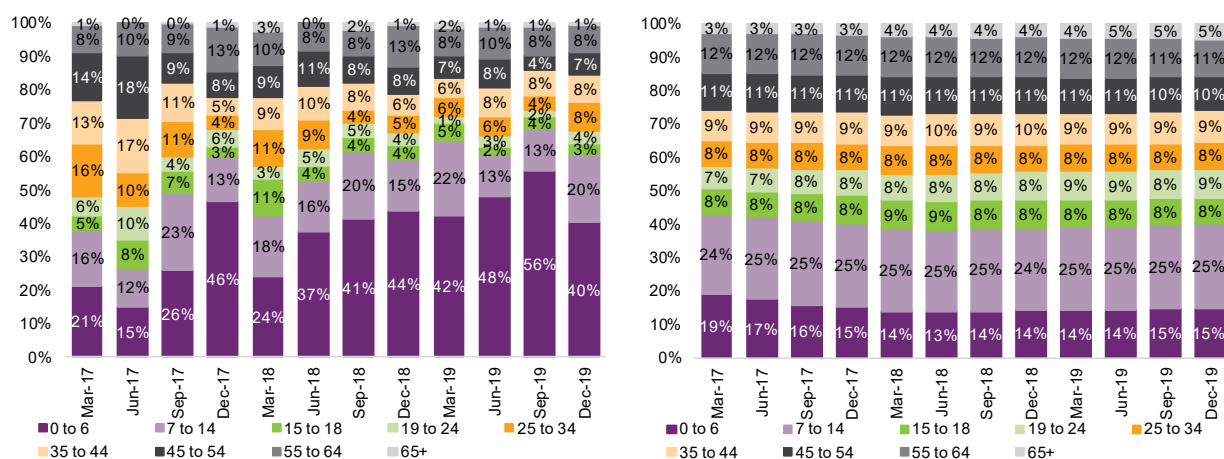
	Prior Quarters		2019-20 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	951	14%	128	40%	1,079	15%
7 to 14	1,770	25%	64	20%	1,834	25%
15 to 18	544	8%	11	3%	555	8%
19 to 24	620	9%	12	4%	632	9%
25 to 34	561	8%	27	8%	588	8%
35 to 44	651	9%	26	8%	677	9%
45 to 54	721	10%	21	7%	742	10%
55 to 64	781	11%	26	8%	807	11%
65+	343	5%	<11		346	5%
<b>Total</b>	<b>6,942</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>7,260</b>	<b>100%</b>

<sup>454</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>455</sup> 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**

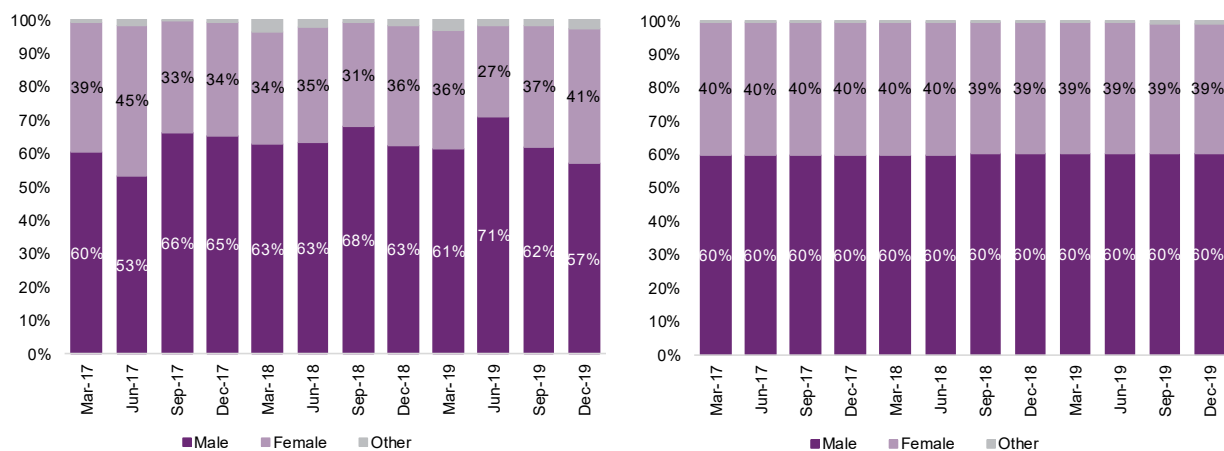
456



**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%
<b>Total</b>	<b>6,942</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>7,260</b>	<b>100%</b>

**Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>457</sup>



<sup>456</sup> Ibid.

<sup>457</sup> Ibid.

## Part Two: Participant experience and outcomes

**Table L.16 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory** <sup>458</sup>

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
<b>Total Participant</b>	<b>1,405</b>	<b>682</b>	<b>1,002</b>	<b>558</b>	<b>3,647</b>
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
<b>Total Family</b>	<b>411</b>	<b>426</b>	<b>752</b>	<b>433</b>	<b>2,022</b>
<b>Total</b>	<b>1,816</b>	<b>1,108</b>	<b>1,754</b>	<b>991</b>	<b>5,669</b>

**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%

<sup>458</sup> 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 <sup>459</sup>**

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%

<sup>459</sup> 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 Territory** <sup>460</sup>

	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%

<sup>460</sup> 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**

461

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%

<sup>461</sup> 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 <sup>462</sup>**

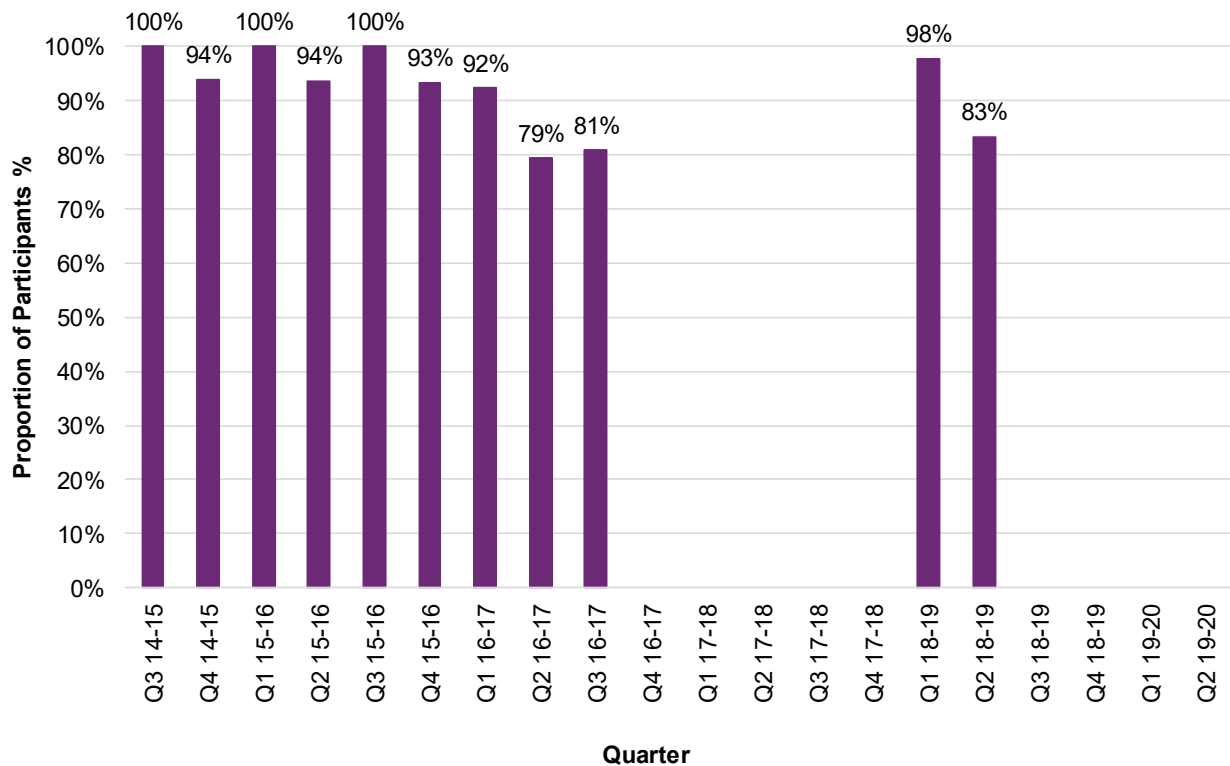
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	23%	24%	34%	24%
Aged 25+	34%	34%	37%	
Aged 15+ (Average)	32%	32%	36%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	37%	33%	37%	47%
Aged 25+	43%	46%	46%	
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%	

<sup>462</sup> 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 <sup>463</sup>**

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 <sup>464</sup>**



<sup>463</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a third plan review to date.

<sup>464</sup> 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**

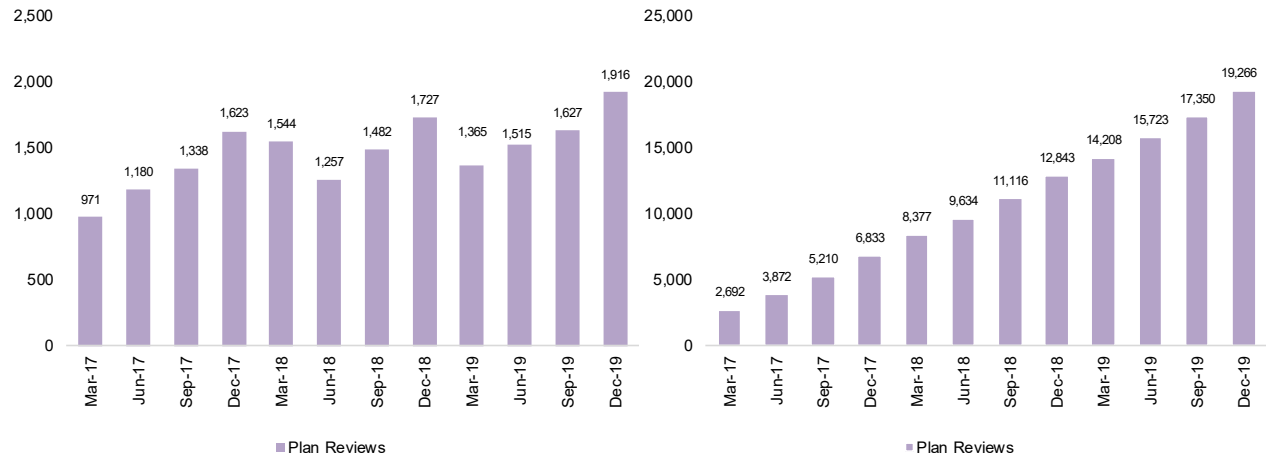
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q2
<b>Access</b>	<b>n = 44</b>	<b>n = 10</b>
Are you happy with how coming into the NDIS has gone?	66%	N/A
Was the person from the NDIS respectful?	91%	N/A
Do you understand what will happen next with your plan?	66%	N/A
<b>Pre-planning</b>	<b>n = 52</b>	<b>n = 45</b>
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%
<b>Planning</b>	<b>n = 53</b>	<b>n = 67</b>
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%
<b>Plan review</b>	<b>n = 123</b>	<b>n = 9</b>
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** <sup>465</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>17,350</b>	<b>1,916</b>	<b>19,266</b>
<i>Early intervention plans</i>	5,334	610	5,944
<i>Permanent disability plans</i>	12,016	1,306	13,322

<sup>465</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

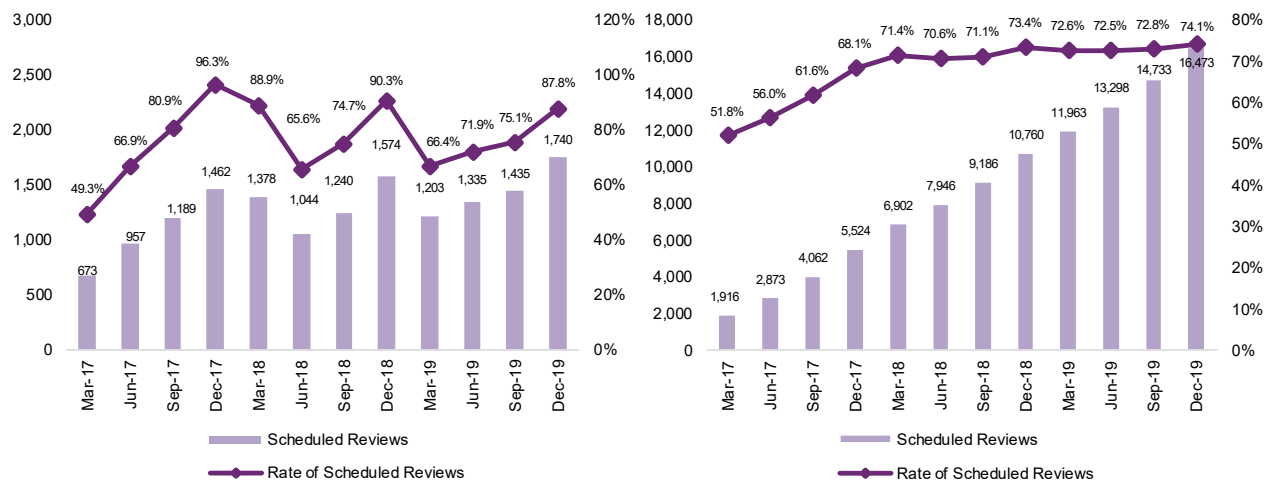
**Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



**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
<b>Total scheduled plan reviews</b>	<b>14,733</b>	<b>1,740</b>	<b>16,473</b>
<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 Territory**<sup>466</sup>



**Table L.39 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Australian Capital Territory**

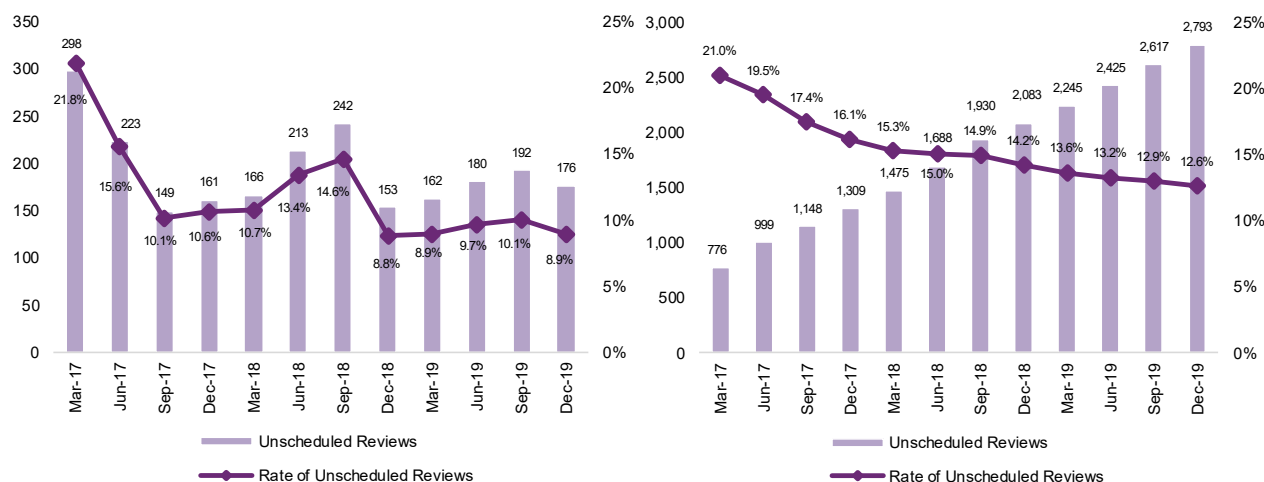
	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,617</b>	<b>176</b>	<b>2,793</b>
<i>Trial participants</i>	1,730	88	1,818
<i>Transition participants</i>	887	88	975

<sup>466</sup> 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** <sup>467</sup>

	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** <sup>468</sup>



**Table L.41 Complaints by quarter – Australian Capital Territory** <sup>469 470 471</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaints about service providers	62	10	72	65
Complaints about the Agency	1,241	87	1,328	852
Unclassified	170	0	170	148
<b>Total</b>	<b>1,473</b>	<b>97</b>	<b>1,570</b>	<b>974</b>
% of all access requests	6.9%	3.6%	6.5%	

<sup>467</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

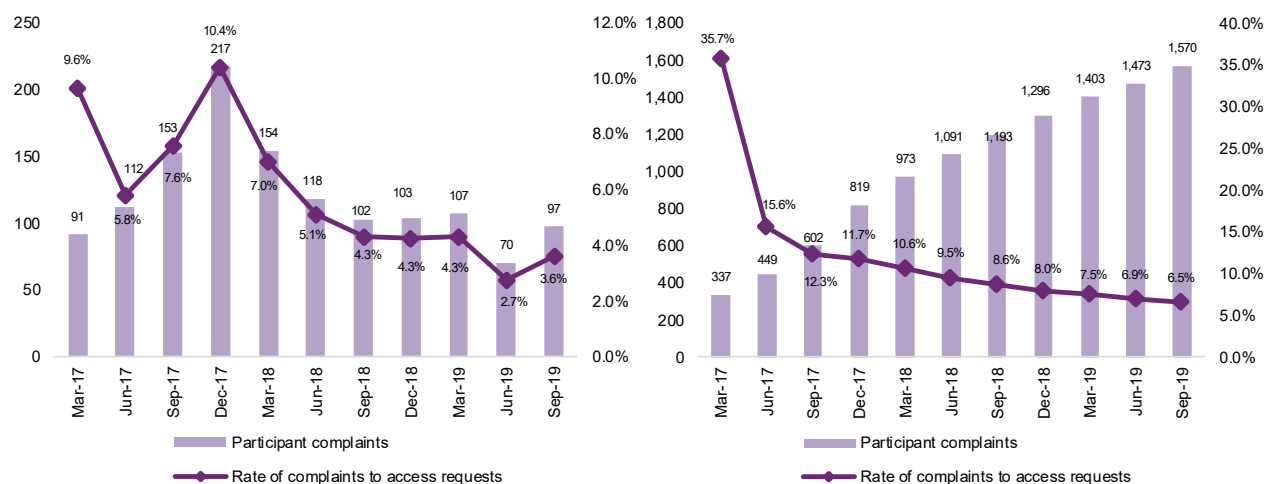
<sup>468</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>469</sup> 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.

<sup>470</sup> Note that 66% of all complainants made only one complaint, 21% made two complaints and 13% made three or more complaints.

<sup>471</sup> % 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** <sup>472</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Participants or those who have sought access</b>			
<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%)
<b>Total</b>	<b>62</b>	<b>10</b>	<b>72</b>
<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%)
<b>Total</b>	<b>1,241</b>	<b>87</b>	<b>1,328</b>
<i>Unclassified</i>	<b>170</b>	<b>0</b>	<b>170</b>

<sup>472</sup> 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 <sup>473</sup>

	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%
<b>Total</b>	<b>237</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>267</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.76%</b>		<b>1.19%</b>		<b>0.80%</b>	

Figure L.13 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

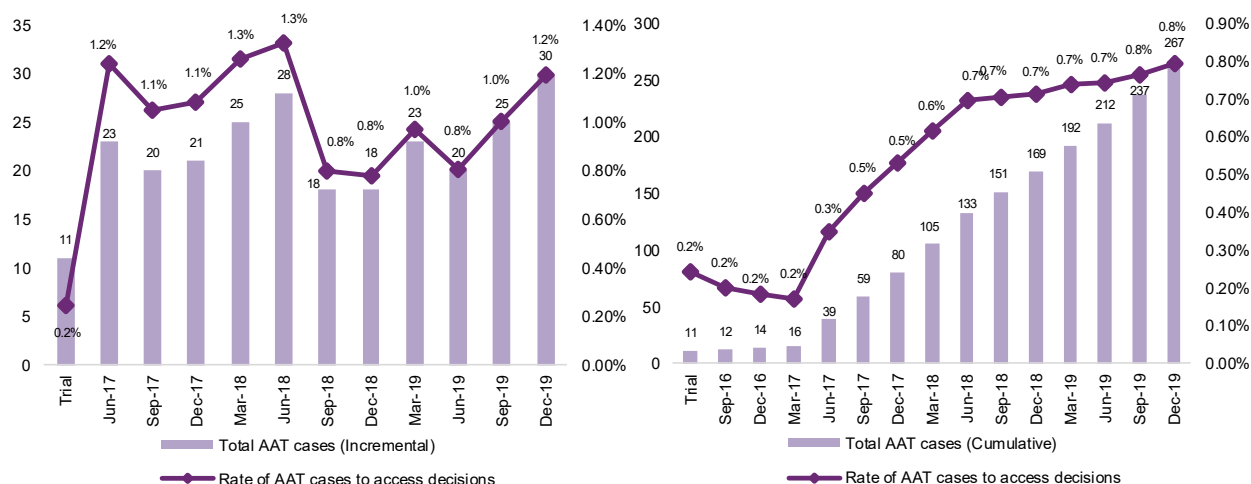


Table L.44 AAT cases by open/closed and decision – Australian Capital Territory

	N
<b>AAT Cases</b>	<b>267</b>
<b>Open AAT Cases</b>	<b>41</b>
<b>Closed AAT Cases</b>	<b>226</b>
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 <sup>474</sup> <sup>475</sup>

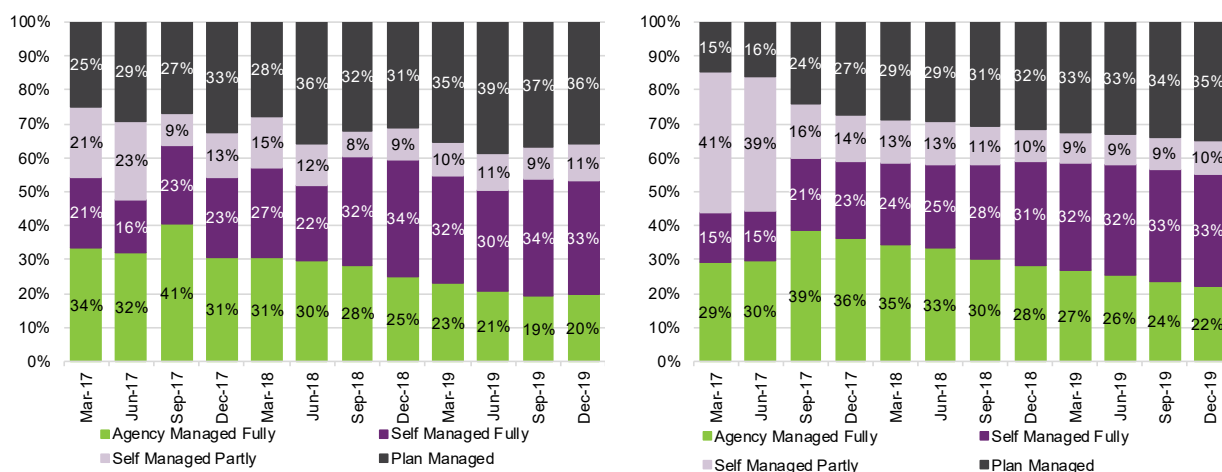
	Prior Quarters (Transition Only)	2019-20 Q2	Total
Self-managed fully	33%	33%	<b>33%</b>
Self-managed partly	9%	11%	<b>10%</b>
Plan managed	34%	36%	<b>35%</b>
Agency managed	23%	20%	<b>22%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>473</sup> % 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.

<sup>474</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>475</sup> 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** <sup>476</sup>



**Table L.46 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory** <sup>477</sup>

	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** <sup>478</sup>

	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%
<b>Activated within 90 days</b>	<b>2,600</b>	<b>79%</b>	<b>138</b>	<b>83%</b>
90 to 119 days	117	4%	5	3%
120 days and over	441	13%	2	1%
<b>Activated after 90 days</b>	<b>558</b>	<b>17%</b>	<b>7</b>	<b>4%</b>
No payments	126	4%	21	13%
<b>Total plans approved</b>	<b>3,284</b>	<b>100%</b>	<b>166</b>	<b>100%</b>

<sup>476</sup> 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.

<sup>477</sup> Trial participants are not included.

<sup>478</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	241	259	93%
Not Aboriginal and Torres Strait Islander	5,031	5,254	96%
Not Stated	752	807	93%
<b>Total</b>	<b>6,024</b>	<b>6,320</b>	<b>95%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	642	676	95%
Not CALD	5,270	5,532	95%
Not Stated	112	112	100%
<b>Total</b>	<b>6,024</b>	<b>6,320</b>	<b>95%</b>
<b>by Remoteness</b>			
Major Cities	5,947	6,238	95%
Regional	75	80	94%
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>6,024</b>	<b>6,320</b>	<b>95%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>6,024</b>	<b>6,320</b>	<b>95%</b>

**Table L.49 Distribution of plans by plan utilisation for 2016-17, 2017-18 and 2018-19 – Australian Capital Territory** <sup>479 480</sup>

Plan utilisation	Total
0 to 50%	38%
50% to 75%	21%
> 75%	41%
<b>Total</b>	<b>100%</b>

<sup>479</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>480</sup> 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**  
481

	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%

<sup>481</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>482</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>483</sup> 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** <sup>484</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	38	0	38	0%
Specialist Disability Accommodation	3	2	5	67%
Vehicle Modifications	20	1	21	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	75	7	82	9%
Support Coordination	35	0	35	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	37	1	38	3%
Specialised Supported Employment	19	0	19	0%
<b>Total approved active providers</b>	<b>896</b>	<b>37</b>	<b>933</b>	<b>4%</b>

<sup>484</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	11	71	82	13%	87%	100%
Support Coordination	8	27	35	23%	77%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>234</b>	<b>699</b>	<b>933</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	8	0	8	0%
Specialist Disability Accommodation	1	2	3	67%
Vehicle Modifications	7	1	8	13%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	45	7	52	13%
Support Coordination	3	0	3	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	13	1	14	7%
Specialised Supported Employment	10	0	10	0%
<b>Total</b>	<b>365</b>	<b>37</b>	<b>402</b>	<b>9%</b>

**Table L.55 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Australian Capital Territory**

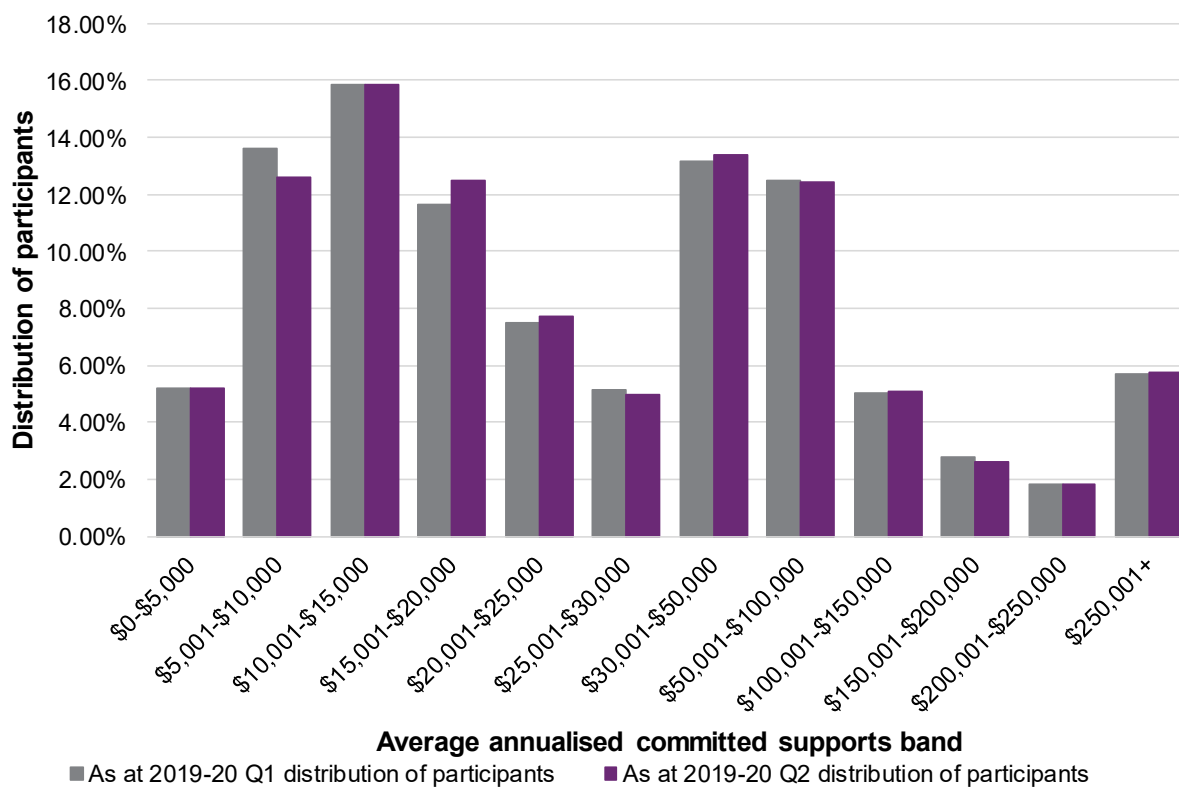
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	3	1	4	75%	25%	100%
Assistance Animals	2	4	6	33%	67%	100%
Assistance with daily life 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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10	42	52	19%	81%	100%
Support Coordination	1	2	3	33%	67%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>93</b>	<b>309</b>	<b>402</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

## Part Four: Financial sustainability

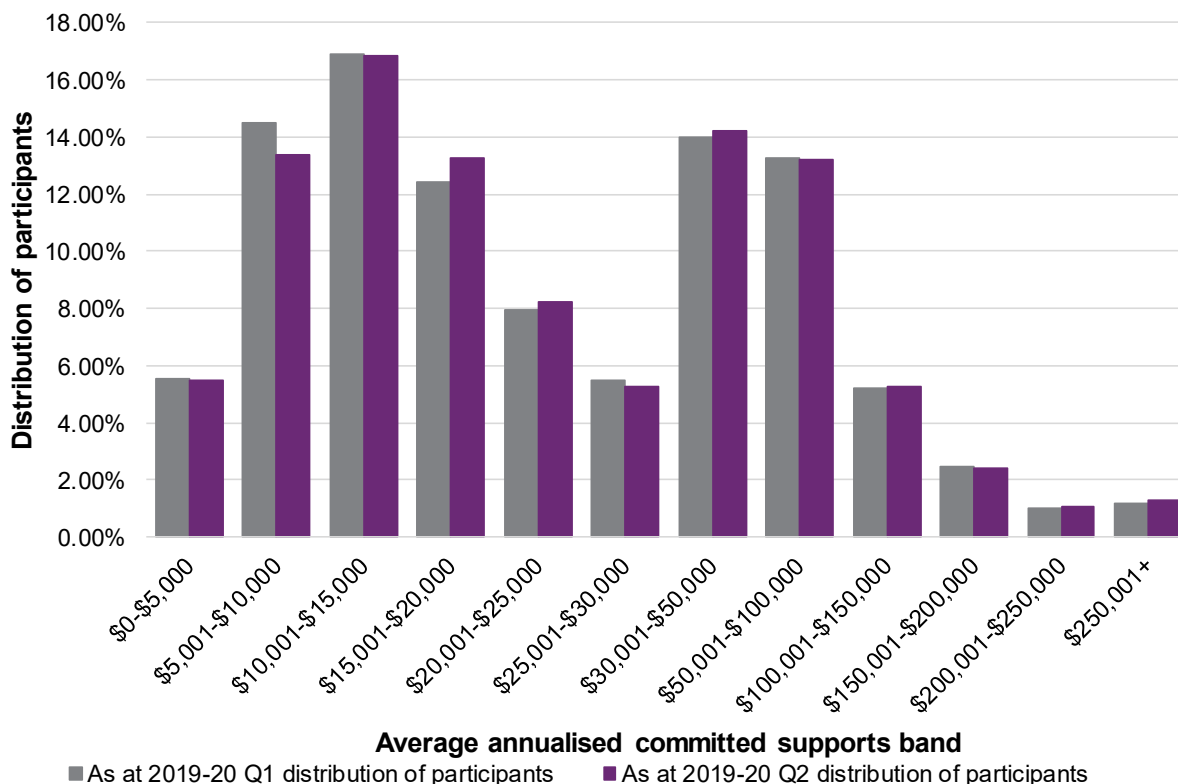
Table L.56 Committed supports by financial year (\$m) – Australian Capital Territory

	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

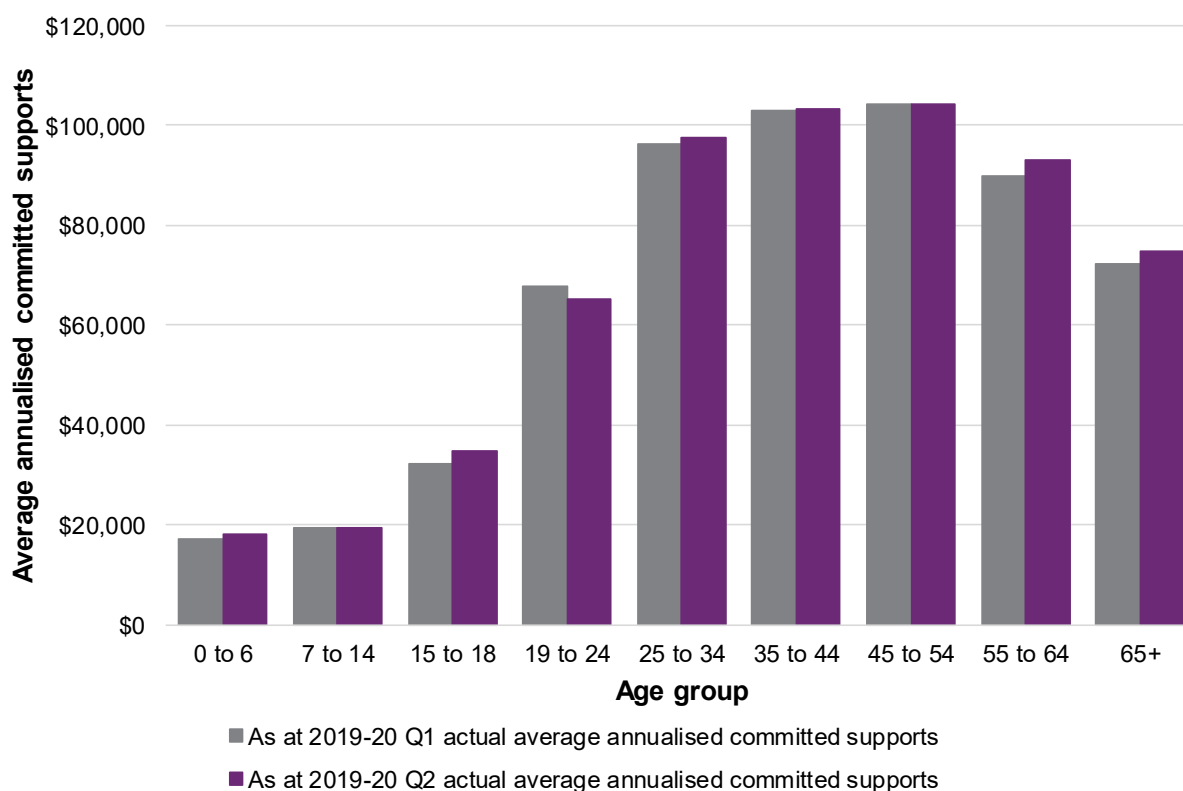
Figure L.15 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory



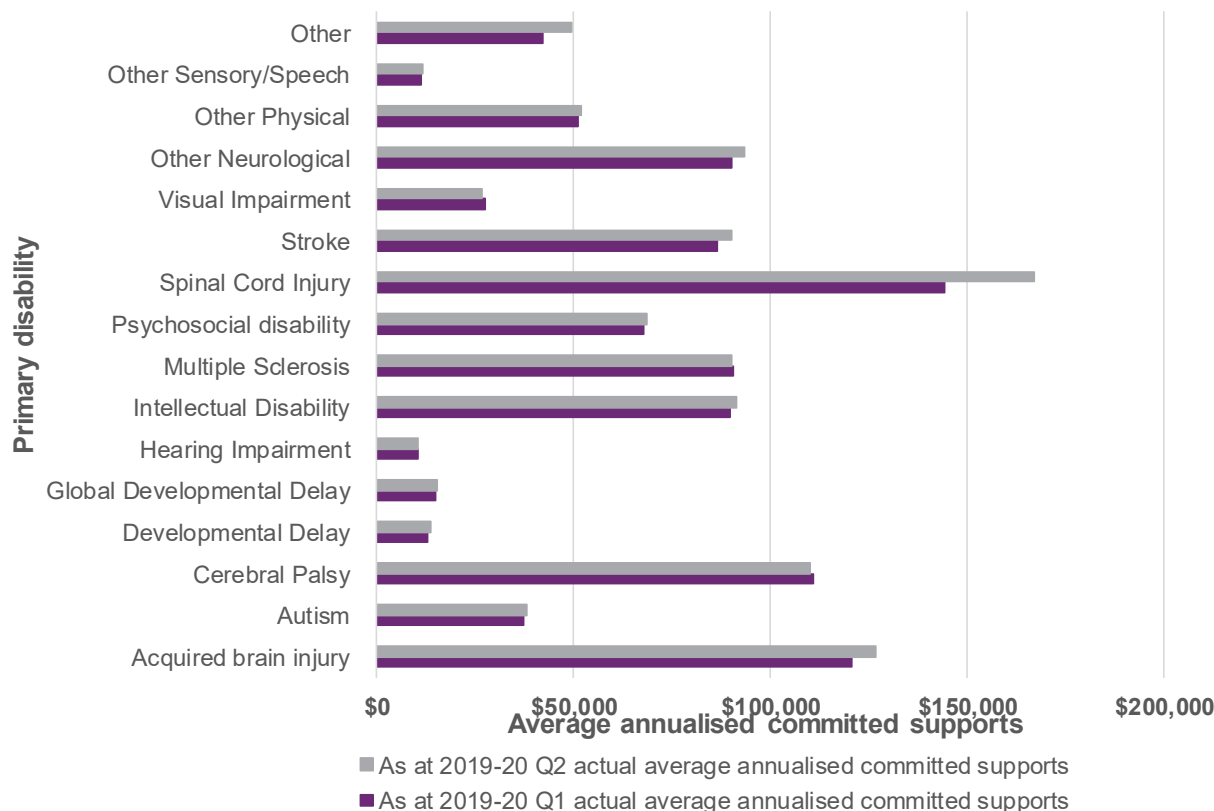
**Figure L.16 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory**



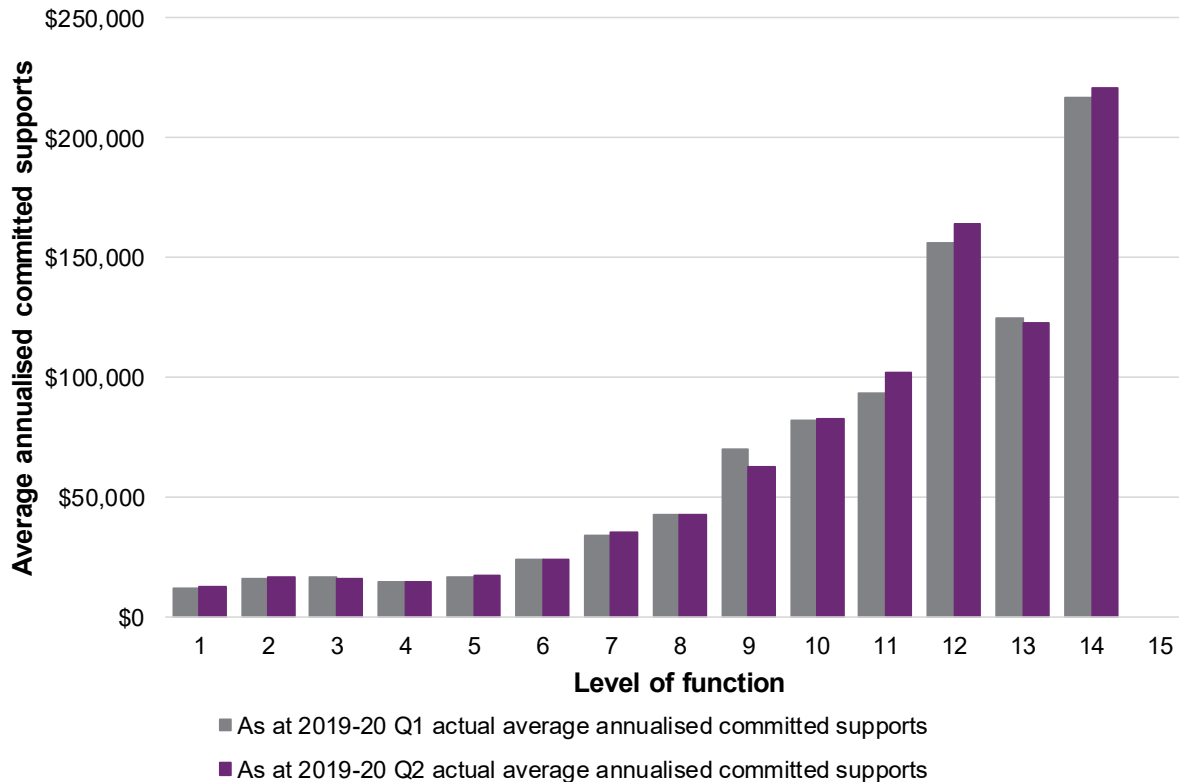
**Figure L.17 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory**



**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**

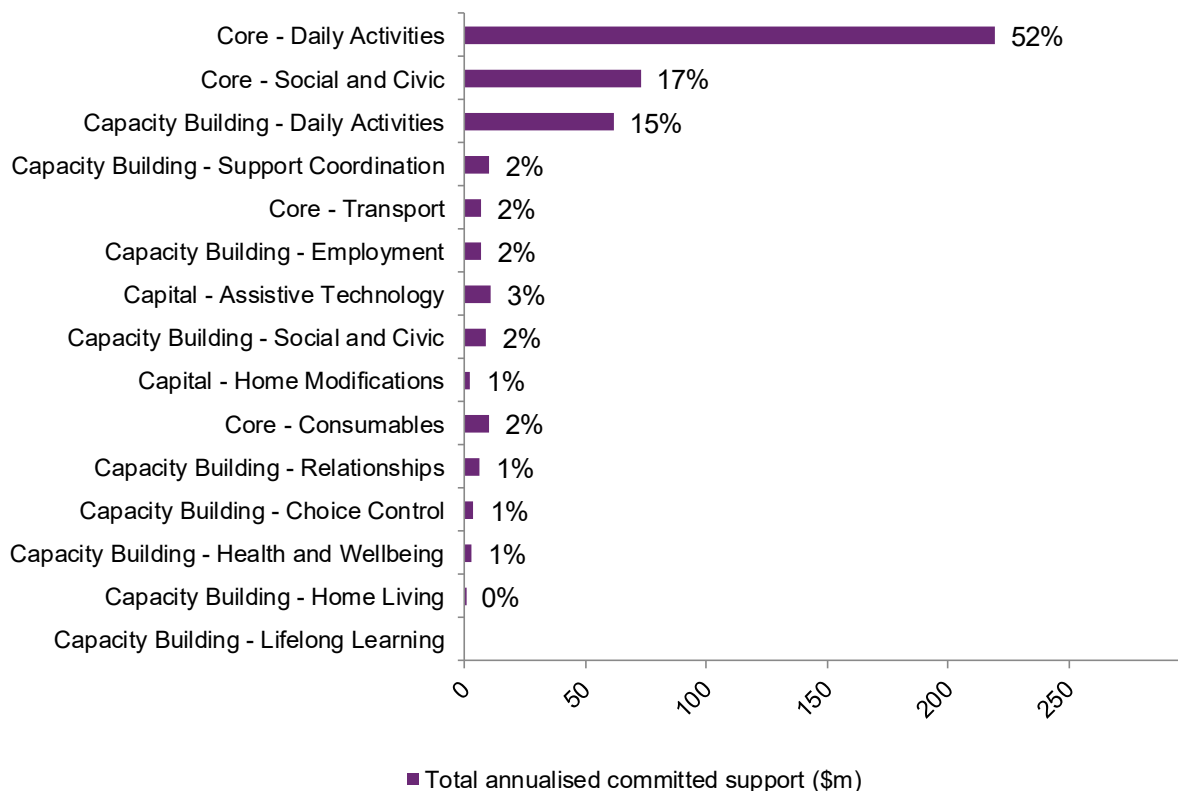


**Figure L.19 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Australian Capital Territory**<sup>485</sup>



<sup>485</sup> 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.

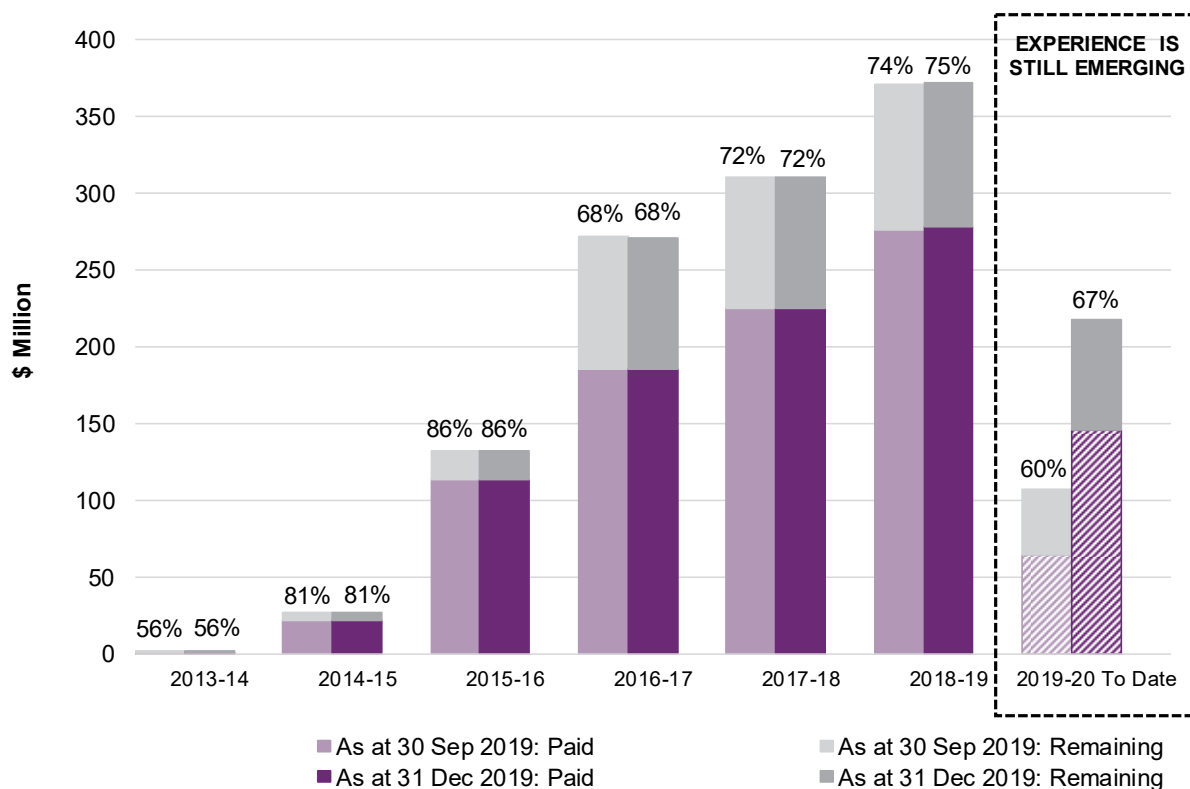
**Figure L.20 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory**



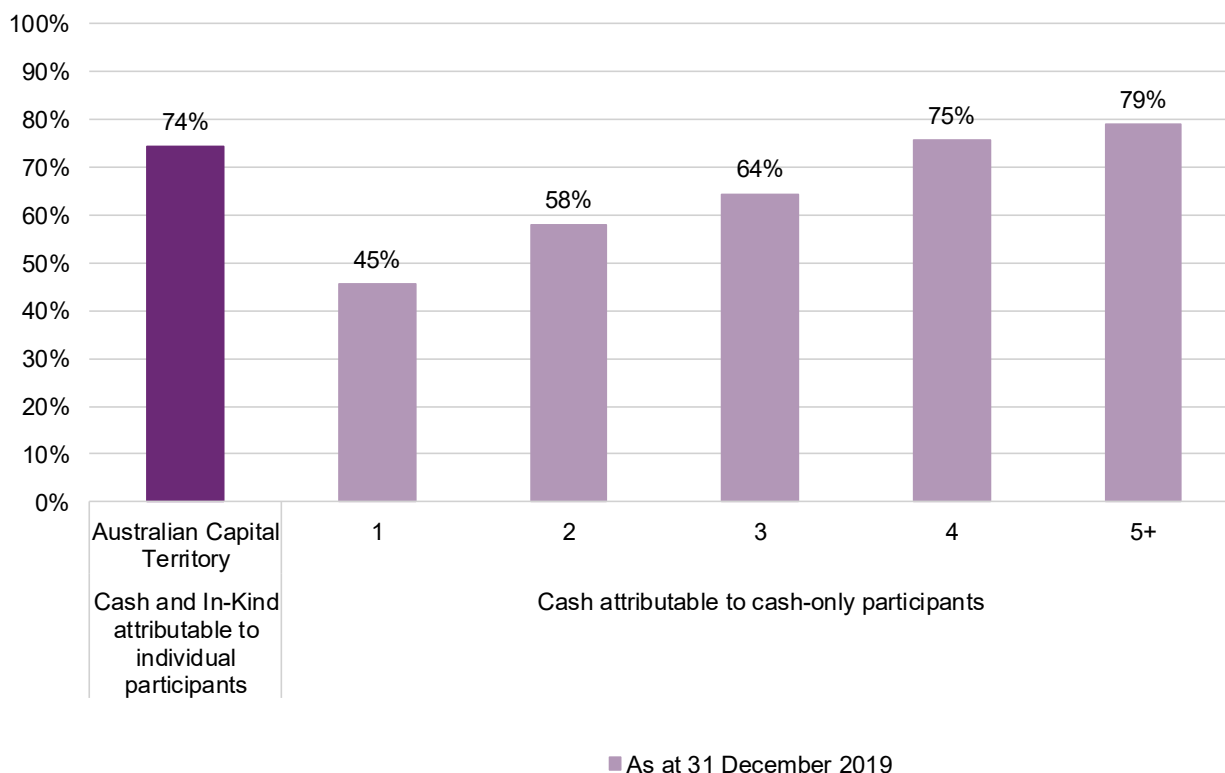
**Table L.57 Payments by financial year, compared to committed supports (\$m) – Australian Capital Territory**

	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%

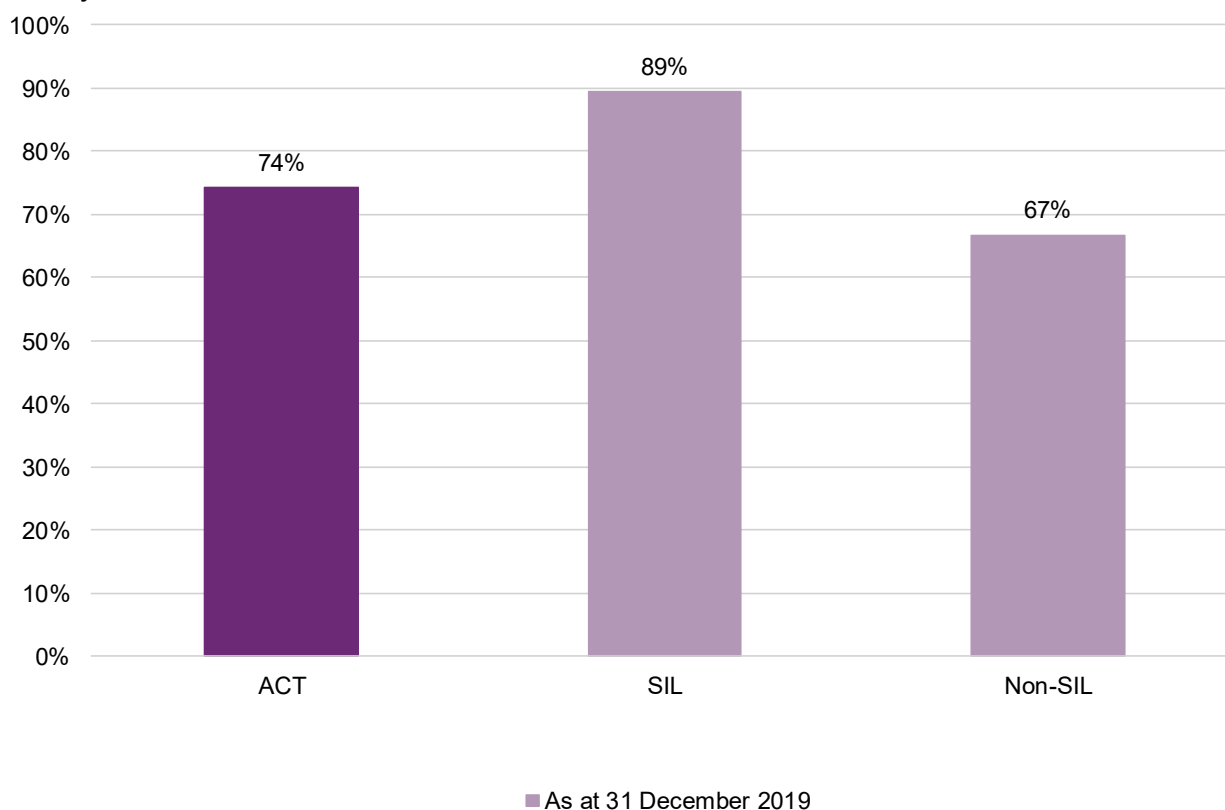
**Figure L.21 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Australian Capital Territory**



**Figure L.22 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Australian Capital Territory** <sup>486</sup>



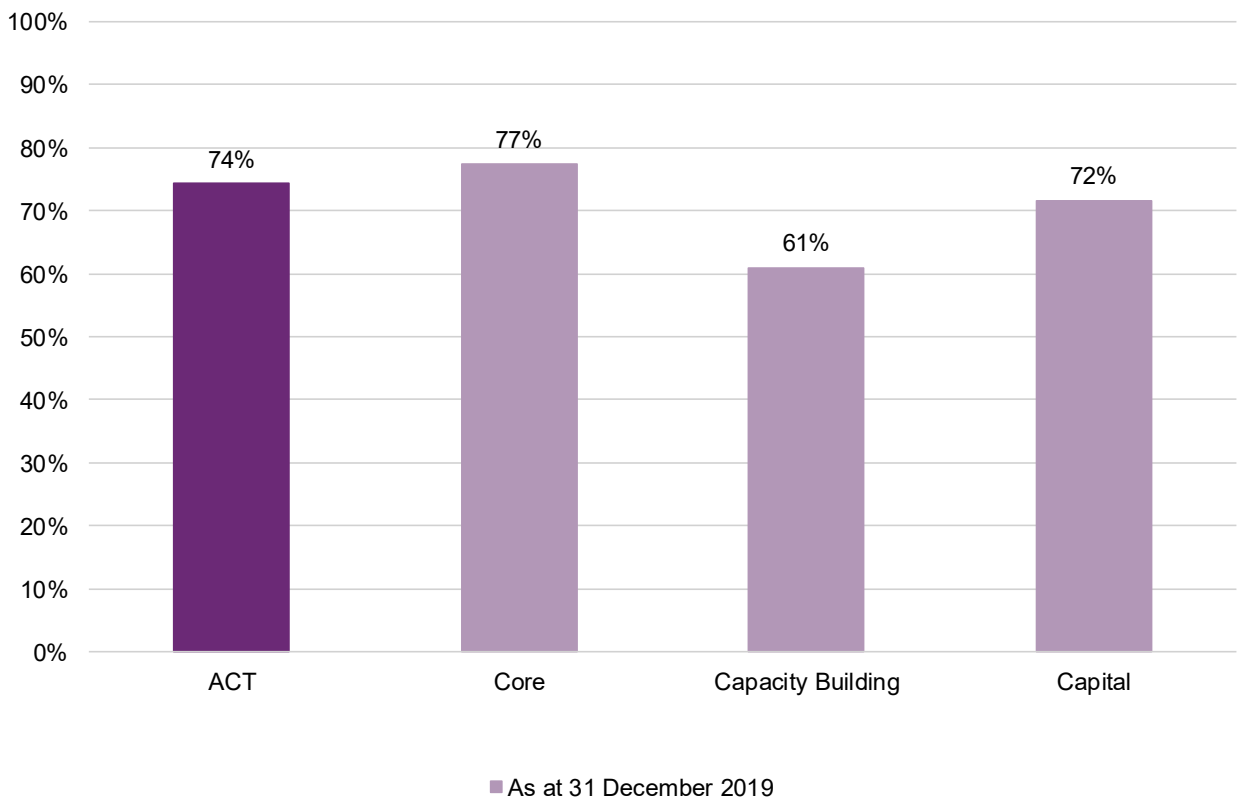
**Figure L.23 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Australian Capital Territory** <sup>487</sup>



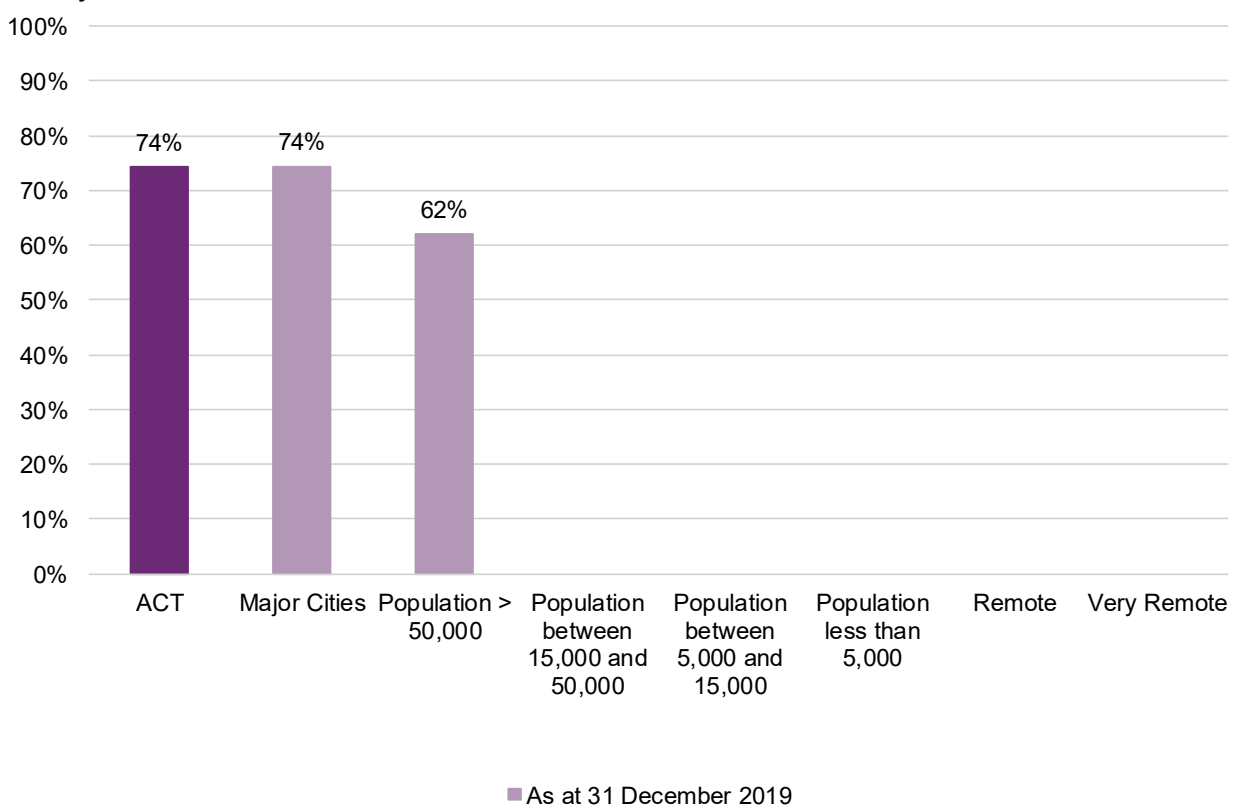
<sup>486</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>487</sup> 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 Territory**<sup>488</sup>



**Figure L.25 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Australian Capital Territory**<sup>489 490</sup>



<sup>488</sup> Ibid.

<sup>489</sup> Ibid.

<sup>490</sup> 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 <sup>491</sup>

	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 <sup>492 493</sup>

	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

<sup>491</sup> 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.

<sup>492</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q2, 89% of people with a hearing impairment met the access criteria compared to 80% overall.

<sup>493</sup> 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** <sup>494 495</sup>

	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** <sup>496 497 498 499</sup>

	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

<sup>494</sup> 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.

<sup>495</sup> 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.

<sup>496</sup> This table shows the total numbers of active participants at the end of each period.

<sup>497</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>498</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>499</sup> 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** <sup>500</sup>

	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	
<b>Total</b>	<b>2,966</b>	<b>87%</b>	<b>324</b>	<b>80%</b>	<b>3,290</b>	<b>86%</b>

**Table M.7 Assessment of access by disability – Northern Territory** <sup>501</sup>

	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%
<b>Total</b>	<b>2,966</b>	<b>87%</b>	<b>324</b>	<b>80%</b>	<b>3,290</b>	<b>86%</b>

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

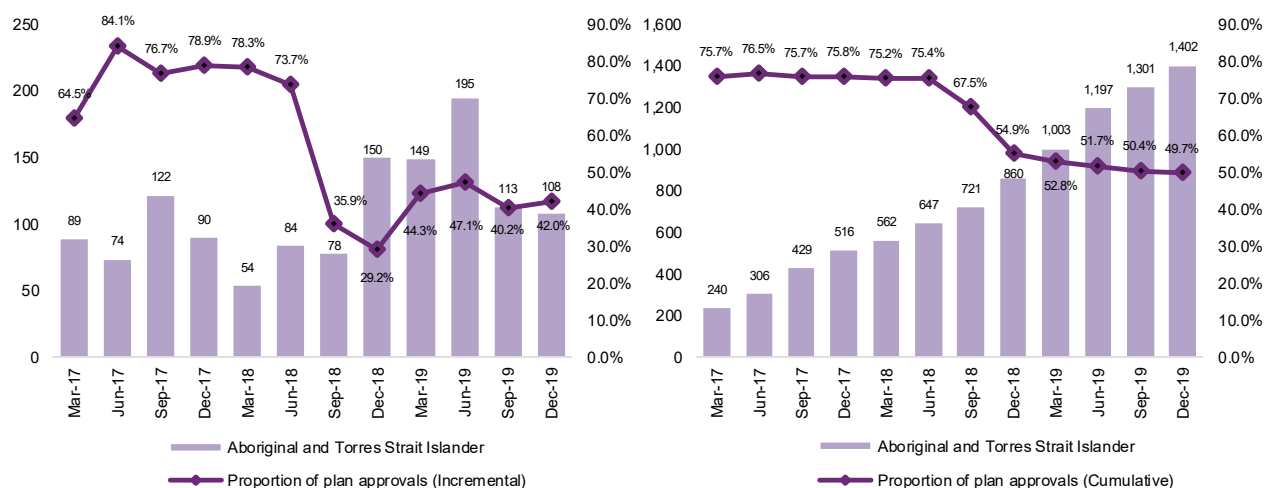
<sup>500</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>501</sup> Ibid.

**Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory**

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,294	50.5%	108	42.0%	<b>1,402</b>	<b>49.7%</b>
Not Aboriginal and Torres Strait Islander	1,135	44.3%	111	43.2%	<b>1,246</b>	<b>44.2%</b>
Not Stated	133	5.2%	38	14.8%	<b>171</b>	<b>6.1%</b>
<b>Total</b>	<b>2,562</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>2,819</b>	<b>100%</b>

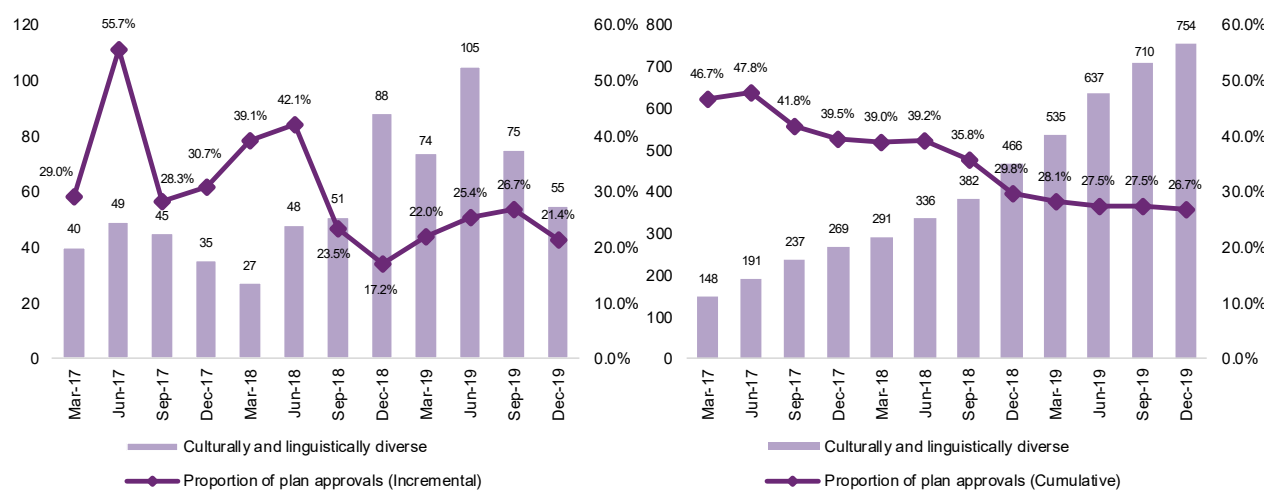
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory**<sup>502</sup>



**Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory**

	Prior Quarters		2019-20 Q2		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	699	27.3%	55	21.4%	<b>754</b>	<b>26.7%</b>
Not culturally and linguistically diverse	1,856	72.4%	201	78.2%	<b>2,057</b>	<b>73.0%</b>
Not stated	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>2,562</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>2,819</b>	<b>100%</b>

**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory**<sup>503</sup>



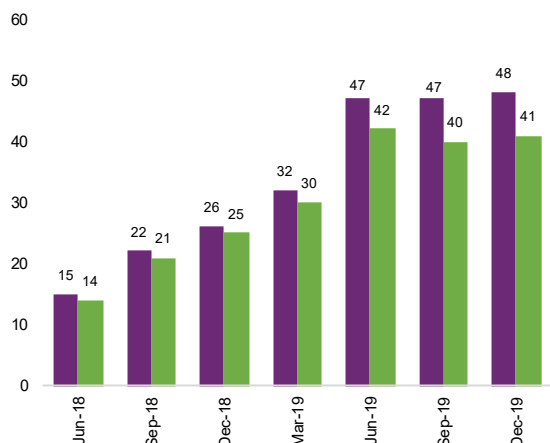
<sup>502</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>503</sup> 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** <sup>504</sup>

	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** <sup>505</sup>



**Table M.11 Participant profile per quarter by remoteness – Northern Territory** <sup>506 507</sup>

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%

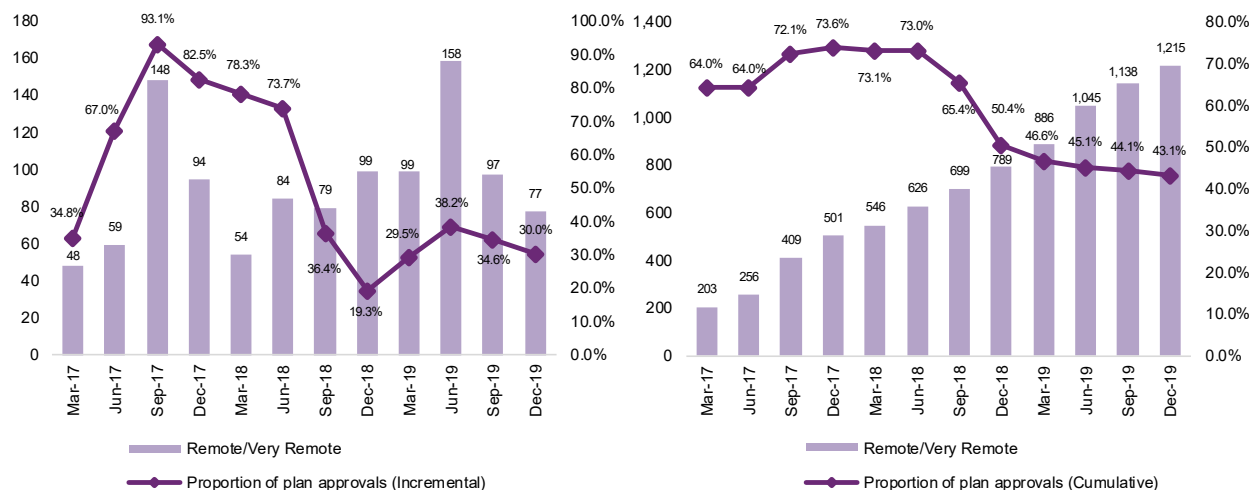
<sup>504</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

<sup>505</sup> 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.

<sup>506</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>507</sup> 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** <sup>508</sup>



**Table M.12 Participant profile per quarter by disability group – Northern Territory** <sup>509 510 511</sup>

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	
<b>Total</b>	<b>2,562</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>2,819</b>	<b>100%</b>

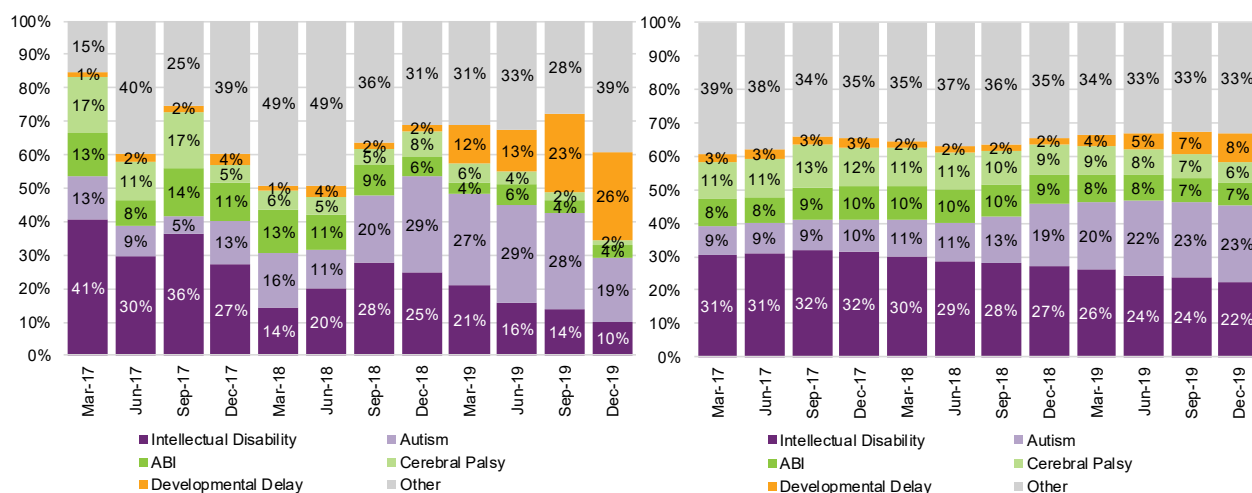
<sup>508</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>509</sup> Table order based on national proportions (highest to lowest).

<sup>510</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>511</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NT (103).

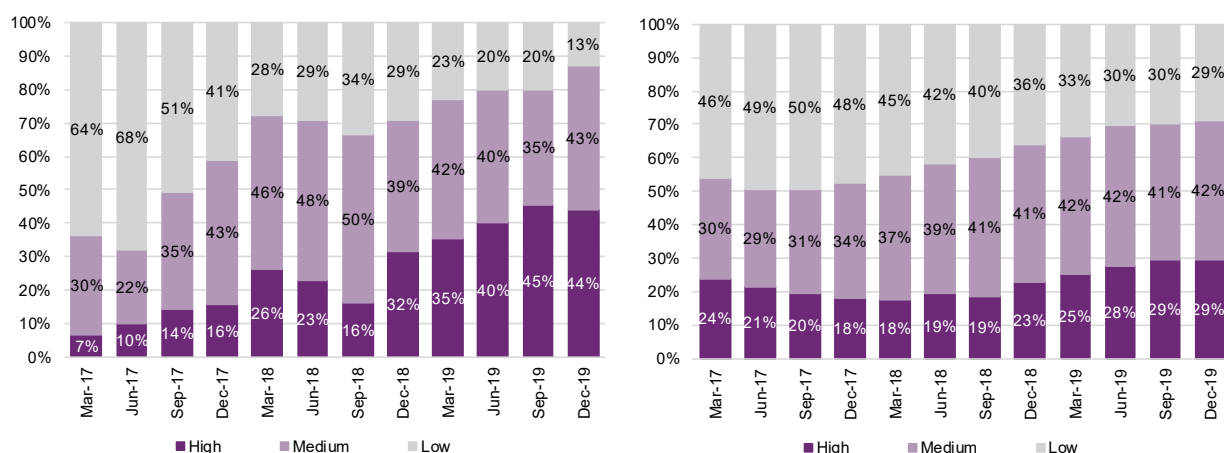
**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>512</sup>



**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	
<b>Total</b>	<b>2,562</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>2,819</b>	<b>100%</b>

**Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>513</sup>



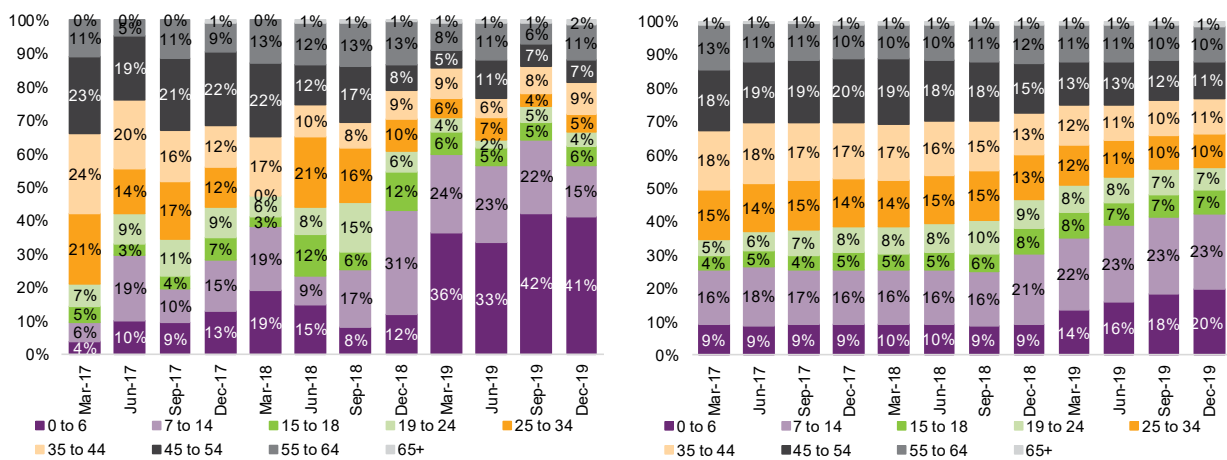
<sup>512</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>513</sup> 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%
<b>Total</b>	<b>2,562</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>2,819</b>	<b>100%</b>

**Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>514</sup>

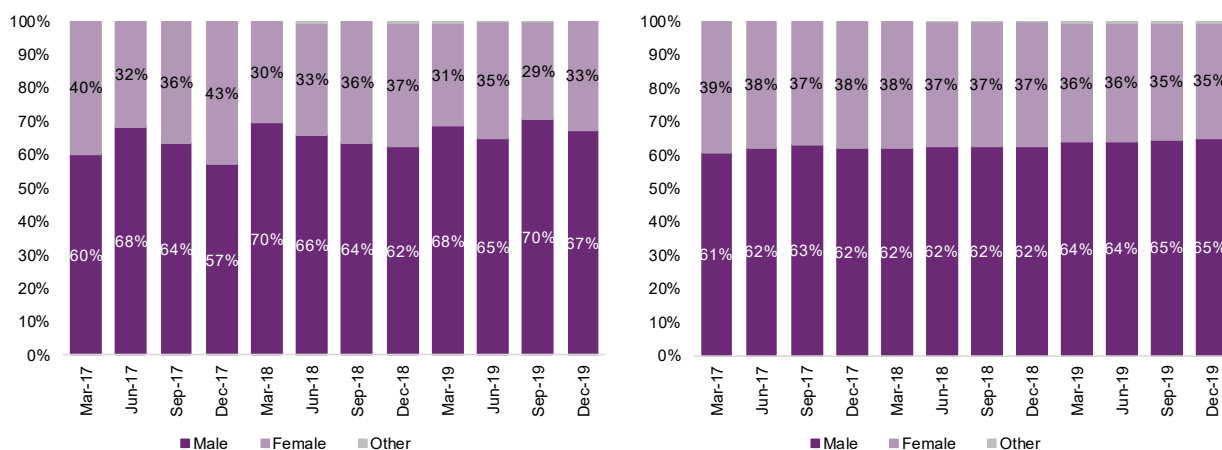


**Table M.15 Participant profile per quarter by gender – Northern Territory**

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%
<b>Total</b>	<b>2,562</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>2,819</b>	<b>100%</b>

<sup>514</sup> Ibid.

**Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>515</sup>



## Part Two: Participant experience and outcomes

**Table M.16 Number of baseline questionnaires completed by SFOF version – Northern Territory** <sup>516</sup>

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
<b>Total Participant</b>	<b>234</b>	<b>440</b>	<b>1,442</b>	<b>533</b>	<b>2,649</b>
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
<b>Total Family</b>	<b>70</b>	<b>193</b>	<b>1,068</b>	<b>432</b>	<b>1,763</b>
<b>Total</b>	<b>304</b>	<b>633</b>	<b>2,510</b>	<b>965</b>	<b>4,412</b>

<sup>515</sup> Ibid.

<sup>516</sup> 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** <sup>517</sup>

	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%

<sup>517</sup> 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 <sup>518</sup>**

	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%

<sup>518</sup> 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**

		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?	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**

		0 to 14		
	Question	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.

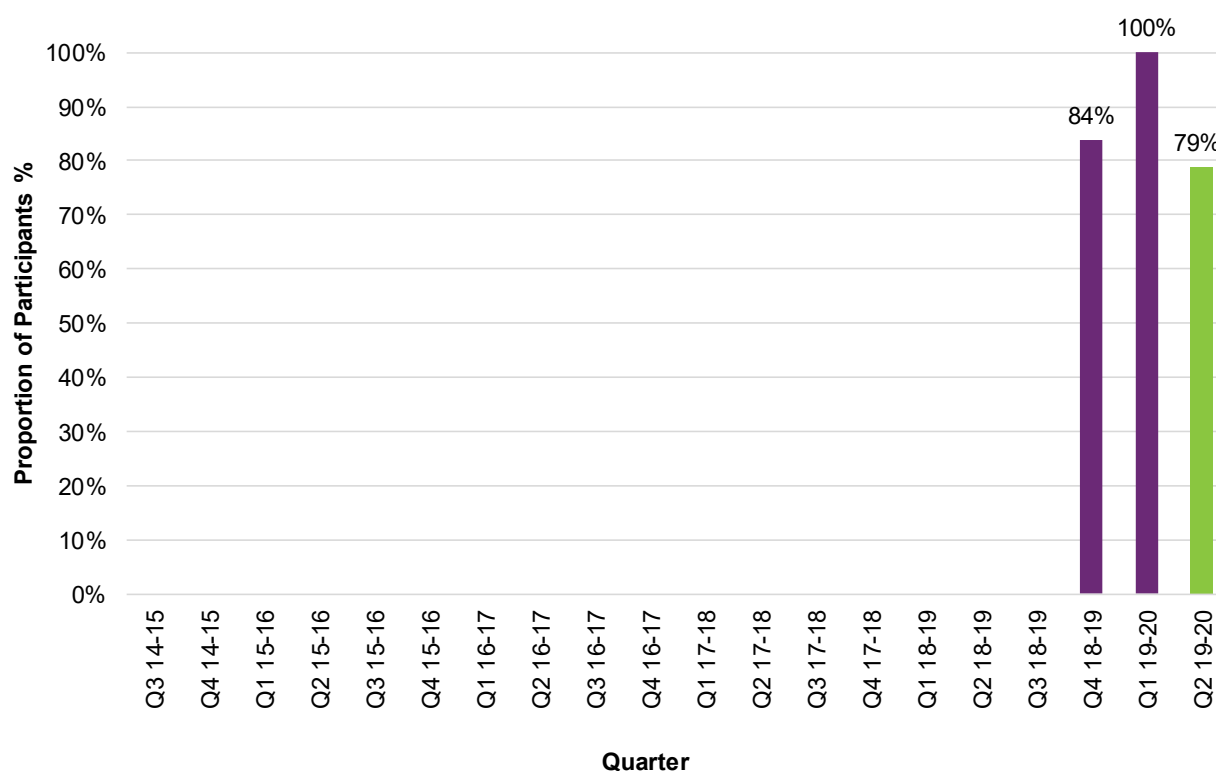
There is also insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review.

**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** <sup>519</sup>

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** <sup>520</sup>



\* 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.

<sup>519</sup> 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.

<sup>520</sup> 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%

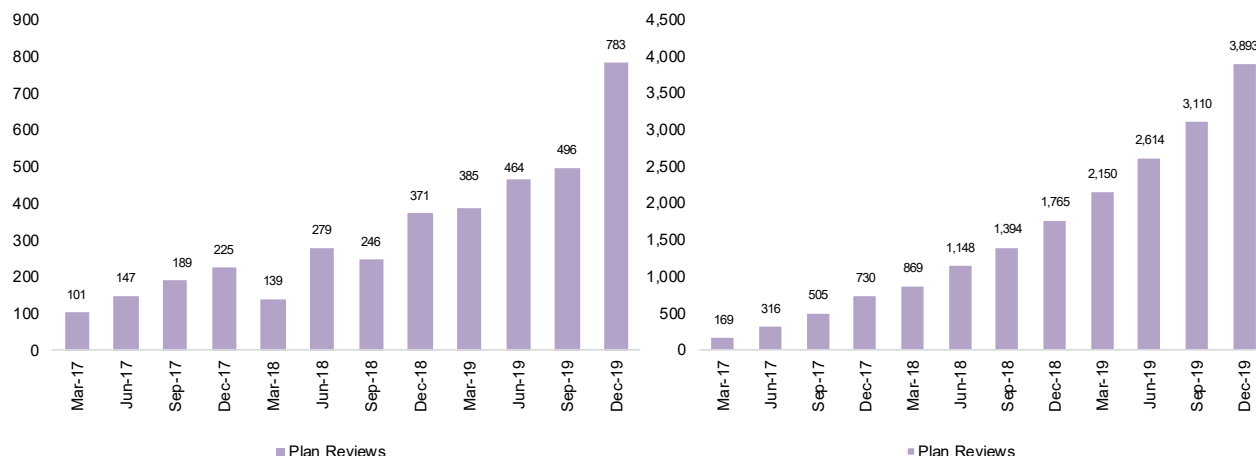
**Table M.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q2 compared to prior quarters – New survey administered by the Contact Centre – Northern Territory**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q2
<b>Access</b>	<b>n = 36</b>	<b>n = 19</b>
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
<b>Pre-planning</b>	<b>n = 43</b>	<b>n = 11</b>
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
<b>Planning</b>	<b>n = 37</b>	<b>n = 13</b>
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
<b>Plan review</b>	<b>n = 25</b>	<b>n = 4</b>
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** <sup>521</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total plan reviews</b>	<b>3,110</b>	<b>783</b>	<b>3,893</b>
<i>Early intervention plans</i>	410	95	505
<i>Permanent disability plans</i>	2,700	688	3,388

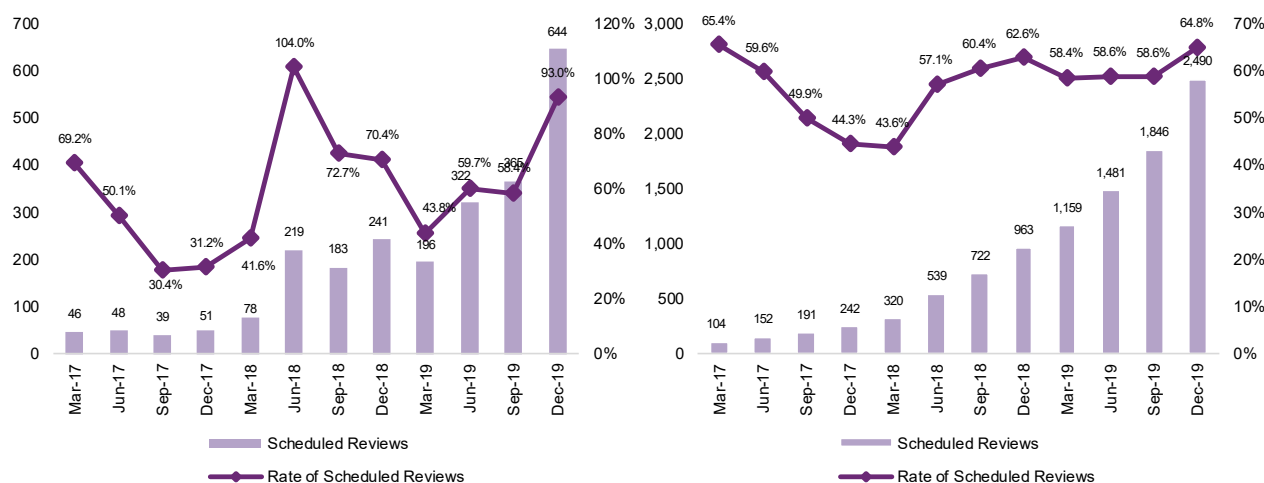
**Figure M.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory**



**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
<b>Total scheduled plan reviews</b>	<b>1,846</b>	<b>644</b>	<b>2,490</b>
<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** <sup>522</sup>



<sup>521</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>522</sup> 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.

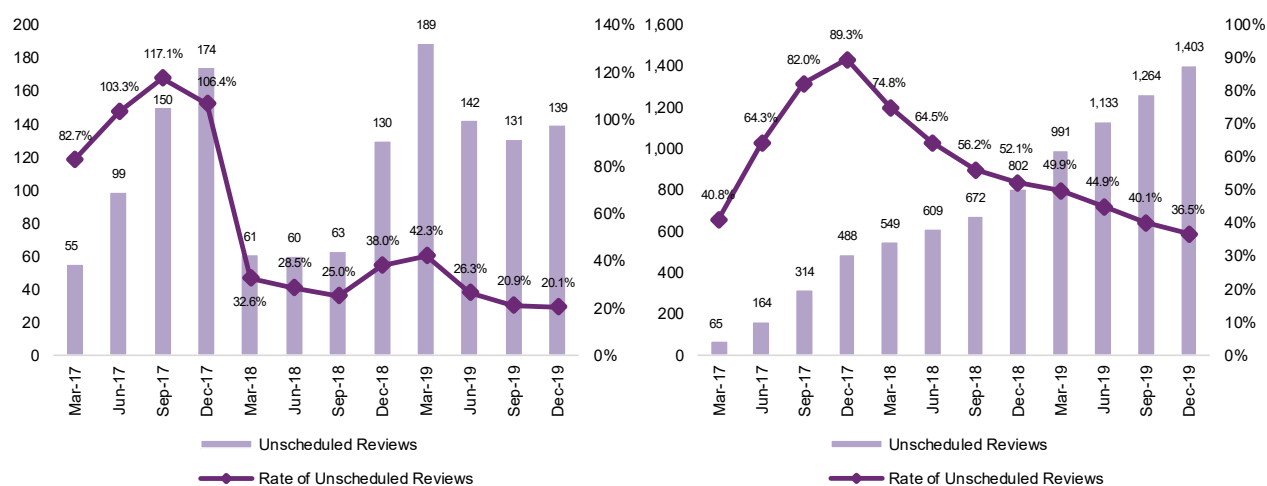
**Table M.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – Northern Territory**

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>Total unscheduled plan reviews</b>	<b>1,264</b>	<b>139</b>	<b>1,403</b>
<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** <sup>523</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Transition Total
<b>% unscheduled reviews</b>	<b>40.1%</b>	<b>20.1%</b>	<b>36.5%</b>

**Figure M.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>524</sup>



**Table M.35 Complaints by quarter – Northern Territory** <sup>525 526 527</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaints about service providers	13	4	17	16
Complaints about the Agency	65	16	81	70
Unclassified	11	0	11	7
<b>Total</b>	<b>89</b>	<b>20</b>	<b>109</b>	<b>87</b>
% of all access requests	2.2%	1.9%	2.2%	

<sup>523</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

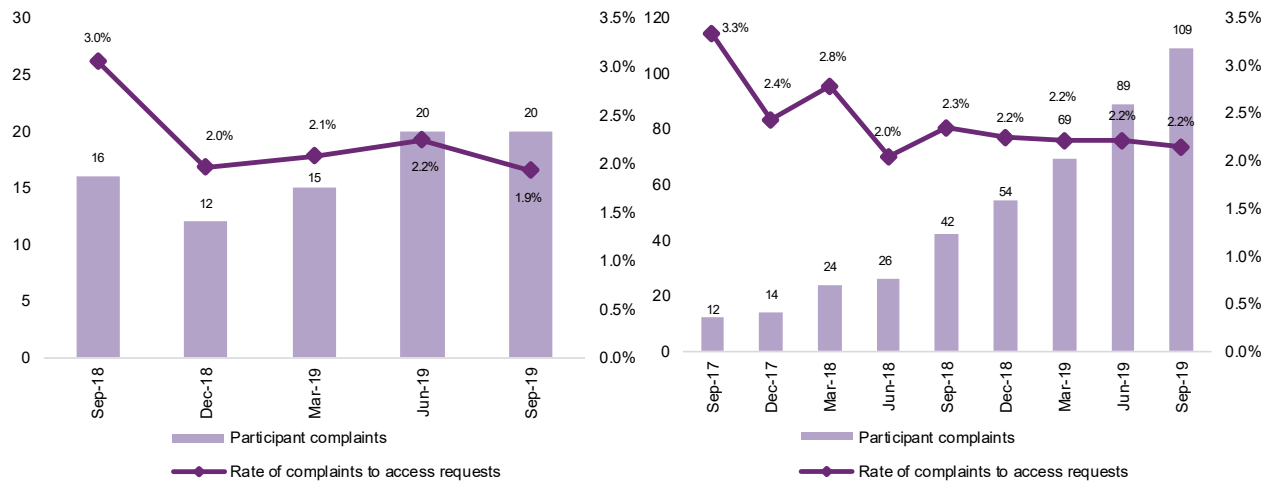
<sup>524</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>525</sup> 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.

<sup>526</sup> Note that 76% of all complainants made only one complaint, 23% made two complaints and 1% made three or more complaints.

<sup>527</sup> % 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** <sup>528</sup>



**Table M.36 Complaints by type – Northern Territory** <sup>529</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Participants or those who have sought access</b>			
<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
<b>Total</b>	<b>13</b>	<b>4</b>	<b>17</b>
<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%)
<b>Total</b>	<b>65</b>	<b>16</b>	<b>81</b>
<i>Unclassified</i>	<b>11</b>	<b>0</b>	<b>11</b>

<sup>528</sup> 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.

<sup>529</sup> 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 <sup>530 531</sup>

	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 <sup>532 533</sup>

	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 <sup>534</sup>

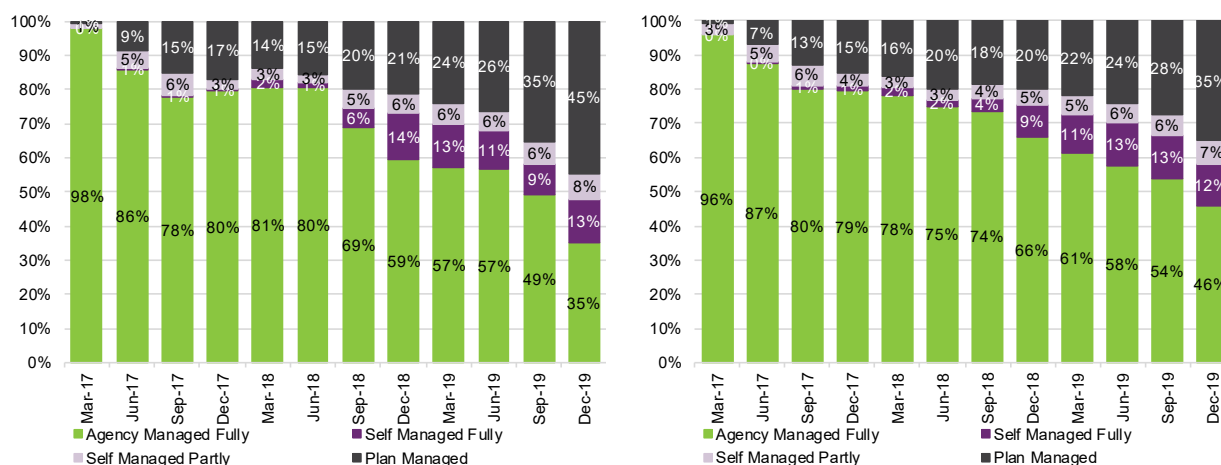


Table M.39 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory <sup>535</sup>

	Prior Quarters (Transition only)	2019-20 Q2	Total
Support coordination	73%	75%	74%

<sup>530</sup> The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

<sup>531</sup> % 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.

<sup>532</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>533</sup> Trial participants are not included.

<sup>534</sup> 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.

<sup>535</sup> Trial participants are not included.

Table M.40 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory <sup>536</sup>

	Prior Quarters (Transition Only)		2018-19 Q4	
	N	%	N	%
<b>Plan activation</b>				
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%
<b>Activated within 90 days</b>	<b>1,433</b>	<b>83%</b>	<b>315</b>	<b>78%</b>
90 to 119 days	88	5%	24	6%
120 days and over	151	9%	29	7%
<b>Activated after 90 days</b>	<b>239</b>	<b>14%</b>	<b>53</b>	<b>13%</b>
No payments	52	3%	35	9%
<b>Total plans approved</b>	<b>1,724</b>	<b>100%</b>	<b>403</b>	<b>100%</b>

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
<b><i>by Aboriginal and Torres Strait Islander status</i></b>			
Aboriginal and Torres Strait Islander	799	842	95%
Not Aboriginal and Torres Strait Islander	622	637	98%
Not Stated	77	79	97%
<b>Total</b>	<b>1,498</b>	<b>1,558</b>	<b>96%</b>
<b><i>by Culturally and Linguistically Diverse status</i></b>			
CALD	430	455	95%
Not CALD	1,062	1,097	97%
Not Stated	<11	<11	
<b>Total</b>	<b>1,498</b>	<b>1,558</b>	<b>96%</b>
<b><i>by Remoteness</i></b>			
Major Cities	<11	<11	
Regional	746	770	97%
Remote	752	788	95%
Missing	<11	<11	
<b>Total</b>	<b>1,498</b>	<b>1,558</b>	<b>96%</b>
<b><i>by Primary Disability type</i></b>			
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%
<b>Total</b>	<b>1,498</b>	<b>1,558</b>	<b>96%</b>

<sup>536</sup> 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** <sup>537 538</sup>

Plan utilisation	Total
0 to 50%	58%
50% to 75%	18%
> 75%	24%
<b>Total</b>	<b>100%</b>

**Table M.43 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>539</sup>

	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** <sup>540 541</sup>

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%

<sup>537</sup> 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.

<sup>538</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>539</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>540</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>541</sup> 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** <sup>542</sup>

Registration Group	Prior Quarters	2019-20 Q2	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	8	3	11	38%
Specialist Disability Accommodation	3	1	4	33%
Vehicle Modifications	4	1	5	25%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	35	1	36	3%
Support Coordination	20	1	21	5%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	7	2	9	29%
Specialised Supported Employment	11	4	15	36%
<b>Total approved active providers</b>	<b>385</b>	<b>35</b>	<b>420</b>	<b>9%</b>

<sup>542</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	2	34	36	6%	94%	100%
Support Coordination	4	17	21	19%	81%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>81</b>	<b>339</b>	<b>420</b>	<b>19%</b>	<b>81%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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	
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	3	3	6	50%
Specialist Disability Accommodation	2	1	3	33%
Vehicle Modifications	2	1	3	33%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	28	1	29	3%
Support Coordination	13	1	14	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	4	2	6	33%
Specialised Supported Employment	8	4	12	33%
<b>Total</b>	<b>182</b>	<b>35</b>	<b>217</b>	<b>16%</b>

**Table M.48 Number and proportion of providers active in 2019-20 Q2 in each registration group by legal entity type – Northern Territory**

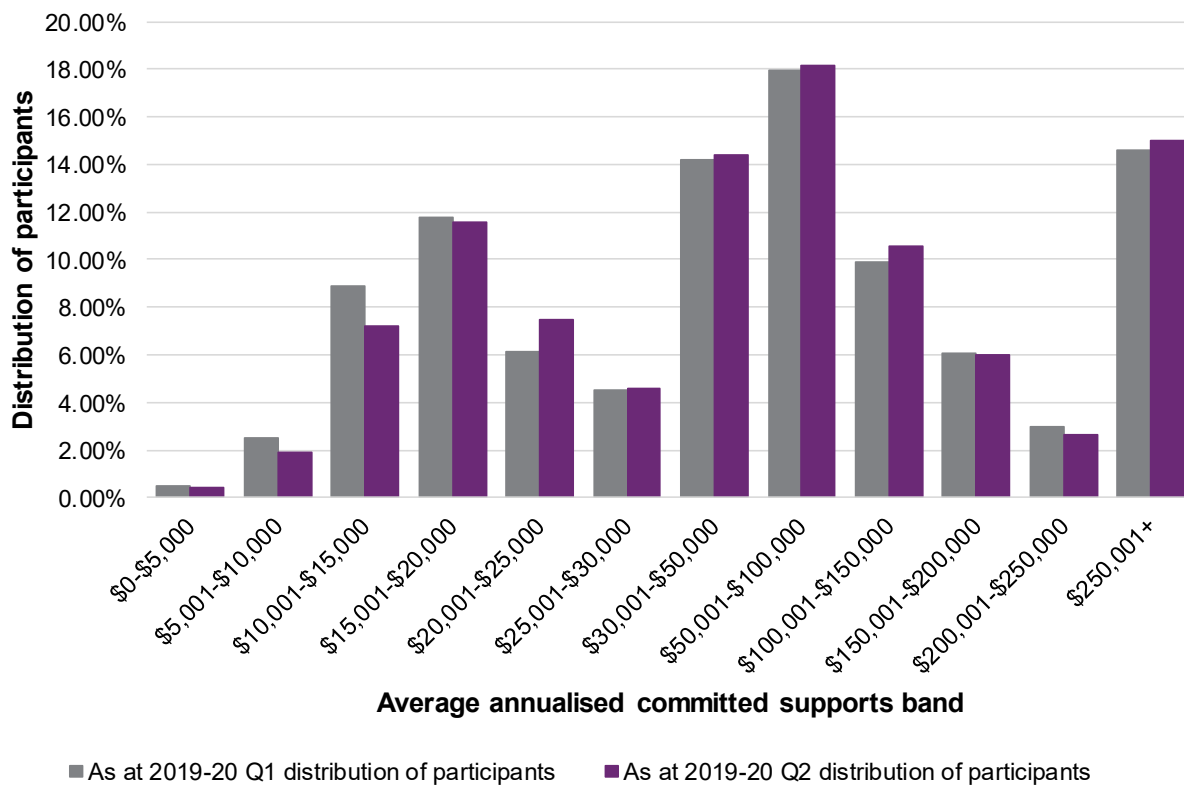
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	3	4	25%	75%	100%
Assistance Animals	0	0	0			0%
Assistance with daily life tasks in 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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	1	28	29	3%	97%	100%
Support Coordination	4	10	14	29%	71%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>48</b>	<b>169</b>	<b>217</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

## Part Four: Financial sustainability

**Table M.49 Committed supports by financial year (\$m) – Northern Territory** <sup>543</sup>

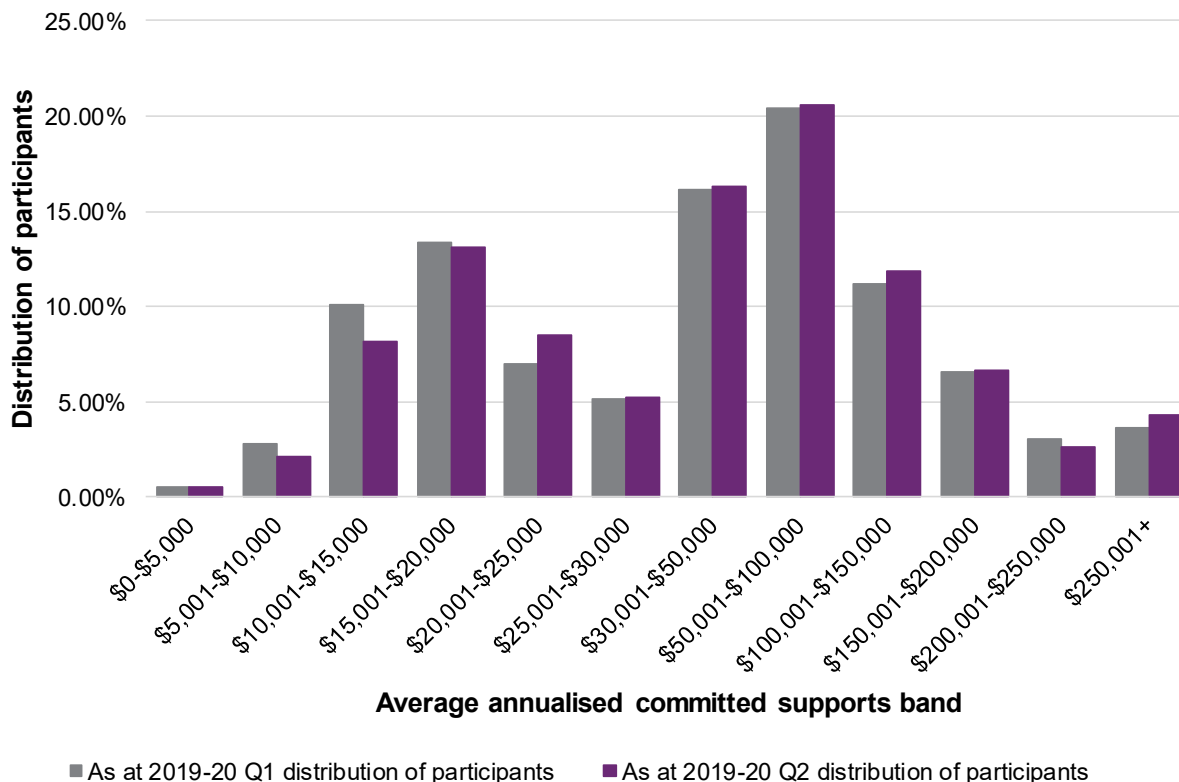
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.3	101.1	206.5	171.6

**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**

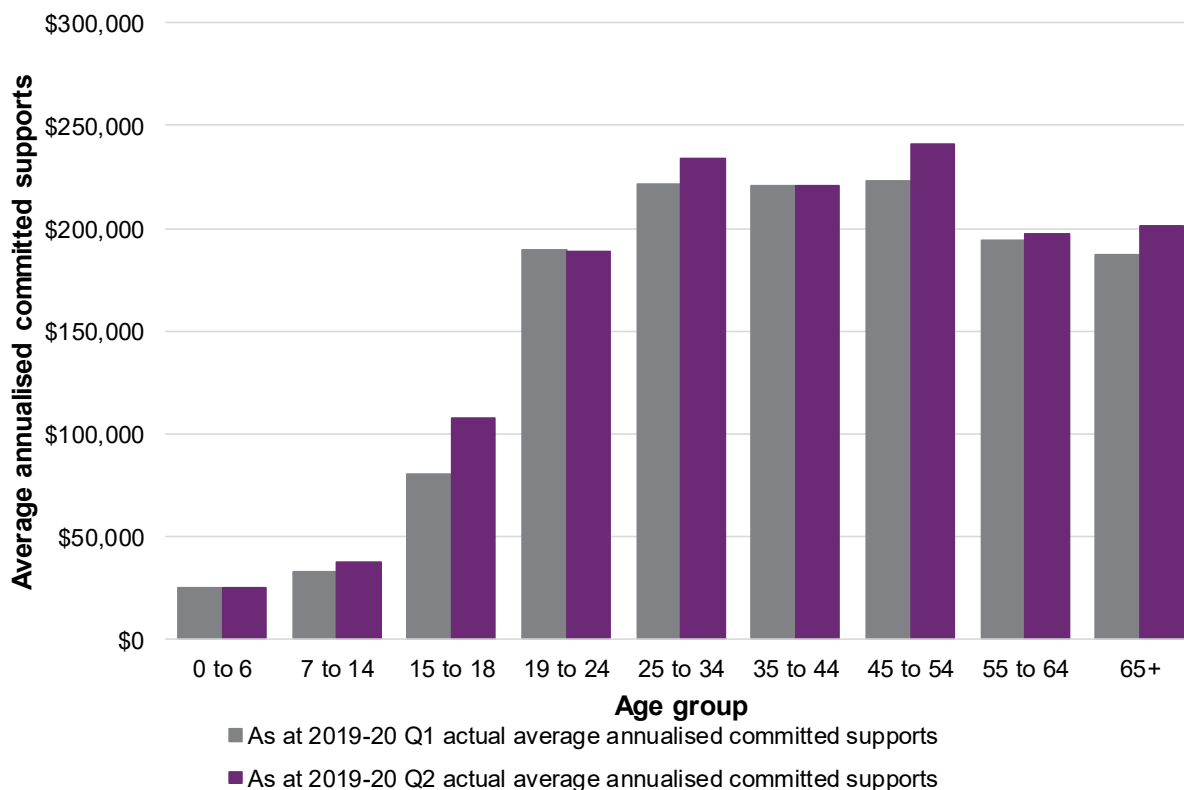


<sup>543</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for NT.

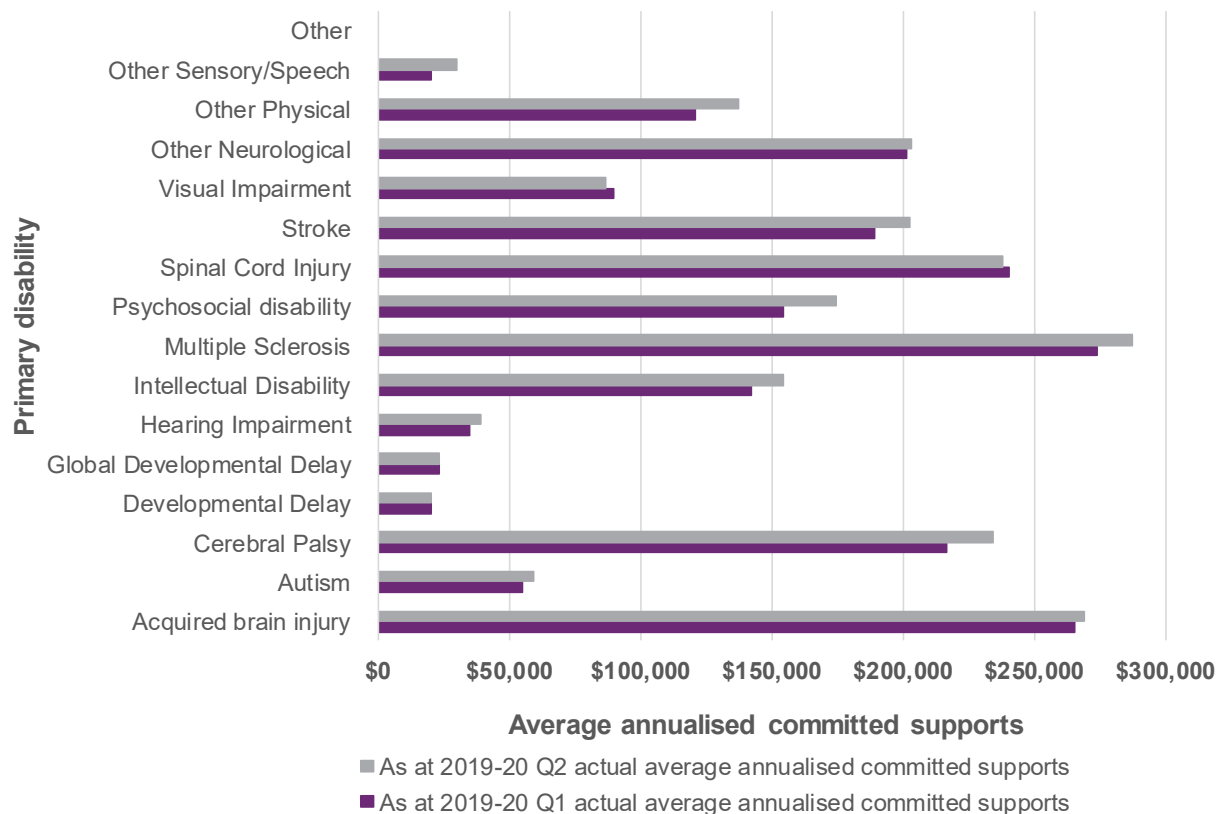
**Figure M.16 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory**



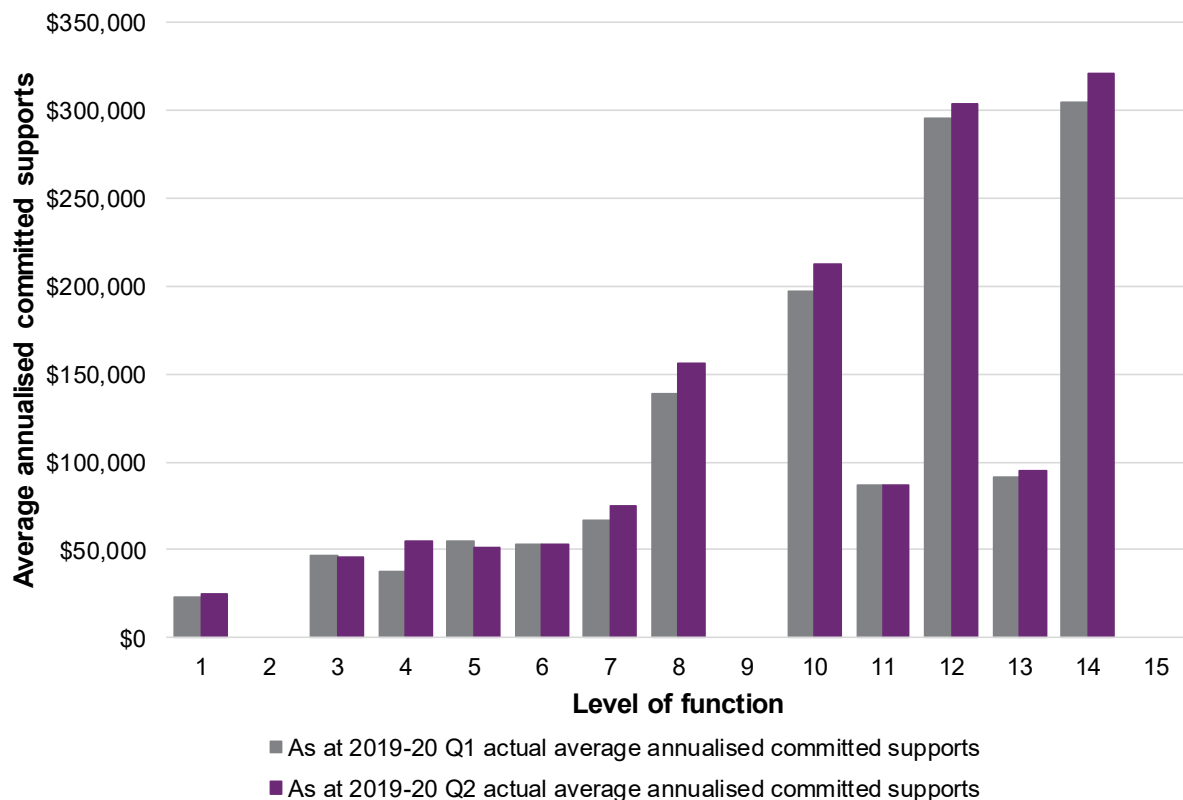
**Figure M.17 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory**



**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** <sup>544</sup>



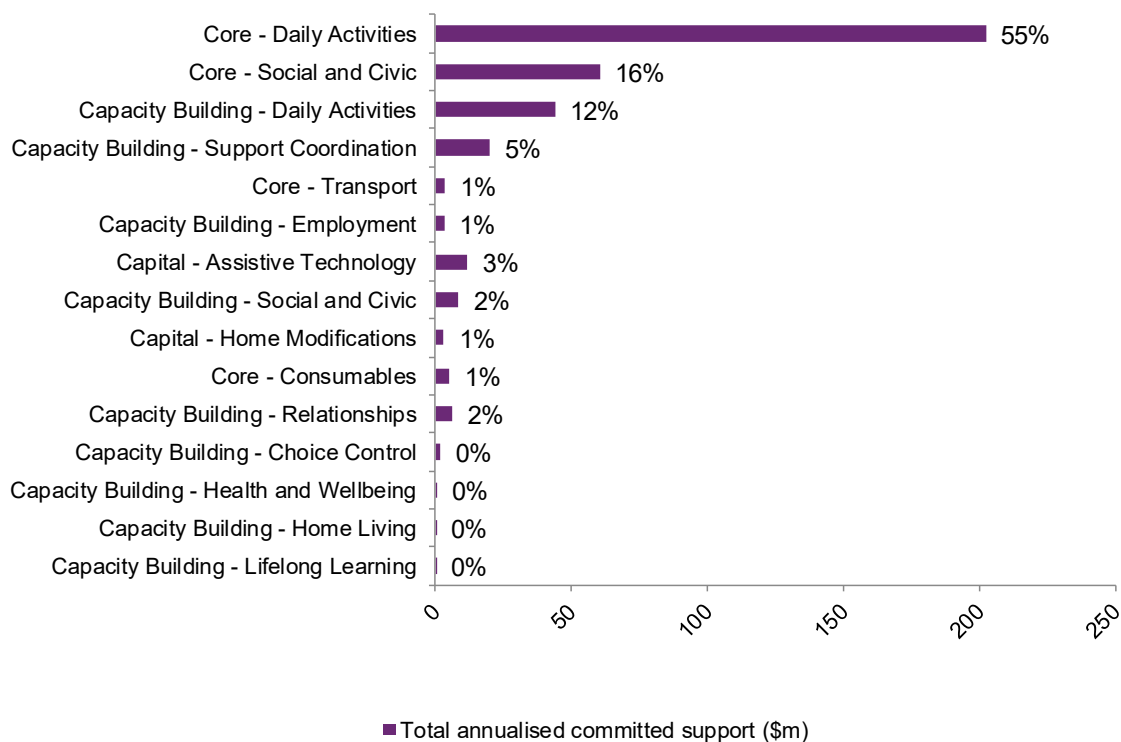
**Figure M.19 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q2 compared with active participants with initial plan approvals as at 2019-20 Q1 – Northern Territory** <sup>545</sup>



<sup>544</sup> 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.

<sup>545</sup> 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.

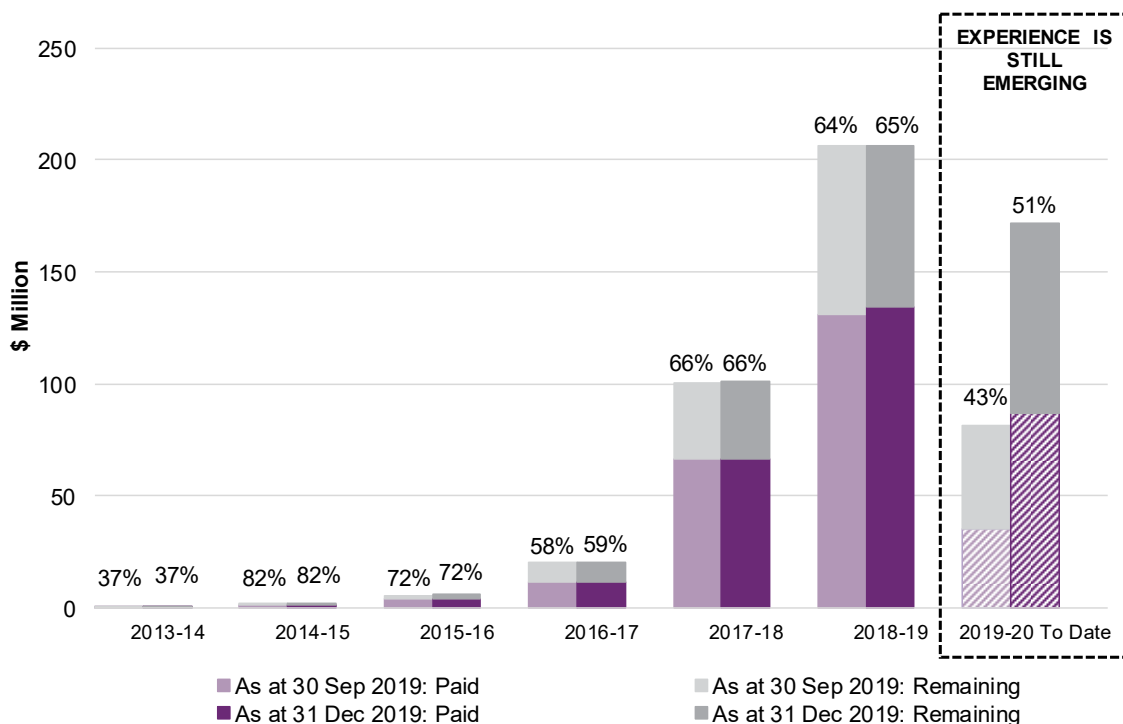
**Figure M.20 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory**



**Table M.50 Payments by financial year, compared to committed supports (\$m) – Northern Territory**<sup>546</sup>

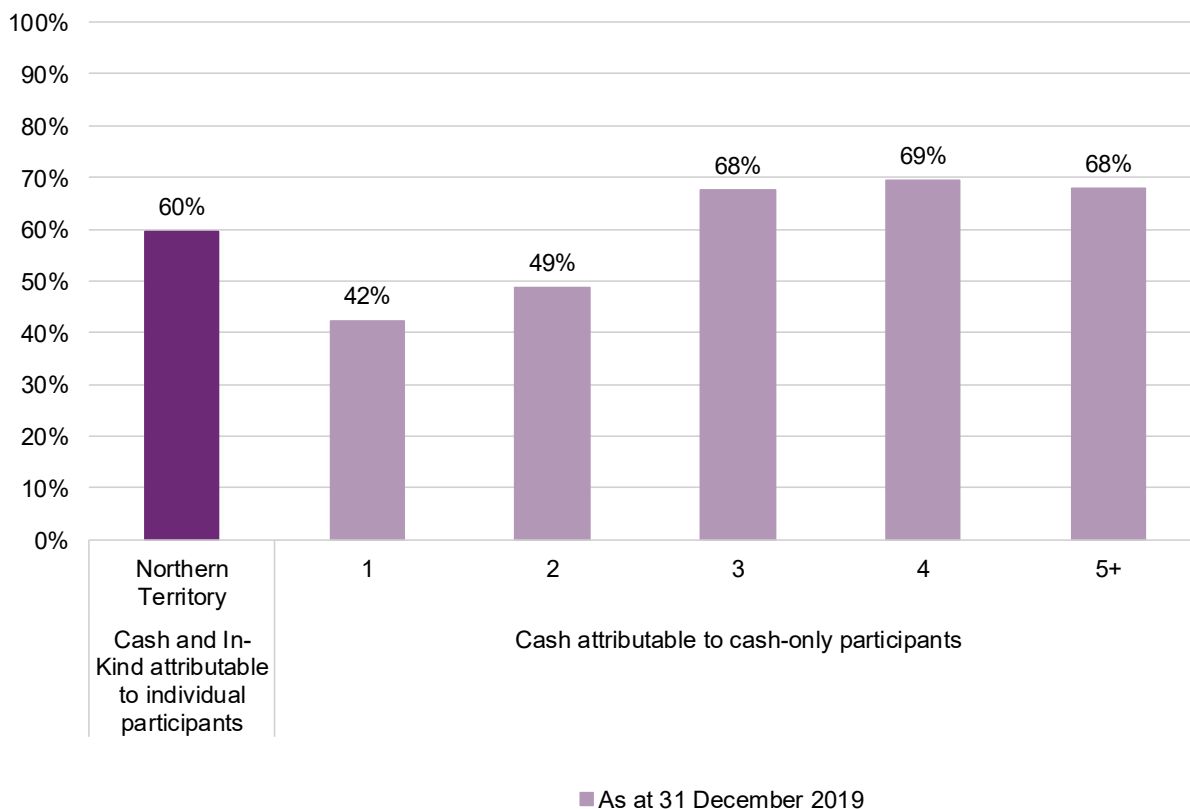
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.3	101.1	206.5	171.6
Total Paid	0.02	1.7	4.2	11.9	66.9	134.4	87.2
% utilised to date	37%	82%	72%	59%	66%	65%	51%

**Figure M.21 Utilisation of committed supports as at 30 September 2019 and 31 December 2019 – Northern Territory**

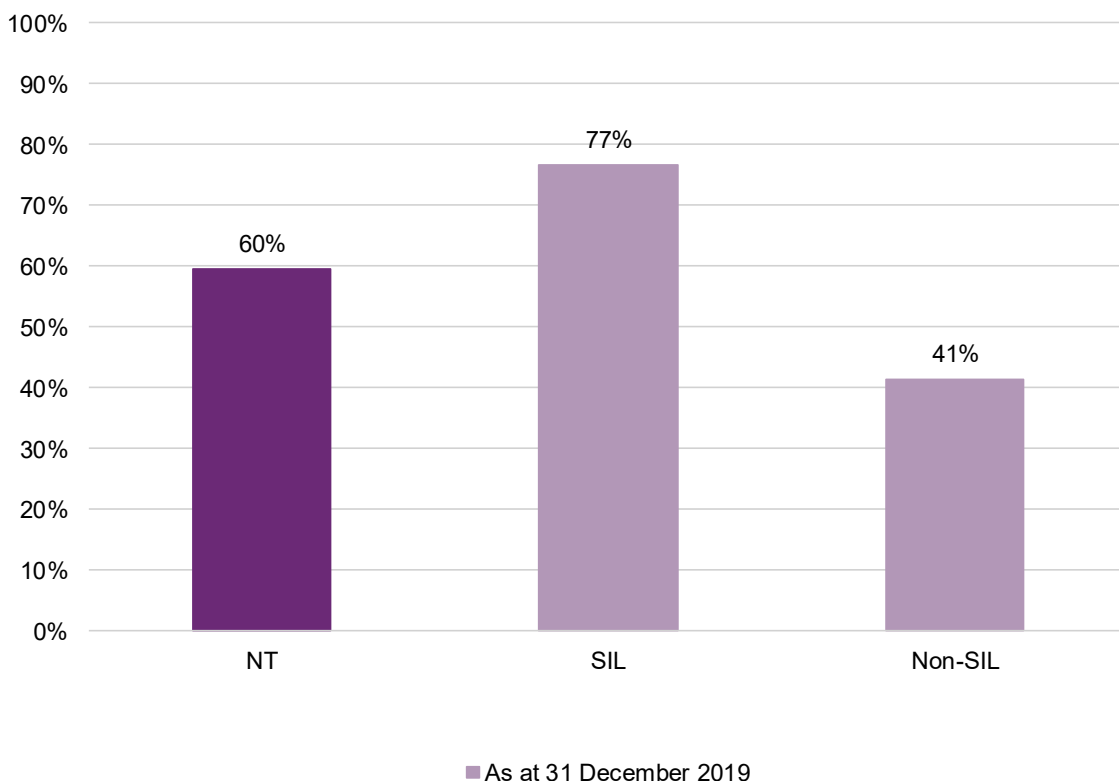


<sup>546</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for NT.

**Figure M.22 Utilisation of committed supports by plan number from 1 April 2019 and 30 September 2019 – Northern Territory** <sup>547</sup>



**Figure M.23 Utilisation of committed supports by SIL status from 1 April 2019 and 30 September 2019 – Northern Territory** <sup>548</sup>

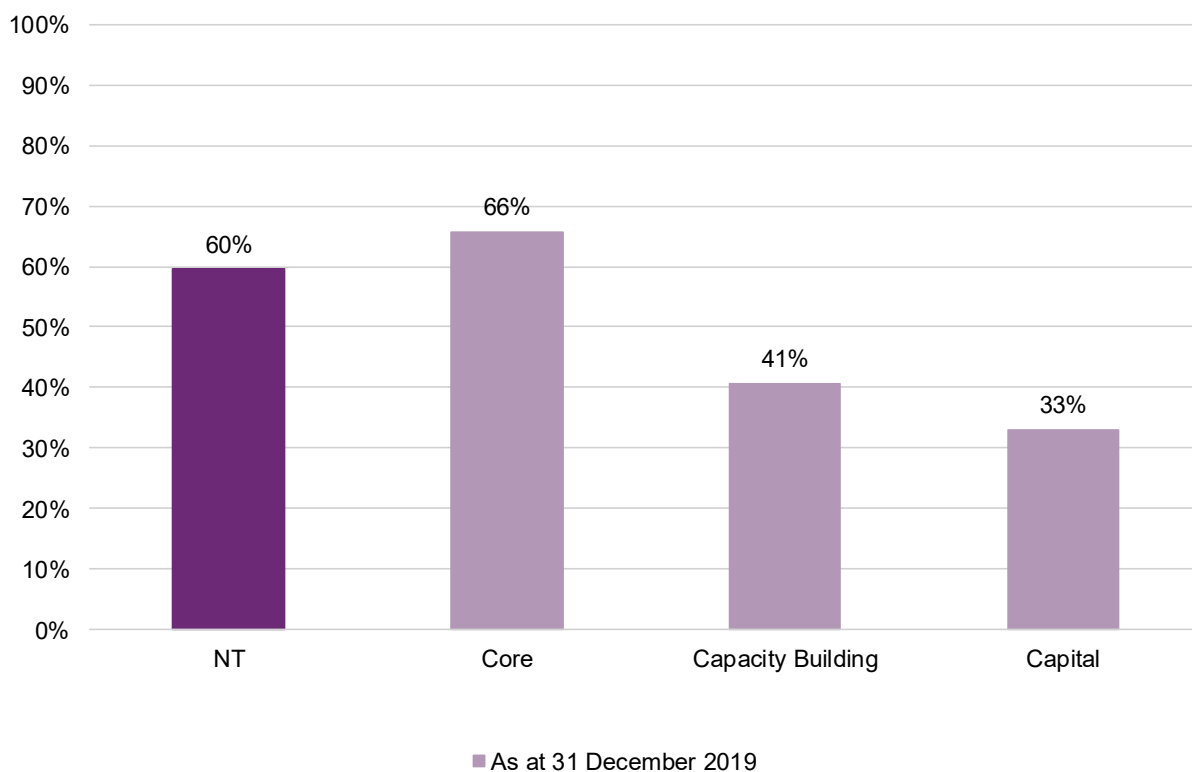


<sup>547</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 April 2019 and 30 September 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>548</sup> 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.

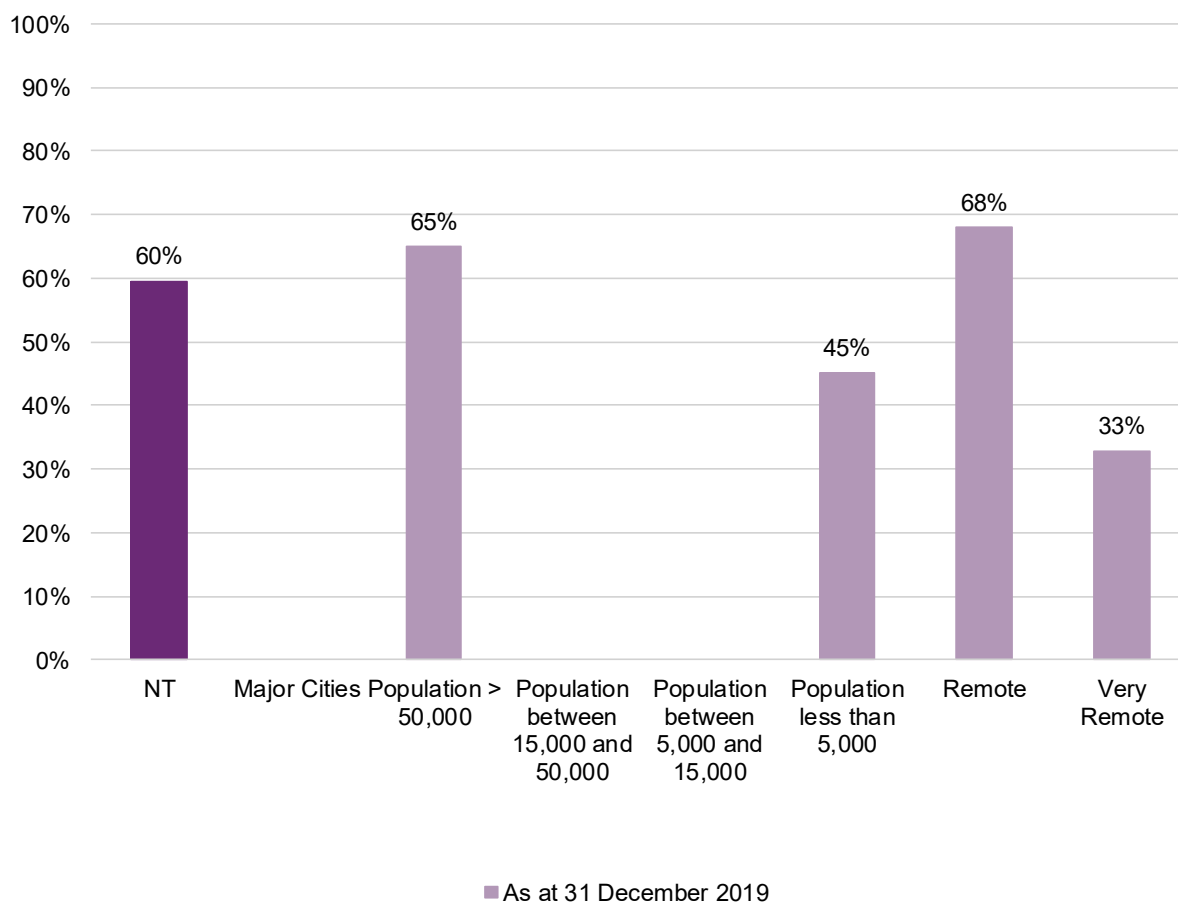
**Figure M.24 Utilisation of committed supports by support class from 1 April 2019 and 30 September 2019 – Northern Territory**

549



**Figure M.25 Utilisation of committed supports by remoteness from 1 April 2019 and 30 September 2019 – Northern Territory**

551



<sup>549</sup> Ibid.

<sup>550</sup> Ibid.

<sup>551</sup> 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** <sup>552</sup>

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%
<b>National</b>	<b>338,982</b>	<b>100%</b>	<b>2,678</b>	<b>341,660</b>	<b>100%</b>

**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%	<b>15%</b>
7 to 14	25%	23%	23%	27%	32%	22%	25%	23%	<b>25%</b>
15 to 18	7%	7%	7%	10%	9%	9%	8%	7%	<b>7%</b>
19 to 24	10%	8%	9%	10%	7%	14%	9%	7%	<b>9%</b>
25 to 34	9%	10%	10%	10%	8%	11%	8%	10%	<b>9%</b>
35 to 44	8%	9%	9%	8%	7%	8%	9%	11%	<b>9%</b>
45 to 54	10%	12%	11%	10%	10%	11%	10%	11%	<b>11%</b>
55 to 64	12%	12%	13%	11%	12%	12%	11%	10%	<b>12%</b>
65+	3%	2%	2%	2%	2%	1%	5%	1%	<b>3%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>552</sup> 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** <sup>553 554</sup>

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	31%	28%	30%	36%	37%	31%	27%	23%	<b>31%</b>
Intellectual Disability	24%	23%	22%	24%	23%	30%	18%	22%	<b>23%</b>
Psychosocial disability	8%	13%	8%	7%	5%	6%	12%	8%	<b>9%</b>
Developmental Delay	5%	8%	5%	2%	5%	4%	9%	8%	<b>6%</b>
Other Neurological	5%	4%	5%	5%	4%	4%	4%	5%	<b>5%</b>
Cerebral Palsy	5%	4%	5%	3%	4%	4%	5%	4%	<b>5%</b>
Other Physical	4%	3%	5%	5%	5%	3%	7%	5%	<b>4%</b>
Hearing Impairment	5%	4%	5%	4%	3%	5%	4%	6%	<b>4%</b>
ABI	3%	3%	4%	3%	4%	4%	2%	7%	<b>3%</b>
Visual Impairment	2%	3%	2%	2%	2%	2%	2%	1%	<b>2%</b>
Multiple Sclerosis	2%	2%	2%	2%	2%	2%	2%	1%	<b>2%</b>
Global Developmental Delay	2%	1%	1%	3%	3%	2%	2%	2%	<b>2%</b>
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	<b>1%</b>
Spinal Cord Injury	1%	1%	2%	2%	1%	1%	1%	2%	<b>1%</b>
Other Sensory/Speech	1%	1%	0%	0%	2%	0%	2%	1%	<b>1%</b>
Other	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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%	<b>6.1%</b>
Culturally and linguistically diverse	9.9%	10.7%	5.2%	7.9%	7.2%	3.1%	10.7%	26.7%	<b>8.9%</b>
Residing in remote and very remote areas	0.3%	0.0%	1.8%	4.6%	2.4%	1.2%	0.0%	43.1%	<b>1.4%</b>
With supported independent living	7.1%	5.5%	6.8%	5.3%	7.0%	10.7%	5.8%	11.8%	<b>6.6%</b>
With specialised disability accommodation	4.3%	5.1%	2.4%	1.5%	5.7%	5.4%	0.3%	4.9%	<b>4.0%</b>

**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%
<b>National</b>	<b>85%</b>

<sup>553</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>554</sup> 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'** <sup>555</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	28%	24%	20%	25%	31%	16%	32%	8%	<b>25%</b>
Year 2	28%	24%	20%	26%	33%	20%	36%	10%	<b>26%</b>
Participants (15 and over) in community									
Baseline	34%	35%	35%	42%	36%	25%	42%	50%	<b>35%</b>
Year 2	47%	44%	48%	49%	43%	34%	44%	55%	<b>46%</b>
Participants (15 and over) who choose who supports them									
Baseline	48%	49%	51%	51%	52%	35%	68%	21%	<b>49%</b>
Year 2	48%	50%	54%	51%	54%	42%	68%	20%	<b>50%</b>

**Table N.7 Distribution of active participant by method of Financial Plan Management** <sup>556 557</sup>

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	17%	21%	19%	13%	15%	13%	33%	12%	<b>18%</b>
Self-managed partly	10%	12%	12%	23%	7%	12%	10%	7%	<b>12%</b>
Plan managed	32%	41%	37%	13%	45%	17%	35%	35%	<b>35%</b>
Agency managed	40%	26%	32%	51%	33%	58%	22%	46%	<b>35%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.8 Estimated number and rate of unscheduled plan reviews - excluding plans less than 30 days** <sup>558 559 560</sup>

	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	<b>76,447</b>
% of unscheduled reviews	14%	14%	17%	12%	13%	17%	9%	20%	<b>14%</b>
Total number of plan reviews	209,638	108,434	64,689	19,021	54,007	12,365	19,266	3,893	<b>491,340</b>
% of unscheduled reviews	15%	15%	20%	13%	12%	19%	13%	37%	<b>16%</b>

**Table N.9 Number and rates of participant complaints** <sup>561 562 563</sup>

	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	<b>5,621</b>
% of access requests	4.7%	5.6%	5.5%	4.6%	6.8%	5.5%	2.5%	2.5%	<b>5.4%</b>
All participant complaints	19,822	12,198	5,698	1,342	7,245	889	1,570	109	<b>49,893</b>
% of access requests	6.0%	6.4%	5.1%	3.7%	8.1%	5.3%	5.2%	2.2%	<b>6.2%</b>

<sup>555</sup> 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.

<sup>556</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>557</sup> Trial participants are not included.

<sup>558</sup> A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

<sup>559</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>560</sup> The National totals include unscheduled plan reviews where jurisdiction information was missing.

<sup>561</sup> 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.

<sup>562</sup> % 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.

<sup>563</sup> 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** <sup>564</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	65%	64%	71%	72%	64%	63%	65%	57%	<b>67%</b>
30 to 59 days	16%	14%	12%	8%	12%	17%	12%	15%	<b>13%</b>
60 to 89 days	6%	6%	5%	4%	7%	5%	6%	6%	<b>6%</b>
90 to 119 days	3%	3%	2%	3%	2%	4%	3%	6%	<b>3%</b>
120 days and over	3%	4%	3%	3%	5%	3%	1%	7%	<b>3%</b>
No payments	7%	9%	6%	9%	9%	9%	13%	9%	<b>8%</b>
Total plans approved	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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	<b>6,000</b>
Company / Organisation	4,065	2,818	2,962	869	1,071	673	699	339	<b>7,986</b>
<b>Total active providers</b>	<b>6,764</b>	<b>4,531</b>	<b>4,490</b>	<b>1,098</b>	<b>1,586</b>	<b>900</b>	<b>933</b>	<b>420</b>	<b>13,986</b>

**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** <sup>565 566</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	79%	74%	84%	85%	80%	76%	n/a	n/a	<b>81%</b>
Subsequent plans	88%	80%	84%	81%	67%	85%	90%	77%	<b>86%</b>
Total	87%	78%	84%	83%	78%	83%	90%	77%	<b>85%</b>
<b>Non SIL</b>									
First plan	48%	42%	47%	54%	45%	42%	45%	36%	<b>46%</b>
Subsequent plans	66%	60%	60%	64%	59%	62%	65%	41%	<b>63%</b>
Total	63%	53%	54%	58%	54%	54%	62%	39%	<b>57%</b>
<b>Total (SIL and non-SIL)</b>									
First plan	<b>49%</b>	<b>46%</b>	<b>55%</b>	<b>60%</b>	<b>60%</b>	<b>50%</b>	<b>45%</b>	<b>42%</b>	<b>53%</b>
Subsequent plans	<b>75%</b>	<b>63%</b>	<b>67%</b>	<b>70%</b>	<b>60%</b>	<b>72%</b>	<b>73%</b>	<b>64%</b>	<b>70%</b>
Total	<b>73%</b>	<b>57%</b>	<b>62%</b>	<b>64%</b>	<b>60%</b>	<b>65%</b>	<b>71%</b>	<b>59%</b>	<b>66%</b>

<sup>564</sup> 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.

<sup>565</sup> 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.

<sup>566</sup> 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** <sup>567 568 569 570 571 572 573 574</sup>

Region			Core supports		Capacity Building supports		Capital supports		Total active participants
			#	%	#	%	#	%	
<b>NSW</b>			<b>89,345</b>	<b>79%</b>	<b>111,577</b>	<b>98%</b>	<b>30,916</b>	<b>27%</b>	<b>113,590</b>
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
<b>VIC</b>			<b>80,540</b>	<b>89%</b>	<b>89,480</b>	<b>99%</b>	<b>21,086</b>	<b>23%</b>	<b>90,694</b>
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

<sup>567</sup> Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

<sup>568</sup> 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).

<sup>569</sup> 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.

<sup>570</sup> 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.

<sup>571</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>572</sup> Since the phasing schedule for South Australia is by age, each region in the state has the phasing date Jul-13.

<sup>573</sup> Since the phasing schedule for Tasmania is by age, each region in the state has the phasing date Jul-13.

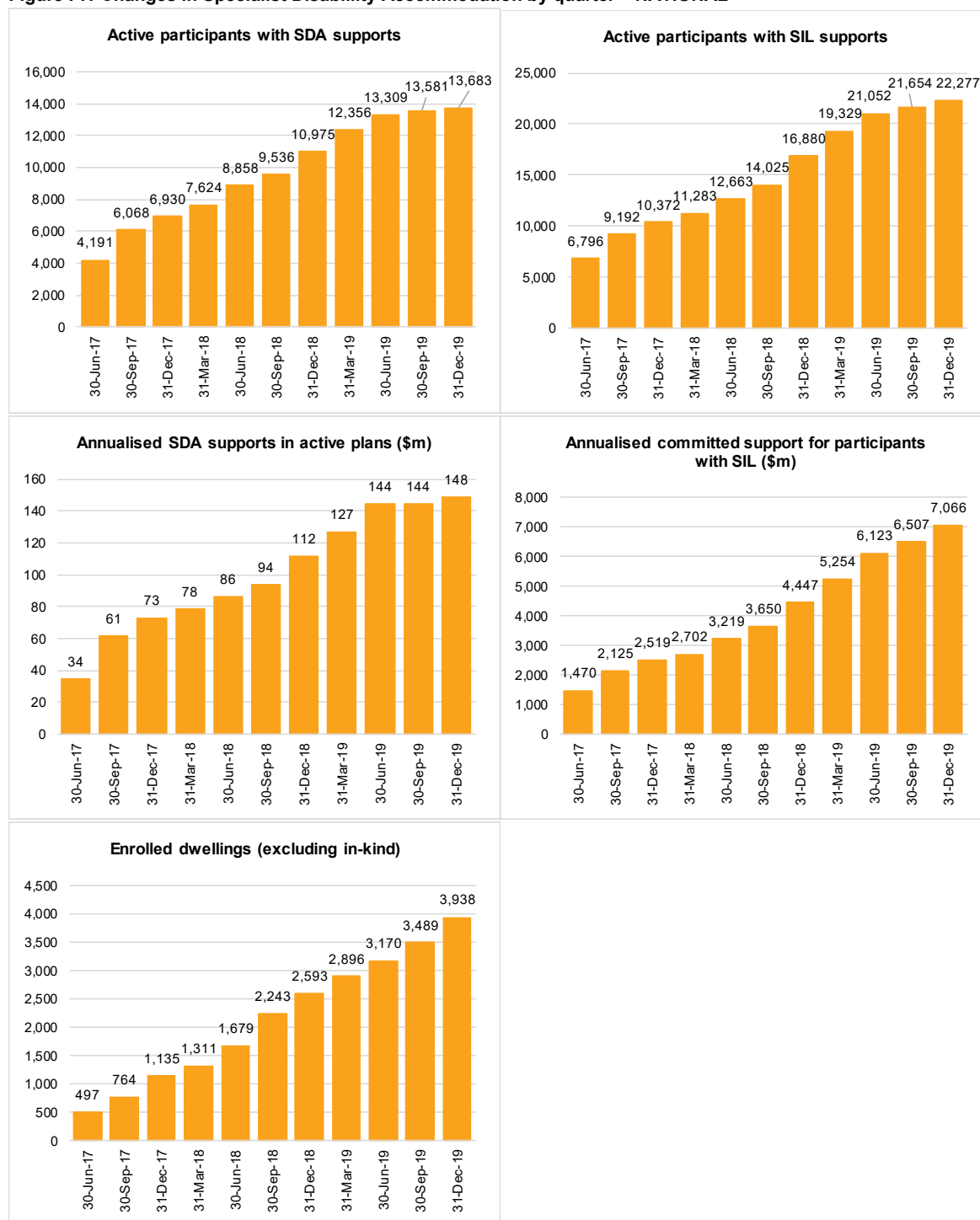
<sup>574</sup> Other Territories includes Norfolk Island.

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%	<b>406</b>
Darwin Remote	Jul-17	260	94%	277	100%	96	35%	<b>277</b>
Darwin Urban	Jan-17	1,493	93%	1,608	100%	452	28%	<b>1,613</b>
East Arnhem	Jan-17	156	97%	161	100%	49	30%	<b>161</b>
Katherine	Jul-17	141	95%	148	100%	56	38%	<b>148</b>
NT - Other		59	94%	62	98%	20	32%	<b>63</b>
<b>Other Territories</b>		<b>21</b>	<b>91%</b>	<b>22</b>	<b>96%</b>	<b>&lt;11</b>		<b>23</b>
<b>Total</b>		<b>289,381</b>	<b>91%</b>	<b>334,254</b>	<b>99%</b>	<b>92,860</b>	<b>27%</b>	<b>338,982</b>

# 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** <sup>575 576</sup>

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>4,917</b>	<b>4.3%</b>	<b>8,058</b>	<b>7.1%</b>	<b>113,590</b>
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
<b>VIC</b>	<b>4,599</b>	<b>5.1%</b>	<b>5,020</b>	<b>5.5%</b>	<b>90,694</b>
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
<b>QLD</b>	<b>1,452</b>	<b>2.4%</b>	<b>4,173</b>	<b>6.8%</b>	<b>61,583</b>
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

<sup>575</sup> Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

<sup>576</sup> Other Territories includes Norfolk Island.

Maroochydore	67	1.4%	292	6.2%	4,699
QLD - Other	<11		<11		<11
<b>WA</b>	<b>365</b>	<b>1.5%</b>	<b>1,278</b>	<b>5.3%</b>	<b>24,202</b>
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
<b>SA</b>	<b>1,777</b>	<b>5.7%</b>	<b>2,174</b>	<b>7.0%</b>	<b>31,132</b>
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
<b>TAS</b>	<b>411</b>	<b>5.4%</b>	<b>820</b>	<b>10.7%</b>	<b>7,679</b>
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
<b>ACT</b>	<b>23</b>	<b>0.3%</b>	<b>422</b>	<b>5.8%</b>	<b>7,260</b>
ACT	22	0.3%	421	5.8%	7,257
ACT - Other	<11		<11		<11
<b>NT</b>	<b>139</b>	<b>4.9%</b>	<b>332</b>	<b>11.8%</b>	<b>2,819</b>
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
<b>Other Territories</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>23</b>
<b>National</b>	<b>13,683</b>	<b>4.0%</b>	<b>22,277</b>	<b>6.6%</b>	<b>338,982</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2019** <sup>577 578</sup>

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
<b>Total</b>	<b>148,438,502</b>	<b>0.66%</b>	<b>7,066,035,970</b>	<b>32%</b>	<b>22,350,389,239</b>

**Table P.3 Registered and active SDA providers by jurisdiction as at 31 December 2019** <sup>579 580 581</sup>

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
<b>National</b>	<b>765</b>	<b>215</b>

### SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do 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.

<sup>577</sup> State/ Territory is defined by the current residing address of the participant.

<sup>578</sup> Other Territories includes Norfolk Island.

<sup>579</sup> 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.

<sup>580</sup> Other Territories includes Norfolk Island.

<sup>581</sup> 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)	
<b>ACT</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>11</b>
ACT - Australian Capital Territory	8	0	3	0	11
<b>NSW</b>	<b>1,298</b>	<b>58</b>	<b>396</b>	<b>5</b>	<b>1,757</b>
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
<b>NT</b>	<b>18</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>29</b>
NT - Darwin	12	2	8	0	22
NT - Northern Territory - Outback	6	1	0	0	7
<b>QLD</b>	<b>355</b>	<b>37</b>	<b>139</b>	<b>4</b>	<b>535</b>
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

<sup>582</sup> 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
<b>SA</b>	<b>877</b>	<b>12</b>	<b>79</b>	<b>0</b>	<b>968</b>
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
<b>TAS</b>	<b>26</b>	<b>3</b>	<b>19</b>	<b>0</b>	<b>48</b>
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
<b>VIC</b>	<b>363</b>	<b>86</b>	<b>118</b>	<b>13</b>	<b>580</b>
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
<b>WA</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>10</b>
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
<b>Total</b>	<b>2,952</b>	<b>199</b>	<b>765</b>	<b>22</b>	<b>3,938</b>

**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	
<b>ACT</b>	<b>3</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>11</b>
ACT - Australian Capital Territory	3	0	8	0	0	11
<b>NSW</b>	<b>1070</b>	<b>305</b>	<b>151</b>	<b>56</b>	<b>175</b>	<b>1,757</b>
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
<b>NT</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>29</b>
NT - Darwin	4	4	1	0	13	22
NT - Northern Territory - Outback	4	1	0	0	2	7
<b>QLD</b>	<b>104</b>	<b>156</b>	<b>124</b>	<b>35</b>	<b>116</b>	<b>535</b>
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
<b>SA</b>	<b>496</b>	<b>228</b>	<b>70</b>	<b>54</b>	<b>120</b>	<b>968</b>
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
<b>TAS</b>	<b>7</b>	<b>23</b>	<b>2</b>	<b>3</b>	<b>13</b>	<b>48</b>
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
<b>VIC</b>	<b>244</b>	<b>129</b>	<b>94</b>	<b>43</b>	<b>70</b>	<b>580</b>
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
<b>WA</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>10</b>
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
<b>Total</b>	<b>1,934</b>	<b>847</b>	<b>455</b>	<b>191</b>	<b>511</b>	<b>3,938</b>

**Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 31 December 2019 (excluding in-kind arrangements)** <sup>584</sup>

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>11</b>
ACT - Australian Capital Territory	2	3	0	3	3	0	11
<b>NSW</b>	<b>385</b>	<b>306</b>	<b>138</b>	<b>287</b>	<b>583</b>	<b>58</b>	<b>1,757</b>
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
<b>NT</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>29</b>
NT - Darwin	1	10	0	2	7	2	22
NT - Northern Territory - Outback	0	4	1	1	0	1	7
<b>QLD</b>	<b>210</b>	<b>100</b>	<b>84</b>	<b>72</b>	<b>32</b>	<b>37</b>	<b>535</b>
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

<sup>584</sup> 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
<b>SA</b>	<b>190</b>	<b>424</b>	<b>158</b>	<b>103</b>	<b>81</b>	<b>12</b>	<b>968</b>
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
<b>TAS</b>	<b>7</b>	<b>18</b>	<b>5</b>	<b>15</b>	<b>0</b>	<b>3</b>	<b>48</b>
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
<b>VIC</b>	<b>165</b>	<b>84</b>	<b>66</b>	<b>39</b>	<b>140</b>	<b>86</b>	<b>580</b>
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
<b>WA</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
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
<b>Grand Total</b>	<b>960</b>	<b>955</b>	<b>456</b>	<b>522</b>	<b>846</b>	<b>199</b>	<b>3,938</b>

Table P.7 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements) <sup>585</sup>

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
ACT - Australian Capital Territory	0	3	0	0	3
<b>NSW</b>	<b>179</b>	<b>94</b>	<b>20</b>	<b>108</b>	<b>401</b>
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
<b>NT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>8</b>
NT - Darwin	0	0	0	8	8
NT - Northern Territory - Outback	0	0	0	0	0
<b>QLD</b>	<b>29</b>	<b>67</b>	<b>3</b>	<b>45</b>	<b>144</b>
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

<sup>585</sup> 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
<b>SA</b>	<b>16</b>	<b>11</b>	<b>51</b>	<b>1</b>	<b>79</b>
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
<b>TAS</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>19</b>
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
<b>VIC</b>	<b>21</b>	<b>76</b>	<b>12</b>	<b>22</b>	<b>131</b>
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
<b>WA</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>
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
<b>Grand Total</b>	<b>256</b>	<b>252</b>	<b>87</b>	<b>193</b>	<b>788</b>

**Table P.8 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)** <sup>586</sup>

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>8</b>
ACT - Australian Capital Territory	0	8	0	0	8
<b>NSW</b>	<b>451</b>	<b>202</b>	<b>67</b>	<b>266</b>	<b>986</b>
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
<b>NT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>16</b>
NT - Darwin	0	0	0	16	16
NT - Northern Territory - Outback	0	0	0	0	0
<b>QLD</b>	<b>47</b>	<b>94</b>	<b>12</b>	<b>77</b>	<b>230</b>
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

<sup>586</sup> 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
<b>SA</b>	<b>37</b>	<b>22</b>	<b>119</b>	<b>2</b>	<b>180</b>
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
<b>TAS</b>	<b>20</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>44</b>
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
<b>VIC</b>	<b>28</b>	<b>143</b>	<b>30</b>	<b>42</b>	<b>243</b>
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
<b>WA</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>8</b>
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
<b>Grand Total</b>	<b>585</b>	<b>470</b>	<b>229</b>	<b>431</b>	<b>1,715</b>

## Appendix Q:

### Utilisation rates by regions

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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 <sup>587</sup>

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%	

<sup>587</sup> 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										
<b>Queensland total</b>		<b>84%</b>	<b>84%</b>	<b>84%</b>	<b>47%</b>	<b>60%</b>	<b>54%</b>	<b>55%</b>	<b>67%</b>	<b>62%</b>
<b>South Australia</b>										
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										
<b>South Australia total</b>		<b>80%</b>	<b>67%</b>	<b>78%</b>	<b>45%</b>	<b>59%</b>	<b>54%</b>	<b>60%</b>	<b>60%</b>	<b>60%</b>
<b>Tasmania</b>										
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										
<b>Tasmania total</b>		<b>76%</b>	<b>85%</b>	<b>83%</b>	<b>42%</b>	<b>62%</b>	<b>54%</b>	<b>50%</b>	<b>72%</b>	<b>65%</b>
<b>Australian Capital Territory</b>										
Australian Capital Territory	Jul-14		90%	90%	45%	65%	62%	45%	73%	71%
Australian Capital Territory - Other										
<b>Australian Capital Territory total</b>			<b>90%</b>	<b>90%</b>	<b>45%</b>	<b>65%</b>	<b>62%</b>	<b>45%</b>	<b>73%</b>	<b>71%</b>
<b>Northern Territory</b>										
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%
<b>Northern Territory total</b>			<b>77%</b>	<b>77%</b>	<b>36%</b>	<b>41%</b>	<b>39%</b>	<b>42%</b>	<b>64%</b>	<b>59%</b>
<b>Western Australia</b>										
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%
<b>Western Australia total</b>		<b>85%</b>	<b>81%</b>	<b>83%</b>	<b>54%</b>	<b>64%</b>	<b>58%</b>	<b>60%</b>	<b>70%</b>	<b>64%</b>
<b>National total</b>		<b>81%</b>	<b>86%</b>	<b>85%</b>	<b>46%</b>	<b>63%</b>	<b>57%</b>	<b>53%</b>	<b>70%</b>	<b>66%</b>

## Appendix R:

### Access decisions and first plans

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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
<b>0 to 6</b>	<b>National</b>	<b>1,813</b>	<b>2,005</b>	<b>2,124</b>	<b>2,536</b>	<b>3,392</b>	<b>3,525</b>	<b>2,825</b>	<b>1,217</b>	<b>916</b>	<b>1,121</b>	<b>972</b>	<b>616</b>	<b>463</b>
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
<b>7 plus</b>	<b>National</b>	<b>9,188</b>	<b>10,280</b>	<b>11,409</b>	<b>13,725</b>	<b>17,271</b>	<b>17,255</b>	<b>14,593</b>	<b>10,456</b>	<b>9,408</b>	<b>8,997</b>	<b>8,004</b>	<b>7,138</b>	<b>5,724</b>
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
<b>All</b>	<b>National</b>	<b>11,001</b>	<b>12,285</b>	<b>13,533</b>	<b>16,261</b>	<b>20,663</b>	<b>20,780</b>	<b>17,418</b>	<b>11,673</b>	<b>10,324</b>	<b>10,118</b>	<b>8,976</b>	<b>7,754</b>	<b>6,187</b>

**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
<b>0 to 6</b>	<b>National</b>	<b>20</b>	<b>22</b>	<b>13</b>	<b>21</b>	<b>26</b>	<b>35</b>	<b>38</b>	<b>19</b>	<b>15</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>8</b>
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
<b>7 plus</b>	<b>National</b>	<b>20</b>	<b>22</b>	<b>15</b>	<b>21</b>	<b>26</b>	<b>34</b>	<b>38</b>	<b>25</b>	<b>20</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>11</b>
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
<b>All</b>	<b>National</b>	<b>20</b>	<b>22</b>	<b>15</b>	<b>21</b>	<b>26</b>	<b>34</b>	<b>38</b>	<b>24</b>	<b>20</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>10</b>

**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
<b>0 to 6</b>	<b>National</b>	<b>2,298</b>	<b>2,290</b>	<b>1,970</b>	<b>1,816</b>	<b>1,567</b>	<b>2,260</b>	<b>2,190</b>	<b>3,299</b>	<b>3,733</b>	<b>3,048</b>	<b>3,326</b>	<b>3,340</b>	<b>2,644</b>
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
<b>7 plus</b>	<b>National</b>	<b>6,668</b>	<b>6,976</b>	<b>6,631</b>	<b>5,809</b>	<b>5,109</b>	<b>6,799</b>	<b>7,463</b>	<b>10,419</b>	<b>10,934</b>	<b>8,973</b>	<b>8,934</b>	<b>8,343</b>	<b>7,072</b>
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
<b>All</b>	<b>National</b>	<b>8,966</b>	<b>9,266</b>	<b>8,601</b>	<b>7,625</b>	<b>6,676</b>	<b>9,059</b>	<b>9,653</b>	<b>13,718</b>	<b>14,667</b>	<b>12,021</b>	<b>12,260</b>	<b>11,683</b>	<b>9,716</b>

**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
<b>0 to 6</b>	<b>National</b>	<b>6</b>	<b>18</b>	<b>18</b>	<b>12</b>	<b>24</b>	<b>27</b>	<b>43</b>	<b>29</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>3</b>
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
<b>7 plus</b>	<b>National</b>	<b>10</b>	<b>18</b>	<b>21</b>	<b>14</b>	<b>25</b>	<b>33</b>	<b>42</b>	<b>34</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>7</b>	<b>5</b>
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
<b>All</b>	<b>National</b>	<b>9</b>	<b>18</b>	<b>20</b>	<b>14</b>	<b>25</b>	<b>31</b>	<b>42</b>	<b>33</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>4</b>

**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
<b>0 to 6</b>	<b>National</b>	<b>10,108</b>	<b>10,075</b>	<b>9,554</b>	<b>8,584</b>	<b>7,829</b>	<b>6,774</b>	<b>5,989</b>	<b>7,117</b>	<b>7,161</b>	<b>5,689</b>	<b>5,284</b>	<b>5,405</b>	<b>4,593</b>
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
<b>7 plus</b>	<b>National</b>	<b>29,298</b>	<b>25,224</b>	<b>22,292</b>	<b>17,043</b>	<b>14,863</b>	<b>12,046</b>	<b>9,611</b>	<b>13,952</b>	<b>15,586</b>	<b>15,348</b>	<b>15,581</b>	<b>14,986</b>	<b>14,421</b>
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
<b>All</b>	<b>National</b>	<b>39,406</b>	<b>35,299</b>	<b>31,846</b>	<b>25,627</b>	<b>22,692</b>	<b>18,820</b>	<b>15,600</b>	<b>21,069</b>	<b>22,747</b>	<b>21,037</b>	<b>20,865</b>	<b>20,391</b>	<b>19,014</b>

**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
<b>0 to 6</b>	<b>National</b>	<b>119</b>	<b>118</b>	<b>120</b>	<b>122</b>	<b>128</b>	<b>117</b>	<b>104</b>	<b>81</b>	<b>64</b>	<b>54</b>	<b>45</b>	<b>40</b>	<b>44</b>
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
<b>7 plus</b>	<b>National</b>	<b>97</b>	<b>110</b>	<b>120</b>	<b>125</b>	<b>131</b>	<b>130</b>	<b>121</b>	<b>91</b>	<b>85</b>	<b>88</b>	<b>89</b>	<b>93</b>	<b>96</b>
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
<b>All</b>	<b>National</b>	<b>103</b>	<b>113</b>	<b>120</b>	<b>124</b>	<b>130</b>	<b>125</b>	<b>115</b>	<b>88</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>84</b>

**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
<b>0 to 6</b>	<b>National</b>	<b>1,790</b>	<b>1,794</b>	<b>2,180</b>	<b>2,535</b>	<b>2,079</b>	<b>2,865</b>	<b>2,663</b>	<b>2,343</b>	<b>3,526</b>	<b>4,061</b>	<b>3,567</b>	<b>3,099</b>	<b>3,233</b>
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
<b>7 plus</b>	<b>National</b>	<b>8,619</b>	<b>8,249</b>	<b>7,902</b>	<b>9,609</b>	<b>5,865</b>	<b>7,127</b>	<b>7,039</b>	<b>4,713</b>	<b>5,991</b>	<b>5,919</b>	<b>6,157</b>	<b>6,676</b>	<b>5,492</b>
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
<b>All</b>	<b>National</b>	<b>10,409</b>	<b>10,043</b>	<b>10,082</b>	<b>12,144</b>	<b>7,944</b>	<b>9,992</b>	<b>9,702</b>	<b>7,056</b>	<b>9,517</b>	<b>9,980</b>	<b>9,724</b>	<b>9,775</b>	<b>8,725</b>

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
<b>0 to 6</b>	<b>National</b>	<b>130</b>	<b>126</b>	<b>126</b>	<b>130</b>	<b>127</b>	<b>136</b>	<b>129</b>	<b>98</b>	<b>94</b>	<b>79</b>	<b>69</b>	<b>64</b>	<b>54</b>
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
<b>7 plus</b>	<b>National</b>	<b>130</b>	<b>106</b>	<b>121</b>	<b>131</b>	<b>129</b>	<b>133</b>	<b>134</b>	<b>106</b>	<b>94</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>91</b>
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
<b>All</b>	<b>National</b>	<b>130</b>	<b>110</b>	<b>122</b>	<b>131</b>	<b>129</b>	<b>134</b>	<b>133</b>	<b>103</b>	<b>94</b>	<b>88</b>	<b>83</b>	<b>84</b>	<b>77</b>